



OpenScape Desk Phone IP 35G SIP
OpenScape Desk Phone IP 35G Eco SIP
OpenScape Voice

User Guide

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

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The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.

An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.



Availability and technical specifications are subject to change without notice.

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Important information

	<p>For safety reasons, the telephone should only be supplied with power:</p> <ul style="list-style-type: none"> • using the original power supply unit. Part number: L30250-F600-C14x (x: 1=EU, 2=UK, 3=US) or • in a LAN with PoE (Power over Ethernet) which complies with the IEEE 802.3af standard.
	<p>Never open the telephone or a key module. Should you encounter any problems, contact the administrator.</p>
	<p>Use only original accessories. The use of other accessories may be hazardous and will render the warranty, extended manufacturer's liability and the CE marking invalid.</p>

Trademarks

	<p>The device conforms to the EU directive 1999/5/EC as attested by the CE marking.</p>
	<p>All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.</p> <p>Proper disposal and separate collection of your old appliance will help prevent potential damage to the environment and human health. It is a prerequisite for reuse and recycling of used electrical and electronic equipment.</p> <p>For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.</p> <p>The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may impose other regulations regarding the disposal of electrical and electronic equipment.</p>

Location of the telephone

- The telephone should be operated in a controlled environment with an ambient temperature between 5°C and 40°C.
- To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic components and the plastic casing.
- Do not operate the telephone in damp environments, such as bathrooms.

Software update

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

Product support on the Internet

Information and support for our products can be found on the Internet at:

<http://www.unify.com/>.

Technical notes, current information about firmware updates, frequently asked questions and lots more can be found on the Internet at:

<http://wiki.unify.com/>.

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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 respective features must therefore be individually defined in the terms of the contract.

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

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

This user guide is intended to help you familiarise yourself with OpenScape Desk Phone IP 35G/35G Eco and all of its functions. It contains important information on the safe and proper operation of your OpenScape Desk Phone IP 35G/35G Eco phone. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

These instructions should be read and followed by every person installing, operating or programming an OpenScape Desk Phone IP 35G/35G Eco phone.

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

This user guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating your OpenScape Desk Phone IP 35G/35G Eco phone.

Symbols used in the manual

Settings

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



is a reference to an operation or setting performed directly on the phone



is a reference to an operation or setting performed via the Web-interface

Service

The service department of Unify GmbH & Co. KG can only help you if you experience problems or defects with the phone. Should you have any questions regarding operation, your specialist retailer or network administrator will gladly help you. For queries regarding connection of the telephone, please contact your network provider.

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

Intended use

The OpenScape Desk Phone IP 35G/35G Eco is a desktop unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. Any other use is regarded as unauthorised.

Telephone type

The phone name data can be found on the name plate on the base of the device; The exact product name and serial number are specified here. Specific details concerning your communications platform can be obtained from your service technician.

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

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear. The optimum distance is approx. 50 cm.
- Proceed as follows to optimise display legibility:
 - Turn the phone to tilt the display to ensure you have a frontal view of the display while eliminating light reflexes.
 - Adjust the contrast as required → Page 167.

Single-line telephone/multi-line telephone

Your OpenScape Desk Phone 35G/35G Eco is a "multi-line telephone". This means that multiple lines can be configured, which is not the case with single-line phones. Each line is assigned an individual phone number which you can use to make and receive calls.

The programmable keys function as line keys on multi-line phones → Page 16.

A number of specific features must be considered when using a multi-line phone to make and receive calls → Page 121.

Getting to know your OpenScape Desk Phone IP 35G/35G Eco

The following sections describe the most frequently used operating elements and the displays on your OpenScape Desk Phone IP 35G/35G Eco.

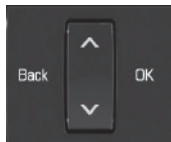
The user interface of your OpenScape Desk Phone IP 35G/35G Eco







1	With the Handset , the user can pick up and conduct calls in the usual manner.
2	The Display provides intuitive support for telephone operation and allows the user to control the phone settings via the local User menu (the display offers two lines with up to 33 characters each).
3	<p>The Fixed Function Keys (not re-programmable) provide access to frequently used telephony functions, as follows:</p> <p>Messages: Provides access to the Call Log, allowing the user to view and manage the lists of Missed Calls, Dialed Calls, Received Calls, Forwarded Calls and to access and manage the Voice Mail.</p> <p>Settings: Provides access to the User menus for locally controlling the phone settings.</p> <p>Speaker: Turns on/off the hands-free mode (speakerphone).</p> <p>Headset: Switches the audio sound to the headset or back from the headset to the handset speaker/speaker phone.</p> <p>Vol.+ and Vol.-: increases/decreases the speaker/headset volume.</p> <p>Mute: Turns on/off the microphone during conversations. This feature is used to prevent the listening party from hearing what is being said at the calling party's location or to prevent noise from being transmitted to all participants in conference calls.</p>
4	With the Navigation Keys , the user can navigate through the various phone functions, applications and configuration menus.
5	<p>The Fixed Function Keys (re-programmable via WBM) provide access to frequently used telephony functions, as follows:</p> <p>Transfer: Transfers calls to other destinations.</p> <p>Conference: Provides access to the conferencing features. By default, pressing this key automatically seizes an outgoing line and turns on the hands-free mode.</p> <p>Hold: Places an ongoing call on hold or reconnects a held call.</p>
6	The Keypad is provided for input of phone numbers, codes and text.
7	<p>The Free Programmable Keys enable the user to customise the telephone in line with his/her personal needs by assigning individual phone numbers and functions.</p> <p>Preset default values:</p> <ul style="list-style-type: none"> • Forward • Pick up • DND Do Not Disturb.
8	Inbound calls are visually signalled via the Alert Bar .

Navigation keys

These are used to manage most of your phone's functions and display.



Key	Function when key is pressed
	In lists and menus: <ul style="list-style-type: none"> • One level back Entry selected: <ul style="list-style-type: none"> • Cancel action In input fields: <ul style="list-style-type: none"> • Delete character to the left of the cursor
	In lists and menus: <ul style="list-style-type: none"> • Scroll up Press and hold: Skip to the start of the list/menu
	In lists and menus: <ul style="list-style-type: none"> • Scroll down Press and hold: Skip to the end of the list/menu
	Entry selected: <ul style="list-style-type: none"> • Perform action • Confirm selection

Programmable function keys

Your OpenScape Desk Phone IP 35G/35G Eco has three keys (with LED) which are initialised with default settings but you also can assign other functions or numbers to this keys.



Default settings of the programmable keys:


- **Forward**
- **Pick up**
- **DND** (Do Not Disturb)

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




- Function keys → Page 69
- Selected dialling keys → Page 71

Each key can be programmed with an other function → Page 69


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

 Line and DDS keys can only be programmed by administrator via the service menu.

Meaning of LED displays on function keys

LED	Meaning of function key
 Off	The function is deactivated.
 Flashing ¹	Indicates the function status.
 On	The function is activated.

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

 Some of the programmable keys on multi-line phones can be set up as trunk keys
→ Page 16.


Trunk keys (on multi-line phones only)

Some of the programmable keys on multi-line phones can be set up as trunk keys. Each key that is assigned the function "line" is handled as a line. This means up to three lines can be configured.

A distinction is drawn here between primary, secondary and phantom lines. Each of these line types can be used on a private or shared basis.

Primary line

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

The 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 in the 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 the line trunk group. Phantom lines are established when the number of lines provided by a communications system exceeds the number of available telephones.

Line utilisation

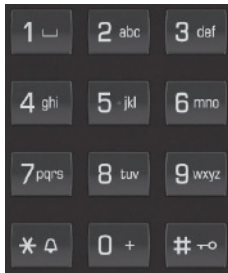
- **Private line:** A line that is used by a single telephone. This line cannot be used as a secondary line by another telephone.
- **Shared line:** A line that is configured on multiple telephones. The line status is displayed for all telephones that share this line. If, for example, a shared line is being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones (→ Page 17).
- **Direct call line:** A line with a direct connection to another telephone.

You can see the status of the line from the LED:

LED display

LED		Explanation
	Not lit	The phone is in idle mode.
	Flashing	<ul style="list-style-type: none"> • Incoming call on the line (→ Page 121) • "Hold reminder" is activated (→ Page 83)
	Flickering	<ul style="list-style-type: none"> • Outgoing call on the line • The incoming call was prioritised and selected in accordance with the "Automatic line selection for incoming calls" option
	Fast blinking	The line is on "Hold".
	Blinking	Call forwarding is activated
	Illuminated	The line is busy

Keypad



You can only use the digits 1 to 9 and 0 as well as the * and # characters when dialling a number. To delete digits press **[Back]**.

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




Example: To enter the letter "h", press the number **[4_ghi]** key on the keypad twice. When entering text, all characters available for the key pressed and the character selected are briefly displayed.

Character overview (depends on the current language setting)

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

- 1 Special characters (not in 123 mode)
- 2 Space
- 3 Switch between upper and lower case

Multi-function keys

Key	Function during text input	Function when held down
* 	Write special characters.	Deactivate/activate the ringtone
# 	Switch between upper and lower case	Activate/deactivate the telephone lock.
1 	Write special characters (not in 123 mode)	

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

Text 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.

You can select further editor functions via the navigation keys and confirm each one using key:

- OK: Applies changes and closes the editor
- Delete: Deletes characters from right to left
- Cancel: Discards changes and exits the editor
- Mode (here # key can also be used to switch):
 - 123: Digits only
 - ABC: Upper-case letters only
 - Abc: First letter in upper case, subsequent letters in lower case
 - abc: Lower case 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 to the cursor position

Display

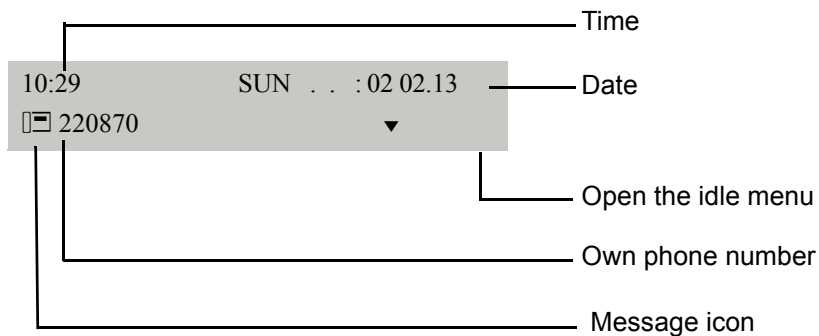
Your OpenScape Desk Phone IP 35G/35G Eco comes with a black-and-white LCD display. Adjust the contrast to suit your needs (→ Page 167).

Idle mode

If there are no calls taking place or settings being made, your OpenScape Desk Phone IP 35G/35G Eco is in idle mode.

➡ Press the **Messages** key to return to the idle display again, for example, from a call list (→ Page 24). To return to the idle display again from the Settings menu (→ Page 26), press the **Settings** key. You can also configure a "Show telephone screen" function however for both cases (see → Page 69) to return to the idle mode screen again.

Example:



Idle menu





In idle mode press the navigation keys **▼**. The current function is displayed in the second display line, or **OK** → Page 16, then the idle menu opens. You can call up various functions here. Entries may vary.

The idle menu may contain the following entries:




- Redial?
- Ringer off?
- Do not disturb on?
- Mobile logon?
- Cancel callbacks?
- Directed pickup?
- Back?

Icons in the idle display

In the first line, the time, weekday and date are displayed in addition to icons for different situations and options:

Icon	Explanation
	The ringtone is deactivated.
	The phone lock is activated.
	The "Do not disturb" function is activated.
	A mobile user is logged on to the telephone.

Your attention will be drawn to events in the second line:

Icon	Meaning
	You received new voice messages.
	New entries have been added to the call lists.
	Local call forwarding is active.
B	An advisory icon in front of own phone number (replaced, for example, by call forwarding or mobility icon).

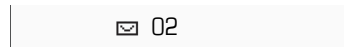
Context-dependent displays

Depending on the situation at hand, the display on your OpenScape Desk Phone IP 35G/35G Eco phone displays different content, to which you can respond intuitively.

Information on actual events

The following icons appear centered on the display when your phone is idle and signal current properties or events.

Example: You missed two calls in your absence.



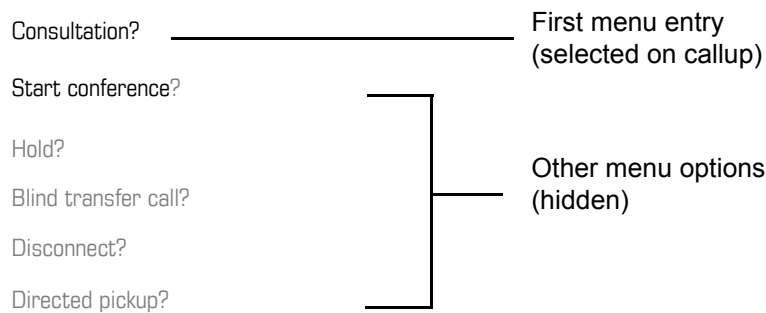
You have two new voice messages that you can open by pressing **Messages** → Page 24.

Your attention will be drawn to events in the second line:

Icon	Explanation
✉	You received new voice messages.
📞	New entries have been added to the call lists.
↔	Local call forwarding is active.
☎	Message icon in front of own phone number (replaced, for example, by call forwarding or mobility icon).

Context menus

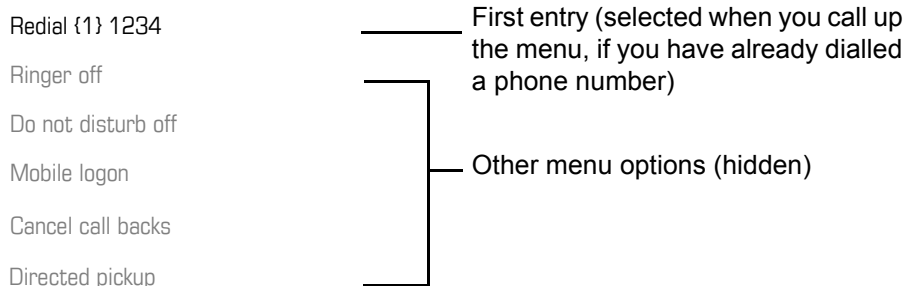
If an arrow appears beside an entry in the second line, a context menu whose options you can select using the navigation keys or (→ Page 16). The range of functions available is situation-specific.



Press the **Messages** key to return to the telephony interface again, for example, from a call list (→ Page 24). To return to the telephony interface again from the Settings menu (→ Page 26), press the **Settings** key. You can also configure a "Show telephone screen" function however for both cases (see → Page 69) to return to the telephony interface screen again.

Idle display context menu

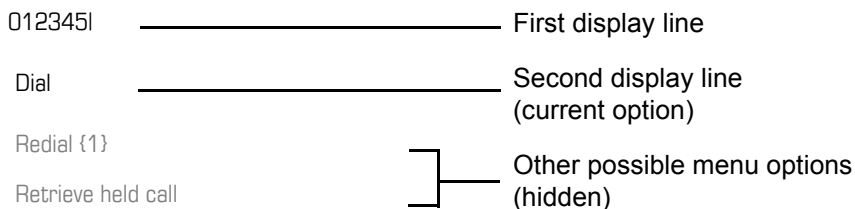
You receive the following functions (if activated) by pressing the navigation keys **OK** or **▼**. The current function is displayed in the second display line. The other functions are hidden and can be selected using the navigation keys **▼** or **▲**:



Functions during a call

In many operating situations you are offered appropriate functions or notes in the second line of the display. Other available functions remain hidden and can be selected using the navigation keys **▼** or **▲**:

Example: You set up a consultation call. The second line displays the first of three dependant functions. Select the appropriate function and confirm this with **OK**.



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

To delete info-only messages, press the Navigation key **Back**.

Icons during a call

Icon	Meaning
—	The call is active.
HD	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.

Messages

Entries in the call lists and messages in your mailbox system (if configured) are known as records.

The LED on the **Messages** key flashes to signal new missed calls or messages → Page 16.

Press the **Messages** key and use the navigation keys to select the required submenu.

- **Voice mail**
- **Calls**

You can use the navigation keys to navigate through the menus as described on → Page 16.

Messages

If configured (contact the relevant administrator), this provides you with access to your mailbox system e.g. HiPath Xpressions.

If your system is appropriately configured, activating this function opens the menu for voicemail → Page 42.

Calls

This list appears as soon as you receive new missed calls if you select the Calls submenu in the Records menu. You can then scroll up or down to reach the Calls submenu. The following calls or call attempts are logged as call lists:

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

The number of missed calls and unchecked calls is shown on the idle display. Missed calls are not saved and displayed if the call journal is disabled → Page 116.

Call lists



The call journal function must be activated in order to display call lists → Page 116. The call journal must also be activated for the customary last number redial function. If the call journal is not activated, you are simply shown the voicemail selection when you press the **Messages** key.

Each call list may contain up to 30 entries. Once this limit is reached, the oldest entry in the log is deleted. 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 from each user listed, if made on 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 **Messages** key flashes and you are shown a message on the display,
- or you may simply receive a message on the display.

Missed calls are not signalled if the call journal is disabled → Page 116.

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 → Page 115. After selecting an entry, you can dial it immediately by confirming → Page 98.

Additional notes on call lists

- Note the setting options for voice messages → Page 42 and have the possible combinations explained to you by administrator if necessary.
- Missed calls are not signalled if the call journal is disabled → Page 116.
- If missed calls for this connection were answered by other subscribers, these calls are not listed in the missed calls list → Page 117 or are marked with a green checkmark in accordance with the setting in the call logging.
- Logging for call forwarding was also changed in the framework of the new call logging. All forwarded calls are now only logged under "Forwarded Calls" and no longer as before with some also logged as "Missed Calls". This is regardless of how the new parameter for missed calls is defined.

Program/Service menu

Press the **Settings** key to open the Program/Service menu. This menu contains the following entries:

- Personal
- Corporate
- Settings
 - User
 - Admin

Personal

You can create your own local phonebook under Personal containing up to 100 entries → Page 98. The data for a subscriber includes the last name, first name and phone number. You can configure a function key for opening the phonebook.

Corporate

If you have the option of using a corporate directory, you can use this option to find subscribers → Page 98. As a prerequisite for this, your administrator must have set up the appropriate access. The phonebook can likewise be opened via a programmed function key.

Settings → User

Setting options are provided here that allow you to adapt the telephone to your individual requirements.

Settings → Admin

Once the admin password has been entered, this menu is available to the administrator.

You can use the navigation keys to navigate through the menus as described on → Page 16.


User settings

In the **User** menu (see → Page 205), settings options are provided that allow you to adapt the telephone to your individual requirements.

Select a menu using the navigation keys:

- "Date and time" → Page 168
- "Audio" → Page 172
- "Configuration"
- "Phone" → Page 167
- "Locality" → Page 172
- "Security" → Page 135 or → Page 138
- "Network information" → Page 185
- "Diagnostic information" → Page 196
- "Reset" → Page 186

If you are in one of these menus or submenus, 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 (Discard Changes)** (If you have made a setting which you do not want to use after all or if you do not want set any of the options)
- **Back** (If you want to leave the main menu or submenu)
- Press and hold the  key to access the option to leave the current menu level.
- You exit the menu by pressing the **Settings** key and return to idle mode → Page 20.

Interrupting editing in the menu

You can interrupt editing in the menu, for example, to call someone or to answer a call. Then press the **Settings** key. This takes you back to the point in the menu from which you exited.

This is however only possible for a limited period which is by administrator using the inactivity timeout setting. If the configured time expires, you need to reenter your password when opening the menu and manually go to the required point in the menu.

Interrupting the editing:

- By pressing the **Settings** key you interrupt the editing, leave the menu and return to idle mode → Page 20.
- If you receive a call during editing and you answer it, you automatically change to the call view (see also → Page 23).

To go back to editing mode in the menu, press the **Settings** key again.

Network information

Information about the IP address or name which was assigned to the phone in the network and therefore the HTML address of the web interface.



View information on the phone → Page 185



Contact your administrator for more on the network information values listed here.

Diagnostic.Information



Provides information on all the main settings for the telephone. Can provide valuable help in support situations → Page 196

Perform reset



Personal settings made via the telephone menu or the web interface can be reset to factory settings → Page 186.

Control and monitoring function


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

Control function

The 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

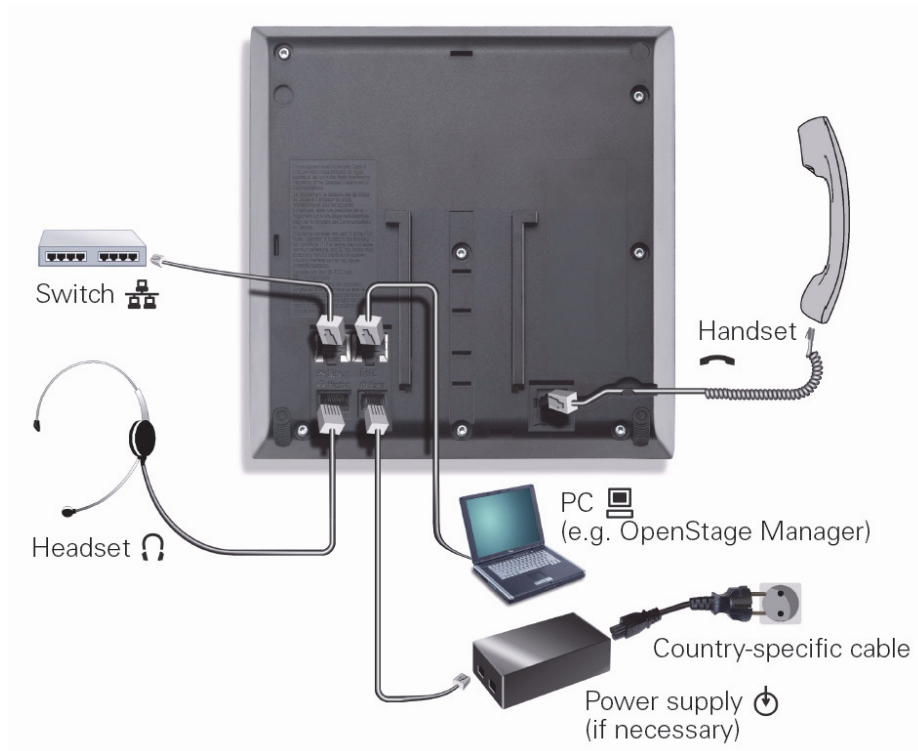
In order to detect malfunctioning of a phone for example, the administrator installs a monitoring function. You can use your phone as normal during monitoring. However you will first be informed about the operation with a message on the display and prompted to allow monitoring.

If 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".

Ports on the underside of the phone




Using network ports more efficiently

OpenScape Desk Phone IP 35G/35G Eco has a built-in Ethernet switch. This means that you can also connect a PC with a Gigabit LAN connection to the LAN directly via the phone. The telephone-PC connection option must first be activated on the telephone by administrator.



Using this connection option saves one network port for each switch used and requires fewer or shorter network cables when arranged correctly.

Basic functions

 Please read the introductory chapter "Getting to know your OpenScape Desk Phone IP 35G/35G Eco" → Page 13 carefully before performing any of the steps described here on your phone.

Secure voice transmission

Prerequisite: The secure voice communication option must be activated by your administrator.

If you call a party or receive a call from a party over a secure connection, a padlock icon appears on the display.¹ appears on the other party's line. You can opt to have voice connections that are no longer secure indicated by a brief alerting tone and the message "Unencrypted call" appears on the second line for two seconds (see → Page 179).

Emergency mode

If a failover system has been set up for your OpenScape Voice, you can still make calls and use the functions of the failover system despite network faults, for example.

If it happens that your telephone is no longer connected to OpenScape Voice, it is registered automatically on the configured failover system. The message "Re-str. server function {1}" then appears on the display.

Some functions may not be accessible while in emergency mode, for example:

- Call forwarding
- Voicemail
- Callback
- Group functions
- Multiline
- OpenScape Voice functions

1. Closed for secure or open for nonsecure voice communication

Answering a call

Your OpenScape Desk Phone IP 35G/35G Eco rings with the tone signal set when an incoming call is received.

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

➡ If you have set a pattern melody → Page 174 on your phone, it is possible that administrator has preset a different pattern melody or pattern sequence or deactivated the ringtone, depending on the call type (e.g. an external or internal call).

An incoming call will interrupt any ongoing telephone setting operations. When the call ends, you can press the Settings key to return to the point in the menu structure where you were interrupted.

Answering a call via the handset

The phone is ringing. 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 administrator).

Lift the handset.

Set the call volume.

Answering a call via the loudspeaker (speakerphone mode)

The phone is ringing. The caller is displayed. The **Speaker** key flashes.

Confirm the option shown. The **Speaker** key lights up.

Press the key shown. The key lights up. The speakerphone function is activated.

Set the call volume.

if nec. **Vol.+** or **Vol.-**

Accept?

or

Speaker

if nec. **Vol.+** or **Vol.-**



Suggestions for using speakerphone mode:

- Tell the other party that speakerphone mode is active.
- Adjust the call volume while speakerphone mode is active.
- The ideal distance between the user and the phone in speakerphone mode is about 50 cm.

Answering a call via the headset

The phone is ringing. The caller is displayed.
The **Speaker** and the **Headset** keys flashes.

Confirm by pressing .

Press the key shown. The key lights up. The headset function is activated.

Set the call volume.

Answering calls automatically via the headset

Prerequisite: A key has been configured additionally by administrator with the "Auto-Headset" function (AICS Zip tone) (→ Page 69).

Press the "Auto-Headset" function key to activate automatic call answering. This key and the headset key illuminate.

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

If you want to manually answer calls again, deactivate the automatic answering function using the "Auto-Headset" key. Both keys are dark (not lighting).

Directed pickup

You can pick up a call signalled at an absent coworker's phone. If a colleague has placed a call on hold on his multi-line phone you can also pick up this call.

Accept call

Prerequisite: You know the coworker's internal phone number and the function is configured for you in OpenScape Voice.

A coworker's phone rings.

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

Directed pickup? ▾

or.



Lift the handset.

or

Speaker

Press the key shown.

or

Headset

Press the key shown.

Directed pickup? ▾

Select and confirm the option shown.



Enter and confirm the relevant phone's internal number. You are connected to the calling party either via the handset or in speakerphone mode.

Picking up the held call

Prerequisite: Your colleague has placed a call on hold on their multiline phone → Page 122. You know the coworker's internal phone number and the function is configured for you in OpenScape Voice.

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

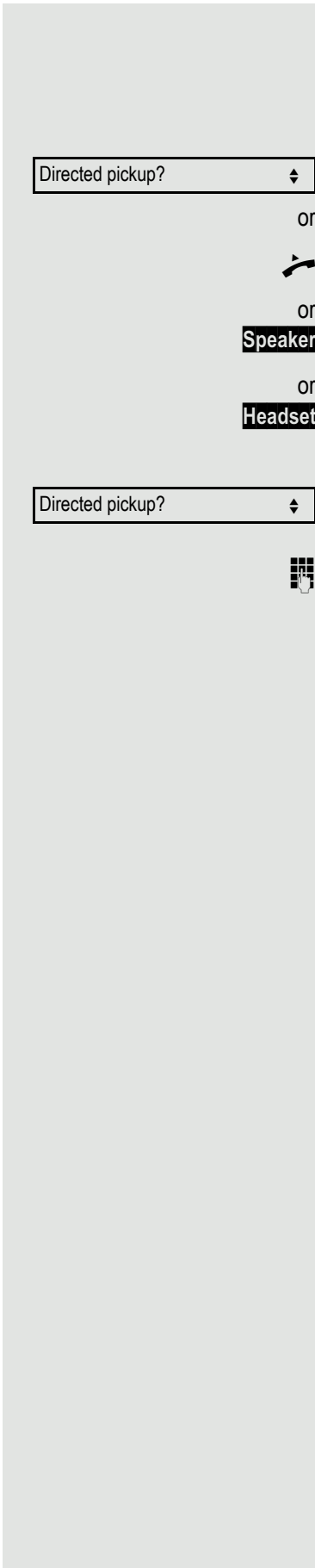
Lift the handset.

Press the key shown.


Press the key shown.

Select and confirm the option shown.

Enter and confirm the relevant phone's internal number. You are connected to your colleague's held call either via the handset or in speakerphone mode.



Switching from handset to speakerphone mode

 Make note of the two different processes depending on the country setting. The default country setting is US. Activate, if necessary, your preferred setting → Page 175.

Prerequisite: You are conducting a call via the handset and the microphone and loudspeaker functions have been activated by administrator.

Speaker




Press the key shown.

Replace the handset. Proceed with your call.

This is the procedure for country setting US.

For all other country settings the following procedure has to be done:

Speaker and 

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

Switching from speakerphone mode to the handset

Prerequisite: You are conducting a call in speakerphone mode.

Lift the handset. The **Speaker** LED goes out.

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.

Activating

Press the key shown.

Deactivating

Press the lit key.

Switching to speakerphone mode

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



Speaker

Speaker

Speaker and 

Activating/deactivating the microphone

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

Prerequisite: You are conducting a call.

Deactivating the microphone

Mute

Press the key shown.

Activating the microphone

Mute

Press the lit key.

Ending a call

Disconnect? ▲

Select and confirm the option shown.

or

If you are conducting a call via the handset:



Replace the handset.

or

In speakerphone mode:

Speaker

Press the lit key.

or

In headset mode:

Headset

Press the lit key.

Group call

Your administrator can incorporate multiple telephones in a call pickup group. If your telephone belongs to a pickup group, you can also accept calls intended for other members of the group.

A group call is displayed on the phone. administrator may have made the following settings for signalling:

Telephone status			Ring on group call = Yes	Ring on group call = No
Ringer on	Silent		Ringtone Loudspeaker	Beep Loudspeaker
	in Connection	Handset	Ringtone Loudspeaker	Beep Handset
		Handset Open listening	Beep Handset and loudspeaker	Beep Handset and loudspeaker
		Open listening	Beep Loudspeaker	Beep Loudspeaker
		Speakerphone mode	Beep Loudspeaker	Beep Loudspeaker
Ringtone off	Silent		Nothing	Nothing
	in Connection	Handset	Nothing	Beep Handset
		Handset Open listening	Beep Handset and loudspeaker	Beep Handset and loudspeaker
		Open listening	Beep Loudspeaker	Beep Loudspeaker
		Speakerphone mode	Beep Loudspeaker	Beep Loudspeaker

The volume settings can be found from → Page 172.

Further administrator settings for group calls:

- The group call can be picked up both by lifting the handset and via the "Pickup call" menu option.
- The group call can be picked up only via the "Pickup call" menu option but **not** by just lifting the handset.
- A key is programmed for call pickup.
- Open a pop-up menu with the Call pickup key when a group call is waiting.



Pick up

Picking up a group call with the call pickup key

Prerequisite: The Call pickup key is configured (per default one of the programmable function keys already is set to **Pick up**). Your administrator has set up the group call such that it is only displayed through flashing of the **Pick up** key. The phone can also ring when idle.

A group call is waiting. The **Pick up** 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

Pickup: *Caller*

for: *Party*

The pop-up menu opens:

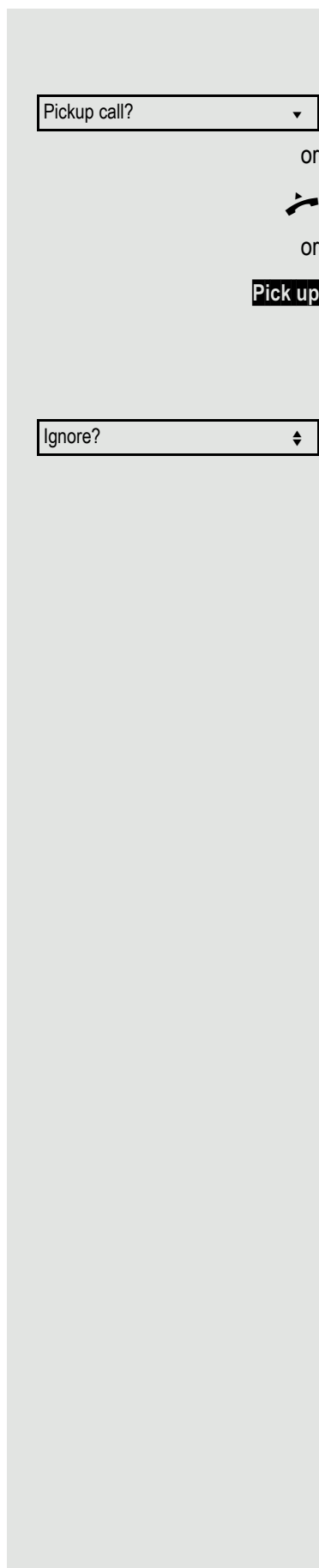
Picking up a group call immediately via the pop-up menu

Prerequisite: Your 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

Pickup: *Caller*

for: *Party*



Picking up a group call

The pop-up menu opens:

Confirm.

Lift the handset (only if the appropriate function is set by your administrator)

Press the key with the "Call pickup" function 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.

Listening to voicemail

To use this function, you need to have a voice mailbox set up on your communication platform for voicemails (see → Page 24).

The **Messages** key flashes to indicate new messages and the ☑ icon appears on the display. The LED only extinguishes when all new messages have been picked up and there are no missed calls.

Picking up messages

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

Select and confirm to open the menu for voicemail.

If messages are waiting, you will be shown a list with the new messages and the messages you have already listened to, sorted by status. The number of the respective messages is indicated. You can browse the list using the cursor keys.

Confirm the option shown to call the mailbox. Follow the voice instructions. You may need to enter a password.

Calling the mailbox directly

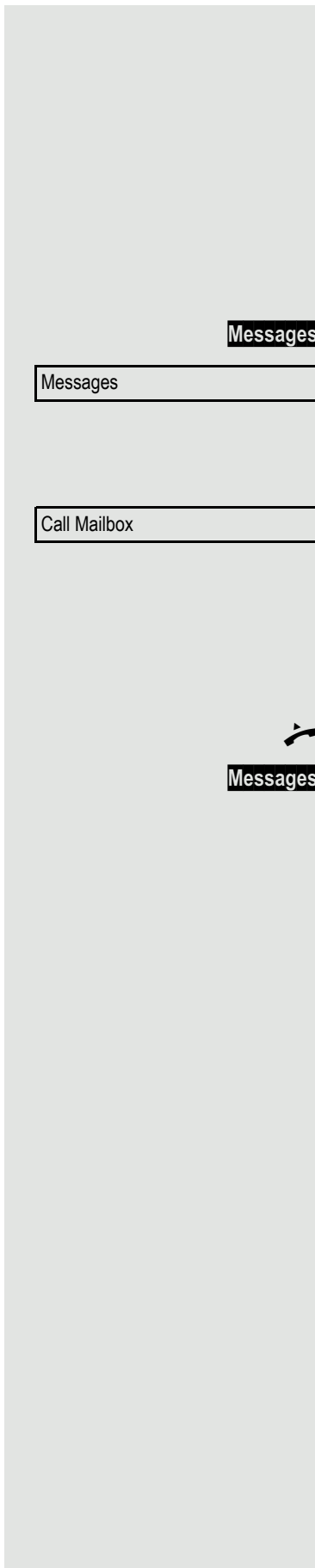
You can also call the mailbox directly without using the menu. The mailbox answers even if there are no messages waiting.

Lift the handset.

Press this key. 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" prompt on the display.



Call control (2nd alert)

To ensure that you do not miss any important calls, administrator can configure a key (2nd alert) that blinks when a call is waiting, for instance, when you are dialling a number or when two calls come in simultaneously.

 Call control does **not** work on multi-line phones

Two calls simultaneously

Prerequisite: The 2nd alert key is set up and "call waiting" is permitted (→ Page 90).



two calls ring at the same time.

Caller information from the first caller is displayed and you have the following options:

- Accept
- Reject
- Deflect



The "2nd alert" key flashes and you hear an alerting tone.

Display second caller



If you press the flashing "2nd alert" key, you will be shown information on the second caller and you will likewise be given the three options to choose from.

Return to first caller




By pressing the flashing "2nd alert" key again, you will be shown the information on the first caller again.

Accept a call

If you accept one of the calls, the other call is treated as a second call (see → Page 87)

During dialling

 Note that when you set up call control, the "Busy when dialling" → Page 102 function will be disabled. The exception is if you dial a number during a Consult → Page 48.

Prerequisite: The "2nd alert" key is set up and "call waiting" is permitted (→ Page 90).


You receive a call while you are dialling. You hear an alerting tone and the "2nd alert" key flashes.

Press the flashing "2nd alert" key. Dialling is interrupted. The caller's information is displayed and you have the following options:

- Accept
- Reject
- Deflect



Making calls

 If you selected the option "Busy When Dialling" → Page 102, you will not be interrupted by an incoming call. 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 → Page 98.

Off-hook dialling


Lift the handset.


Enter the station number. If necessary correct input using the navigation keys → Page 16.

Confirm or wait until the dial delay expires (see → Page 100).

Confirm¹. ## represents the last number dialled.

The connection is set up.

 If you are using a dial plan and **Immediate dialling** is set (see → Page 47, dialling is automatically performed as soon as the character string entered matches an entry in the dial plan.

 If a connection is temporarily inaccessible, 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 a reasonable time.

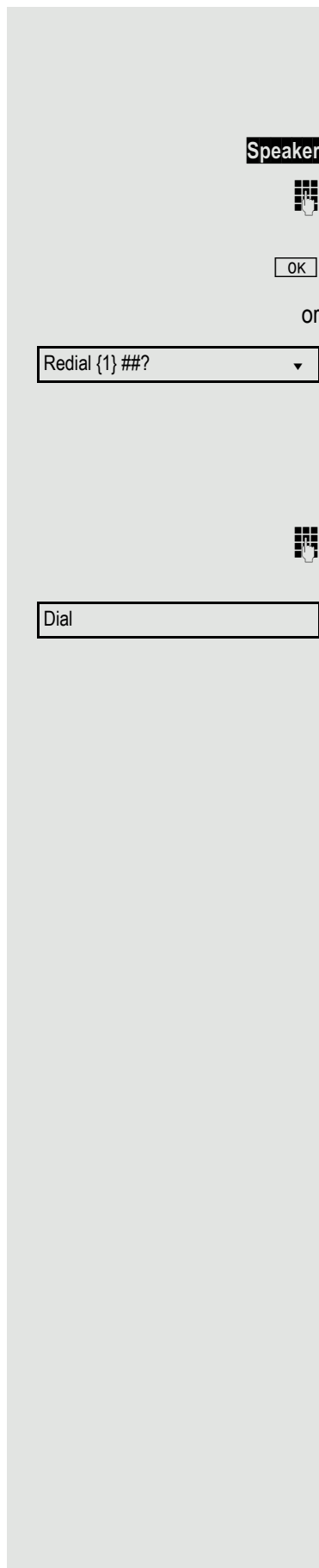


Dial

or

Redial {1} ##?

1. Please note the information in relation to the call journal on → Page 48



On-hook dialling

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

Press the key shown.

Enter the station number. If necessary correct input using the navigation keys → Page 16.

Press the key shown or wait until the dial delay expires (see → Page 100).

Confirm¹. ## represents the last number dialled.

First enter the number

First enter the number. The loudspeaker key illuminates when you enter the first digit.

Enter the station number. If nec. Correct input using the navigation keys → Page 16.

Confirm or wait until the dial delay expires (see → Page 100).

The connection is set up.



If you are using a dial plan and Immediate dialling is set (see → Page 47), dialling is automatically performed as soon as the character string entered matches an entry in the dial plan.

1. Please note the information in relation to the call journal on → Page 48

Immediate dialling

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

Immediate dialling is deactivated by default. For this reason after entering the number you must either confirm the "Dial" option 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.

Activating or deactivating immediate dialling

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm.

Dialling using the hot or warm line function

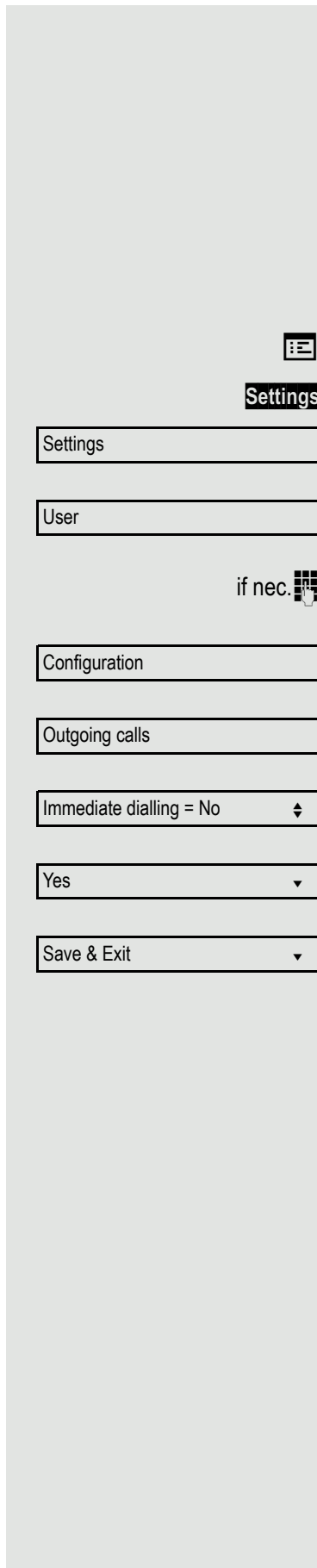
Your administrator can configure a hot or warm line for your phone.

If you lift the handset of the phone or press the loudspeaker key


- with a hot line immediately or
- with a warm line after a defined period of time,
- a number specified by administrator is dialled.

Examples:

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




Redial

 You must have activated the call journal in order to use the call list. This also applies for redialling the last number dialled → Page 116. If the call journal is disabled, you will be shown the message "Key function unavailable" on the display when you try to execute the last number redial function using a correspondingly programmed function key.

If you still want to access the function for redialling the last number dialled despite having disabled the call journal, you can alternatively use the OpenScape Voice "last caller redial" function, assuming this function has been activated by the administrator → Page 161.

Redialling from the call list

 Only calls to the primary line are received on multi-line phones (→ Page 12).

Press the key. The "Records" menu opens.

Select and confirm (see also → Page 24).

Select and confirm the option shown. The Dialed call list opens.

If entries are saved, select and confirm the required entry.

Confirm. The phone number associated with the list entry is dialled.

Redialling from the display dialog

Lift the handset.

Press the key shown.

Confirm. The last phone number entered is dialled.

Redialling from the idle menu

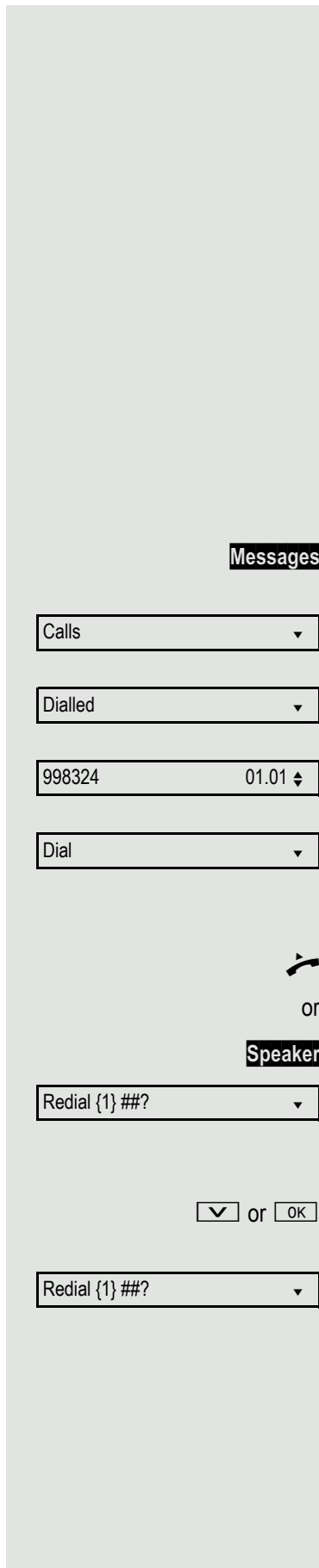
press the key shown to open the idle menu

Confirm. The last phone number entered is dialled.

Consulting a second party

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

Prerequisite: You are conducting a call.



Consult? ▾

or

Conference



Disconnect & return? ▾

Retrieve held call

Confirm.

Start conference

Select and confirm the option shown in the context menu for the call connection when you intend to set up a conference with the new participant. You can also use an already configured **Conference** key in this instance.

Enter and confirm the second party's phone number.

➡ If you want to use a **call list** or one of the phonebooks for the consultation call, select **Hold** instead of **Consult** in the context menu and/or press the **Hold** key and then open a required call list (→ Page 98) or one of the phonebooks (→ Page 108/→ Page 111).

Alternatively you can open a call list or phonebook without using the **Consult** or **Hold** functions – the active call is automatically placed on **Hold**.

Ending a consultation call

You end the consultation

Select and confirm the option shown.

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

The second party hangs up

If the second call partner hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ Page 85). 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

Prerequisite: A key has been configured additionally by administrator with the "Auto-Headset" function (AICS Zip tone) (→ Page 69).

Press the "Auto-Headset" function key to activate automatic call answering. This key and the headset key illuminate.

You are conducting a consultation call and the second party hangs up. You are automatically reconnected with the waiting first party. The prompt "Retrieve held call" does not appear.

Alternate? ▾

Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call → Page 48 or have accepted a second call → Page 87.

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".

Disconnect & return? ⬆

Ending an alternate operation

Select and confirm the option shown.

The active call is disconnected and the held call is restored.

Putting on hold and retrieving successively or simultaneously

Putting an active call on hold

Prerequisite: You have a single-line phone and are conducting a consultation call → Page 48 or have accepted a second call → Page 87.

Hold

Press the **Hold** key. The key flashes. The consultation or second call **and** the first call are put on hold.

Retrieving the first call

⬆

Switch to the first call.

Hold

Press the flashing **Hold** 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

Hold

Press the flashing **Hold** key. You are connected with the other party. The first called is 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 → Page 48 and call joining is allowed → Page 51.

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

Connect by hanging up

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

Allowing call joining

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Confirm.

Enter and confirm the User password.

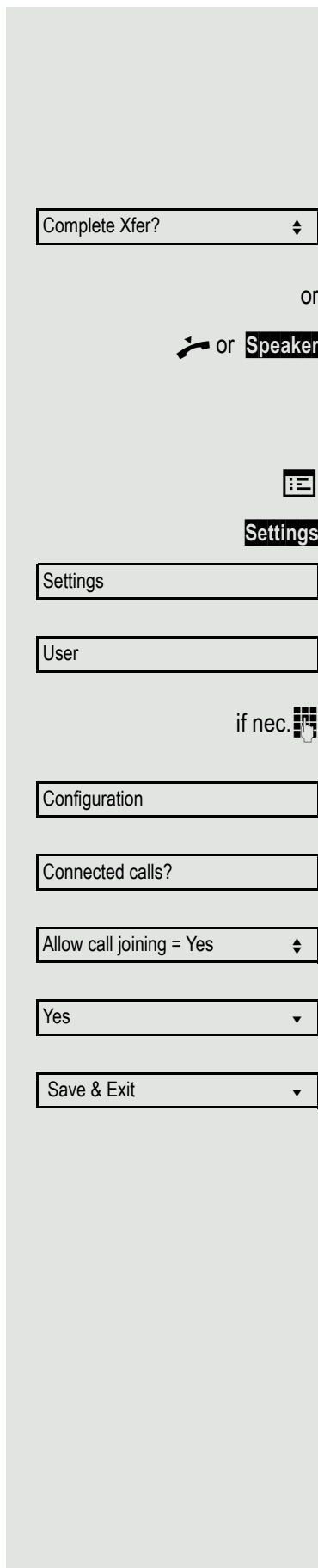
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.


Select and confirm the option shown.


Select and confirm the option shown.



Callback

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

 This option is only available if both you and your administrator has activated the function (→ Page 54).

 Only the callback requests for your primary line are logged on multi-line telephones → Page 12.

Requesting callback

Prerequisite: The station called 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.

Call back? ▲

Cancel call backs? ▼

Responding to a callback

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

Accepting a callback

Select and confirm the option shown.

Accept ▼

Rejecting a callback

Prerequisite: The Reject function has been activated by administrator.

Select and confirm the option shown.

Reject? ▲▼

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

Forwarding a callback (not OpenScape Voice)

Prerequisite: The Deflect function has been activated by administrator.

Select and confirm the option shown.

Deflect? ▲



Enter the phone number and confirm.

The screenshot shows a vertical menu on the left side of a grey background. At the top right of the menu is a list icon. Below it is the word 'Settings' in a bold, black box. The menu items are: 'Settings', 'User', 'if nec.' (with a keypad icon), 'Configuration', 'Outgoing calls?', 'Callback =No' (with a double arrow icon), 'Yes' (with a downward arrow icon), and 'Save & Exit' (with a downward arrow icon).

Permitting a callback

Prerequisite: The Callback function has been activated by administrator.

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Confirm the option shown.

Enter and confirm the user password.

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.

Calling back missed calls


Calls received while you are absent are indicated by a message on the idle display (→ Page 21). The **Messages** function key also illuminates if administrator has set the option to do this.

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 (call lists → Page 24). Missed calls are not saved and displayed if the call journal is disabled → Page 116.

 Only the calls missed on your primary line are logged on multi-line telephones → Page 12.

Messages

Press the key shown.

 If the "Voice mail" menu is displayed immediately, press the **Back** key to return to the next higher menu.

Calls ▲

Select and confirm the option shown.

Missed ▼

Select and confirm the option shown.

998324 01.01 ▲

Select and confirm the entry you want.

Dial ▼

Confirm the option shown.
The phone number associated with the entry is dialled.

Call forwarding

Depending on the settings made by administrator, standard call forwarding may be configured for the phone or alternatively a forwarding call by type option that is supported by OpenScape Voice → Page 62.

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. The **Forwarding** function must have been activated by administrator.



On multi-line telephones (→ Page 12), you can only configure call forwarding for the primary line.

Three forwarding conditions can be programmed in the forwarding menu:

- Unconditional
- Busy
- No reply ({{1}s)

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

If active, "Unconditional" call forwarding is indicated on the display when the phone is idle.

Forwarded calls can be logged in a call list (see → Page 24).

The menu **Forwarding** offers you three types of call forwarding:

- Unconditional
Destination phone number
- Busy
Destination phone number
- No reply ({{1}s)
Destination phone number

A phone number may already be assigned to each call forwarding type. For example, one Destination could 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 → Page 73.

Using call forwarding

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

- "Activate or deactivate immediate forwarding" → Page 57
- "Saving destination phone numbers for call forwarding" → Page 58
- "Edit favourites" → Page 58
- "Copy and insert destination phone numbers" → Page 59
- "Assign a destination phone number for call forwarding" → Page 60
- "Activate/deactivate call forwarding" → Page 60
- "Defining the ring duration before call forwarding on no reply" → Page 61

Forward

or

Accept? ▾

or

Set a forwarding destination ▾



or

Activate or deactivate immediate forwarding

Prerequisite: Ideally you have configured the Forward key for "Variable call forwarding" (see → Page 74). Otherwise you have to configure the settings for call forwarding via the user menu (→ Page 79). It is recommended to configure the key so that you can use the following enhanced functions.

Press the key shown.

Deactivating call forwarding

If call forwarding was activated for e.g. **Unconditional** it will now be automatically deactivated.

Activate forwarding to last destination.

The pop-up menu opens:

The message:

"**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

Use last forwarding destination

Select and confirm the option to use the last saved destination for e.g. **Any Call** again. Call forwarding to this destination is immediately activated for Any Call and the key illuminates.

Activate with variable destination phone numbers

If you want to use a new forwarding destination:


Select and confirm the option shown.

Enter and confirm the new destination phone number.

Confirm the last destination phone number saved (it will be displayed).

Call forwarding to this destination is immediately activated for e.g. **Unconditional** and the key illuminates.

Saving destination phone numbers for call forwarding

 You can also enter the call forwarding settings via the user menu (→ Page 79) or via the WBM interface → Page 198.

Forward

Press the key shown.

The pop-up menu opens:

The message:


"**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

Select and confirm the option shown.

Three types of call forwarding are offered in the settings menu:

- Unconditional
- Busy
- No reply ({1}s)

 You can check whether **Busy** or **No reply ({1}s)** call forwarding is activated.

Save destination phone number

Select and confirm type of forwarding (here for instance Uncond'l)

Select and confirm the option shown.

Enter/edit and confirm the destination phone number.

Edit favourites

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

Select and confirm type of forwarding (here for instance Unconditional)

Select and confirm the option shown.

E.g. select and confirm first destination.

Enter/edit and confirm the destination phone number.
If necessary, define additional destination phone numbers.

Select and confirm the option shown

Edit call forwarding? ▾

Uncond'l? ▾

Enter destination? ▾



or

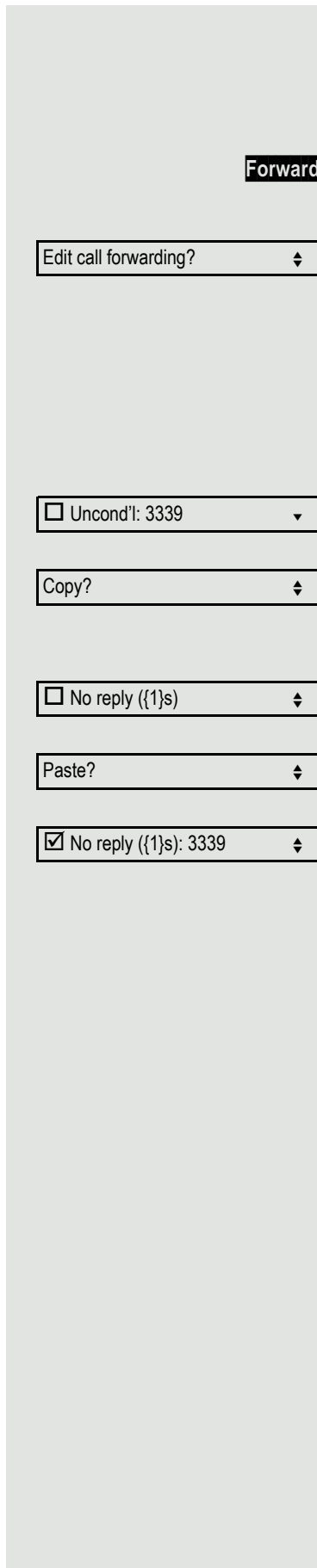
Uncond'l ▾

Edit favourites? ▾

Destination 1 ▾



Save & Exit ▾



Copy and insert destination phone numbers

The current destination phone number for a call forwarding type is copied. For example, the current destination phone number for Any Call should also become the current destination phone number for No reply ({}s).

Press the key shown.

The pop-up menu opens:

Select and confirm the option shown.

Three types of call forwarding are offered in the settings menu:

- Unconditional
- Busy
- No reply ({}s)

1. Copy

Select and confirm type of forwarding (here for instance Unconditional)

Select and confirm the option shown.

2. Insert

Select and confirm type of destination forwarding (here for instance No reply ({}s))

Select and confirm the option shown.

Both types of call forwarding now have the same destination phone number. The call forwarding type No reply ({}s) is automatically activated.

Assign a destination phone number for call forwarding

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

Press the key shown.

The pop-up menu opens:

The message:

"**Set forward on to**" is displayed with the last forwarding destination used and you are offered the following options:

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

Select and confirm within three seconds.

Three types of call forwarding are offered in the Settings menu:

- Unconditional
- Busy
- No reply ({1}s)

Select and confirm type of forwarding (here for instance Unconditional)

Select and confirm a saved destination.

Call forwarding is activated and the new destination is displayed.

Press the illuminated key to open the call display. If Any Call was activated, the forwarding destination is displayed with the forwarding icon and the Forward key illuminates. The Busy and No reply ({1}s) types of call forwarding are not displayed.

Activate/deactivate call forwarding

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

Press the key shown.

The pop-up menu opens:

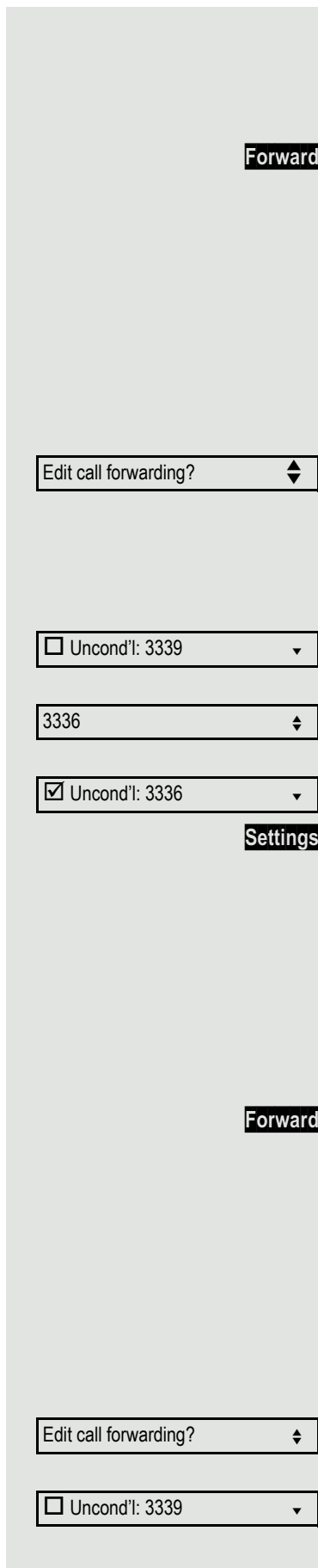
The message:

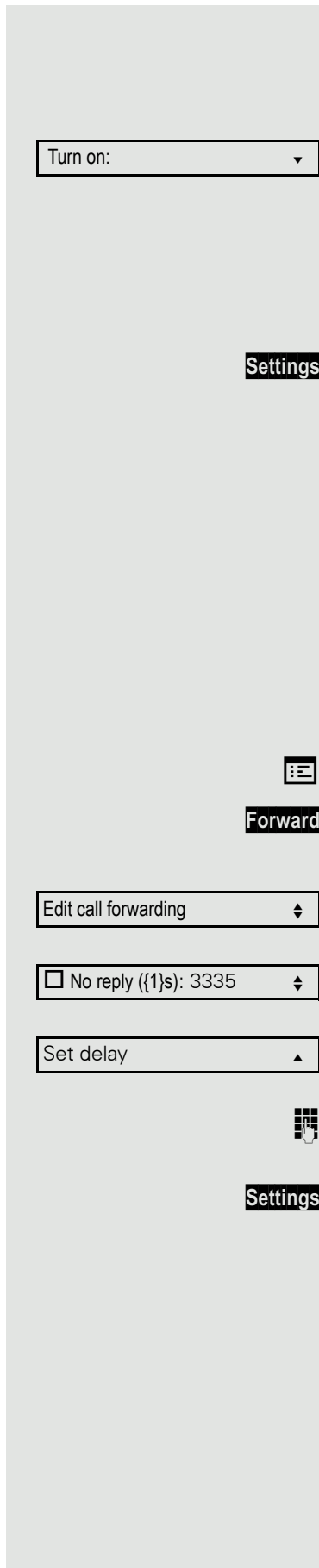
"**Set forward on to**" is displayed with the number of the last forwarding destination and you have the following options:

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

Select and confirm the option shown.

Choose one of the forwarding types offered





- Uncond'l: 3339 (deactivated is the default setting)
- Busy: 3335
- No reply ({{1}s): 3336

and confirm your selection. Here for example Uncond'l.

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


Call forwarding settings can appear as follows:

- Uncond'l: 3339 (default setting is off)
- Busy: 3335
- No reply ({{1}s): 3336

Press the illuminated key to open the call display. If Unconditional was activated, the forwarding destination is displayed with the forwarding icon and the Forward 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 the "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 → Page 198.

Press the key shown.

Within three seconds:

Select and confirm the option shown.

Select and confirm the type of call forwarding.

Select and confirm the option shown.

Enter the desired 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 view.

Call forwarding by call type

If use of system-assisted functions has been enabled by administrator and the **Ext/int Forwarding** 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 → Page 56. You can also change, activate, and deactivate call forwarding during a call.

Forwarding menu

The Forwarding menu is opened either using the configured "Variable call forwarding" key (see → Page 74) or via the user menu (→ Page 79) and contains the three forwarding types:

- Unconditional
- Busy
- No reply

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

If active, "**Unconditional**" call forwarding is indicated on the display when the phone is idle. Forwarded calls are logged in a call list if allowed (see → Page 24).

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

Unconditional

- Any Call
- External
- Internal

Busy

- Any Call
- External
- Internal

No reply

- Any Call
- External
- Internal

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" → Page 63
- "Saving destination phone numbers for call forwarding" → Page 64
- "Preconfiguring or changing destination phone numbers" → Page 65
- "Copying and pasting destination phone numbers" → Page 66
- "Assigning a destination phone number to a call type" → Page 67
- "Activating/deactivating call forwarding" → Page 67

Activating or deactivating immediate call forwarding

Prerequisite: Ideally you have configured the Forward key for "Variable call forwarding" (see → Page 74). Otherwise you have to configure the settings for call forwarding via the user menu (→ Page 79). It is recommended to configure the key so that you can use the following enhanced functions.

Press the key shown.

Forward

Deactivating call forwarding

If call forwarding was activated for **Unconditional**, it is now automatically deactivated.

Activating forwarding to last destination

The pop-up menu opens. The message:

"**Set forward on to**" is displayed with the last forwarding destination used and you are offered the following additional options:

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

Using last forwarding destination

Select and confirm within three seconds to reuse the last saved forwarding destination for **Unconditional**. Call forwarding to this destination is immediately activated for **Any Call** and the "Variable call forwarding" key illuminates.

If you do not confirm **Accept** immediately, call forwarding is activated automatically after a short time.

Activating with variable destination phone numbers

If you want to use a new forwarding destination:

Select and confirm within three seconds.

Enter and confirm the new destination phone number.


Confirm the last destination phone number saved (it will be displayed).

Call forwarding to the defined destination is immediately activated for **Unconditional** and **Any Call** and the "Variable call forwarding" key illuminates.

Accept?

Set a forwarding destination


Saving destination phone numbers for call forwarding

 You can alternatively enter the call forwarding settings via the user menu (→ Page 79) or also using the WBM interface → Page 198.

Forward

Edit call forwarding? 

Uncond'l? 

Any Call? 

or

External 

or

Internal 

Enter destination? 



Press the key shown.

The pop-up menu opens. The message:

"Set forward on to" is displayed with the last forwarding destination used and you are offered the following options:

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

Select and confirm within three seconds.

You are then offered three forwarding types in the Settings menu with three call types each and with frequently used destination numbers preassigned by default:

- Unconditional
 - Any Call
 - External
 - Internal
- Busy
 - Any Call
 - External
 - Internal
- No reply
 - Any Call
 - External
 - Internal
- Edit favourites

Saving a destination phone number

Select and confirm the forwarding type (here for instance Unconditional).

Select and confirm the call type shown.




Select and confirm the call type shown.

Select and confirm the call type shown.

Select and confirm the option shown.

Enter/edit and confirm the destination phone number.

You can now select another call type additionally and enter a destination phone number. If you assign destination phone numbers for External and Internal for example, both external and internal calls will be forwarded to the respective destinations.

SettingsEdit call forwarding? Edit favourites? Destination 1 Save & Exit **Settings**

If the destination phone numbers for **Any Call** are assigned or changed, this call forwarding has priority and both external and internal calls are forwarded to this destination phone number.

Press the illuminated key to open the call view. Call forwarding for the selected call type is activated.

Preconfiguring or changing destination phone numbers

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

Select and confirm within three seconds.

Select and confirm the option shown.

For instance, select and confirm the first destination.

Enter/edit and confirm the destination phone number.
If necessary, define additional destination phone numbers.

Select and confirm the option shown.

Press the illuminated key to open the call view.

Copying and pasting destination phone numbers

The current destination phone number for a call type is copied. For example, the current destination phone number for Any Call should also become the current destination phone number for **Internal**.

Press the key shown. The pop-up menu opens:

Select and confirm within three seconds.

The three forwarding types and associated call types are offered to you in the Settings menu:

- Unconditional
 - Any Call
 - External
 - Internal
- Busy
 - Any Call
 - External
 - Internal
- No reply
 - Any Call
 - External
 - Internal

1. Copy

Select and confirm the forwarding type (here for instance Unconditional).

Select and confirm the call type (here for instance Any Call).

Select and confirm the option shown.

2. Paste to a call type of the same forwarding type

Select and confirm the destination call type (here for instance External).

Select and confirm the option shown.

Both call types now have the same destination phone number. The call type External is activated automatically.

3. Paste to a call type of a different forwarding type

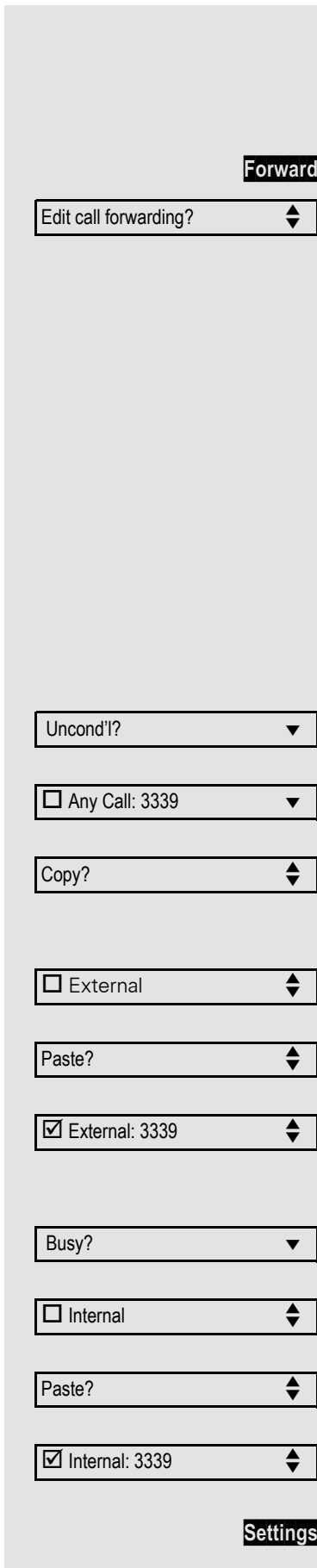
Select and confirm the forwarding type (here for instance Busy).

Select and confirm the destination call type (here for instance Internal).

Select and confirm the option shown.

Both call types now have the same destination phone number. The call type Internal for Busy is activated automatically.

Press the illuminated key to open the call view.



Forward

Edit call forwarding? ▾

Uncond'l ▾

Internal ▾

3336 ▾

Internal: 3336 ▾

Settings

Forward

Edit call forwarding? ▾

Uncond'l ▾

External: 3339 ▾

Turn on: ▾

Assigning a destination phone number to a call type

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

Press the key shown.

The pop-up menu opens:

Select and confirm the option shown.

Select and confirm the forwarding type (here for instance Unconditional).

Select and confirm the destination call type (here for instance Internal).

Select and confirm a previously saved destination.

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

Press the illuminated key to open the call view.

Activating/deactivating call forwarding

Prerequisite: One or more forwarding destinations are already configured for the relevant call type(s).

Press the key shown.

The pop-up menu opens:

The message:

"**Set forward on to**" is displayed with the last forwarding destination used and you are offered the following options:

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

Select and confirm the option shown.

The list of forwarding types is displayed:

- Unconditional
- Busy
- No reply

Select and confirm the option shown (e.g. **Unconditional**).

Choose one of the call types offered

- Any Call: 3339 (default setting is off)
- External: 3335
- Internal: 3336


and confirm your selection, for instance **External**.

Select and confirm the option shown. The call type is activated. You can deactivate this call type with **Turn off**.

You can also activate all three call types. The call type **Any Call** has priority in this case and all calls are forwarded to the defined destination phone number. Call forwarding for the call types **External** and **Internal** can be activated at the same time. **INT/EXT** is then shown on the display for the forwarding type **Unconditional**.

The call forwarding settings can appear as follows:

- Any Call: 3339 (default setting is off)
- External: 3335
- Internal: 3336

 All call types are deactivated automatically for the forwarding type **Unconditional**. Previously activated call forwarding for all call types remains activated with the forwarding types **Busy** and **No reply** until deactivated manually by you. Activated call forwarding for **Busy** and **No reply** is indicated in the list by the call forwarding icon.

Settings

Press the illuminated key to open the call view. If you selected the forwarding type **Unconditional** and activated a call type here, the call type is shown on the display with the call forwarding icon and the Forward key illuminates. Nothing is shown on the display for the forwarding types **Busy** and **No reply**.

Call forwarding chain

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

A popup window opens on your phone's screen with the following information:

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

You can set whether the station that forwarded first or last is displayed (see → Page 80).

Programmable keys

The phone features a range of functions that can, if required, be stored on programmable keys.

The phone comes with three preprogrammed programmable keys - **Forward**, **Pick up** and **DND**. All of which can be programmed on two separate levels.

To one of the keys you should assign the "Shift" function to be able to switch between the two key levels.

The keys can also be programmed via the WBM interface (→ Page 198).

List of available functions

1. Unallocated
2. Selected dialling
3. Repeat dialling
4. CF unconditional
5. CF no reply
6. CF busy
7. CF unconditional - any
8. CF unconditional – int.
9. CF unconditional – ext.
10. CF busy - any
11. CF busy – int.
12. CF busy – ext.
13. CF no reply - any
14. CF no reply – int.
15. CF no reply – ext.
16. Mute
17. Ringer off
18. Hold
19. Alternate
20. Blind transfer call
21. Transfer call
22. Deflecting
23. Shift
24. Conference
25. Headset
26. Do not disturb
27. Group pickup
28. Repertory dial
29. Feature toggle
30. Show phone screen
31. Mobility
32. Directed pickup
33. Release
34. Callback
35. Cancel callbacks
36. Consultation
37. Call Waiting toggle
38. Immediate ring
39. PreView
40. Call recording
41. Built in fwd
42. Personal directory
43. Pause callbacks
44. Resume callbacks
45. Corporate directory
- 46.

Programming a key


You can also configure this setting via the WBM interface → Page 198.

Access the programming mode

Directly via the function key

Prerequisite: Must be activated by administrator.

Press and hold one of the three keys **Forward**, **Pick up** or **DND**, which is to be assigned a function, until the programming prompt is displayed.

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

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.

Select and confirm the option shown.

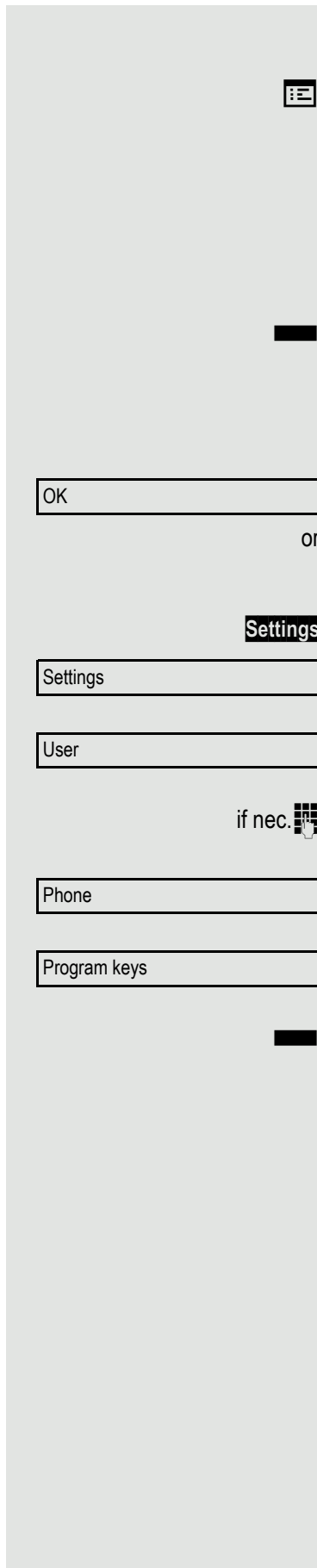
Select and confirm the option shown.

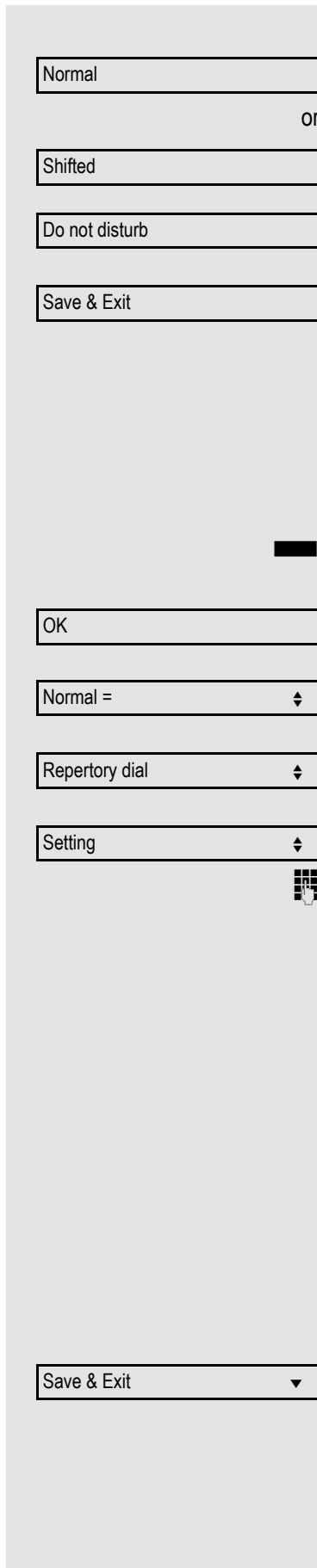
Enter and confirm the User password.

Select and confirm the option shown.

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

Press one of the three keys **Forward**, **Pick up** or **DND**, which is to be assigned a function. The key illuminates continuously.





Select key to be programmed

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

Select and confirm the option shown to program the second level.

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

Select and confirm the option shown.

Programming enhanced functions

Repertory dial

Press and hold one of the three keys **Forward**, **Pick up** or **DND**, which is to be assigned the function, until the programming prompt is displayed.

Confirm to begin programming. The key illuminates continuously.

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

Select and confirm the required function.

Select and confirm this option to enter a destination phone number.

Enter and confirm a stations's destination phone number.


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

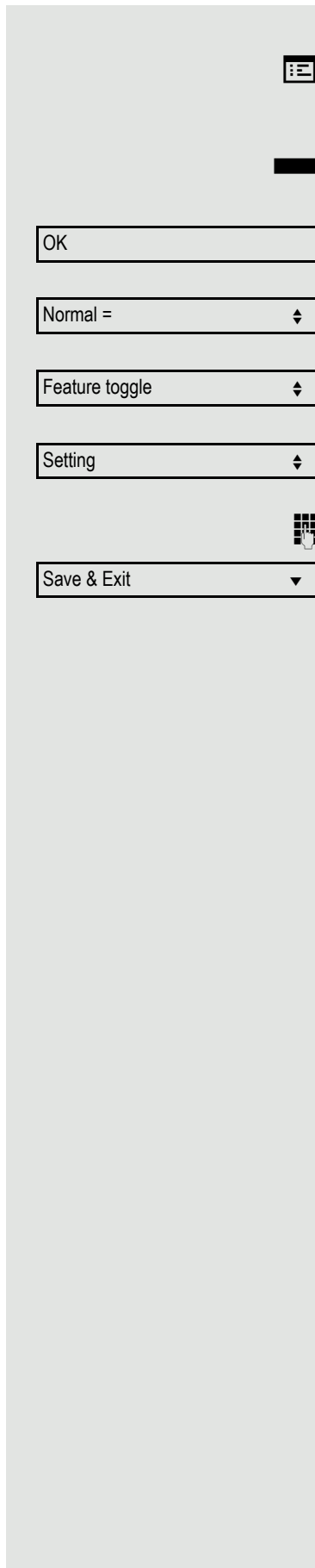
- « Clear call
- ~ Make consultation
- » Make normal call
- ¬ Pause

The menu also offers the following functions:

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

Select and confirm the option shown.

 The repertory dial can be up to 40 characters long.



Feature toggle

You can also program keys via the WBM interface → Page 198.

Only available for hunt group functions (→ Page 152).

Press and hold one of the three keys **Forward**, **Pick up** or **DND**, which is to be assigned the function, until the programming prompt is displayed.

Confirm to begin programming. The key illuminates continuously.

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

Select and confirm the required function.

Select and confirm this option to enter a code.


Enter and confirm the code (see → Page 163)

Select and confirm the option shown.

Configuring a fixed forwarding key

You can also program keys via the WBM interface → Page 198.

Press and hold one of the three keys **Forward**, **Pick up** or **DND**, which is to be assigned a function, until the programming prompt is displayed.

 If the prompt is not displayed or a programmed function is not executed, you can only launch key programming via the user menu (consult your administrator about the current setting).

Confirm to begin programming. The key illuminates continuously.

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

Call forwarding depending on the forwarding type

Select a forwarding type:

- CF unconditional
- CF no reply
- CF busy

Select and confirm the required function.

Call forwarding depending on the call type

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

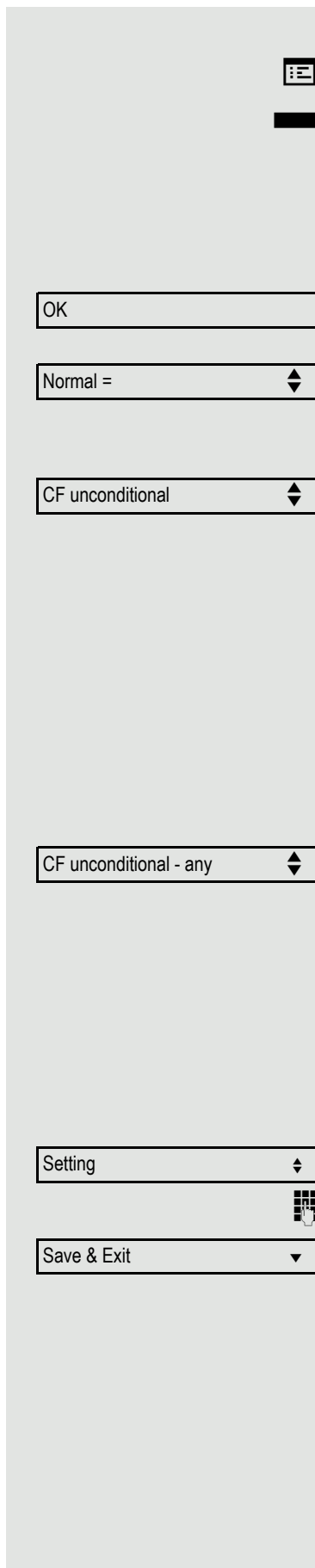
Select a forwarding type:

- 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.

Select and confirm this option to enter the forwarding destination.

Enter and confirm the phone number of the forwarding destination.

Select and confirm the option shown.



Configuring a variable call forwarding key

With the "Variable call forwarding" key you can.

- Immediately activate or deactivate the call forwarding for "All calls" → Page 57
- Edit the call forwarding → Page 58

The Forward key should be used ideally.

You can also program keys via the WBM interface → Page 198.

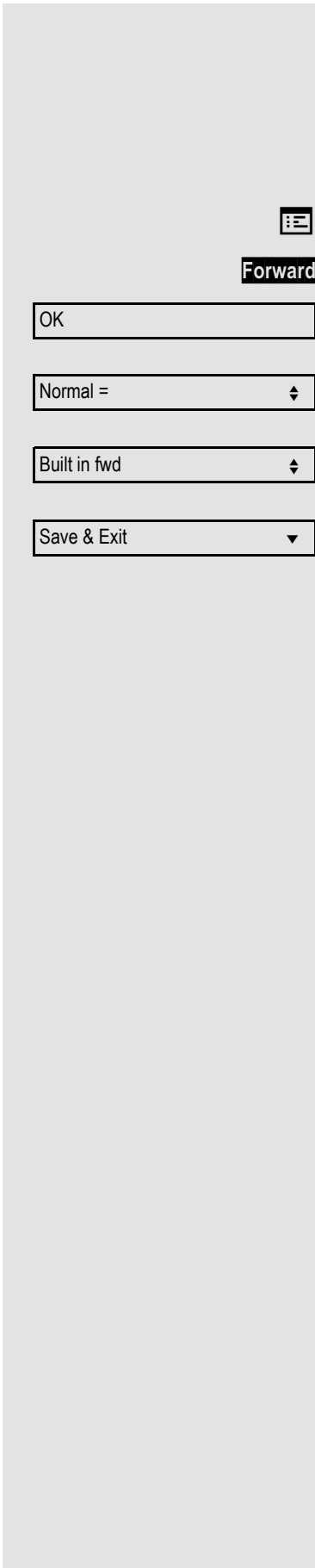
Press and hold the key shown until the programming prompt is displayed.

Confirm to begin programming. The key illuminates continuously.

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

Select and confirm the option shown

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.

Press one of the three keys **Forward**, **Pick up** or **DND** with the saved contact. Press key for stored contact. Connection setup is shown in the display.

Example 2: Call Waiting toggle Activating/deactivating

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 (→ Page 90). By default a second call is permitted.



Press one of the three keys **Forward**, **Pick up** or **DND** with the function "Call Waiting toggle". Press the "Call Waiting toggle" key. The key goes out. 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 (→ Page 128) on and off for all line keys. By default the delay is set, the key does not illuminate.

Press one of the three keys **Forward**, **Pick up** or **DND** with the function "Immediate ring". Press the "Immediate ring" key. The key lights up. The delay ringtone is disabled. An incoming call rings immediately regardless of what delay time is configured.

Resetting programmable keys

Here you can reset keys you configured back to factory settings (see also → Page 186).

Press the key shown.

Select and confirm the option shown.

Confirm.


Enter and confirm the user password.

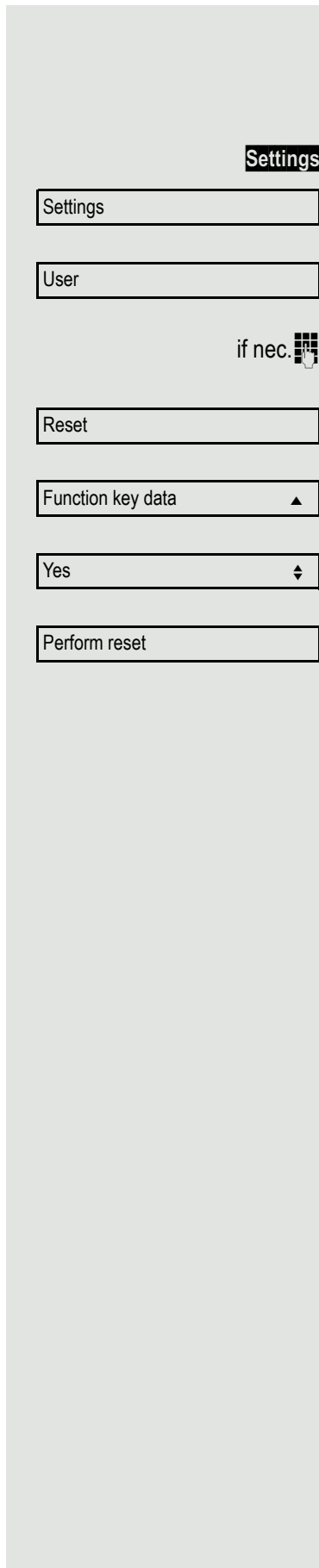
Select and confirm the option shown to switch to the **Reset user data** menu.

Select the option shown.

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

Select and confirm "Reset selected user data." The contents of the keys you configured are deleted.

 Keys which can only be configured by administrator remain unchanged.



Enhanced phone functions

Incoming calls

Deflecting a call

Using call deflection

Prerequisite: An incoming call is displayed or signalled. "Deflect" must be allowed.

Select and confirm the option shown.

If a destination phone number is stored (→ Page 77), you can select and confirm it. The call is deflected.

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

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

Permitting call deflection

You can also configure this setting via the WBM interface → Page 198. "Deflect" must be authorised by administrator.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

if nec.  Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

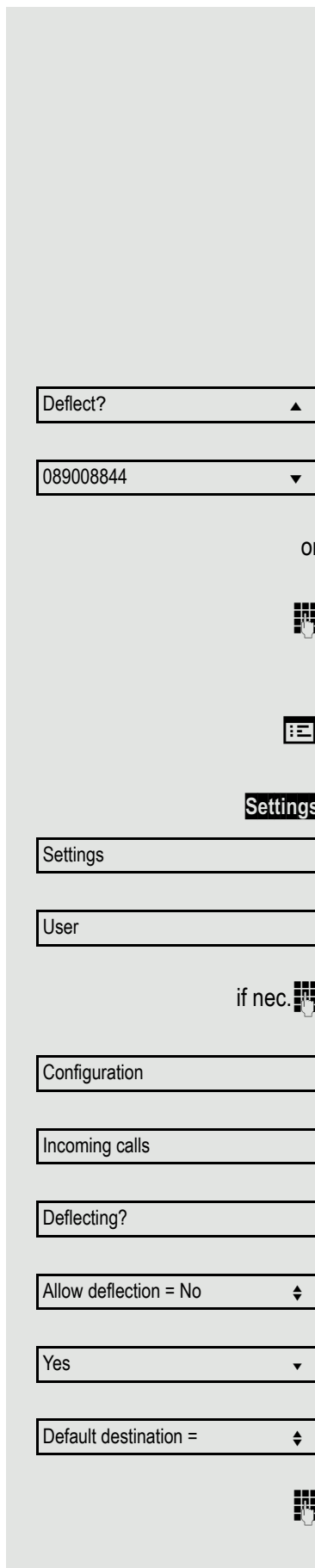
Select and confirm the option shown.

Select and confirm the option shown.

Confirm.

Select and confirm the option shown.


Enter and confirm the phone number to which the station should be deflected.



Deflect to DSS = Yes ▲

Save & Exit ▼

Reject? ⇅

 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 your administrator → Page 127.

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


Select and confirm the option shown.

Rejecting a call


You can reject an incoming call.

Prerequisite: An incoming call is displayed or signalled. "Reject" must be authorised by administrator.

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.

Configuring call forwarding

 You can also enter the call forwarding settings via the Forwarding key (→ Page 57).

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

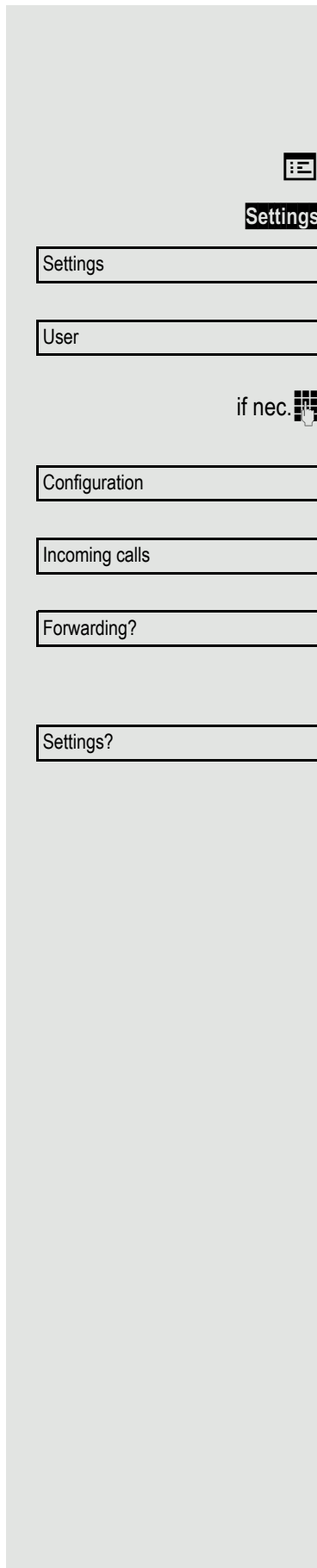
Select and confirm the option shown.

Configuring forwarding

Select and confirm the option shown.

For a description of the settings, see chapter "Standard call forwarding" → Page 56.

For a description of the settings, refer to section "Standard call forwarding" → Page 56 or "Call forwarding by call type" → Page 62.



The screenshot shows a vertical menu of settings options. At the top right is a 'Settings' icon. Below it is a 'Settings' button. The menu items are: 'Settings', 'User', 'if nec.' (with a '1234' keypad icon), 'Configuration', 'Incoming calls', 'Forwarding?', 'Alerts', 'Visual alerts= No' (with a double arrow icon), 'Yes' (with a downward arrow icon), 'or.', 'Audible alerts= No' (with a double arrow icon), 'Yes' (with a downward arrow icon), 'or.', 'Forwarding station...' (with an upward arrow icon), 'Display last' (with a double arrow icon), and 'Save & Exit' (with a downward arrow icon).

Setting alerts

Use the Call forward 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 → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

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 in the Yes/No context menu.

or.

Select and confirm the option shown.

Select and confirm the option shown.

or

Select the option shown.

Select and confirm **Display last/Display first**.

Select and confirm the option shown.

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 connections's context menu.

Hold ?

or

Hold

Press the **Hold** key. The key flashes.



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. The settings for this can be found on → Page 83 and → Page 84.

Retrieving a held call

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

Reconnect ?

or

Hold

Press the flashing **Hold** key.

Using line keys

On multi-line telephones you can use the line keys to place ongoing calls on hold.



Press the corresponding line key. The line key LED starts flickering. The call is now on hold.

Retrieving a held call:



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



The LED display → Page 17 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.

Held call wait status

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

Prerequisite: You placed a call on hold and replaced the **handset** or pressed the loudspeaker key in speakerphone mode.

A recall follows immediately and a pop-up menu appears on the display:

Retrieve held call ? ▾

or

Disconnect ? ▾

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

Select and confirm the option shown to disconnect the call.



If you enabled "Hold and hang-up" (→ Page 85), the call is placed on hold for a defined time interval (→ Page 84) before the prompt is displayed with a recall to retrieve the call or disconnect. You can however retrieve the call or disconnect via the context menu before the defined time expires.

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

Activating/deactivating the hold reminder tone

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

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 screenshot shows a vertical menu of settings options on a light gray background. At the top right is a list icon. Below it is the word "Settings" in a black box. The menu items are: "Settings", "User", "if nec." (with a keypad icon), "Configuration", "Connected calls?", "Allow hold rem. = No" (with a double arrow icon), "Yes" (with a downward arrow icon), and "Save & Exit" (with a downward arrow icon).

Setting the hold reminder time

Use the "Hold reminder" function to set the time after which you want to receive an automatic reminder about a held call.

The minimum value is 3, that is, the reminder is output after three minutes. The maximum value is 99 minutes. Press 0 to deactivate the delay.

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

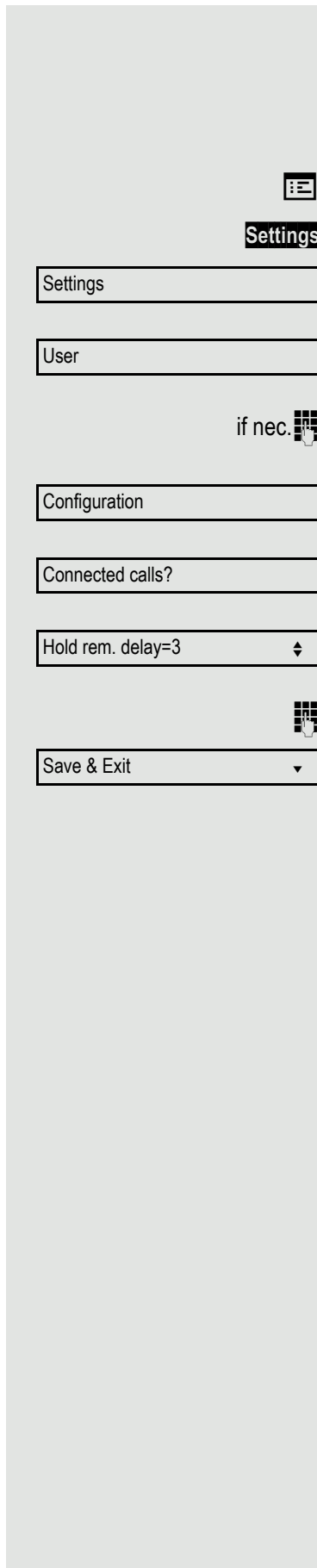
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter a value between 1 and 99 in the input mask and confirm.

Select and confirm the option shown.




Activating/deactivating Hold and hang-up

This function works in the following call scenarios:

- You have placed a call manually on hold and hang up.
- You are conducting a consultation call and the second call partner hangs up.
- You accepted a second call, and you or the second participant hang 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 → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

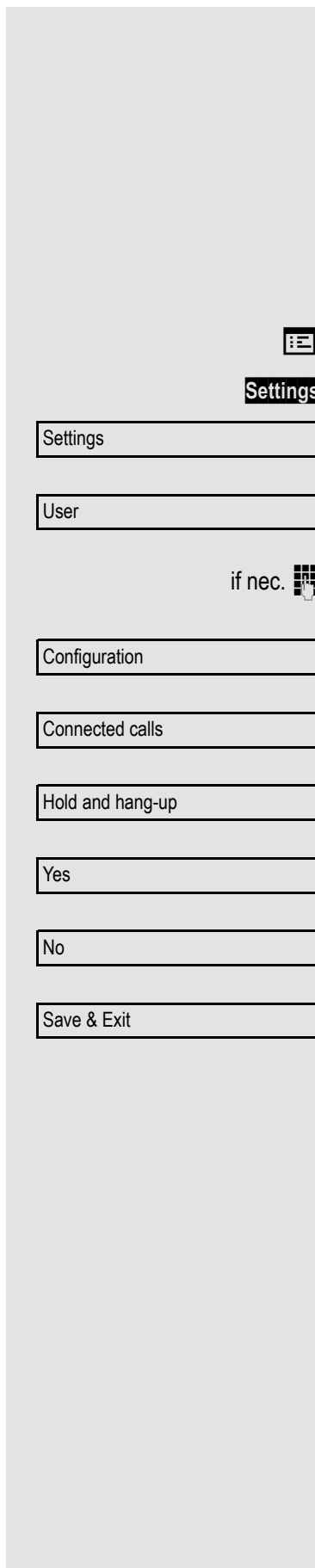
Select and confirm the option shown.

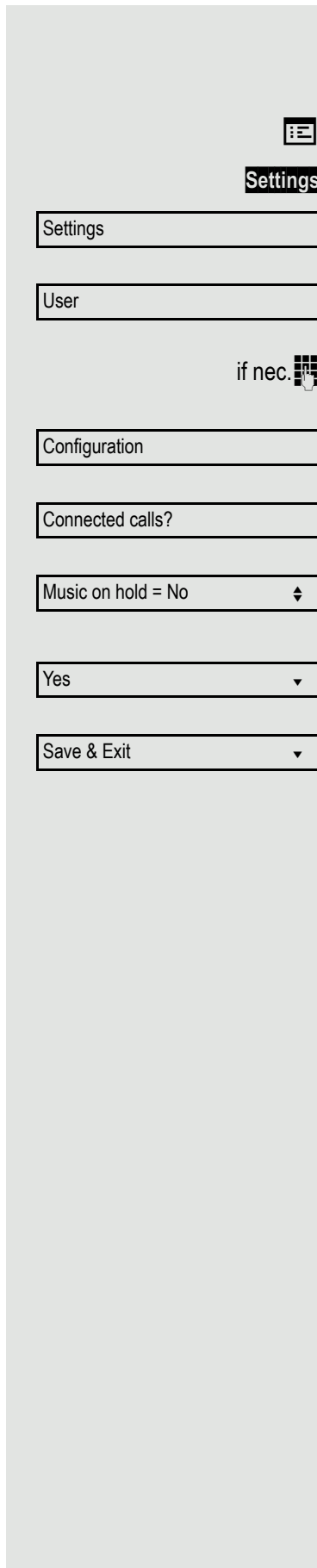
Select and confirm the option shown.

In the context menu select and confirm the option shown to activate the function or

Select and confirm the option shown to deactivate the function again. The function is always deactivated by default.

Select and confirm the option shown.





The screenshot shows a vertical menu of settings options. At the top right is a 'Settings' button with a gear icon. Below it are several menu items: 'Settings', 'User', 'Configuration', 'Connected calls?', 'Music on hold = No', 'Yes', and 'Save & Exit'. A mouse cursor is positioned over the 'if nec.' label next to the 'User' option.

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 → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

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.

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 (→ Page 90).

Accepting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ Page 90).

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 → Page 50),
- Complete transfer (see → Page 51),
- Conference (see → Page 103),
- Blind transfer (see → Page 92),
- Hold (see → Page 81).
- put on hold and retrieve second and first call successively → Page 50

Consultation call from second call

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

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

From a consultation call in the second call you can

- initiate a conference
- toggle between the second call and a consultation call
- put on hold and retrieve second and first call successively → Page 50
- transfer a call
- disconnect the calls again

During a consultation in the second call, the first call is parked and can only be unparked when the consultation or second call ends or these calls were connected.

Disconnecting the second call

Disconnect & return? ▲

Select and confirm the option shown in the second call's context menu. The call to this station is disconnected and the call to the first station 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 (→ Page 85). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

A screenshot of a phone interface showing a dropdown menu with the text "Ignore?" and a small downward-pointing arrow on the right side.

Ignoring second call

Prerequisite: You are conducting a call and call waiting is allowed (→ Page 90).

Select and confirm the option shown.

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

While the ignored second call continues to wait, from the active call you can:

- make a consultation call
- initiate a conference
- toggle between the consultation call and your call party
- 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 (→ Page 90).

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.

A screenshot of a phone interface showing a dropdown menu with the text "Reject?" and a small downward-pointing arrow on the right side.


 A vertical screenshot of a phone's call management interface. At the top, a menu box contains the text 'Deflect?' with a small upward-pointing triangle to its right. Below this, the text 'or' is visible. Further down, there is a grid icon with a hand cursor over it. Below the grid icon, the text 'Complete Xfer' is shown in a box. Below this, the text 'or' is visible. At the bottom, there is a handset icon followed by the text 'or Speaker'.

Deflect? ▲

or



Complete Xfer

or

📞 or Speaker

Deflecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ Page 90).

Select and confirm the option shown.

If a destination phone number is stored (→ Page 77), you can select and confirm it. The call is deflected.

If you did not set a phone number when programming call deflection, you are now 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

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 for instance.

Connect by hanging up

Prerequisite: Connecting by hanging up is activated (ask your administrator) and "Switch assignment" must be set to "Yes" (→ Page 91). Before you can be connected by hanging up you must have toggled at least twice (→ Page 50).

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

The screenshot shows a vertical menu of settings options. At the top right is a list icon. Below it is a 'Settings' button. The menu items are: 'Settings', 'User', 'if nec.' (with a keypad icon), 'Configuration', 'Incoming calls?', 'Handling?' (with a dropdown arrow), 'Allow call waiting = No' (with a dropdown arrow), 'Yes' (with a dropdown arrow), and 'Save & Exit' (with a dropdown arrow).

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 → Page 198.

Prerequisite: The option was programmed by your administrator.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

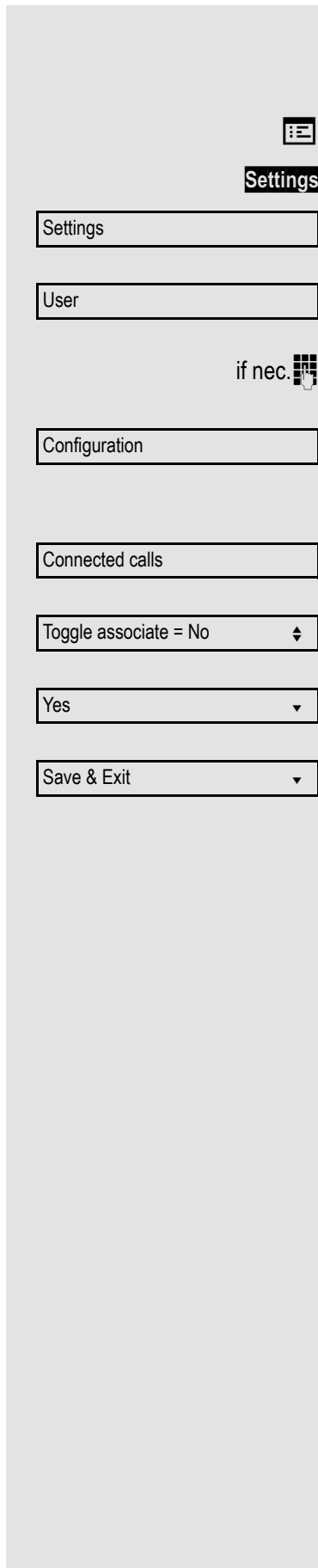
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Assuming **Allow call waiting** is generally activated, you can toggle the configured sensor key to switch call waiting on/off (→ Page 75).



Toggling associate

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

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the User password.

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.

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" were selected (→ Page 94).

Transfer without consultation

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

Easy transfer

Press the key shown.

Transfer



Enter the phone number of the second party to whom you want to transfer the call and confirm. You can also select and call a subscriber here from a call list or from one of the two phonebooks → Page 108.

Press again the key shown.

Transfer

The display returns to idle following successful transfer.

Blind transfer

Select and confirm the option shown.

Blind transfer call? ▾



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 phonebooks → Page 108.

Confirm or wait until the autodial delay expires.

OK

The display returns to idle following successful transfer.

Transferring with consultation

You can announce a call to a recipient before transferring it. You again can choose between easy transfer via Transfer key or transfer via menu.

Easy transfer

Press the key shown.

Transfer



Enter the phone number of the second party to whom you want to transfer the call and confirm. You can also select and call a subscriber here from a call list or from one of the two phonebooks → Page 108.

Announce the call you want to transfer.

Press again the key shown.

Transfer

The display returns to idle following successful transfer.

Transfer via menu

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

Consultation? ▾



Enter the phone number of the party to whom you want to transfer the call and confirm. You can also select and call a subscriber here from a call list or from one of the two phonebooks → Page 108.

Announce the call you want to transfer.

Select and confirm the option shown.

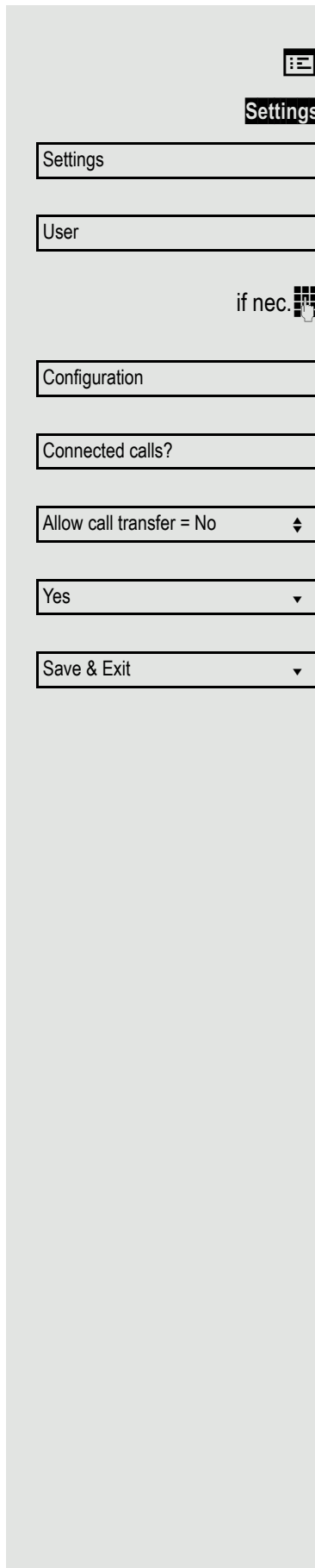
Complete Xfer? ⇅

If the party does not answer:

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

Replace the handset or, if speakerphone mode is active, press the lit Speaker key to transfer the call.

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



The screenshot shows a vertical menu on a light gray background. At the top right is a small icon of a phone with a list. Below it is the word 'Settings' in a black box. The menu items are: 'Settings', 'User', 'if nec.' (with a small icon), 'Configuration', 'Connected calls?', 'Allow call transfer = No' (with a double arrow icon), 'Yes' (with a downward arrow icon), and 'Save & Exit' (with a downward arrow icon).

Allowing call transfer

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

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 screenshot shows a vertical menu of settings options. At the top right is a small icon of a handset with a speech bubble. Below it is a black box with the word 'Settings' in white. The menu items are: 'Settings', 'User', 'Configuration', 'Outgoing calls', 'Transfer on ring = No', 'Yes', and 'Save & Exit'. A mouse cursor is positioned over the 'if nec.' label next to the 'Configuration' option.

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 → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

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.

CTI calls

Beep on auto-answer

Speakerphone mode automatically activates on your phone if you use a CTI application such as Outlook to dial a number when Auto-answer is active. If Auto-answer is not active, the phone rings first and you have to press the loudspeaker key or lift the handset 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 user guide.

You can also configure this setting via the WBM interface → Page 198.

Prerequisite: The option was programmed by your administrator.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

if nec.  Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

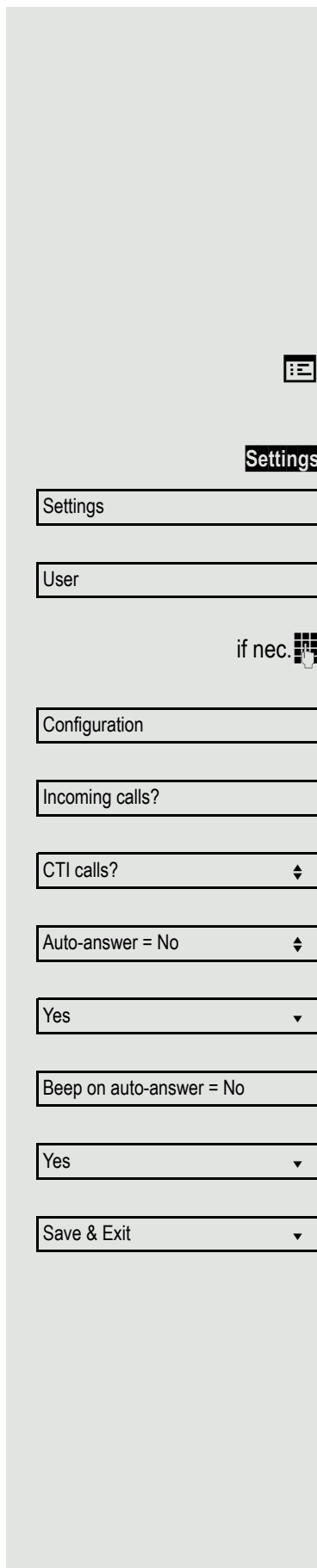
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.



The screenshot shows a vertical menu on the left side of a grey background. At the top right of the menu is a small icon of a phone with a list. Below it is a black box with the word 'Settings' in white. The menu items are: 'Settings', 'User', 'if nec.' (with a small icon of a phone with a list), 'Configuration', 'Incoming calls?', 'CTI calls?' (with a small downward arrow), 'Beep on auto-unhold = No' (with a small downward arrow), 'Yes' (with a small downward arrow), and 'Save & Exit' (with a small downward arrow).

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.

Prerequisite: The option was programmed by your administrator.

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

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.

Making calls

Dialling with the DDS key

You can program frequently used phone numbers on programmable keys (→ Page 69). If you press a direct destination selection key briefly, the associated contact or phone number appears and dialling is initiated.

Prerequisite: A direct destination key is programmed → Page 69.

Press the programmed DDS key. Dialling is initiated.

Calling a subscriber from the local phonebook

Press the key shown.

Select and confirm the option shown.

Press the configured key "Personal" for the local phonebook (→ Page 69).

Select and confirm the required subscriber.

Confirm the option shown. The phone number associated with the subscriber is dialled.

Detailed information on the local phonebook and on searching for subscribers can be found from → Page 108.

Calling a subscriber from the corporate directory

Prerequisite: You have found and selected a subscriber in the corporate directory → Page 111.


Confirm the subscriber.

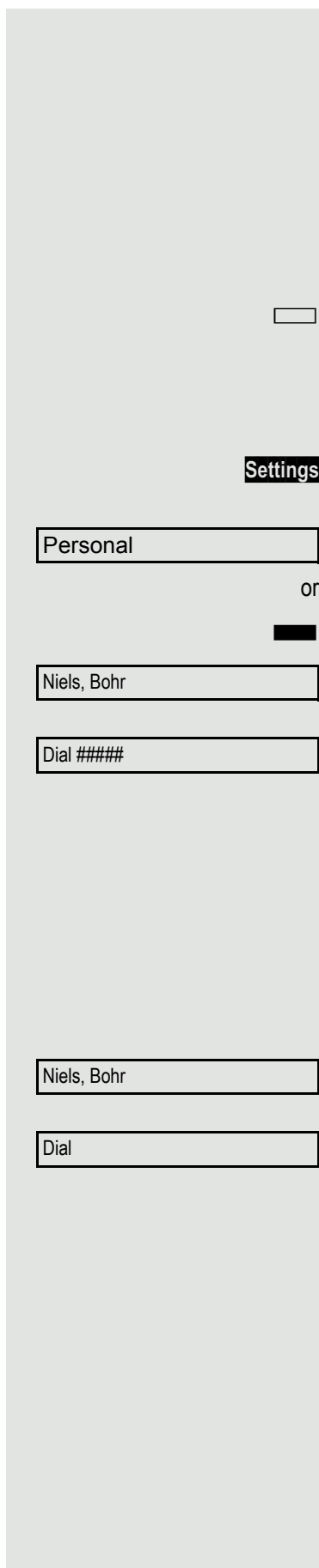
Confirm the option shown. The connection is set up.

Dialling a phone number from a list

The following call lists are available in the "Calls" directory:

- Missed
- Dialed
- Received
- Forwarded

 For a detailed description of the call lists, see → Page 24. Pay attention to the notes on → Page 108.



Messages

Calls ▲

Dialled ▼

Niels, Bohr 30.05. 07:06am

Press the key shown.



If the "Voice mail" menu is displayed immediately, press the **Back** key to return to the next higher menu.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the appropriate list entry.

The phone number associated with the list entry is dialled. If you have not already lifted the handset, conduct the call now in speakerphone mode.

Using autodial delay

A number is automatically dialed 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
- Consultation
- when transferring an answered call.

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

- Pressing the OK key. This always works.
- lifting 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.
- pressing the loudspeaker key. This only works if the phone number was entered when the phone was idle and the loudspeaker key was not lit or if the phone number was entered for a consultation call and the loudspeaker key was not lit.



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




Automatic dial delay does not work if you are using a dial plan and **Immediate dialling** is configured (see → Page 47). The number is automatically dialed as soon as the string entered matches an entry in the dial plan.

OK



Speaker

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 key 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 → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

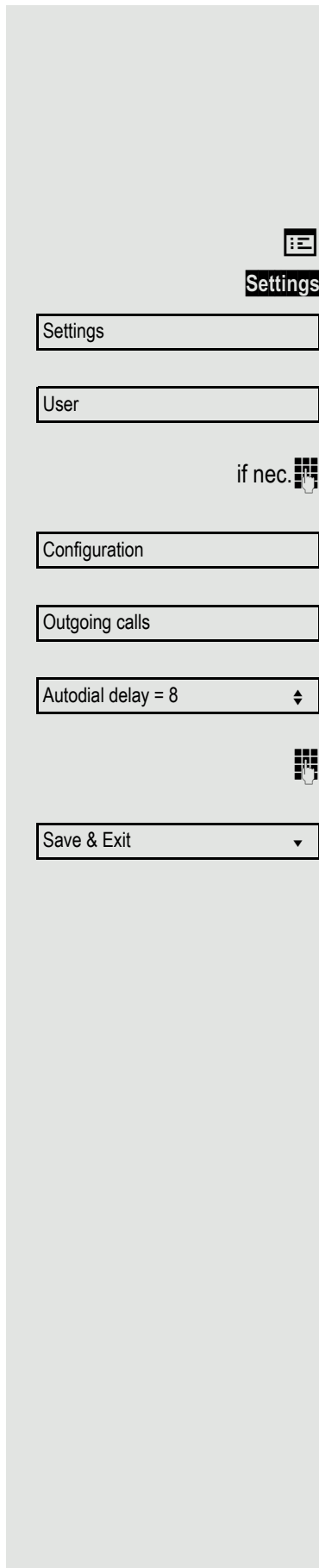
Select and confirm the option shown.

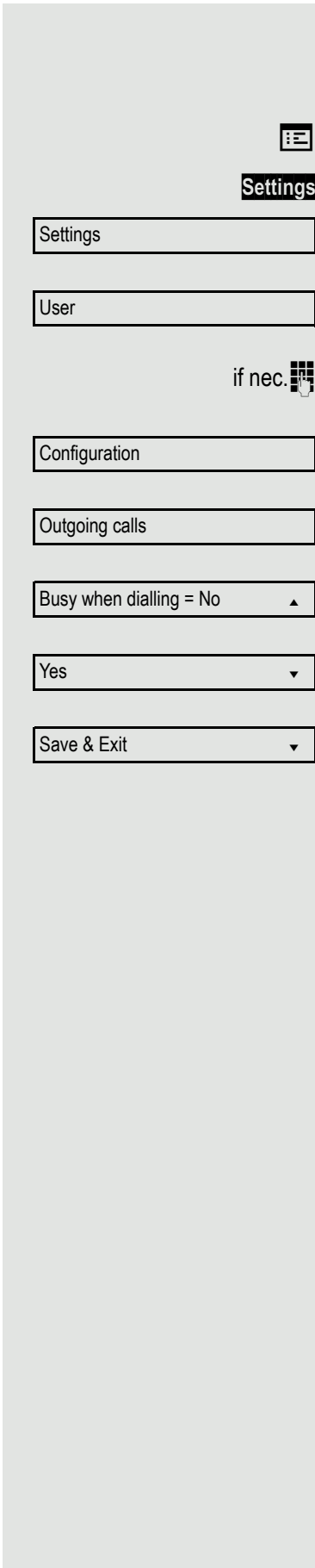
Select and confirm the option shown.

Select and confirm the option shown.

Enter a value in the input mask and confirm.

Select and confirm the option shown.





The screenshot shows a vertical menu of settings options. At the top right is a list icon. Below it is a 'Settings' label. The menu items are: 'Settings', 'User', 'if nec.' (with a keypad icon), 'Configuration', 'Outgoing calls', 'Busy when dialling = No' (with an up arrow), 'Yes' (with a down arrow), and 'Save & Exit' (with a down arrow).

Allowing "Busy When Dialling"

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

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

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.

Conference

Local conference

This type of conference is also referred to as a three-party conference. It involves up to three participants.

Prerequisite: You are conducting a consultation call → Page 48 or have accepted a second call → Page 87, and the conference function is active → Page 104.

Initiating a local conference

Select and confirm the option shown in the menu. You are connected to both parties at once. Alternatively you can press the **Conference** key.

Conducting one-on-one calls

On the display, select and confirm the first connection you want to clear down.

On the display, select and confirm the second connection you want to clear down.

Select and confirm the option shown. You are now involved in a one-to-one call with the remaining call party.

Conference?

1: Party

or

2: Party

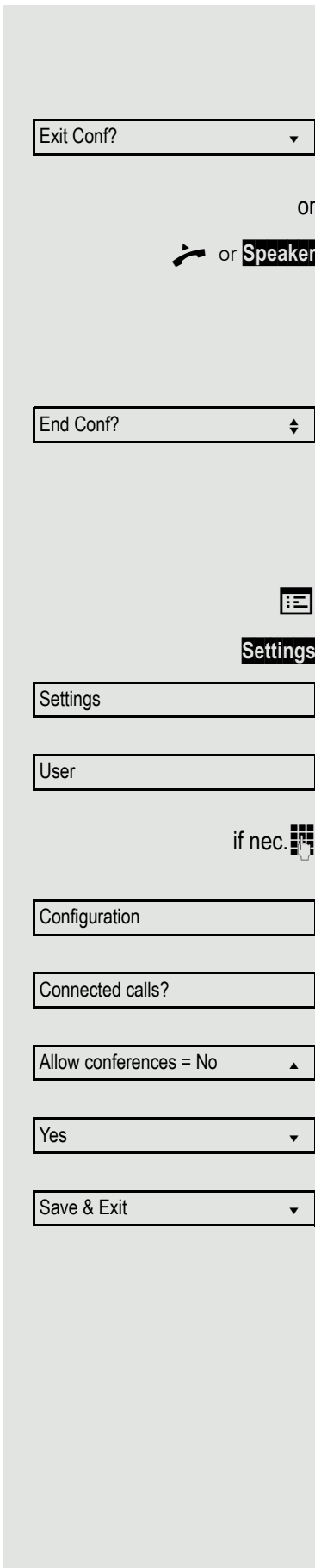
Disconnect?



If you already are involved in a secure connection with a party when you initiate a consultation call, the original party is placed on hold. The new consultation connection can be either secure or nonsecure. However, the first connection remains secure even if all three parties are now joined together in a conference.

The entire conference is nonsecure if the connection to at least one of the parties is not secure (see also → Page 31).

The relevant padlock icon appears on the "Conference" row.



Ending a local conference

Prerequisite: The "Allowing joining in a local conference" → Page 105" function is activated.

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

Replace the handset or, if you are in speakerphone mode, press the loudspeaker key. Both call partners remain connected. You are disconnected from the conference call.

Disconnecting a party

Select and confirm the option shown in the menu. Both connections are cleared down – the conference is cleared down.

Allowing a local conference

This option allows or blocks the "Conference" function.

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

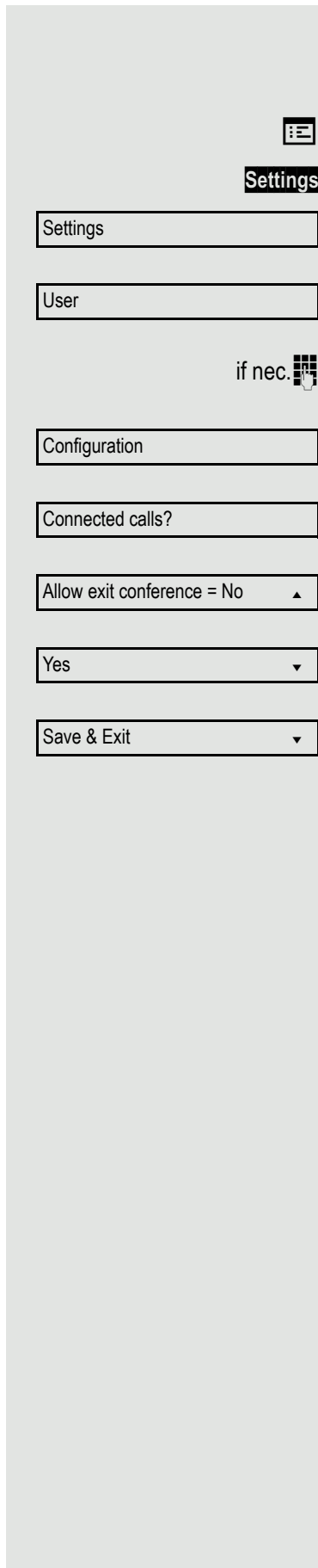
Select and confirm the option shown.

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 joining in a local conference


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 → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

if nec.  Enter and confirm the user password.

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.

System-based conference

This type of conference is also referred to as a large conference. It can include from 3 up to 16 parties (depending on the setting in OpenScape Voice).

Prerequisite: You are conducting a consultation call → Page 48 or you have accepted a second call → Page 87, and the "System conference" feature was configured by your administrator.

Establishing a conference

Select and confirm the option shown in the connection's context menu. You are connected to the first two parties at once. The conference is displayed with the current participants. You can now:

- initiate a consultation call
- put the conference on hold
- leave the conference.

Conducting a consultation call

Select and confirm the option shown in the "Conference" context menu. If the party answers, you can:

- toggle between the party and the conference
- connect the consultation call to another called party
- end the consultation call and return to the conference
- add the consultation call party to the conference.



If you want to add the consultation parties to the conference, use the "Add to conference" option instead of the "Consultation" option.

If you want to use a **call list** for the consultation call, select **Hold** instead of Consult (or Add to conference) in the context menu and/or press the **Hold** key and then open a required call list (→ Page 108) or one of the phonebooks (→ Page 108/→ Page 111).

Alternatively you can also open a call list or a phonebook without using the **Hold** functions – the conference is automatically placed on **Hold**.

Conference? ▾

Consult? ▾



Conference

Add party

Prerequisite: You are conducting a consultation call and the conference is on hold.

Select and confirm the option shown in the consultation call's context menu. The party is added to the conference. Only the conference and all current participants are now displayed. You can scroll through the list of participants.



You can also use the **Conference** key instead of the Conference option in the context menu.

Putting the conference on hold

Hold?

Select and confirm the option shown in the "Conference" context menu. The conference is placed on hold and you can consult with someone in your office, for instance.



You can also use the **Hold** key instead of the Hold option in the context menu.

Exit Conf?

Leaving a conference

Select and confirm the option shown in the "Conference" context menu. You are disconnected from the conference call and can dial another number, for instance. The other call partners remain connected.

Phonebooks and call lists

Personal directory

The personal directory is restricted to 100 entries. If you have configured a key for the local personal directory, you can also open the phonebook using this key (→ Page 69).

Creating a new contact

You can create contacts more conveniently via the WBM interface → Page 198.

Press the key shown.

Confirm to open the local phonebook.

Select and confirm the option shown.

Fill in the three fields

- Last name
- First name
- Number

accordingly.

Select and confirm to save the phonebook entry.

Editing a contact

You can edit contacts more conveniently via the WBM interface → Page 198.

Press the key shown.

Confirm to open the local phonebook.

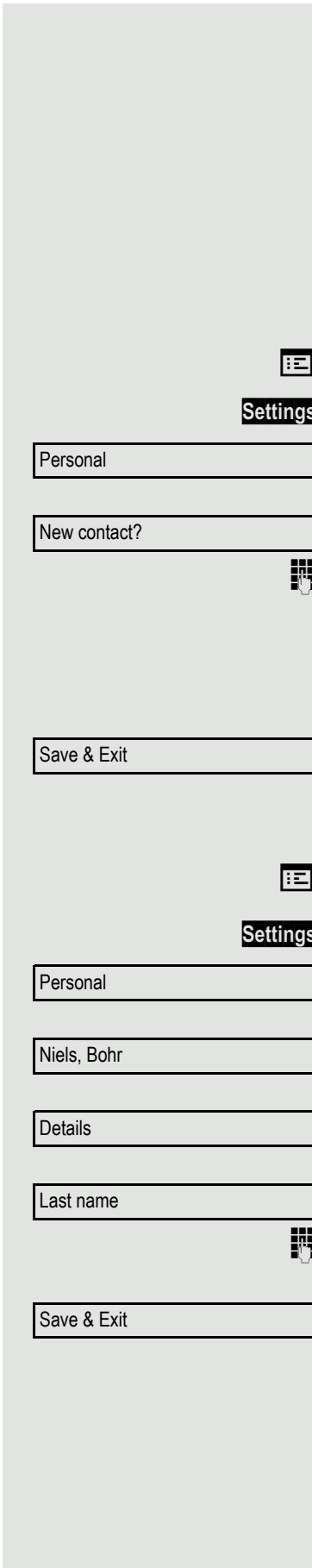
Select and confirm the relevant entry.

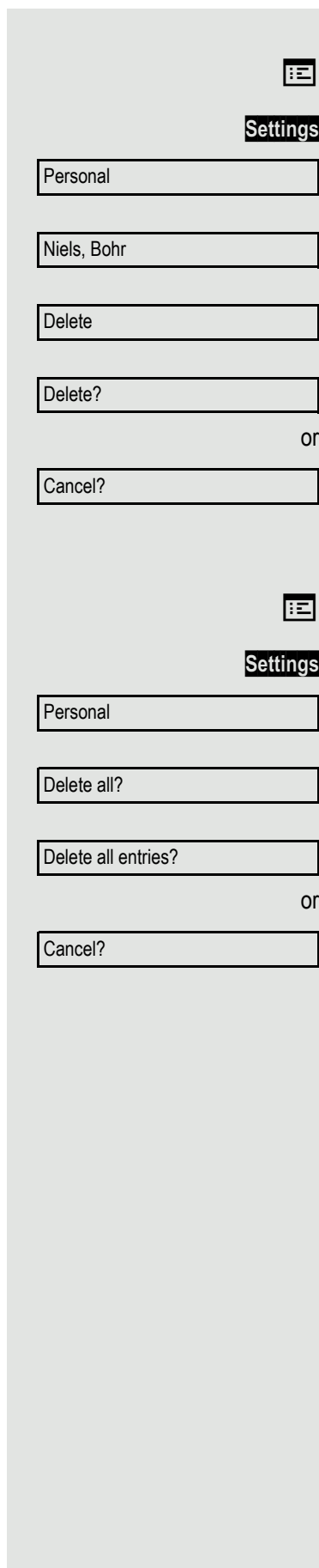
Select and confirm the option shown.

Select and confirm the Last name field, for example.

Change and confirm.

Select and confirm the option shown.





Deleting a contact

You can delete contacts more conveniently via the WBM interface → Page 198.

Press the key shown.

Confirm to open the local phonebook.

Select and confirm the relevant entry.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm to cancel the process.

Deleting all contacts

You can delete contacts more conveniently via the WBM interface → Page 198.

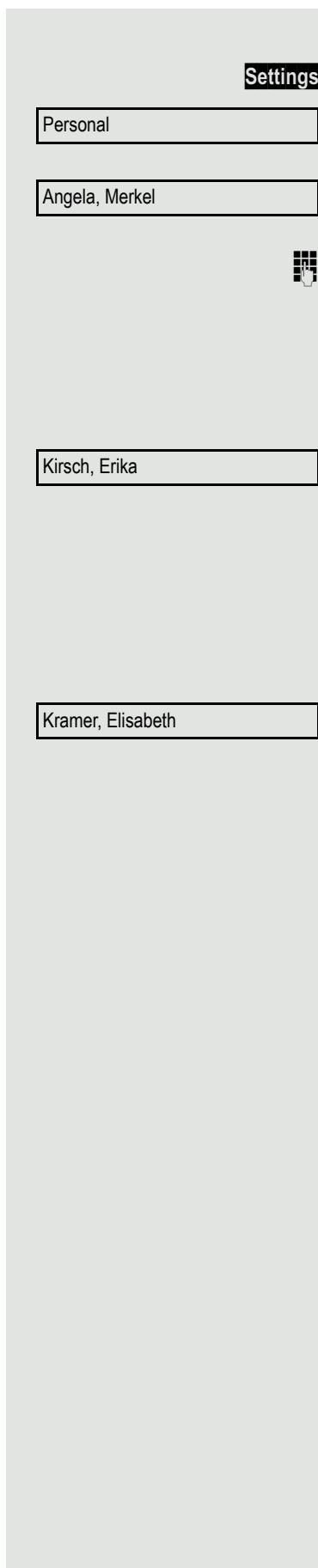
Press the key shown.

Confirm to open the local phonebook.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm to cancel the process.



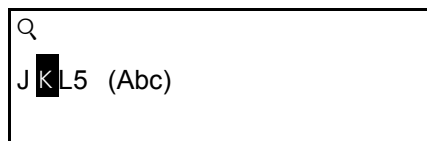
Searching for a contact

Press the key shown.

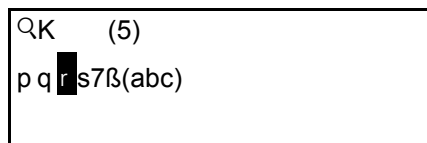
Confirm to open the local phonebook.

The last entry used is displayed on the screen.

Enter the initial letter of the name you are searching for, for instance K.



The first name found with the initial letter K is displayed after a short time. If you are looking for a name that begins with Kr, also enter the second letter in the search field:



The first name found with the initial letters Kr is displayed.

You can also browse the phonebook with the navigation keys until you find the required subscriber → Page 15.

Corporate directory

The corporate directory is an LDAP database. It can be accessed via your network if access has been configured correctly by 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 contact

Settings

Corporate

or

Find

Press the key shown.

Select and confirm to open the corporate Phone book "Corporate".

Press the configured "Corporate" key for the corporate directory (→ Page 69).

Select and confirm the option shown.

The following 11 search fields can be used:

- Last name
- First name
- Business 1
- Business 2
- Mobile
- Private
- Company
- Address 1
- Address 2
- Job function
- Email

Last name



Find

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

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

Select and confirm when you have filled out one or more search fields. The search begins. If the entry you searched for is found, you can dial or view the entry details.

Enhanced editing functions in the phonebook

Viewing entries

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

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

Details

Resetting the search fields

Prerequisite: The search fields are listed.

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

Delete

Defining a qualifier before a search

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

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

- No qualifier
- Job function
- Address 1
- Email
- Business 1
- Mobile
- Business 2
- Private
- Company
- Address 2

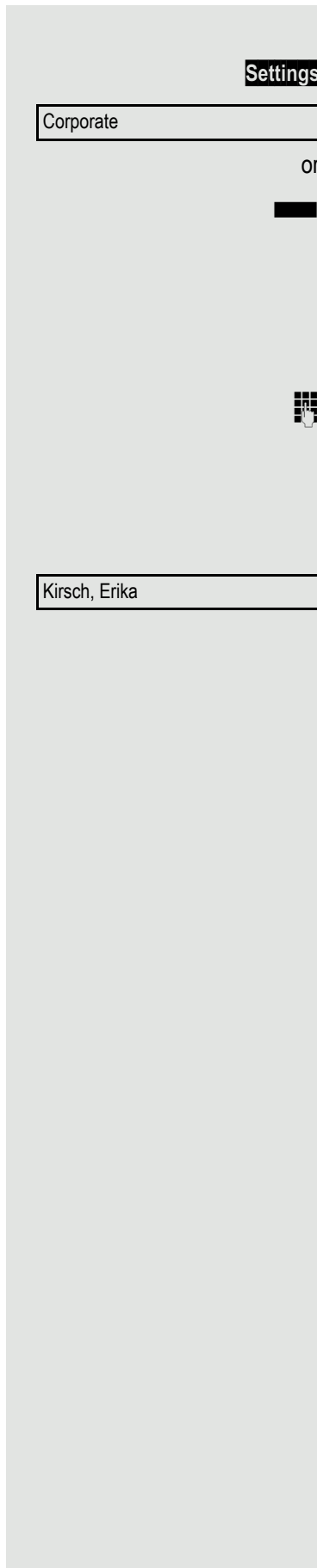
Qualifier

Select and confirm the desired qualifier.

▲ ▼ OK

Select and confirm to exit the list.

Back



Quick search

Press the key shown.

Select and confirm to open the corporate Phone book.

Press the configured "Corporate" key for the corporate directory (→ Page 69).

Q
Enter the name (Abc)

Enter the initial letter of the name you are looking for, for instance "K".

QK
J K L5 (Abc)

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

QKr
p q r s7B(abc)

You can restrict the output by entering the second or other letters. The key is used to switch between letters and numbers. You can use the keys to delete individual characters again.

You can control the search individually by entering special characters. To select special characters, first press the key.

Rule list:

Character	Description
#	Searches for the exact string before the special character.
,	You can enter the first and last name separated by a comma. A search is carried out for the last name (possibly using a wildcard) and the "first" first name that starts with the first character after the comma.
*	Wildcard. This searches for the characters entered and all possible subsequent characters.

You enter these characters by selecting the special characters.

Quick search using parts of a search string

If 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.



Please consult your service personal 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.

Call lists

For a detailed description of the different call lists, refer to → Page 24. The function must be activated in order to view and manage call lists → Page 116, otherwise the menu option "Calls" is not offered.

Dialling an entry

Press the key shown.



If the "Voice mail" menu is displayed immediately, press the **Back** key to return to the next higher menu.

Select and confirm the option shown.

For instance, 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 is dialled.

Delete all entries

Press the key shown.

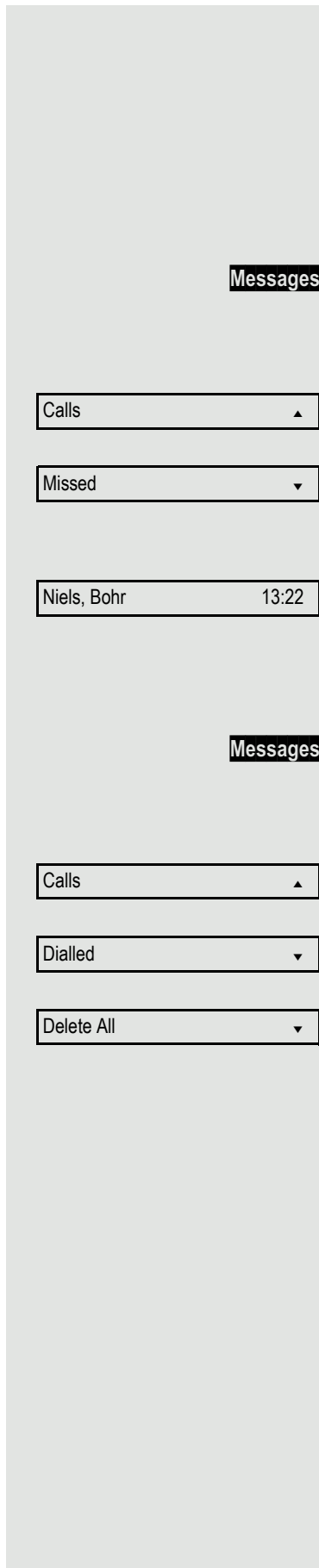


If the "Voice mail" menu is displayed immediately, press the **Back** key to return to the next higher menu.

Select and confirm the option shown.

For instance, select and confirm the list of dialled numbers.


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



Call journal

Activating/deactivating the call journal

The function can be disabled in order to prevent unauthorised third parties gaining information on the other party involved in the call from the call lists. No further calls or conversations are then logged. The function is always activated by default.

 When you deactivate the call journal, please note that the customary last number redial function will also be affected by this. You can then no longer redial the last number dialled → Page 48.

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.


Select and confirm the option shown.

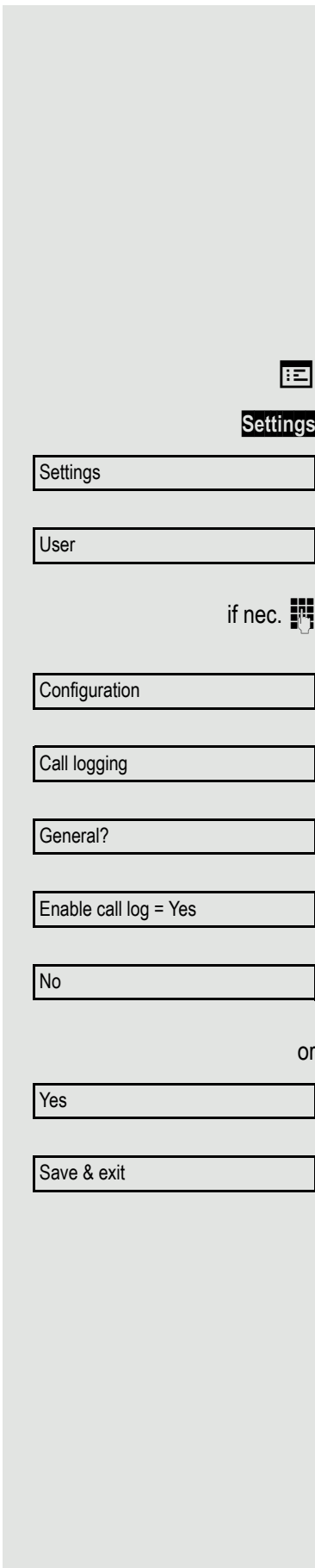
Select the option shown.

Confirm the option shown to disable the call journal. The message "Call Log is disabled" is displayed.

Confirm the option shown to reactivate the call journal.

Select and confirm the option shown.

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



Logging missed calls

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

- Answered elsewhere
- Delete entry


All missed called intended for this line are logged and new missed calls are displayed. If the "Exclude" option is selected for "Answered elsewhere", missed calls for this line that were answered either by other subscribers in the group or with "Directed pickup" are neither displayed nor logged (see also → Page 39). The "Exclude" setting is recommended if groups are set up.

Missed calls you called back are deleted automatically in the default setting "Delete when called". You can prevent this by selecting the option "Manually" for "Delete entry" and delete these calls specifically yourself.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

if nec. 

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

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 checkmark.

Select and confirm the option shown.

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

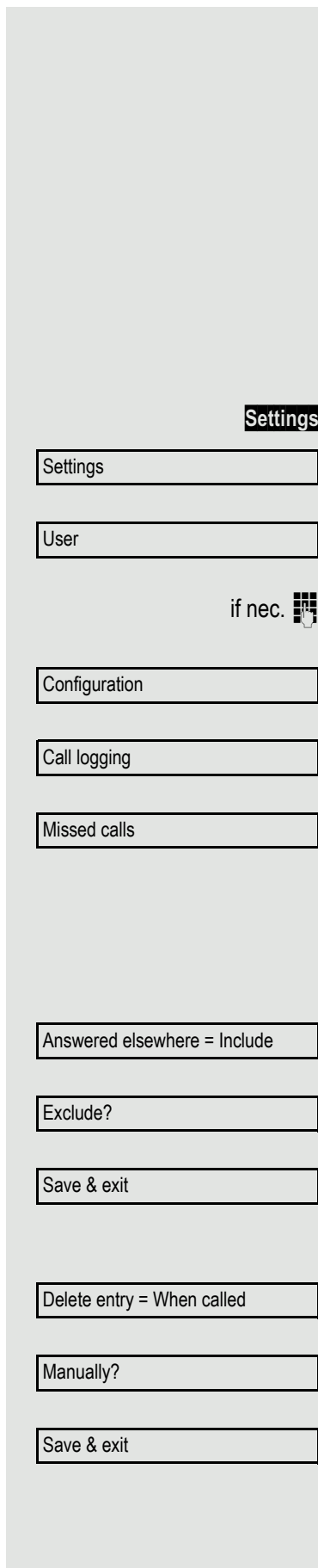
Select and confirm the option shown.

Deleting missed calls when called

Select and confirm the option shown.

Confirm to delete entries manually when called.

Select and confirm the option shown.



Making calls with multiple lines

You can use your OpenScape Desk Phone IP 35G/35G Eco as a multi-line phone. If you have any questions regarding how to configure your OpenScape DeskPhone IP 35G phone as a multi-line phone, please contact your administrator.

The following is a description of the telephony scenarios for multi-line phones. To facilitate comprehension, you should familiarise yourself with the enhanced telephony application and how to use the line keys beforehand. You can make further individual settings for your multi-line phone. Refer to the following sections for a detailed description of the individual components:

- Introduction to multi-line phones → Page 12
- Lines and line keys → Page 16

Incoming calls

Depending on your individual settings, you will be notified of incoming calls → Page 173.

Accepting calls for the primary line

In this case, the telephone behaves in the same way as a single-line telephone. See → Page 31 and → Page 77.

Accepting calls for secondary lines

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

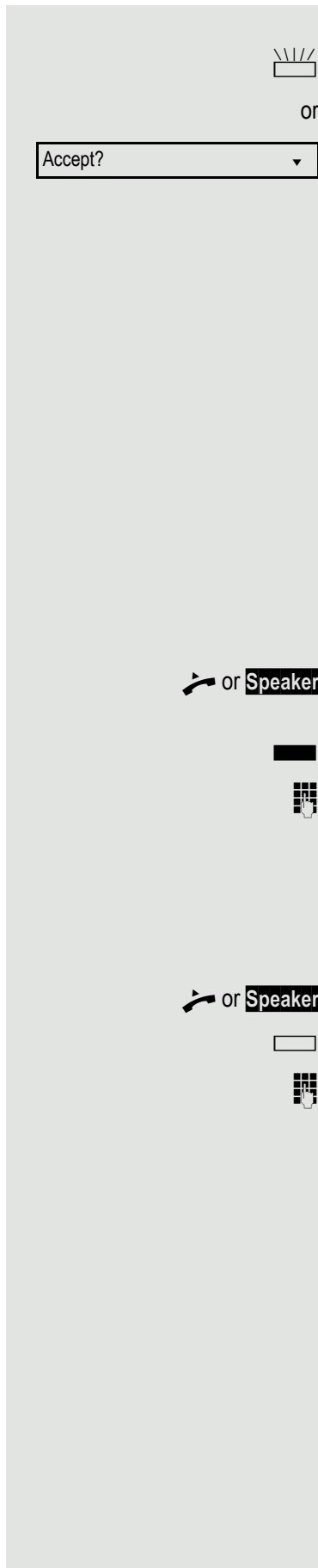
Using the handset

Lift the handset.

Conduct call.



The line used for the ringtone is selected automatically. If there are calls on several lines, you are connected with the line that has been ringing the longest.



Using the line keys


Press the flashing line key. Speakerphone mode.

Confirm. Speakerphone mode.


Making calls


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

Trunk 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 trunk seizure


 or **Speaker** Lift the handset or press speakerphone key.


 Press the required line key.

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

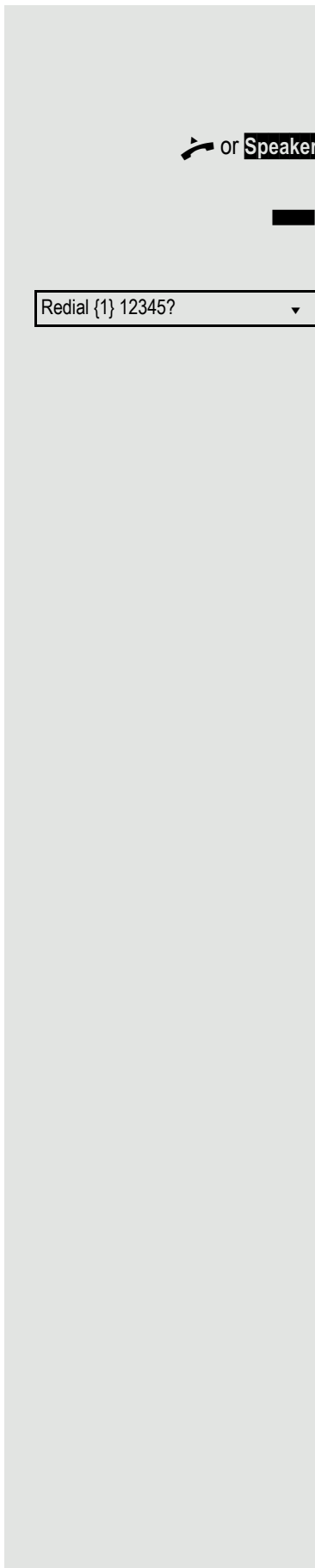
Automatic trunk seizure

Prerequisite: Your administrator has configured automatic trunk seizure.

 or **Speaker** Lift the handset or press speakerphone key.

 The line defined during configuration is seized.

 Enter the station number. The connection is set up.



Redialling 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 speakerphone key.

Press the required line key (→ Page 119).

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

Confirm. The connection is set up.

Forwarding calls for primary line

The call forwarding can only be activated for the primary line. Which call forwards are possible, how they are configured and activated can be found from → Page 56.

Call forwarding information

Prerequisite: Your administrator has activated "Forwarding shown".

If you have activated one of the forwarding types on your phone for the primary line and a station calls, a popup window with the following information opens:

- Who is calling
- The forwarding destination.

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:

- Redial → Page 48
- Consultation → Page 48
- Alternate → Page 50
- Callback → Page 52
- Hold → Page 81
- Call waiting (second call) → Page 87
- Transferring a call → Page 92
- Conference → Page 103


Functions available exclusively for the primary line:

- Call lists → Page 24
- Voicemail → Page 24
- Call forwarding → Page 56
- Do not disturb → Page 133

 Depending on your individual settings, you will be notified of incoming calls → Page 172.

Making and receiving calls with multiple lines


Accepting a waiting call

 Depending on the settings for "Rollover", you will be notified of incoming calls → Page 131.

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

Call on line 1.

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

 All multi-line users that share the line on which the call is being held (→ Page 17) can now pick up the held call. To prevent other users from answering the held call, you must place the call on "Consultation" hold → Page 48.

Depending on the setting made by your administrator, you may have to press the trunk key twice to accept the call on the other line. The first call is either placed on hold or released depending on the setting.

Conduct call on line 2.

End call on line 2.

Press line key for line 1.

Retrieve call on line 1.



Putting a line on hold

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

Prerequisite: You are conducting a call.

Press the call-line key.

- The LED line key flashes.
- The LED line 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 hold function 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 on

- **The Primary line**
you pick up the phone's handset or press the line or loudspeaker key
- **the secondary line**
you press the line key.

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

Examples:

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

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 → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

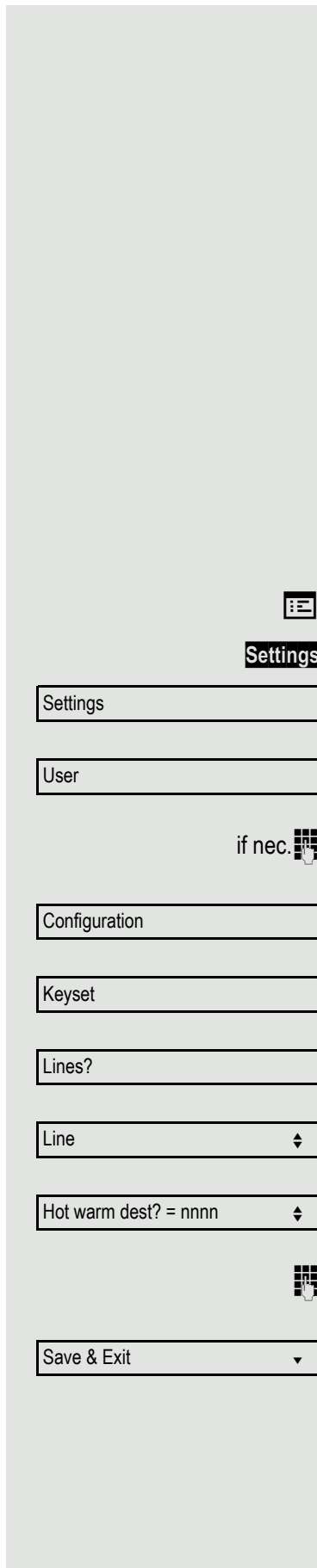
Select and confirm the option shown.

Select and confirm the line you want.

Select and confirm the option shown.

Enter and confirm the destination.

Select and confirm the option shown.



Connecting

A station of a line trunk group is on a call. Its primary line is configured as a secondary line on your phone. This line now has the status "busy." You can connect to the call by pressing the illuminated key for this line (see also → Page 16).

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-based conference" is set up for your system (→ Page 106).

If a preview is set up and activated for the relevant line (→ Page 130), you have to press the line key a second time following the preview in order to connect.

The key of a secondary line illuminates – it is busy. You want to connect to the call.



Press the illuminated line key. A conference is established. You are connected to the parties on the secondary line. The key continues to illuminate and the conference is shown on the display.



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

You can now:

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

Direct station selection keys


Apart from line keys, 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.

Calling a station directly

You cannot use DSS if the user is on another call (flashing LED).

Calling from the idle menu


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

 administrator can configure the DSS key so that the connection is also established when the DSS station has activated do-not-disturb or call forwarding.

Consultation with the DSS station

Prerequisite: You are conducting a call and administrator has configured the DSS key for consultation.

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

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

Call pickup

You can pick up calls for another DSS station. If a call is waiting on their line, the LED flashes.

Indirect pickup

Prerequisite: The auto-answer function must be deactivated → Page 96.

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

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

Rejecting a call

Prerequisite: administrator must activate the reject option for DSS keys and auto-answer must be deactivated → Page 96.

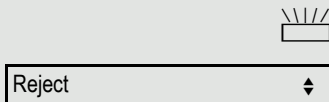
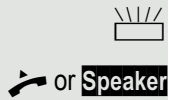
Press the DSS key. The call is routed to your primary line and rings.

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

Direct pickup

Prerequisite: The auto-answer function must be activated → Page 96.

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 station

Prerequisite: The deflect function must be approved for DSS keys. For information on the current setting, see → Page 78.

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






Your phone rings and a line key flashes.



Press the relevant DSS key. The call is deflected to the DSS station. If the DSS station does not answer, you can pick up the call by pressing the DSS key.

LED display on DSS keys

DSS Key	Explanation
	Off: The line is in idle mode.
	Flashes: You can accept a call for the DSS station via the key. The call is routed to your primary line when the call is accepted.
	Illuminates: The line is busy. Provided that second call is activated you can still reach the DSS station via the key. It can accept your call as a second call.

Settings for MultiLine (Keyset)

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

- Address
 - Displays the phone number for the line
- Ringtone on/off
 - Displays whether this line's ringtone is active
- Selection sequence
 - 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 → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

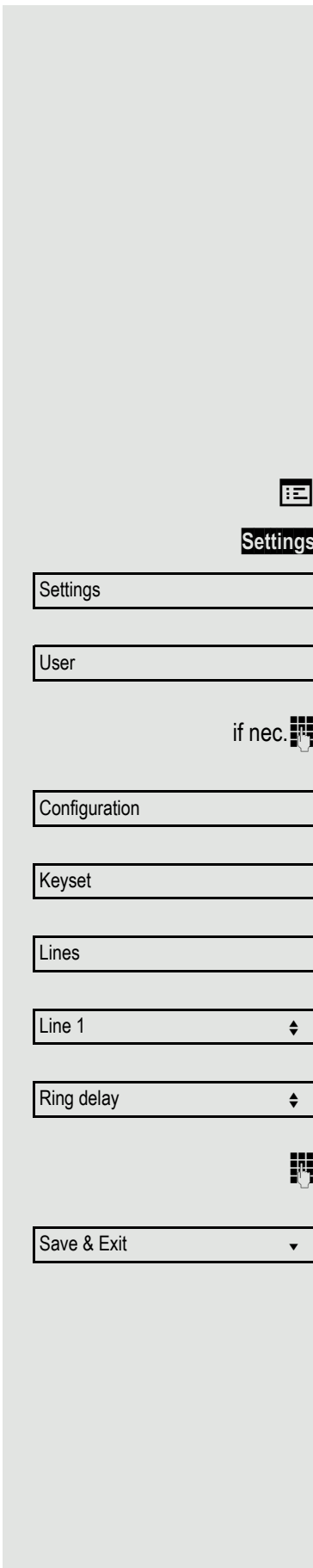
Select and confirm the required line (for example, line 1).

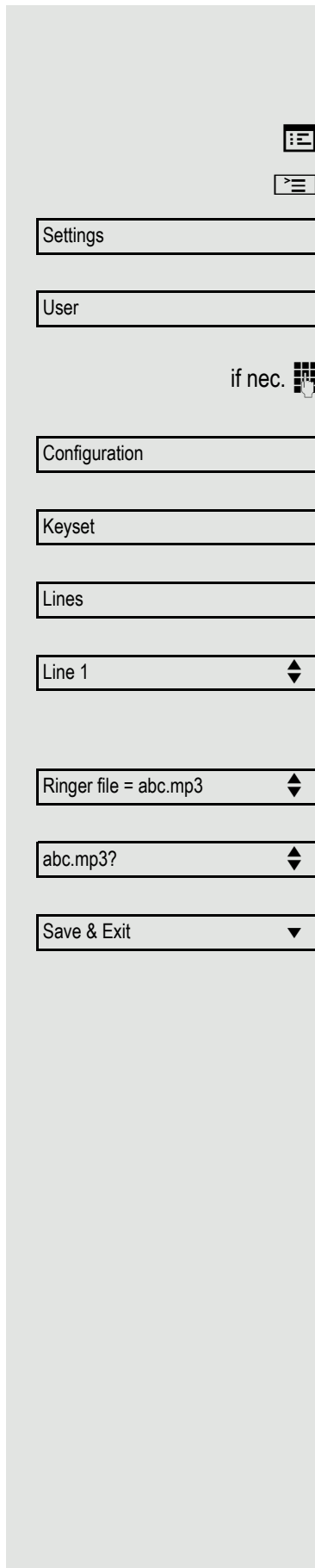
Select and confirm the option shown.

Enter and confirm a delay value.

Select and confirm the option shown.

You can activate and deactivate the set delay time for all line keys using a function key → Page 75.





Setting the ringtone for lines

If special ringtones have been configured by service personal for lines, you can adjust these here to suit your requirements.

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

if nec. Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

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

Selecting the ringer

Select and confirm the option shown.

Confirm the option shown. Select the required ringtone file¹ or pattern. You will immediately hear the associated ringer melody. Confirm the current ringtone file.

Select and confirm the option shown.

1. The phone displays the current setting.

Ringer melody=2

Save & Exit

Ringer tone sequence=2

Save & Exit

Selecting the pattern melody

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

Select and confirm the option shown and then 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.

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 and confirm the option shown and then select the required Ringer tone sequence between 1 and 6 (e.g. 2). You will immediately hear the set Ringer melody with the selected Ringer tone sequence. Confirm the selected setting.

Select and confirm the option shown.

Line preview

Prerequisite: You are already on a call on one line and a further call rings on a secondary line. You have programmed a key with the "Preview" function → Page 69.

Preview for a call

Prerequisite: Your administrator has deactivated the permanent preview function.

Press the "Preview" key. The key illuminates. The preview function is temporarily activated.



Press the flashing line key. A popup window opens and you receive information about the caller. Press the line key again to accept the call or wait until the popup closes itself after a specified period of time.

The preview function is switched off and has to be switched on again for a further operation.

Permanent preview

Prerequisite: Your administrator has activated the permanent preview function.

Press the "Preview" key. This way the preview for all lines with "preview mode" remains active until you press the "Preview" key again.



If the line preview has been deactivated, a call is answered immediately on a line when the line key is pressed, without first showing caller information.

Rollover for a line

Your administrator can determine how rollover calls are to be signalled.



Only the relevant line key blinks.



You hear a **special advisory tone** via the currently active microphone and the corresponding line key blinks.



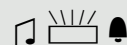
The **ringer melody set sounds briefly** (approx. 3 seconds) via the loudspeaker and the corresponding line key blinks.



You hear a short **notification tone**



The ringer melody is not played in speakerphone mode.



The telephone rings using the configured call signal, the corresponding line key blinks, and a pop-up menu containing the available information is displayed.

Privacy/security

Activating and deactivating the ringer

Activating and deactivating the ringer permanently

You can deactivate the ringer if you do not want to be disturbed by your phone ringing. The ringer can also be deactivated while the phone is ringing.



Hold down the key in idle mode or even when it rings until the "Ringer off" icon appears on the display.

or

You can also deactivate the function using the option in the idle menu (→ Page 20).

Ringer off

Select and confirm the option shown.

Reactivating the ringer



Hold down the key in idle mode until the "Ringer off" icon disappears from the display.

The ringer is reactivated.

or

You can also activate the function using the option in the idle menu (→ Page 20).

Ringer on

Select and confirm the option shown.

Deactivating the ringtone with a key

Prerequisite: The "Ringer off" key must be programmed (→ Page 69).

Press the "Ringer off" key.

An incoming call is signalled by a single ringtone burst.



Press the illuminated key once more to deactivate the "Ringer off" function.

Deactivating the ringer temporarily for incoming calls and reactivating it

If you are disturbed on an important call by the phone ringing, for example, you can deactivate the ringer temporarily and then activate it again.




Press the key briefly. The ringer is deactivated.



Now press the key again briefly. The ringer is reactivated.

DND (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 (→ Page 12) you can only activate the "Do not disturb" function for your primary line.


Enabling/disabling DND



Press the **DND** key to activate the "Do not disturb" function.

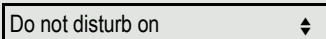


Press the lit **DND** key once more to deactivate the "Do not disturb" function.

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

or

Enabling/disabling DND via the idle menu



Select and confirm the option shown in the idle menu. The "Do not disturb" icon appears → Page 21.

or.



Select and confirm the option shown. The do not disturb icon is deleted.

To allow Do Not Disturb (DND)

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the User password.

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.

The screenshot shows a vertical menu of settings options on a light gray background. At the top right is a list icon. Below it is a 'Settings' header. The menu items are: 'Settings', 'User', 'if nec.' (with a keypad icon), 'Configuration', 'Incoming calls?', 'Handling?' (with a dropdown arrow), 'Allow DND = No' (with a dropdown arrow), 'Yes' (with a dropdown arrow), and 'Save & Exit' (with a dropdown arrow).


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 → Page 138.

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 blocked: You do not have the option of configuring user settings at this time. The message "Password.suspended" is displayed.
- After initially logging onto a user area, you may have to replace the default password with a new password.
- A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Change Password ({1} days left)" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period is over. Confirm "Change password" and change the password as described in this section.
- If you repeatedly enter the wrong password (2 to 5 times), additional attempts are blocked. You can make another attempt after a predefined time.
- It is possible that you will not be able to re-use a previously used password for a long time, so you will 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.

 The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password-protected (see also → Page 137)

The User password can also be modified via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

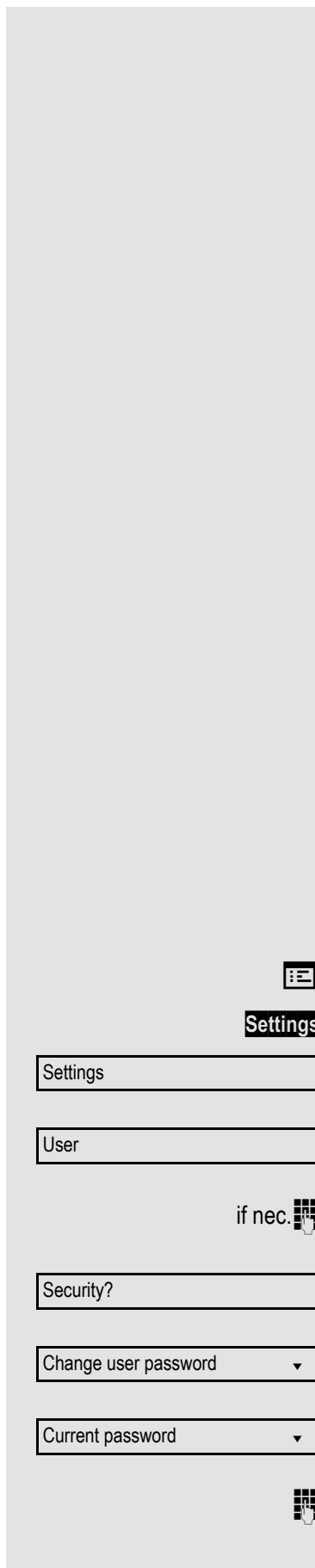
Enter and confirm the user password.

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, text entry, see → Page 18) and confirm your entry.



New user password



Confirm new user password



Save & Exit

Select and confirm the option shown.

Enter a new password (at least six characters) and confirm (text entry, see → Page 18).


Select and confirm the option shown.

Enter the new password again and confirm with OK.

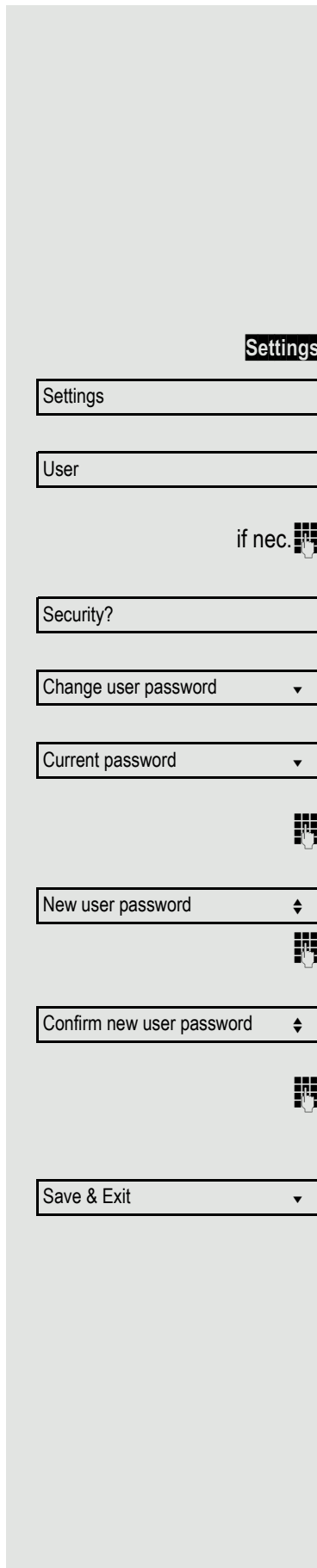
Select and confirm the option shown.

Deactivating the user password

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

 The deactivation of the password prompt does not affect the WBM interface → Page 198 or CTI applications that use a password prompt. As long as the user password is deactivated, you do not have access to user settings via the WBM interface.

If you deactivate the user password, you are **not** able to lock the phone → Page 138 and the user menu is **not** password-protected.



Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

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, text entry, see → Page 18) and confirm your entry.

Select and confirm the option shown.

Enter six zeros ("000000") to deactivate the password. Confirm entry (at least 6 characters, (text entry, see → Page 18).

Select and confirm the option shown.


Enter six zeros ("000000") to deactivate the password (for text input, see → Page 18) and confirm.

Select and confirm the option shown.

Phone locking

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

If an emergency number has been entered on the phone by administrator, "emergency call" is then offered as an option on the display when the lock is activated. You can also enter the emergency number via the keypad.

 You can only lock the phone if you set a user password (→ Page 135). The password for this must not be the default setting "000000".

Check if necessary whether the telephone lock function has been activated for you by administrator.

Activating the phone lock

Hold down the key shown.

Confirm. The "Locked phone" icon appears on the display → Page 21.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.


Select and confirm the option shown.

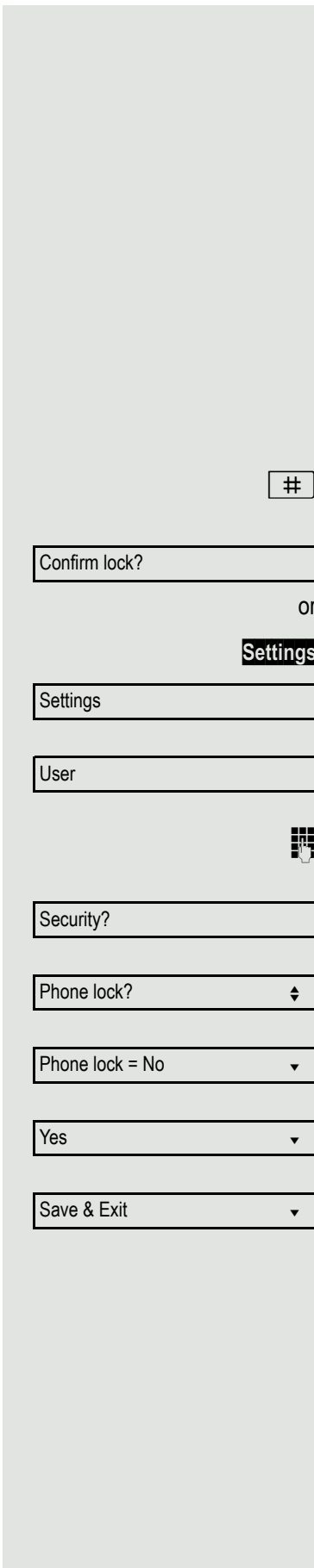
Select and confirm the option shown.

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 has been entered on the telephone by administrator, **Emergency call** will be offered on the display once you have activated the phone lock. You can also dial the emergency number via the keypad.



Unlocking the phone

The following is displayed: Phone locked.

There are two options available for unlocking the phone:

- User unlock
- Admin unlock

User unlock?

or


Admin unlock?



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

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

User password or enter and confirm the administrator password. The phone is unlocked if the password is correct.

 If the telephone is locked, an emergency number entered by administrator can be dialed using the keypad or the option **Emergency call**.

If the telephone is locked redial keys cannot be used. This also applies if the emergency number is saved on it.

Mobility

Prerequisite: Your phone is configured to support mobility by administrator. A DLS server is available in the LAN and its address is entered in the phone.

Mobility scenarios

When you log on to your phone, or any other mobility-enabled phone, the following scenarios are possible:

Logging on and off at the same phone

- Log on as a mobility user → Page 141.
- Log off as a mobility user → Page 142.

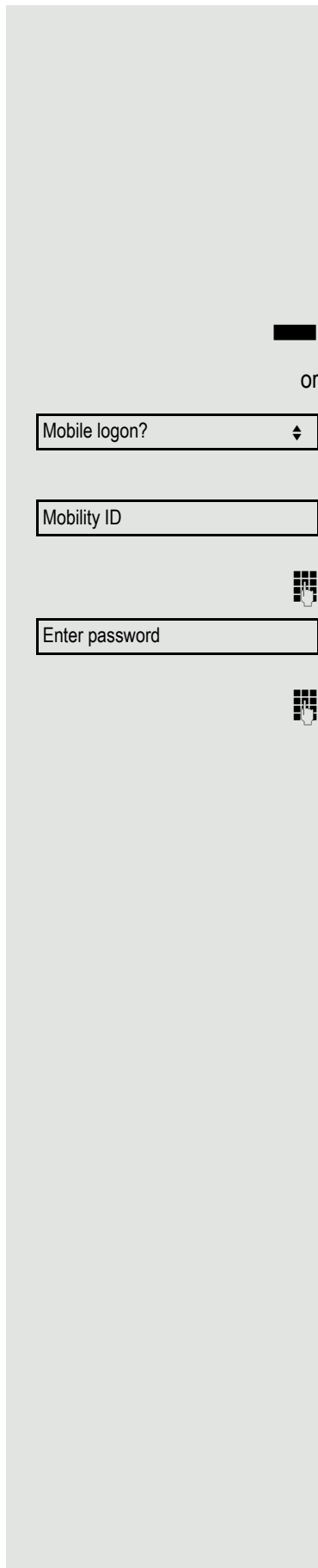
Logging on and off at different phones

In these cases, administrator may have made the following settings:

- Log on at a remote phone with forced logon, when the user is still logged on at that phone → Page 143.
- Delayed logon at a remote phone with forced logon, when the user is still logged on at that phone and the phone is busy → Page 144.

Transferring user-defined settings and data

When you log off as a mobility user, your user-defined settings and data are saved in the DLS server so that they can be transferred to another telephone when you log on there. This also includes your contacts from your personal directory → Page 108. The personal directory can only be successfully transmitted if the destination telephone has a similarly structured phonebook. Your phonebook cannot be transmitted to an OpenStage 60, for example, because the destination phonebook has a different structure.



Logging on and off at the same phone

Logging on to the phone

Prerequisite: No other mobility user is logged on.

Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

Logon via the context menu

Select from the idle display context menu (→ Page 20) and confirm.

The **Mobility logon** dialog appears.

You are prompted to enter your mobility ID.


Enter and confirm Mobility ID, usually a telephone number.

You are prompted to enter the password.

Enter and confirm the user password.

The following messages appear on the display:

- Logging on mobile user
- Validating
- Registering
- Downloading user data

Once you have completed logon, the mobility icon is shown in the display.  .

Logging off from the phone

Prerequisite: You are logged on as a mobility user.

Logoff via key

If a program key is configured for Mobility.

Press the "Mobility" program key.


Logon via the context menu

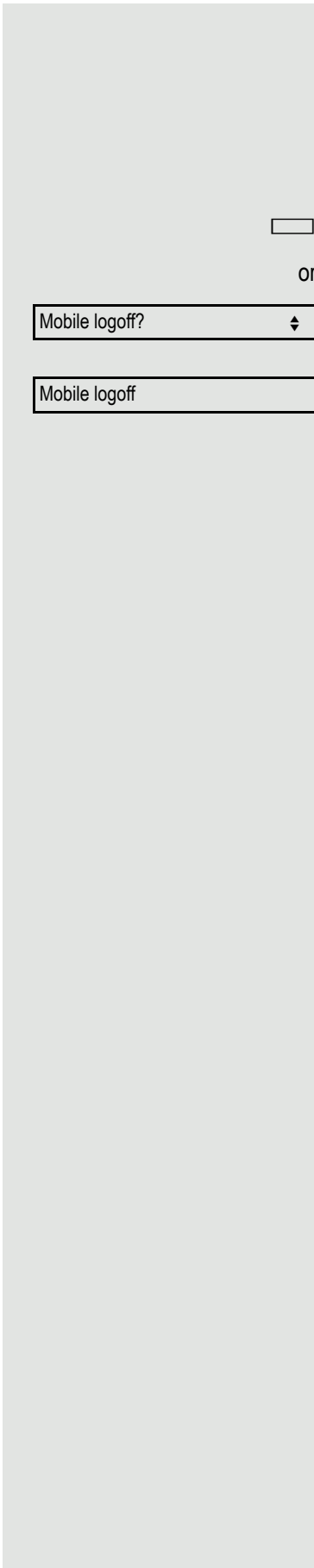
Select and confirm→ Page 20 the option shown in the idle display context menu.

Is displayed. You briefly have the option to cancel the logoff, otherwise the logoff process is launched.

In the graphic display, the following messages appear:

- Logging off mobile user
- Uploading user profile
- Registering
- Downloading user data

After you have logged off, the mobility icon  is hidden.



Logging on at different telephones

An attempted login is rejected if the user is already logged on to another phone and "Logon with forced logoff" is disabled for the mobility user.

Logging on with forced logoff at a remote phone

If the user is already logged on at another phone and the remote phone is busy, the logon is rejected.

If however, your administrator enabled "Forced logoff during call" without setting a time, the system does not consider whether or not the remote phone is busy.

Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

Logon via the context menu

Select and confirm the option shown in the idle display context menu → Page 20.

You are prompted to enter your mobility ID.


Enter and confirm Mobility ID, usually a telephone number.

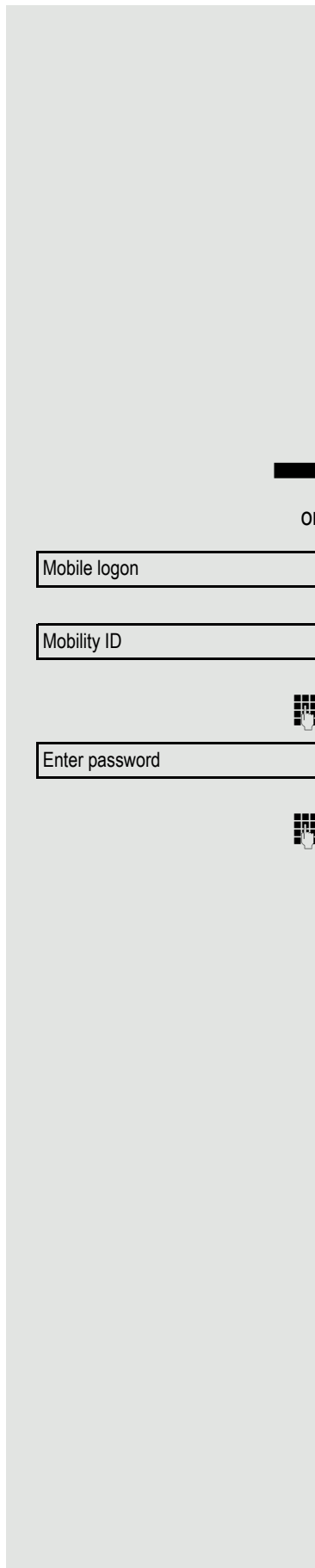
You are prompted to enter the password.

Enter and confirm the user password.

The following mobility messages appear in the display:

- Validating
- Logging off elsewhere
- Registering

The logoff is simultaneously displayed on the remote phone. Once logon is complete, the "Mobility" program key LED lights up and the mobility icon appears in the display .



Logging on with forced, delayed logoff at a remote-phone

If the remote phone is busy and your administrator enabled "Forced logoff during call" with a set timeout, forced logoff does not occur until this timeout expires.

Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

Logon via the context menu

Select and confirm the option shown in the idle display context menu
→ Page 20.

You are prompted to enter your mobility ID.


Enter and confirm Mobility ID, usually a telephone number.

You are prompted to enter the password.


Enter and confirm the user password.

The following mobility messages appear in the display:

- Validating
- Logging off elsewhere

 At the same time, the display on the busy remote phone shows "Forced logoff pending". After the set timeout the active call is ended and remote logoff is performed.


- Registering
- Downloading user data

Once logon is complete, the "Mobility" program key LED lights up and the mobility icon appears in the display .



OpenScape Voice functions

The OpenScape Voice supports a number of functions that you can activate and deactivate from your phone.

 On multi-line telephones, the full scope of OpenScape Voice functions is only available for the primary line.

Feature toggle key

You can pick a programmable key and program it as a feature toggle key for activating the "make line busy" and "stop hunt" functions.

You can then use the programmable key to activate or deactivate the relevant OpenScape Voice function on the server for this phone.

You can only program first-level programmable keys because those linked to LEDs are used to display the function status as either **on** (LED on) or **off** (LED off). The LED indicates the status of the function on the server and can therefore change without any of the programmable keys being pressed.

Example:

Switching between "Line busy" and "Line free" (see also → Page 152).

Prerequisite: Your administrator configured a programmable key with the function "Busy" ("make line busy" for the hunt group) → Page 72.

Press the programmable key – the key lights up.



Press the illuminated programmable key once again to release the line - the key stops illuminating.

Making anonymous calls

Your administrator decides whether or not your caller ID (name and phone number) is displayed on a called party's station. **Anonymous** calling is when your data is not transmitted. The settings configured can be deactivated, however, for specific calls.



- If your caller ID is transmitted: your caller ID is displayed.
- If your caller ID is suppressed: "unknown" is displayed.

Deactivating

If your administrator permanently activated **anonymous calling** for your phone, you can deactivate this setting as follows:



Lift the handset.



Enter the code (see the table of codes → Page 163) to transmit the caller information.



You hear a confirmation tone or an announcement.

Activating

If your administrator activated caller ID transmission for your phone, you can deactivate this setting as follows:



Lift the handset.



Enter the code (see the table of codes → Page 163) to suppress the caller ID.



Wait until you hear the confirmation tone or an announcement.

Caller ID transfer is suppressed. "Private/Anonymous" appears on the called party's display instead of the caller ID.

Temporarily activating anonymous calling for the next call

If your administrator activated caller ID transmission for your phone, you can deactivate this setting for the next call as follows:



Lift the handset.

Enter the code (see the table of codes → Page 163).

Wait until you hear the confirmation tone or an announcement.

Dial the phone number of the party you want to contact.

Caller ID transmission is reactivated after this call.

Temporarily deactivating anonymous calling for the next call

If your administrator suppressed caller ID transmission for your phone, you can enable this setting for the next call as follows:



Lift the handset.

Enter the code (see the table of codes → Page 163).

Wait until you hear the confirmation tone or an announcement.

Dial the phone number of the party you want to contact. When you end this call, caller ID transmission is suppressed once again for the next call.

Creating a list for selective calls

For call acceptance

You can create a list of the phone numbers from which you are willing to accept calls (also known as a selection list). Your administrator knows how long this list may be in the OpenScape Voice used on site in your facility.

A connection is set up if a caller's phone number matches a number in the selection list. If there is a match:

- the caller receives a message that the party refuses to accept any calls with this number,
- or
- the call is forwarded to an external phone number.

Contact your administrator for information on how your OpenScape Voice is configured on site.

Lift the handset.

Enter the code (see the table of codes → Page 163).

Various announcements deliver the following information:

- the name of the feature (selective call acceptance)
- the current status (active or inactive)
- the current scope of the selection list.

These announcements are followed by verbal user prompts that let you:

- add entries to the selection list
- delete entries in the selection list
- check the selection list
- activate or deactivate the function.

For call rejection

As for selective call acceptance, you can create a selection list with the phone numbers of parties from whom you are not willing to accept calls. Your administrator knows how long this list may be in the OpenScape Voice used on site in your facility.

A call is not connected if the caller's phone number matches a number in the selection list; the caller is notified that the called party rejects calls from this number. If the caller's number is not in the selection list, the call is to you as usual.



Lift the handset.

Enter the code (see the table of codes → Page 163).

Various announcements deliver the following information:

- the name of the feature (selective call rejection)
- the current status (active or inactive)
- the current scope of the selection list.

These announcements are followed by verbal user prompts that let you:

- add entries to the selection list
- delete entries in the selection list
- check the selection list
- activate or deactivate the function.

Anonymous calls

Rejecting

You can reject all calls from parties that activated a data protection feature (for example, caller ID suppression) to prevent their phone number from being transmitted. In this case, you are not informed that a call was rejected.



Lift the handset.



Enter the code (see the table of codes → Page 163).

Accepting

You can also accept calls from parties that activated a data protection feature (for example, caller ID suppression) to prevent their phone number from being transmitted.



Lift the handset.



Enter the code (see the table of codes → Page 163).

Using abbreviated dialling

Abbreviated dialling gives you access to a central list of frequently dialled phone numbers.

You can dial a specific phone number by simply entering a digit string. As these are three-digit numbers, you can store up to 1000 phone numbers. This list is stored centrally and managed by your administrator.



Lift the handset.

Enter the code (see the table of codes → Page 163) followed by a number between 0 and 999 for the phone number you want to dial.

The number is automatically dialled.

Call tracing

You can request automatic tracing of the last received internal call. This is particularly suitable for identifying malicious, irritating or troublesome calls.



Lift the handset.

Enter the code (see the table of codes → Page 163). The phone number is determined. Ask your administrator for the result.

Hunt group functions

To ensure optimum handling of specific calls, your telephone can be assigned to a pickup group → Page 39 and/or a hunt group.

Your administrator can incorporate multiple telephones in a hunt group. If your telephone is assigned to a hunt group, OpenScape Voice forwards calls for the members of your group in accordance with specific rules defined by your administrator. Hunt groups are a simple solution for distributing calls to a group of telephones.

If you want another member of the group to pick up an incoming call, you can set your telephone to signal the busy status for your line to the other members of the hunt group. Hunt group calls will then no longer be forwarded to your telephone.

Making a line busy

This prevents this line being used for calls in a hunt group.

Activating



Lift the handset.



Enter the code (see the table of codes → Page 163).



Wait until you hear the confirmation tone.

Deactivating

Make the line free once more for the hunt group.



Lift the handset.



Enter the code (see the table of codes → Page 163).



Wait until you hear the confirmation tone.

Marking the last line in the hunt group chain

Sets the "stop hunt" line in the hunt group chain. The system will stop looking for a free line in the hunt group chain after it reaches this line.

Activating



Lift the handset.



Enter the code (see the table of codes → Page 163).



Wait until you hear the confirmation tone.

Deactivating

Unmark the line as the end of the hunt group chain.



Lift the handset.



Enter the code (see the table of codes → Page 163).



Wait until you hear the confirmation tone.

Reachability

You can make either serial calls or simultaneous calls on several sites. The features for this are

- Serial call
- Parallel call

Prerequisite: The administrator has configured the respective feature for your main number in OpenScape Voice.

Serial call

Managing number lists/activating serial call

Before the serial call number can be activated, a serial call list must be created. This can be prepared either by administrator or you can create it yourself later. Up to six numbers can be entered in the list for sites on which incoming calls including your main number should be signalled sequentially. Each number can consist of up to 30 digits.



Lift the handset.

Enter the code for the edit mode (see code table → Page 163).

The edit mode opens and you hear an announcement with the following information:

- Feature name
- Current status (active/inactive)
- Number of numbers currently on the serial call list

You are prompted to do one of the following:

- Activate/deactivate the feature (only if numbers are already entered in the list)
- Call up the numbers currently entered in the list.
- Add or delete numbers
- Repeat the options in edit mode

If the serial call list is still empty, you are prompted to enter numbers in the list. As soon as you have entered a valid number, the serial call can be activated.

If the serial call is activated, incoming calls are first routed to your phone. If you do not answer within the timeframe defined by the administrator, the next destination phone rings for the configured period of time. The caller is informed that the call is being routed to another station. The connection is established with the first phone that accepts the call.

If the call is not answered by any phone, it is forwarded to the configured forwarding destination (on no reply) or to a "rejection announcement".

Parallel call

Managing number lists/activating parallel call

Before the parallel call feature can be activated, a parallel call list must be created. This can be prepared either by administrator or you can create it yourself later. Up to six numbers can be entered in the list for sites on which incoming calls including your main number should be signalled sequentially. Each number can consist of up to 30 digits.



Lift the handset.

Enter the code for the edit mode (see code table → Page 163).

The edit mode opens and you hear an announcement with the following information:

- Feature name
- Current status (active/inactive)
- Number of numbers currently on the parallel call list

You are prompted to do one of the following:

- Activate/deactivate the feature (only if numbers are already entered in the list)
- Call up the numbers currently entered in the list.
- Add or delete numbers
- Repeat the options in edit mode

If the parallel call list is still empty, you are prompted to enter numbers in the list. As soon as you have entered a valid number, the parallel call can be activated.

If the parallel call is activated, incoming calls are routed to your phone and all other destination phones in the parallel call list. The connection is established with the first phone that accepts the call.

If the call is not answered by any phone, it is forwarded to the configured forwarding destination (on no reply) or to a "rejection announcement".

Activating/deactivating parallel call via code

You can activate/deactivate the parallel call without having to change to edit mode.

Prerequisite: You have already entered numbers in the parallel call list.



Lift the handset.

Enter the code to activate or deactivate the parallel call (see code table → Page 163).

Parking a call

If you have answered a call for a colleague and cannot forward it to him, you can park the call.

Call park



You are conducting the call. Let the other party know, e.g. that you are trying to connect him.



Enter the code for parking followed by a line number (see code table → Page 163).

You receive a confirmation tone. The caller hears a waiting melody.



Replace the handset

Tell your colleague that a call for him is parked and give him the line number.

Unparking

To unpark the call, your colleague must proceed as follows:



Lift the handset.



Enter the unparking code (see code table → Page 163). He is prompted to enter a line number.



Enter the specified line number.



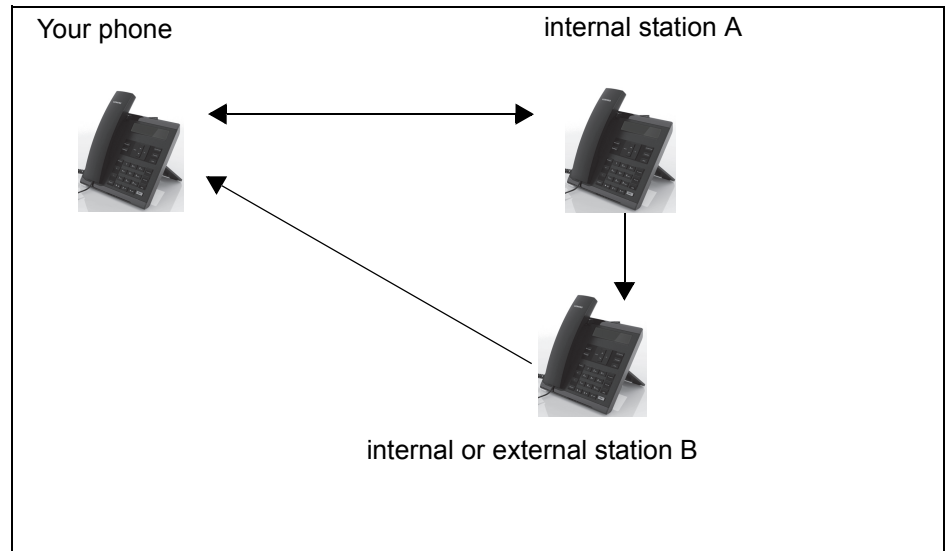
Your colleague is now connected with the waiting caller.

Silent Monitoring

If this function has been configured by administrator and enabled for the destination phone, you can join an active call of an internal station and listen in unnoticed (muted) or with the knowledge of the target station (active).

Active silent monitoring

Station A and B are on a call. You want to listen to the call but so that Station B does not notice but so that you can still talk to Station A.



- You can hear and talk to station A.
- You can hear station B but cannot talk to him because he cannot hear you.
- Station A and B can hear and speak to each other.



Lift the handset.



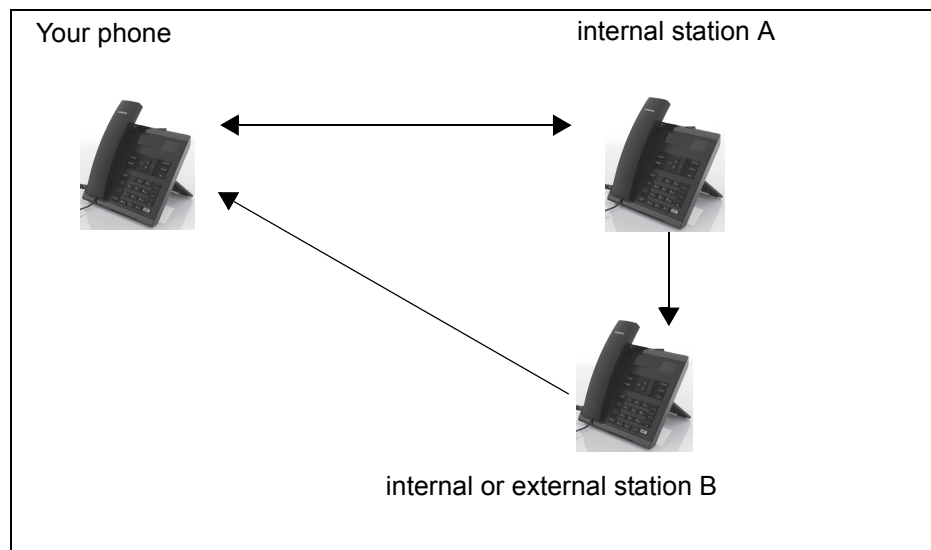
Enter the code for active silent monitoring and the destination number (see code table → Page 163). You are connected to the call and can listen. If necessary notify station A.



End the silent monitoring unnoticed by replacing the handset.

Muted silent monitoring

Station A and B are on a call. You want to monitor a call but so that neither station notices.



- You can hear station A but cannot talk to him because he cannot hear you
- You can hear station B but cannot talk to him because he cannot hear you.
- Station A and B can hear and speak to each other



Lift the handset.

Enter the code for active silent monitoring and the destination number (see code table → Page 163). You are connected to the call and can listen.

End the silent monitoring unnoticed by replacing the handset.

One-way Intercom and Two-way Intercom function

With One-way Intercom or Two-way Intercom, the loudspeaker or speakerphone function of a destination phone is activated automatically when the connection is established. Use of these functions is conceivable for example between an executive and secretary or between a doctor and receptionist.

Possible functions include:

- One-way Intercom
 - with variable input of member number
 - to a saved member number
- Two-way Intercom
 - with variable input of member number
 - to a saved member number

Prerequisites:

- The team member belongs to the same collective group as you and has likewise been assigned a member number.
- The team member's phone has a loudspeaker (One-way Intercom) and/or a speakerphone function (Two-way Intercom).
- Automatic answering is activated for the team member.
- The team member's phone is idle.
- The member numbers of the callers are known for the One-way Intercom and Two-way Intercom functions.

You can cancel One-way Intercom or Two-way Intercom by replacing the handset or – during a consultation – resume the held call.

Two-way Intercom connections can be established from the following states:

- In idle status
- During manual call holding
- In a consultation



Functions such as "Call Forwarding" or "Do not disturb" are temporarily disabled on the destination caller's phone by the One-way Intercom and Two-way Intercom functions.

One-way Intercom

From your phone, you can directly call any team member whose telephone has a loudspeaker.

One-way Intercom with variable input of member number

Lift the handset.

Enter the code for One-way Intercom (see code table → Page 163) followed by the one or two-digit member number of the respective team member.

As soon as the connection has been established, you will hear a confirmation tone and can speak to the other party via the loudspeaker.

To end the call, simply hang up.

One-way Intercom to a saved member number

Prerequisite: The code for One-way Intercom and the member number are programmed on a sensor key.

Press the programmed sensor key. A connection to that member's loudspeaker will immediately be established: You can speak to the destination caller via your speakerphone.

Two-way Intercom

From your phone, you can directly call any team member whose telephone has a speakerphone function. The loudspeaker and microphone of the destination phone are switched on automatically.

Two-way Intercom with variable input of member number

Press the key to use your speakerphone function.

Enter the code for Two-way Intercom (see code table → Page 163) followed by the one or two-digit member number of the respective team member.

As soon as the connection has been established, you will hear a confirmation tone and can reach the destination caller via this caller's speakerphone function.

Two-way Intercom to a saved member number

Prerequisite: The code for Two-way Intercom and the member number are programmed on a sensor key.

Press the programmed sensor key. A connection to the team member is established immediately and your speakerphone function will be switched on.

As soon as the connection has been established, you will hear a confirmation tone and can reach the destination caller via this caller's speakerphone function.



Speaker



Announcing the local phone number

You can use this function in order, for example, to identify the phone number of a phone in a conference room if it is not indicated on the display.



Lift the handset.



Enter the code for "Announcing the local phone number" (see code table → Page 163). The phone number is announced.



Then hang up.

Dialling the last caller

You can retrieve and dial the phone number of the last answered or dialled caller. The following two functions could be used alternatively if you have disabled the call journal → Page 116.

Retrieving and dialling the last answered caller

The following phone numbers can be saved for retrieval:

- The last answered call
- The last missed call
- The last picked up call (group call)



Lift the handset.



Enter the code for dialling the last answered caller (see code table → Page 163). The phone number is dialled and the connection is established.

Retrieving and dialling the phone number of the last caller dialled

Instead, you can also use the normal redial functions of your phone as usual.



Lift the handset.



Enter the code for dialling the last caller dialled (see code table → Page 163). The phone number is dialled and the connection is established.

Picking up out-of-hours calls

If your switchboard is no longer attended after a certain time, an out-of-hours call function can be configured on one or more phones for this period.

For example, if you hear one of the phones that has an out-of-hours call function configured ringing when the office is closed, you can pick up the call early from your phone.

You can also forward your phone to the phone with the out-of-hours call function before leaving the office so that colleagues who have not yet left can pick up calls for you.

Lift the handset.

Enter the code (see code table → Page 163) for the out-of-hours call pickup in order to pick up the ringing call.



You can also configure a key for picking up out-of-hours calls.



Code table for OpenScape Voice functions


Ask your administrator to enter the latest codes in the following table.
Print this page as an overview.

Function	Code	Description
Making anonymous calls off		→ Page 146
Making anonymous calls on		→ Page 146
Making anonymous calls temporarily on		→ Page 147
Making anonymous calls temporarily off		→ Page 147
List for selective call acceptance		→ Page 148
List for selective call rejection		→ Page 149
Rejecting anonymous calls		→ Page 150
Accepting anonymous calls		→ Page 150
Using abbreviated dialling		→ Page 151
Call tracing		→ Page 151
Making a line busy on		→ Page 152
Making a line busy off		→ Page 152
End of hunt group chain on		→ Page 153
End of hunt group chain off		→ Page 153
Edit mode for serial call		→ Page 154
Edit mode for parallel call		→ Page 155
Activating a parallel call		→ Page 155
Deactivating a parallel call		→ Page 155
Parking a call		→ Page 156
Unparking a call		→ Page 156
Active silent monitoring		→ Page 157
Muted silent monitoring		→ Page 158
One-way Intercom		→ Page 160
Two-way Intercom		→ Page 160
Announcing the local phone number		→ Page 161
Last answered caller		→ Page 161
Last dialled caller		→ Page 161
Picking up out-of-hours calls		→ Page 162

Impact Levels

Communication in the PSN (Public Sector Network) is split into areas of different Impact Levels (IL). The Impact Level dictates how you as a user should conduct the telephone call in question. It is described below how to determine whether your call partner belongs to a lower Impact Level when the connection is being established or has been established.

Calls with a low Impact Level are treated in a particular way, either through their own icons, text labels and/or a special ringtone. It should be noted that the Impact Level causes no restriction when using the phone either during or prior to connection. Calls of the same or a higher Impact Level IL are not identified in any particular way.

 To ensure unrestricted functionality of the Impact Level function, the advisory tone must be disabled for unsecured voice connections (→ Page 179).

Answering a call with a lower Impact Level

Prerequisite: The administrator has assigned separate call signals for calls with a lower Impact Level.

Answering a call

The phone rings with the defined ringtone for calls with a lower Impact Level.

The caller is shown with a special icon and the advisory "**Lower IL**".

Lift the handset.

You can also answer the call if appropriate using the loudspeaker key or via the headset.

Answering forwarded calls

The phone rings with the defined ringtone for calls with a lower IL.

The caller is shown with a special icon, the forwarding icon and the advisory "**Lower IL**".

Lift the handset.

You can also answer the call if appropriate using the loudspeaker key or via the headset.

Answering a second call

The phone rings with the defined ringtone for second calls with a lower IL.

The caller is shown with a special icon and the advisory "**Lower IL**".

Lift the handset.

You can also answer the call if appropriate using the loudspeaker key or via the headset.

Calls to a lower Impact Level

If you are calling a partner with a lower IL, this will be displayed when the connection is established.

Off-hook dialling

Lift the handset.

Enter the station number.

In the pop-up menu:

Confirm or wait until the dial delay expires (see → Page 100).

In the pop-up menu:

Confirm the option shown¹.

The connection is set up. A special icon and the advisory "**Lower IL**" are shown on the display.



You can also set up the connection with on-hook dialling via the loudspeaker (speakerphone mode) or via a connected headset.

Forwarding a call with a lower Impact Level

If you are forwarding a partner with a lower IL to a partner with a higher IL, this will be displayed when the connection is established.

Prerequisite: The Deflect function is approved by the administrator.

A call with a lower IL rings.

Select and confirm the option shown.

Enter and confirm the phone number.

The connection is set up. A special icon, the forwarding icon and the advisory "**Lower IL**" are shown on the display.

1. Please note the information in relation to the call journal on → Page 48

Conducting a call with a lower Impact Level

If you have answered a call with a lower IL, this will be documented on the display.

Conducting a call

You are connected with the partner from a lower Impact Level (IL) zone. The advisory "**Lower IL**" is displayed in the second call line.

Holding a call

If the held call has the status of a lower IL, the advisory "**Lower IL**" will also be displayed.

Conference

You are connected with two or more partners in a conference call. At least one of the partners belongs to the lower IL zone. The advisory "**Lower IL**" is displayed in the "Conference" line.

Reconnecting

You have ended a consultation call for example by replacing the handset. The held partner is awaiting retrieval.

If the held call has the status of a lower IL, the advisory "**Lower IL**" will also be displayed.

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

Impact Level alarm

If you have activated an IL alarm (→ Page 184), you will see an advisory on the display and a defined ringtone rings if the IL changes from a higher to a lower IL. This can happen for example when a call is picked up.




Retrieve held call

Individual phone configuration

Display

Setting contrast

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

You can also configure this setting via the WBM interface  → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

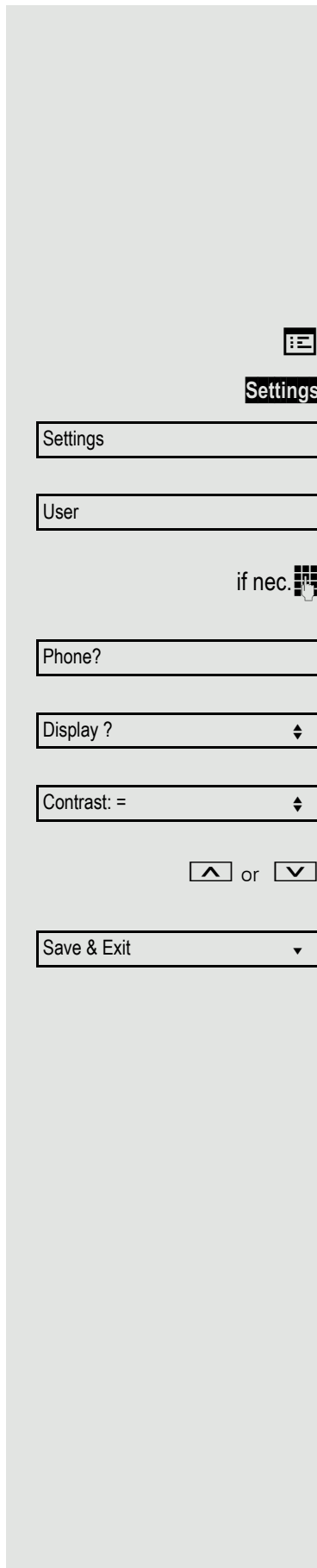
Select and confirm the option shown.

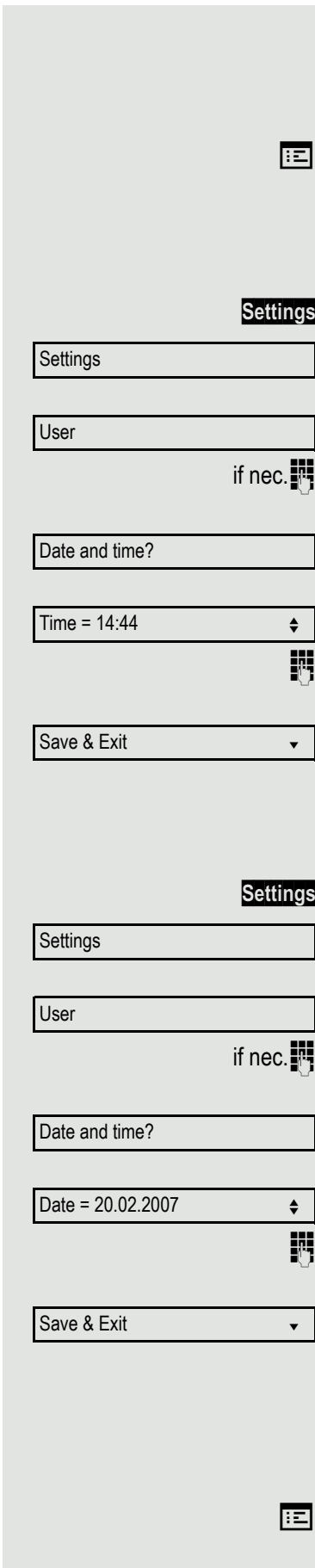
Select and confirm the option shown.

Select and confirm the option shown.

Set and confirm the contrast

Select and confirm the option shown.





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.

You can also configure these settings via the WBM interface → Page 198.

Setting the time

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

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.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

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

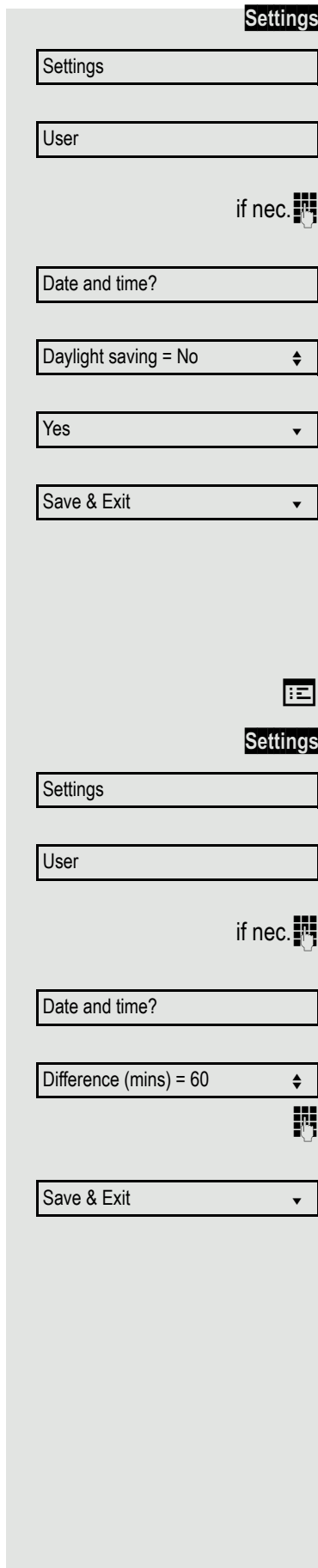
Enter and confirm the date.

Select and confirm the option shown.

Setting daylight saving time

Prerequisite: Auto DST is deactivated → Page 170.

You can also configure this setting via the WBM interface → Page 198.



Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

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

Confirm.

Select and confirm the option shown.

Setting the difference between daylight saving and standard time

Prerequisite: Auto DST is deactivated → Page 170.

Enter the difference to be used for daylight saving time.

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

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

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

Select and confirm the option shown.

Settings

Settings

User

if nec.

Date and time?

Settings

Settings

User

if nec.

Locality?

Time format = 24 hours ▲

12 hours (AM/PM) ▼

Save & Exit ▼

Automatic daylight saving time

The **Auto DST** setting is provided for information purposes and can only be changed by your administrator.

You can also access this information via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Daylight saving time must be manually set if a **No** is entered for **Auto DST** → Page 168.

Time display format

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

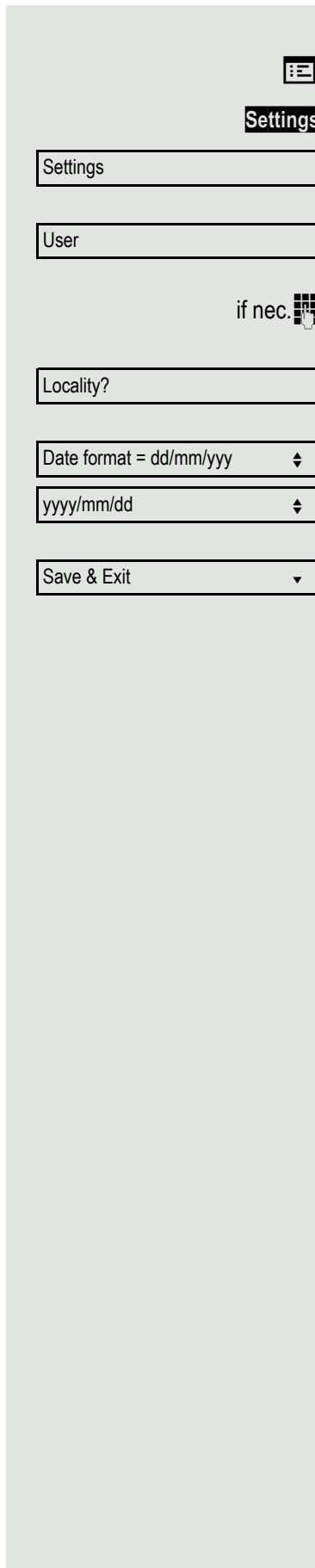
Enter and confirm the user password.

Select and confirm the option shown.

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

Select and confirm the time format (12- or 24-hour display).

Select and confirm the option shown.



The screenshot shows a vertical menu of settings on a light gray background. At the top right is a list icon. Below it is a 'Settings' header. The menu items are: 'Settings', 'User', 'if nec.' (with a keypad icon), 'Locality?', 'Date format = dd/mm/yyyy' (with a dropdown arrow), 'yyyy/mm/dd' (with a dropdown arrow), and 'Save & Exit' (with a dropdown arrow).

Date display format

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

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

Select and confirm the format you want.

Select and confirm the option shown.

Audio

Volumes

Use this selection to set the following volumes:

- Loudspeaker
- Ringer
- Handset
- Headset
- Handsfree
- Rollover

You can also configure this setting via the WBM interface → Page 198.

Example: **Handset**:

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

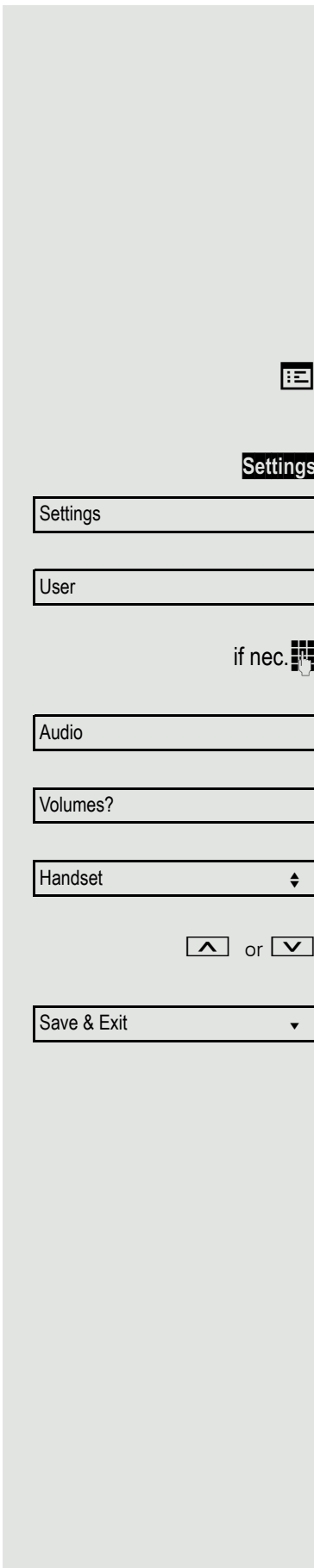
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Set and confirm the volume.

Select and confirm the option shown.



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 → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

if nec.  Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the room character in the context menu (for example, "Normal").

Select and confirm the option shown.

Ringtone

If your administrator has loaded suitable files to the phone, you can select a ringtone file in *.mid (*.midi) or *.wav format for the ringtone. If no individual audio files are available the "pattern" ringtone is preset.

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

if nec.  Enter and confirm the user password.

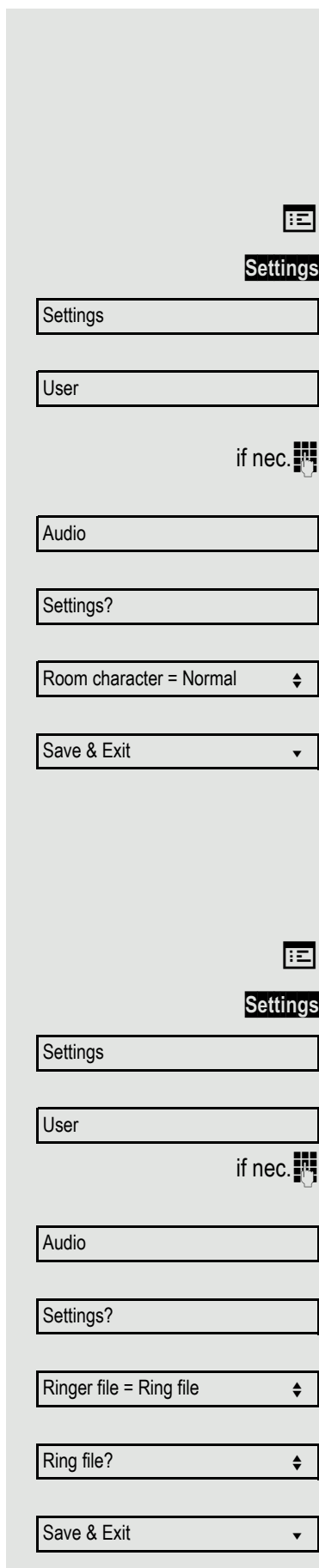
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm. Required ringtone file or "pattern." You will immediately hear the associated ringtone melody. Confirm current ringtone file.

Select and confirm the option shown.



The screenshot shows a vertical menu of settings options on a light gray background. At the top right is a small icon of a phone with a list. Below it is a black box with the word "Settings" in white. The menu items are: "Settings", "User", "if nec." followed by a small keypad icon, "Audio", "Settings?", "Ringer melody = 2" with a double-headed arrow icon, and "Save & Exit" with a downward arrow icon.

Pattern melody

You can also configure this setting via the WBM interface → Page 198.

Prerequisite: You have chosen the "pattern" ringtone, see → Page 173.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

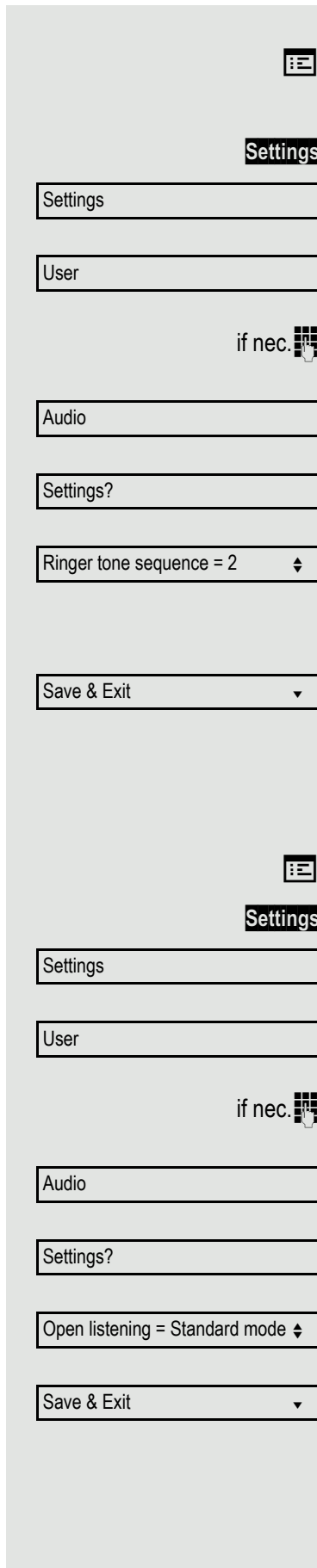
Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown and then 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.

Select and confirm the option shown.



Pattern sequence

You can also configure this setting via the WBM interface → Page 198.

Prerequisite: You have chosen the "pattern" ringtone, see → Page 173.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown and then select the required Ringer tone sequence between 1 and 6 (e.g. 2). You immediately hear the set Ringer melody with the select Ringer tone sequence. Confirm the selected setting.

Select and confirm the option shown.

Country setting for speakerphone mode

Enter the country setting you prefer for speakerphone mode here (see → Page 36).

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

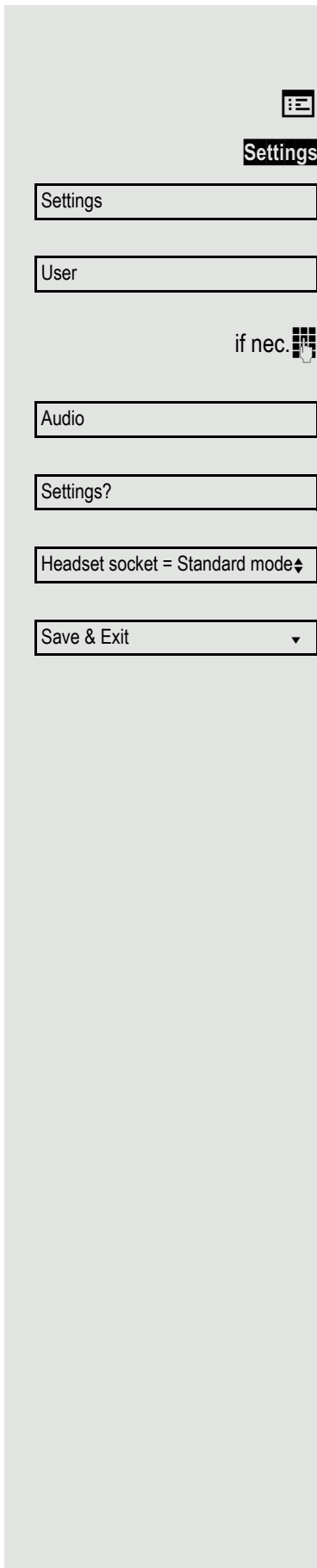
Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the setting you want in the context menu ("Standard mode" or "US mode).

Select and confirm the option shown.



Headset socket

Enter the type of headset here.

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the setting you want in the context menu ("Wired headset", "Cordless headset" or "Conference unit").

Select and confirm the option shown.

Special ringers

This feature allows up to four different incoming call types to have a special ringtone so you will hear different ringtones when receiving a call depending on who is calling.

You can assign special ringtones to following call types:

- Internal
- External
- Recall
- Emergency
- Special 1
- Special 2
- Special 3

Preposition: The administrator has enabled the special ringers.

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

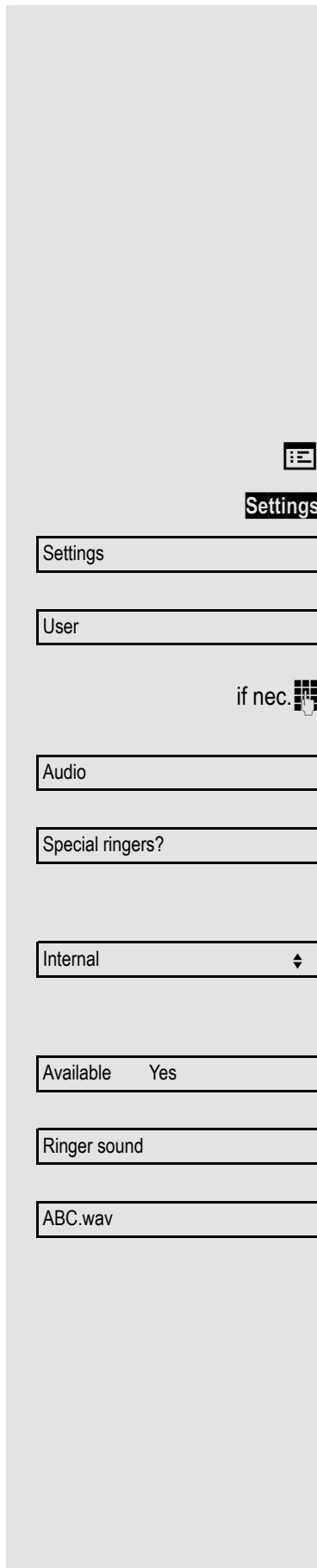
The setting sequence is the same for all 4 types.
In the following the settings for "Internal" are described.

Select and confirm the option shown.

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

Select and confirm the option shown.

Confirm. Required ringtone file^[1] or "pattern." You will immediately hear the associated ringer melody. Confirm current ringtone file.



1. The phone displays the current setting.

Settings for the "Pattern" ringtone type

If you selected "pattern" as the ringtone type, you can make further settings for the pattern melody and pattern sequence:

Pattern melody

Select and confirm the option shown.

4

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.

Pattern sequence

Select and confirm the option shown.

2

Select the required Ringer tone sequence between 1 and 6 (e. g. **2**). You immediately hear the set Ringer melody with the selected Ringer tone sequence. Confirm the selected setting.

Save & Exit

Select and confirm the option 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" also appears.


Prerequisite: Secure connection setup is the preference set by your administrator.

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

if nec.  Enter and confirm the User password.

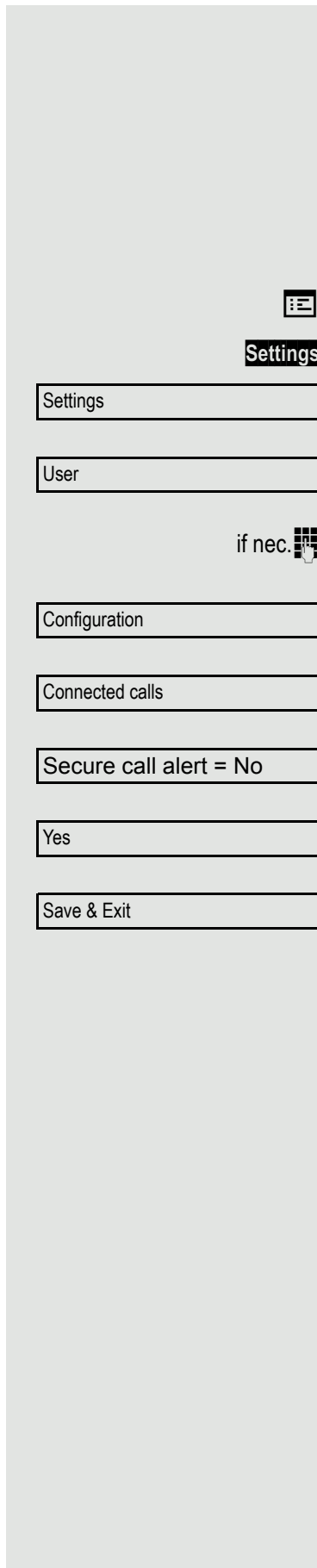
Select and confirm the option shown.

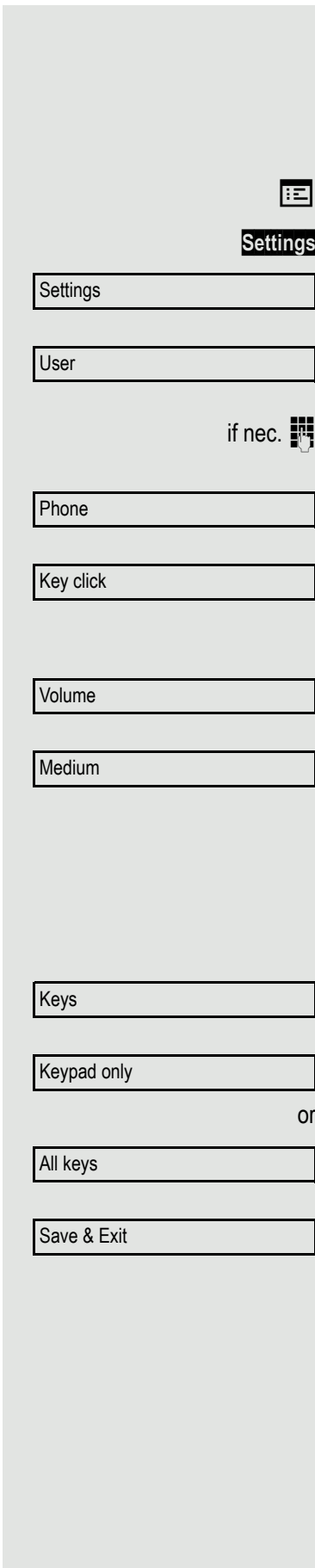
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

Select and confirm the option shown.





Key click

You can configure whether a key click should be audible when a key is pressed. You can also decide whether this should apply for all keys or only for the keys on the keypad. In addition, you can adjust the click volume or disable the sound.

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Adjusting the volume for the Key click

Select and confirm the option shown.

For instance, select and confirm a medium volume level. You can also select one of the following three options:

- Low
- High
- Off (for no click)

Key selection

Select and confirm the option shown.

Select and confirm if the setting is only to apply for the character input keys.

Select and confirm the option shown.

Confirm the option shown.

Setting the language and country

Selecting a language

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

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

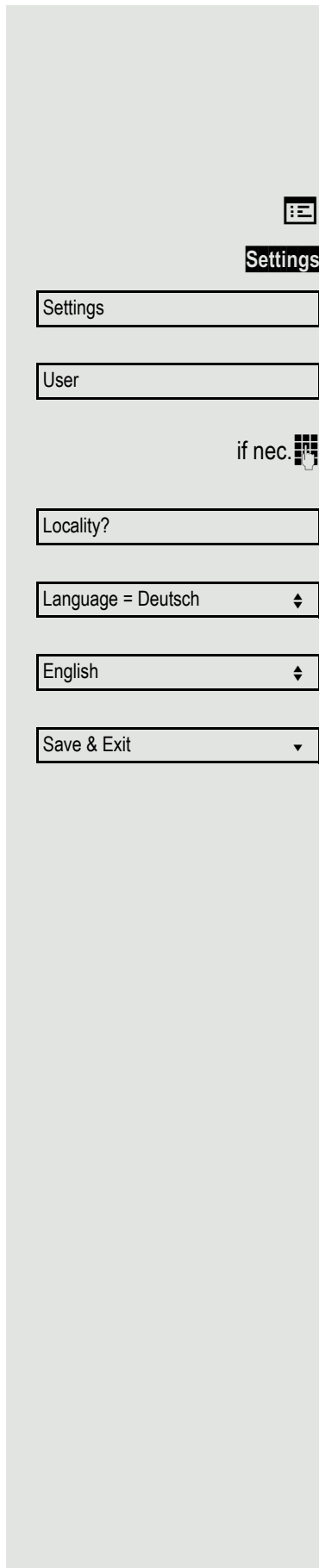
Enter and confirm the user password.

Select and confirm the option shown.

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

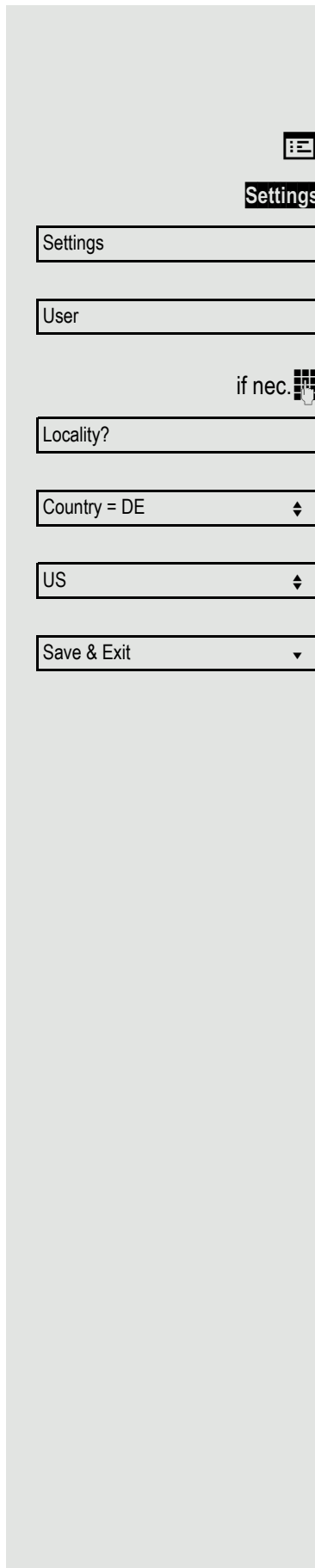
Select and confirm to set the required language, in our example, English.

Select and confirm the option shown.



You may choose from the following languages:

1. Bahasa Indonesia
2. Bahasa Malaysia
3. Brasileiro
4. Català
5. Čeština
6. Cymraeg
7. Dansk
8. Deutsch
9. Eesti keel
10. English
11. English(US)
12. Español
13. Français
14. Hrvatski
15. Italiano
16. Latviešu Valoda
17. Lietuvių Kalba
18. Magyar
19. Nederlands
20. Norsk
21. Polski
22. Português
23. Română
24. Slovenčina
25. Slovenski Jezik
26. Srpski Jezik
27. Suomi
28. Svenska
29. Türkçe
30. Ελληνικά
31. Български
32. Македонски Јазик
33. Русский
34. Српски Језик
35. 中文
36. 日本語



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 → Page 198.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

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

Select and confirm to set the country¹, here US, for instance.

Select and confirm the option shown.

You may choose from the following countries

1. Argentina	AR	20.Luxembourg	LU
2. Australia	AT	21.Mexico	MX
3. Austria	AU	22.Netherlands	NL
4. Belgium	BE	23.New Zealand	NZ
5. Brazil	BR	24.Norway	NO
6. Canada	CA	25.Poland	PL
7. China	CN	26.Portugal	PT
8. Chile	CL	27.Russian Federation	RU
9. Croatia	HR	28.Singapore	SG
10.Czech Republic	CZ	29.Slovakia	SK
11.Denmark	DK	30.South Africa	ZA
12.Finland	FI	31.Spain	ES
13.France	FR	32.Sweden	SE
14.Germany	DE	33.Switzerland	CH
15.Hungary	HU	34.Thailand	TH
16.India	IN	35.Turkey	TR
17.Ireland	IE	36.United Kingdom	GB
18.Italy	IT	37.United States	US
19.Japan	JP	38.Vietnam	VN

1. The phone displays the current setting.

Alarm on changing the IL


If a call switches from a higher to a lower IL (Impact Level), this will be indicated by the pop-up text **Changing the IL**.

You can also configure this setting via the WBM interface → Page 198.

Press the key shown.

Select and confirm the option shown.

Confirm the option shown.

if nec.  Enter and confirm the User password.

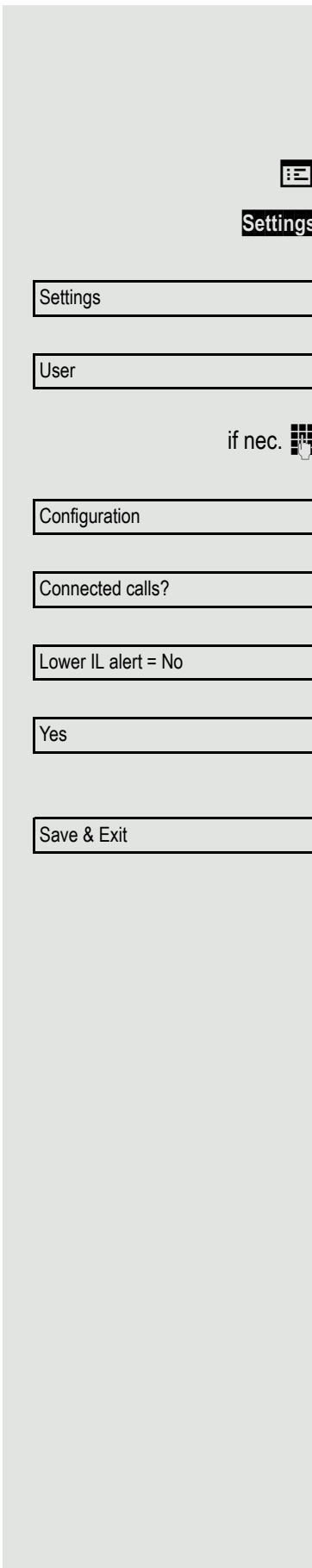
Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu. The advisory function is activated.

Confirm the option shown.



Network information

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

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

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

IP Address: Displays the IP address or name which was assigned to the phone in the network.

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

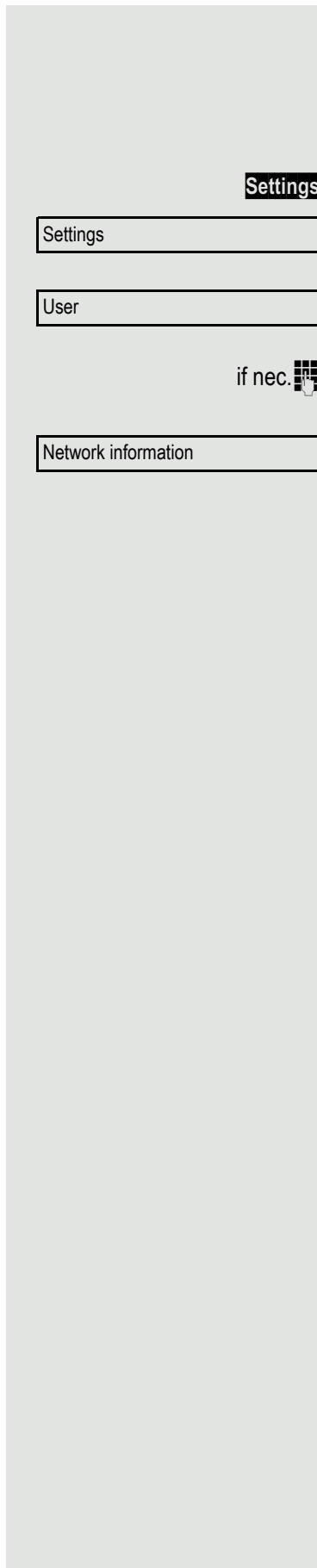
DNS domain: The DNS domain that can be assigned to the telephone in addition to the IP address (e.g. http://my-OpenScape DeskPhone IP 35G.phone/).

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 changed via the phone menu or the WBM interface can be reset to factory settings.

- Display contrast
- Language setting
- Audio settings
 - Volumes
 - Settings
- Call lists
 - All entries are deleted
- Programmable keys
 - All personalised programming is deleted (see also → Page 76).

Attention: All data is reset **without** a warning tone.

Initiating the reset

Press the key shown until the "Menu" tab is active.

Select and confirm the option shown.

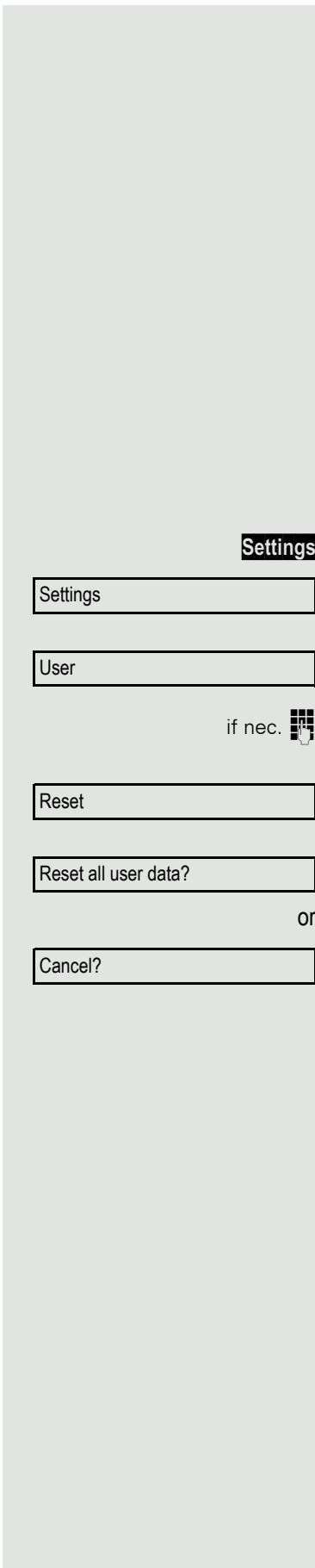
Confirm.

Enter and confirm the user password.

Select and confirm the option shown.

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

To cancel the process.



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 → Page 69. 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
- AutoStart
- All Calls
- Disabled

The following settings are possible to audibly signal the recording:

- Repeated
- Single Shot
- Off

Check with your administrator as to 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.

Explanations of recording

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 immaterial here whether a call is set up directly via the telephone or via an application.

- Outgoing
- Incoming
- Consultation
- Pickup
- Reconnect
- Second call
- Connected call
- Conference¹
- 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

1. Server-based conference only

Enhanced functions:


1. A conference¹ can be set up or cleared down during recording.
2. A consultation can be performed during recording.
3. Call transfer is also available during recording.
4. A second call can be accepted during recording.

The following features are not supported:

1. Playing back recordings over the telephone.
2. Deleting recordings over the telephone.
3. Functions for editing recordings over the telephone.

Recording tips

You will receive the following advisories 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 advisory can also be switched off. Please check with the relevant 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 (manually triggered) and the caller switches to line B or puts line A on manual hold and switches to line B, the recording is ended and a partial recording is saved.


If recording for the call on line B is disabled (operating mode = Manual or AutoStart) and the caller switches to line A, the recording for line A is not restarted.

The operating modes mentioned (All Calls, AutoStart 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. Refer to → Page 188 to check which calls this can be.

As soon as the recording starts, you will see the recording symbol  and hear a beep (see also → Page 189).

You cannot pause the recording manually in this mode.

1. Server-based conference only

Manual call recording

Activating or deactivating call recording when the telephone is in idle mode.

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.

or disable the option.

Press the recording button to enable the option - the LED key lights up.

or press the key shown to disable the option - the LED extinguishes.


The recording button also indicates the status change if you activated or deactivated call recording via the context menu.

Call recording with AutoStart

Standby mode is activated in principle 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.

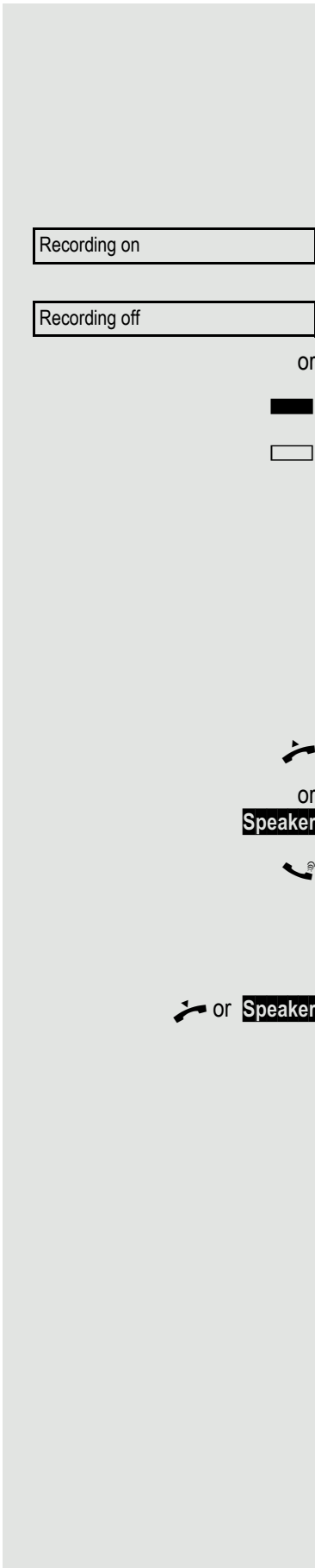
Lift the handset.

Press the key shown.

The station answers. You hear a beep, the recording symbol  is shown on the display and the recording button LED remains lighting. The call is now being recorded (see also → Page 189)

You can pause the recording at any time and continue it again.

If you end the call, the AutoStart process 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. The recording button LED is not lighting.

You are conducting a call (see also → Page 188).


Press the recording button to start the recording - the LED key lights up.

You hear a beep and the recording symbol  is shown on the display. The call is now being recorded (see also → Page 189)

Pausing call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are conducting a call. Recording has started. The recording button LED lights up.

You are conducting a call (see also → Page 188).


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

Prerequisite: You are conducting a call. Recording has started. The recording button LED lights up.

The recording is ended automatically 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 and another line is seized (Multiline).


The LED extinguishes and the recording symbol  on the display disappears.




Consultation during call recording

Prerequisite: 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 shown on the display again.

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.

Second call during call recording


Prerequisite: You are conducting a call. Recording has started. The recording button LED is lighting.

You are conducting a call. 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 → Page 87.

In the pop-up menu:

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.




Accept




Call recording while alternating

Prerequisite: You have an active or held consultation or second call. Recording has started. The recording button LED is lighting.

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 the context menu for this connection.


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 and auto start modes.


Your call is paused and reconnected during the recording.

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 → Page 48 or you have accepted a second call → Page 87 and the "System conference" feature was configured by the administrator. Recording has started. The main call is placed on hold. The recording button LED is lighting.

Conference


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


Prerequisite: 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 (→ Page 48 or → Page 87). 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 shown again in the line for the conference call.

Your call is included in a conference during the recording.

Prerequisite: You are conducting a call that is being recorded. You are to be included in a conference by your call partner. 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 $\circ\circ$ 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 $\circ\circ$ 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 line 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 $\circ\circ$ is shown on the display. The call is now being recorded.



Press line key A. The line key LED starts flickering. The call is placed on hold. The recording is paused while the call is on hold. The recording symbol $\circ\circ$ on the display disappears.

Retrieving a held call:



Press line key A. The line key LED lights up. The call is retrieved. You hear a beep and the recording symbol $\circ\circ$ is shown on the display again. Call recording is continued.

Holding a call on the line and conducting a call on a different line



Press line key B – the LED lights up. You hear a beep and the recording symbol $\circ\circ$ is shown on the display for line B – this call on line B is being recorded. Line A is placed on hold, call recording of line A has been terminated.



Press line key A to resume the call. You hear a beep and the recording symbol $\circ\circ$ is shown on the display for line A – a new recording of line A commences.

Diagnostic information

This information overview in the user area of the service menu provides you with information on the current configuration of the telephone:

Settings

Settings

User

if nec.



Diagnostic information

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

You see a numbered list of telephone parameters with the current settings.

You can see a more structured view of the list via the WBM interface
→ Page 198:

Example:

Diagnostic information		
2011-05-23 12:24:00		
00	terminal.number:	3334
01	sip.server:	192.168.1.240
02	sip.port:	5060
03	sip.registrar:	192.168.1.240
04	sip.registrar.port:	5060
05	sip.gateway:	192.168.1.240
06	sip.transport:	UDP
07	sip.gateway.port:	5060
08	server.features:	Nein
09	dns.results:	5060
10	multiline:	Nein
11	registered.lines:	5060
12	backup.active:	Ja
13	backup.proxy:	
14	software.version:	V3 R0.24.0 SIP 110514
15	display.message:	None
16	last.restart:	2011-05-19T13:42:02
17	memory.free:	23131K free
18	ip.adress:	192.168.1.203
19	subnet.mask:	255.255.255.0
20	default.route:	192.168.1.2
21	primary.dns:	192.168.1.105
22	secondary.dns:	192.168.1.2
23	route.1.ip:	
24	route.1.gateway:	None


Diagnostic.information		
25	route.1.mask:	None
26	route.2.ip:	None
27	route.2.gateway:	None
28	route.2.mask:	None
29	mac-address:	0001e32c680c
30	discovery.mode:	Manual
31	dhcp.reuse:	Nein
32	lan.port.type:	0
33	pc.port.status:	None
34	pc.port.type:	0
35	pc.port.autoMDIX:	Nein
36	vlan.id:	
37	qos.layer.2:	
38	qos.layer.2.voice:	5
39	qos.layer.2.signalling:	None
40	qos.layer.2.default:	0
41	qos.layer.3:	Ja
42	qos.layer.3.voice:	13
43	qos.layer.3.signalling:	7
44	lldp.med.operation:	

Web interface (WBM interface)

General

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

Calling up the WBM interface

 For more information on the IP address, the web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → Page 185.

To call up the interface, open a Web browser and enter the following:


https://[IP address of the phone]

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

or

https://[Name of the phone]

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

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

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

Administrator Pages

This area allows settings for administering your phone and the network environment. Access to the Administrator Pages is protected by the admin password. For more information, contact your administrator.

User pages

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

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

Button functions

- "Login": Log on to the phone after you have entered the user password
- "Submit": Apply changes
- "Reset": Reset original values
- "Refresh": Update the values.
- "Logout": Log off the phone






User menu

All settings that you can make via the web interface's user menu can also be made via the phone's user menu






User Pages

User login  → Page 135













Date and Time




























- Local time  → Page 168
- Local date (day, month, year)  → Page 168
- Allow daylight saving  → Page 168
- Difference (minutes)  → Page 169
- Auto time change  → Page 170

Audio




- Volume
 - Loudspeaker
 - Ringer
 - Handset
 - Headset
 - Handsfree
 - Rollover
- Settings
 - Ringer melody ( → Page 174)
 - Ringer tone sequence ( → Page 175)
 - Ring file ( → Page 173)
 - Room Character ( → Page 173)
 - Open listening ( → Page 175)
 - Headset socket
- Special ringers
 - Internal
 - External
 - Recall
 - Emergency
 -

Configuration

- Outgoing calls
 - Autodial delay (seconds)  → Page 100
 - Callback option  → Page 54
 - Allow busy when dialling  → Page 102
 - Allow transfer on ring  → Page 95
 - Allow immediate dialling → Page 47
- Incoming calls
 - Deflecting
 - ( → Page 77
 - Default deflect destination  → Page 77
 - Deflect to DSS  → Page 78
 - Forwarding
 - Settings
 - Forwarding Favorites Destination 1 to Destination 5  → Page 58
 - Forward all calls allowed  → Page 60
 - to  → Page 60
 - Direct destination  → Page 57
 - Forward on busy allowed  → Page 60

- to  → Page 60
- Direct destination  → Page 57
- Forward on no reply allowed  → Page 60
- to  → Page 60
- Direct destination  → Page 57
- No reply delay (seconds)^[1]  → Page 61
- Alerts
 - Visual alerts  → Page 80
 - Audible alerts  → Page 80
 - Forwarding party → Page 68
- Handling
 - Allow call waiting  → Page 90
 - Allow DND  → Page 133
 - Allow busy when dialling  → Page 102
- CTI calls
 - Allow auto-answer  → Page 96
 - Allow beep on auto-answer  → Page 96
 - Allow auto-reconnect  → Page 97
 - Allow beep on auto-reconnect  → Page 97
- Connected calls
 - Allow call transfer  → Page 94
 - Allow call joining  → Page 51
 - Allow exit conference  → Page 105
 - Allow hold reminder  → Page 83
 - Hold reminder delay (minutes)  → Page 84
 - Hold and hang-up  → Page 83
 - Allow music on hold  → Page 86
 - Allow conferences  → Page 104
 - Allow secure call alert  → Page 179
 - Toggle associate → Page 91
 - Lower IL alert  → Page 184
- **Keypad**
 - Lines
 - Ring delay (seconds)  → Page 128
 - Address^[2]
 - Primary line^[1]
 - Ring on/off^[1]
 -
 - Hot-/Warmline^[1]
 - Hot warm destination  → Page 123
 - Overview
- BLF
 - Busy Lamp Field: **not** for OpenScape Voice
- Call logging
 - → Page 116 → Page 117

Phone





- Display settings
 - Contrast  → Page 167
- Program keys
 - Normal
 - Edit  → Page 70 .
 - Shifted
 - Edit  → Page 70.
- Key Module 1 (if available such as Program keys)

1. Only if "Server features" was deactivated by your administrator


2. Information - read only

- Key click
- Volume
 - Off
 - Low
 - Medium
 - High
- Keys
 - Keypad only
 - All keys

Locality

- Country  → Page 183
- Language  → Page 181
- Date format  → Page 171
- Time format  → Page 170

Security

- Password
 - Current Password
 - New password  → Page 135
 - Confirm password
 -

Diagnostic information  → Page 196

Fixing problems

Caring for your telephone

- 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 cleaning fluids containing alcohol or plastic-damaging detergents to clean the telephone. The use of scouring agents is also forbidden.

Troubleshooting

Pressed key does not respond:

- Check if the key is stuck.
- If the telephone is locked redial keys cannot be used. This also applies when an emergency number is saved on it.

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

Keys with modified functions

The following keys may have been reprogrammed by your administrator:

- **Conference:** Starting a conference → Seite 106
- **Transfer:** Transferring a call → Seite 92
- **Hold:** Putting the call/conference on hold → Seite 81

Ask your administrator about the modified functions.

The phone does not ring on call:

Check whether the ringtone is deactivated (see icon in the status bar on the display → Page 133). If it is deactivated, activate the ringtone

You cannot dial a number:

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

To correct any other problems:

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

Contact partner in the case of problems

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

Labeling keys

A key labeling sheet and plastic cover are supplied with your OpenScape Desk Phone IP 35G/35G Eco. Write functions or names on the strips in the white fields on the label strips. Break the insert strips from the sheet and replace the black plastic strips inserted on the phone with these insert strips. Place the plastic cover supplied over the insert strips for protection.

Labeling

- By hand:
Labeling strips are supplied with your phone. Note the function or name in the white field on the strip and insert the strip on your OpenScape Desk Phone IP 35G/35G Eco.
- With a computer via the Internet:
You can find the "online labeling tool" together with the user interface at <http://wiki.unify.com/wiki/KLT>
- Select the appropriate key labeling tool in your language. You can use the tool online via the browser or you can download it for local use.

Local user menu

Opening the user menu on the phone

To open the user menu, press the **Settings** key.

On the Settings tab, select the User menu option.

You are prompted to enter the User password → Page 135.

Confirm this with **OK**.

The options of the user menu are available.

User menu display

The majority of settings that can be made via the user menu on the phone, can also be made via the WBM interface → Page 198.

Changes are usually confirmed using the **Save & Exit** option or discarded using the **Exit (Discard Changes)** option.

The options grayed out are not available on the OpenScape Desk Phone IP 35G/35G Eco or have no function.

⊕ User

Date and time?

- Time = hh:mm → Page 168
- Date = DD.MM.YYYY → Page 168
- Daylight saving = Yes → Page 168
 - No?
 - Return?
- Difference (mins) = mm → Page 169
- Auto DST = Yes/No → Page 170
- Save & Exit
- Exit (Discard Changes)

⊕ Audio?

- Volumes?
 - Loudspeaker = → Page 172
 - Ringer = → Page 172
 - Handset = → Page 172
 - Headset = → Page 172
 - Handsfree = → Page 172
 - Rollover = → Page 172
 - Save & Exit
 - Exit (Discard Changes)
- Settings?
 - Ringtone = Ring file → Page 173
 - Pattern?
 - Ringer1.wav?
 - Ringer2.wav?
 - Ringer3.wav?
 - Ringer4.wav?
 - Ringer5.wav?
 - Ringer6.wav?
 - Return?

- Ringer melody = 2 → Page 174
 - 1?
 - 2?
 - 3?
 - 4?
 - 5?
 - 6?
 - 7?
 - 8?
 - Return?
- Ringer tone sequence= 1 → Page 175
 - 1?
 - 2?
 - 3?
 - 4?
 - 5?
 - 6?
 - Return?
- Room character = Normal → Page 173
 - Normal?
 - Echoing?
 - Muffled?
 - Return?
- Open listening = Standard mode → Page 175
 - Standard mode?
 - US mode?
 - Return?
- Headset socket = Wired headset → Page 175
 - Cordless headset?
 - Conference unit?
 - Return?
- Save & Exit
- Exit (Discard Changes)
- Special ringers?
 - Internal
 - Available?
 - Ringer sound?
 - Ringer melody?
 - Ringer sequence?
 - Return?
 - External?
 - Available?
 - Ringer sound?
 - Ringer melody?
 - Ringer sequence?
 - Return?
 - Recall
 - Available?
 - Ringer sound?
 - Ringer melody?
 - Ringer sequence?
 - Return?
 - Emergency call
 - Available?
 - Ringtone?
 - Pattern melody?
 - Pattern sequence?

- **Save & Exit**
- **Exit (Discard Changes)**
- Special 1
 - Available?
 - Ringtone?
 - Pattern melody?
 - Pattern sequence?
- **Save & Exit**
- **Exit (Discard Changes)**
- Special 2
 - Available?
 - Ringtone?
 - Pattern melody?
 - Pattern sequence?
- **Save & Exit**
- **Exit (Discard Changes)**
- Special 3
 - Available?
 - Ringtone?
 - Pattern melody?
 - Pattern sequence?
- **Save & Exit**
- **Exit (Discard Changes)**
- Return?
- ⊞ User Configuration?
 - **Outgoing calls?**
 - Autodial delay = 6 → Page 101
 - 1?
 - 2?
 - 3?
 - 4?
 - 5?
 - 6?
 - 7?
 - 8?
 - 9?
 - Return?
 - Callback = No → Page 54
 - Yes?
 - Return?
 - Busy when dialling = Yes → Page 102
 - No?
 - Return?
 - Transfer on ring = Yes → Page 95
 - No?
 - Return?
 - Immediate dialling = Yes → Page 47
 - No?
 - Return?
 - Save & Exit
 - Exit (Discard Changes)
 - **Incoming calls?**
 - Deflecting?
 - Allow deflection = Yes → Page 77
 - No?
 - Return?

- Default destination = → Page 77
- Deflect to DSS = Yes/No^[1] → Page 78
- Save & Exit
- Exit (Discard Changes)
- Forwarding? (call forwarding by type, see → Page 62)
- Settings?
 - Any call: 12345 → Page 60
 - Turn on?
 - Enter destination → Page 58
 - List of saved numbers, if applicable
 - Edit favourites? → Page 58
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
 - Save & Exit
 - Exit (Discard Changes)
 - Copy → Page 59
 - Paste (if copying is active) → Page 59
 - Return
 - Busy: 12345 → Page 60
 - Turn on?
 - Enter destination → Page 58
 - List of saved numbers, if applicable
 - Edit favourites? → Page 58
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
 - Save & Exit
 - Exit (Discard Changes)
 - Copy → Page 59
 - Paste (if copying is active) → Page 59
 - Return
 - No reply: 12345 → Page 60
 - Turn on?
 - Enter destination → Page 58
 - List of saved numbers, if applicable
 - Edit favourites? → Page 58
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
 - Save & Exit
 - Exit (Discard Changes)
 - Copy → Page 59
 - Paste (if copying is active) → Page 59
 - Set delay = 16^[2] → Page 61
- Alerts
 - Visual alerts = No → Page 80
 - On?
 - Return?

1. Information - read only

2. Only if "Server features" was deactivated by your administrator


- Audible alerts = No → Page 80
 - On?
 - Return?
- Forwarding party = Display last → Page 68
 - Display first?
 - Display last?
 - Return?
 - Save & Exit
 - Exit (Discard Changes)
- Handling?
 - Allow call waiting = Yes → Page 90
 - No?
 - Return?
 - Allow DND = Yes → Page 133
 - No?
 - Return?
 - Busy when dialling = Yes → Page 102
 - No?
 - Return?
 - Save & Exit
 - Exit (Discard Changes)
- CTI calls?
 - Auto-answer = Yes → Page 96
 - No?
 - Return?
 - Beep on auto-answer = Yes → Page 96
 - No?
 - Return?
 - Beep on auto-unhold = Yes → Page 97
 - No?
 - Return?
 - Save & Exit
 - Exit (Discard Changes)
- Return?
- **Connected calls?**
 - Allow call transfer = Yes → Page 94
 - No?
 - Return?
 - Allow call joining = Yes → Page 51
 - No?
 - Return?
 - Join in conferences = Yes → Page 105
 - No?
 - Return?
 - Allow hold rem. = Yes → Page 83
 - No?
 - Return?
 - Hold rem. delay = 8 → Page 84
 - 3?
 - 4?
 - 5?
 - 6?
 - 7?
 - 8?
 - 9?
 - 10?
 - 11?

- 12?
- 13?
- 14?
- 15?
- Return?
- Hold and hang-up = Yes → Page 85
 - Yes
 - No
- Music on hold = Yes → Page 86
 - No?
 - Return?
- Allow conferences =Yes → Page 104
 - No?
 - Return?
- Secure call alert = Yes → Page 179
 - No?
 - Return?
- Toggle associate =Yes → Page 91
 - No?
 - Return?
- Lower IL alert → Page 184
 - Yes
 - No
- Save & Exit
- Exit (Discard Changes)
- **☒ Keyset?**
- Lines?
 - Line (one of **three** possible)
 - Ring delay = 0 → Page 128
 - Allow in overview = Yes
 - No?
 - Return?
 - Hot warm action^[1] = No action
 - Hot warm dest = nnnn → Page 123
 - Address^[1] = nnnn
 - Ring on/off^[1] = On
 - Selection order^[1] = 1
 - Ringtone = Ring file → Page 129
 - Ringer melody = 2 → Page 129
 - Ringer tone sequence= 1 → Page 129
 - Save & Exit
 - Exit (Discard Changes)
 - Return?
- Return?
- **BLF?**
- Busy Lamp Field **not** for OpenScape Voice
- Return?
- **☒ Call logging**
- General → Page 116
 - Enable call log =Yes
 - No
 - Return
 - Save & Exit**
 - Exit (Discard Changes)**
- Missed calls → Page 117
 - Answered elsewhere = Exclude

1. Information - read only

- Include
- Return?
- Delete entry = When called
 - Manually
 - Return?
- Save & Exit**
- Exit (Discard Changes)**
- Return?

⊞ Phone?

- Display?
- Contrast =  → Page 167
- Save & Exit
- Exit (Discard Changes)
- Program keys
 - Press the key to be programmed*
 - Normal = Unallocated → Page 70
 - Unallocated?
 - Further functions, see* → Page 213
 - Label = *predefined or customised*
 - Settings = *function-dependent*
 - Shifted = Unallocated → Page 70
 - Unallocated?
 - Further functions, see* → Page 214
 - Label = *predefined or customised*
 - Settings = *function-dependent*
 - Save & Exit
 - Exit (Discard Changes)
- Key Module (if available such as Program keys)
- Key click
 - Option Save & Exit
 - Exit (Discard Changes)
- Loudness → Page 180
 - Off
 - Low
 - Medium
 - High
- Keys → Page 180
 - Keypad only
 - All keys
- Return?

Locality?

- Country = DE → Page 183
 - DE?
 - *Further countries, see* → Page 183
 - Return?
- Language = Deutsch → Page 181
 - Deutsch?
 - *Further languages, see* → Page 182
 - Return?
- Date format = dd/mm/yyyy → Page 171
 - dd/mm/yyyy?
 - yyyy/mm/dd?
 - mm/dd/yyyy?
 - Return?
- Time format = 24 hour → Page 170

- 24 hour?
- 12 Hour (AM/PM)?
- Return?
- Save & Exit
- Exit (Discard Changes)

Security?

- Change user password? → Page 135
 - Current password =
 - New user password =
 - Confirm New user password =
 - Save & Exit
 - Exit (Discard Changes)
- Phone lock? → Page 138
 - Save & Exit
 - Exit (Discard Changes)
 - Phone lock = No
 - Yes

Network information?

- Phone address = → Page 185
- Web address =
- IP address =
- LAN RX =
- LAN TX =
- PC RX =
- PC TX =
- LAN autonegotiated = Yes
- LAN information = 10 Mbps full duplex
- PC autonegotiated = Yes
- PC information = Link down
- Exit (Discard Changes)

Diagnostic information → Page 196

Reset?

- Reset all user data? → Page 186
- Function key data = No? → Page 76
 - Yes?
 - Return?
- Reset selected user data? → Page 76
- Cancel?

Back?

Key functions

Normal

You can program the following functions on the Normal of the function keys:

- Selected dialling
- Repeat dialling
- CF unconditional
- CF no reply
- CF busy
- 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.
- Ringer off
- Hold
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Shift
- Conference
- Headset
- Do not disturb
- Group pickup
- Repertory dial
- Feature toggle
- Show phone screen
- Directed pickup
- Release
- Callback
- Cancel callbacks
- Consultation
- Call Waiting toggle
- Immediate ring
- PreView
- Call recording
- Built in fwd
- Pause callbacks
- Resume callbacks

Shifted

You can program the following functions on the Shifted of the function keys:

- Selected dialling
- Repeat dialling
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Conference
- Repertory dial
- Show phone screen
- Callback
- Cancel callbacks
- Consultation
- Pause callbacks
- Resume callbacks

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C

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