





# OpenScape Desk Phone CP600/CP600E OpenScape 4000

**User Guide HFA** 

A31003-C1000-U114-10-7619

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Reference No.: A31003-C1000-U114-10-7619

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# **Important Notes**

$\underline{\land}$	<ul> <li>For safety reasons, the phone should only be supplied with power as follows:</li> <li>using the appropriate original power supply unit,</li> <li>over a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.</li> </ul>
$\triangle$	Never open the telephone! Should you encounter any problems, consult system support.
$\triangle$	Use only original accessories! The use of other accessories is hazardous and will render the warranty, extended manufacturer's liability, and the CE and other markings invalid.

## Symbol



The device conforms to the EU Directive as attested by the CE marking. The CE Declaration of Conformity and, where applicable, other existing declarations of conformity as well as further information on regulations that restrict the usage of substances in products or affect the declaration of substances used in products can be found in the Unify Expert WIKI at <a href="http://wiki.unify.com/">http://wiki.unify.com/</a> under the "Declarations of Conformity" section.



The adjacent symbol indicates that any electrical and electronic products installed and sold in countries of the European Union to which the WEEE2 Directive 2012/19/ EU applies should be disposed of separately from the municipal waste stream in appropriate collection systems.

Information concerning the proper disposal of your Unify product in the business-tobusiness market segment is available from your local sales representative in Unify or partner sales.

## Software update

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

## Care and cleaning instructions

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

## **Online resources**

This document along with additional information is available online at: <u>http://www.unify.com/</u>  $\rightarrow$  Support.

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

## License information

• More information about the EULA and Open Source licenses you can find on the Web interface, section "Licenses"→ page 198.

## Installation location information

- The telephone may only be operated using the LAN cabling internally in the building. The device should be connected to the IP infrastructure using a shielded LAN cable: Cat-5 for 100 Mb/s or Cat-6 for 1000 Mb/s. Make sure in the building installation that this cable shielding is earthed.
- The telephone is designed for operation in a sheltered environment within a temperature range of 5 °C to 40 °C.
- Putting the telephone in a room with higher levels of dust can result in a reduced service life of the device.
- Do not place the device in direct sunlight or other sources of direct heat. This is liable to damage the electronic components and the casing.
- Do not install the phone in bath or shower rooms.

Important Notes
Symbol
Software update
Care and cleaning instructions 3
Online resources
License information
Installation location information
General information
About this manual
Icons used in the manual
Displays for describing operation 12
Selected action 12
Action not selected 13
Conversation display 13
Service 15
Tolophono type information
Charles and diament in the second s
Getting to know the OpenScape Desk Phone CP600/CP600E16

The User Interface of Your Telephone	 	16
Ports on the underside of the phone	 	17
Using network ports more efficiently	 	18
OpenScape Key Module 600	 	. 18
Keys	 	19
Softkeys	 	19
Audio controls	 	19
Mode keys	 	19
Navigator	 	20
Dialpad	 	21
Different display interfaces	 	23
Conversations	 	23
Main menu	 	23
Free Programmable Keys screen	 	25
Context-dependent displays	 	26
Action with Softkey.	 	26
Action via dialpad.	 	27
Action with navigation key	 	28

Operating your OpenScape Desk Phone CP600/CP600E 29	)
Navigating in menus	9
Conversations	C
Opening details of a conversation or conducting a call	1
Editing conversations	2
Create a new contact/conversation from scratch	5
Searching for conversations or contacts	7

	40
Filtering conversations	40
Display the history of a conversation	42
Deleting conversations	44
Telephony interface.	45
	45
Presence	۸C
	48
	51
Programmable keys in the Favourites menu	51
Programmable keys on the OpenScape Key Module 600	53
Meaning of LED displays on Feature keys	53
Display function of the function keys	54
	50
Enabling FPK screen	60
Administration	63
Setting up the phone	64
Display	64
Display	04
	64
Display brightness	64
Energy saving mode	65
Contrast for the OpenScape Key Module 600E.	66
Brightness for the OpenScape Key Module 600E	67
	69 89
Upload your images for inactivity	
Screen type set-up for the Inactivity	68
Automatic start of the Inactivity	69
Set up display time for Inactivity	70
Audio	71
Change connection volumes	71
	/
	71
Deactivate the ringer	72
Activate alert tone	72
Room acoustic	73
Ringer	74
Sating badset porture	
	70
Can settings.	
Activate/deactivate second call	76
Central speed dial numbers	76
Speed dial with extension	77
Individual speed dial numbers	77
OpenScape	78
	70
Programming function keys	79
Function keys setup	79
Setting up a selected dialing key	80
Setting up dialing keys with contact data from an existing local conversation	81
How to program a local feature	
How to delete a local feature	۲0 ۵ <i>۱</i>
How to program a function key with Cand LDL functionality	04
	85
Making calls	28
Receiving a call	86

Answering a call via the handset	86
Answering a call via the loudspeaker (speakerphone mode)	86
Answering a call via the headset	86
Answering a call with the DSS key	87
Accepting calls for a colleague in the team	87
Selectively picking up a call	88
Addressed via speakerphone (direct speaking)	88
Switch microphone on/off.	89
Ending a call	89
	90
Dialing with handset off	90
Dial with the handset on-hook	90
Dialing with connected headset	90
Choose from conversations	
Calling with a direct station select (DSS) key	
Redial	
Returning a missed call	
Using speed dial	
Forwarding calls	
Use call forwarding	
Saving a callback	97
Accepting a callback	97
Checking/deleting a saved callback	98
During the call	
Switch to speakerphone	
Switching to the handset	
Open listening in the room during a call	gc
Parking a call	100
Call second individual (consultation)	102
Transferring a call	102
Accepting a second call (Call waiting)	102
Carry out DMTF-suffix/dial tone	104
Rollover	104
Importing contacts via WBM	105

Anonymous mode	117
	110
Using Bluetooth "Remote button"	120
	120
Bluetooth settings	123
Activating and deactivating Bluetooth	. 123
Changing the Bluetooth name of your OpenScape CP600/600E	123
Managing Bluetooth devices	124
Blacklist for Bluetooth devices	128
Removing a Bluetooth device from the blacklist	129
Eddystone Beacon	129
Phoning on several lines (multi-line)	131
Line keys	131
Line usage	132
Preview	133
Accepting calls on the line keys	134
Accepting calls in the order provided	134
Answering a prioritized call	134
Activating/deactivating ringing mode (call)	135
Forwarding calls for lines	135
Call transfer	136
Dialing with line keys	. 137
Call waiting with a direct station select (DSS) key	. 138
	. 139
Holding calls on line keys.	120
Exclusively holding and reaccepting a call on a line key	130
Directed line nickun	140
Saved number redial for a particular line (stored phone number)	. 140
Most recent extension number dialed for a particular line	141
Saving an extension number for "saved number redial to line"	141
Line mailbox	142
Retrieving messages	142
Identifying the line used	143
Alternately phoning on several lines	143
Ending connection on a line key	143
Entering a call on a line (three-way).	144
	. 144
Witness or tang connection	140
Accenting calls for the manager in the secretarial office	1/17
Accepting calls for the manager during a call	147
Switching calls directly to the manager	148
Accepting calls on the manager's phone	. 148
Accepting a call for another "Management/Secretarial" team	. 148
Using the second phone for the manager	149
Activating/deactivating second call for the manager	. 149
Using buzz function.	150
Messenger calls	. 150
Setting a representative for the secretarial office	. 150

Other settings and functions	151
Save appointments	151
Appointment function	151
Save appointments	151
Using a different phone for a call in the same way as your own	152
Switch off identification on another device	
Set your own connection to another phone (Mobility).	
Mobility variants	
Connect to "guest telephone"	154
Connect to "home phone" again	156
Transfer connection to next phone	157
OpenScape 4000 as house call system (intercom system)	
System-wide voice calling	
Approximate and the advectory of a management drown	
Forward calls for another connection	
Save destination for other phone - Activate call forwarding	
Save destination for fax /PC/busy stations- call forwarding activated	164
Check/turn off call forwarding for other phone	165
Check/deactivate call forwarding for fax/PC/busy stations	166
Change call forwarding for other connection	
Wetching a video stroom through a comerce	
How to program a camera	168
Managing avatar images.	
Downloading an avatar image	
Changing a contact avatar	170
Door opener	172
Receiving a call from the door phone	173
Special functions for parallel call (ONS)	177
Leaving/entering a hunt group	178
Private / Security	179
Activating/deactivating do not disturb	170
Speaker call protect on/off	180
Caller ID suppression	
User password	180
Locking the phone to prevent misuse	183
Locking the phone in the system	183
Secure calls.	
Query status in late mode	
Information about secure calls	186
Identifving anonymous callers ("tracing")	
······································	
Local phone sottings	100
	188
volumes	
Select and configure call type	

Ringer mode	
Block dialing for outgoing calls	191
Setting up Exchange access.	
SD-Card	
Displaying network information	194
Resetting user data	196
Initiating the reset.	196
Resetting selected user data	
Resetting all user data	
	400
Web interface	198
General	198
Launching the web interface	198
	199
Fixing problems	203
Responding to error messages on the display	203
Contact partner in case of problems	
Key terms	205

# **General information**

## About this manual

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

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

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

This User Guide is intended to help you familiarize yourself with the OpenScape Desk Phone CP600/CP600E and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone CP600/CP600E. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

This User Guide should be read and followed by every person installing, operating or programming the OpenScape Desk Phone CP600/CP600E.

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

These operating instructions are designed to be simple and easy to understand. Providing clear step-by-step instructions for operating the OpenScape Desk Phone CP600/CP600E.

Administrative tasks are dealt with in a separate manual. The Quick Reference Guide contains quick and reliable explanations of frequently used functions.

### Icons used in the manual

#### Tips

E Refers to a setting established via the web-interface.

Indicates additional important information in relation to handling.

 $\succ$  Indicates required intervention by the administrator.

# Displays for describing operation Selected action

Original illustration on display



#### Step-by-step illustration in the User Guide

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

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

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

The selected function can alternatively be confirmed using the  $\bigcirc$  key on the navigator ( $\rightarrow$  page 20).



#### Action not selected

#### Illustration on display



#### Step-by-step illustration in the User Guide

Start transfer 🐵 🕤

**Daniel Bernoulli** 

→ Received call {1} (1:35:50)

11:22

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

## **Conversation display**

When the phone is idle, the first entry in the conversation list is selected.



#### Information displayed for a selected conversation

If a conversation (contact and history at the same time) is selected in the list, it is highlighted in green. This description is only used if it aids understanding. This is the usually what is displayed:



## Service

The service department can help you only if you experience problems or defects with the phone itself.

Should you have any questions regarding operation, your specialist retailer or network administrator will be glad to assist you. For queries regarding connection of the telephone, 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 has been developed as a device for voice transmission and connection via a LAN, and should be placed on a desk or mounted on a wall. Any other use is regarded as unintended.

## Telephone type information

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

## Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear.
- The optimum handsfree distance is approx. 50 cm.
- Proceed as follows to optimize display legibility:
  - Turn the phone and tilt the display so that you can view the display headon and thus eliminate reflections.

## Multi-line phone

Your OpenScape Desk Phone CP600/CP600E 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 that you can use to make and receive calls.

# Getting to know the OpenScape Desk Phone CP600/CP600E

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

# The User Interface of Your Telephone

	7	10 11 10	9
	06 10	Favourites -	
UNIFY	Tuesday 27 June 2019 Alessandro Volta	Conversations Service/Settings forwarding on CFNR on	5
			J
8	1 2 лвс 4 сні 5 јкі 7 родз 8 тич * 4 0 +	3 DEF 6 MNO 9 WX YZ # APS 4 DS	4

1	You can make and receive calls as normal using the handset.
2	The graphic display permits intuitive operation of the phone $\rightarrow$ page 23.
	Please note that the screen is greyscale on CP600E.
3	Use the <b>Menu</b> key to open the main menu.
4	Use the <b>Navigator</b> to navigate through the applications on your telephone $\rightarrow$ page 20.
5	You can use the Softkeys to activate a function or open a menu $\rightarrow$ page 19.
6	The <b>audio keys</b> are provided to allow you to optimally configure the audio features on your
0	telephone → page 19.
7	Incoming calls, new voice messages, and missed calls are visually signaled via the notifica-
'	tion LED $\rightarrow$ page 53.
8	The <b>dialpad</b> can be used to enter phone numbers and write text $\rightarrow$ page 21.
۵	Use the <b>call forwarding</b> key to open a menu where you can set up variable call forwarding,
3	for example, if UC is not used $\rightarrow$ page 24.
10	NFC transmitter (logo: $\mathbb{N}$ ) for simple Bluetooth pairing $\rightarrow$ page 107.
	Please note that Bluetooth and NFC are available only on CP600.

## Ports on the underside of the phone



## Properties of your OpenScape Desk Phone CP600/CP600E

Display type	4.3" color graphic display, 480 x 272 pixels. Please note that the screen is greyscale on CP600E.
Illuminated display	$\checkmark$
Full-duplex hands-free listening	$\checkmark$
Headset	$\checkmark$
Bluetooth 2.1 BR/EDR and Bluetooth 4.1 LE → page 123.	✓ Please note that Bluetooth is not available on CP600E.
10/100/1000 Mbps Switch → page 18	$\checkmark$
Web-Based Management (WBM) $\rightarrow$ page 198	$\checkmark$
notification LED (red/green/orange)	$\checkmark$
OpenScape Key Module 600 optional	$\checkmark$

#### Using network ports more efficiently

The OpenScape Desk Phone CP600/CP600E has a Gigabit Ethernet switch. This means that you can also connect a PC with a Gigabit LAN port to the LAN directly via the phone. The option for connecting the telephone and PC must first be activated on the telephone by your administrator.



Using this connection option saves one network port for each switch used and requires shorter network cables.

## **OpenScape Key Module 600**

The OpenScape Key Module 600 is a key module attached to the side of the phone that provides an additional 12 illuminated, programmable Function keys at two levels. These keys can be populated and used according to your needs  $\rightarrow$  page 51.



The diagram shows the OpenScape Key Module 600. You can attach up to fourOpenScape Key Module 600s to OpenScape Desk Phone CP600 and up to twoOpenScape Key Module 600s to OpenScape Desk Phone CP600E.

# Keys

## Softkeys



Activates the function of the left display option or opens another menu. Used in the Favourites menu as a Function key $\rightarrow$ page 51.	Key	Function when key is pressed
		Activates the function of the left display option or opens another menu. Used in the Favourites menu as a Function key $\rightarrow$ page 51.

## Audio controls

#### Audio keys

Key	Function when key is pressed
	Activate/deactivate the loudspeaker $\rightarrow$ page 86.
	Use headset → page 86.
🍢 / 奖	Activate/deactivate microphone (also for speakerphone mode) $\rightarrow$ page 89.

#### Volume

Use the controls to adjust the properties of your phone, for example the volume.



## Mode keys

You can switch to the relevant application using these keys.

1		
(	=	
1	-	

Key	Function when key is pressed
8	Switch to the main menu $\rightarrow$ page 23.
Ð	Configure call forwarding → page 24.

## Navigator

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

Operation	Functions when key is pressed
Press the two.	In conversation mode: • Open subscriber information In settings: • Go down one level
Press the skey.	In lists and menus: • One level back In input fields: • Delete character to the left of the cursor
Press the 🐼 key.	In lists and menus: • Scroll down • Press and hold: Skip to the end of the list/menu
Press the 👁 key.	In lists and menus: • Scroll up • Press and hold: Skip to the start of the list/menu
Press the ork key.	Execute an action for the selected entry.

### Dialpad

#### Numeric input

If you enter a number when the telephone is in idle mode, for example, an input field opens automatically for numeric input. Only the digits 0 to 9 as well as the \* and # characters can be entered via the keypad in "123 mode" (indicated at the left margin of the input field).



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 - 687837).

#### Text input

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

Example: To enter the letter "U" in the "Company" field, press the number 2 w key on the dialpad twice. All available characters for this key are displayed during input. After a short while, the character in focus is displayed in the input field.



If you want to enter a number in an alphanumeric input field, hold down the corresponding key to bypass the character selection.



#### Complete your input:

Press the Softkey for  $\checkmark$  to complete your input.

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
1	1	ы	;	=	\$	١	&	[	]	{	}	%					
2 ABC	а	b	с	2	ä												
3 DEF	d	е	f	3													
4 GHI	g	h	i	4													
5 JKL	j	k	I	5													
6 MNO	m	n	0	6	ö												
7 PORS	р	q	r	S	7	ß											
8 TUY	t	u	V	8	ü												
9 wxyz	W	х	У	Z	9												
0+	0	+															
*1		*	1	#	,	?	!	,	"	+	-	(	)	@	/	:	_
#Abc 123																	

## Character overview (depends on the current language setting)

#### Multi-function keys

Key	Function during text input	Function when held down
*1	Type special characters.	<ul><li> 2 seconds: Ringer off</li><li> 3 seconds: Beep sound instead of ringer</li></ul>
##	Switch between uppercase and lowercase text and number entry. • Abc mode • ABC mode • 123 mode	Activate the phone lock $\rightarrow$ page 183.
1	Type special characters (not in 123 mode)	

## Different display interfaces

Your Open Scape Desk Phone CP600 is fitted with a color graphic display  $\rightarrow$  page 17, in which different contents are displayed depending on the particular situation.

Your Open Scape Desk Phone CP600E is fitted with a greyscale graphic display  $\rightarrow$  page 17, in which different contents are displayed depending on the particular situation.

#### Conversations

The conversations list is called in the main menu with the Conversations option and is a collection of contact data and data from the call log. See  $\rightarrow$  page 30 for detailed information.



#### Main menu

Use the key to access the main menu in any situation. The time, day of the week, and date, as well as the subscriber's own phone number, are displayed in the Notification area. The main menu can do much more, as can be seen from the screenshot. As the name suggests, it is the starting point for the entire menu tree. However, as telephony features take priority on a telephone, it is the conversation list that is used as the start display.



Moreover, different icons represent different situations and options:

lcon	Meaning
1.	The ringer is deactivated $\rightarrow$ page 72
<u> </u>	The ringer is set to a beep $\rightarrow$ page 72
•	The "Do not disturb" function is activated $\rightarrow$ page 179
<b>-</b> 0	The phone lock is activated $\rightarrow$ page 183
*	The Bluetooth function is activated $\rightarrow$ page 107

## Free Programmable Keys screen

A Free Programmable Key (FPK) is a feature of your phone that allows you to assign a certain function or macro to one of your device's programmable keys. For more information regarding programming keys please refer to  $\rightarrow$  page 79.

The Free Programmable Keys screen (FPK screen) feature is a menu that can help you to access quickly your favorite functions. If you want to find more information about enabling the FPK screen, please refer to  $\rightarrow$  page 60.

Once this option is activated, use the Menu key to switch your screen between the original Idle screen and the FPKs screen. The FPK screen displays the fist 5 FPKs (if configured). The FPKs are shown on the right side of your phone's screen as in the example below.



Shifted keys will be visible, if programmed, when layer 2 is active.

## **Context-dependent displays**

Depending on the situation, the graphic display on your OpenScape Desk Phone CP600/CP600E shows different content, to which you can respond intuitively.

## Action with Softkey



Press the top softkey to start an alphanumeric search  $\rightarrow$  page 37.



Use the Softkey to dial the respective subscriber.

You can select a conversation beforehand using the navigator keys  $\bigstar$  and  $\bigstar$  and open the details of the conversation with the  $\clubsuit$ key  $\rightarrow$  page 31.

#### Action via dialpad

Press any key on the dialpad to start dialing a phone number with automatic phone number search.



As soon as you enter the first digits, an input field opens for selecting the phone number and you will be shown conversations that match the input to date in the corresponding positions.

Deleting number with back key will have same effect as pressing new keys - list is updated according to remaining previous key input. You are still able to enter classic search screen by pressing SRK.

From existing conversations, any matching substring or entered numbers is shown. Also all possible string combination from available letters are filtered out from conversation names (only names which begins with any possible combination. If the conversation is already shown in the list before your input is complete, you can dial the number immediately using the associated Softkeys  $\rightarrow$  page 31 or start a call with a new number.

#### Example:

Key press 2 (a b c) 7 (p qp r s) 8 (t u v) will filter out following names:

Arthur Rimbaud

Peter Cruise

Mary Apttle

but not: Martin Luther

#### Sorting

Matching results are sorted and shown in following order:

- Number matches (local conversations) last used first
- Name matches (local conversations) last used first

## Action with navigation key



You can open a selected conversation using the navigator's  $\blacklozenge$  key in order to see the associated details  $\rightarrow$  page 26.

# Operating your OpenScape Desk Phone CP600/CP600E

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

Before looking at the functions and settings, you should set up the User password to protect your phone against unauthorized use  $\rightarrow$  page 180.

# Navigating in menus

#### **Browsing lists**

You can use the navigator keys to scroll through entries and confirm the functions you want  $\rightarrow$  page 20.

#### Opening context menus

If the arrow  $\bigcirc$  appears beside a selected entry, a context menu is available for this entry  $\rightarrow$  page 26.

## Conversations

A conversation is a contact with a call history. New conversations are created or updated for

- · a previously answered call
- an outgoing call
- a missed call
- an Exchange entry following automatic synchronization
- · receipt of a vCard via Bluetooth

A telephone number is automatically supplemented with a name if this information is available from the communication system or the telephone number is found in a company directory (LDAP).

The list is ordered chronologically based on the last interaction. The latest interaction appears at the top of the list. Active calls are displayed before the conversations.



The status of a conversation is displayed with icon and text.

Icon	Text
()	Active call
×	Missed call (current)
×	Missed call (old)
<i>+)</i>	Dialed call
<b>→</b> )	Received call
ഫ	Voicemail
مە	Old voicemail
∆ <b>∤</b> ^	Incoming call forwarded towards you by a third party.
ይ∂	You forwarded the call
ት	Your call was forwarded

#### Opening details of a conversation or conducting a call

You can open a selected conversation using the navigation key or start a call using the softkey or the navigation key or the navigation key or the conversation is not selected, you can start a call using the softkey the soft-key of the so



If you open the details of the conversation using the shown the following for example:



## **Editing conversations**



Open the details of the conversation using the two.



Use the Softkey to open the "Contact details" menu.



Press the Softkey for 🖉 to access edit mode. You can complete the following fields for a contact:

- Last name:
- First name:
- Work 1:
- Work 2:
- Mobile:
- Home:
- Company:
- Address 1:
- Address 2:
- Role:
- Email:
- Avatar:

3339	
Last name: 3339	
First name:	
Work 1: 1: 3339	
Work 1: 2:	

Press the Softkey for  $\checkmark$  to enter the last name.



Delete the digits using the skey and enter the last name. Press the Softkey in the input field to complete the input for this field.



Use the  $\bigstar$  or  $\bigstar$  key to switch, for example, to "First name" and enter the first name here if appropriate.

	N	Ð	
🖉 First name:	×		
abc Albert			$\sim$
	Move cursor left <		
	Move cursor right >		
	Сору 💷		

Enter the first name and complete the input for this field with the Softkey.

Einstein	
Last name: Einstein	
First name: Albert	
Work 1: 1: 3339	
Work 1: 2:	

Save the contact data. You can add missing entries subsequently.

These inputs or changes to existing information are stored locally in the phone.

#### Create a new contact/conversation from scratch

You can create a new contact from the conversation list with no previous history. Navigate to the Conversations screen which can be found at the idle screen.



Select the header row of the Conversation list by using the X key and then the Navigator key and the set to access the Conversation List options.



In the List options menu choose the option New conversation.



New contact form can be now updated. Use the � or � key to switch, for example, to "First name" and enter the first name here if appropriate. Save the contact data after entering the contact information.


### Searching for conversations or contacts

There are several ways to search for conversations or contacts. If you know the telephone number, you can,

lift the handset or

press the speaker key or

press the headset key

and begin entering the digits.

To search in your conversations list, open an alphanumeric input field by pressing the Softkey for Q,



or choose a purely numeric input field for the search by entering a digit.



Use the B key to switch from numeric to alphanumeric input when you have opened the search field with the Softkey (Q). You can immediately dial a located subscriber whose phone number contains the number 33 in this case, for example, by pressing the Softkey.

#### Search for names (alphanumeric search string)

#### • LDAP was not configured by your administrator:

The phone now searches in the local conversation list for 'Am' and thus finds all the conversations that contain the name 'am', for example 'Ampere' or even 'Samara'.

The hits are listed chronologically.



#### · LDAP was configured by your administrator:

If LDAP is additionally configured, in the standard case the search is for 'Am' in the last name in the LDAP. Here the phone finds all entries with 'Am' on the front, e.g. 'Ampere', 'Ambos', not 'Samra'.

The results from LDAP are shown after the local conversation matches and are sorted by first name in the local conversations list.



#### Using special characters to control the search

Additionally, you can use comma (,) and a hash (#) to control the search.

A single comma (,) is used to separate the last name from the first name. A hash (#) is used to indicate that we are looking for an exact match.

When you want to use a comma (,) or a hash (#) as part of the search input text, you have to use a double comma (,,) or a double hash (##).

#### Examples:

Search	Functionality
input	
AMBER	Matches any entries where the last name starts with "amber"
AMBER,	Matches any entries where the last name is exactly "amber"
AMBER,,	Matches any entries where the last name starts with "amber,"
AMBER, P	Matches any entries where the last name is exactly "amber" and the first name starts with "p".
AMBER,, PETER	Matches any entries where the last name starts with "amber, peter". The double comma is used to indicate that the comma character is part of the search input text.
AMBER, P,	Matches any entries where the last name is exactly "amber" and the first name starts with "p," (i.e. the 2nd comma is part of the search).
AMBER, PETER#	Matches only entries where the last name is exactly "amber" and the first name is exactly "peter".
AMBER P	Matches any entries where the last name starts with "amber p".
AMBER P#	Matches any entries where the last name is exactly "amber p".
AMBER P#A	Matches any entries where the last name is exactly "amber p". The "a" following the hash is ignored.
AMBER, PETER##2	Matches only entries where the last name is exactly "amber" and the first name starts with "peter#2". The double hash is used to indicate that the hash character is part of the search input text.

#### Order of conversations

On entry into search mode, the local conversations are ordered by their time stamp, i.e. most recent ones are displayed first.

Upon entering a search criteria, the local conversations are listed first and ordered by their time stamp, the most recent ones are displayed first.

The LDAP results are listed after local conversations and are ordered alphabetically A to Z according to their Conversation name.

"Alphabetical order" means A-Z order based on the first character in the name/names/topic of the conversation/contact. In the case of people's names, the order is based on the first character of the first name and/or last name as displayed in the conversation list.

### **Filtering conversations**

When you want to filter conversations, it is possible to do so from the List options screen. Initially, the filter is non-applied, which means it is set to "Show all calls (AII)" and will display all conversation list entries of any call type.

Use the "Filter" action on top shortcut key. This key is used to switch between conversation types.

Pressing the top key will display a filtering tooltip box that shows possible call records and types:

- All all conversation list entries of any call type
- · Missed list of all missed calls
- · Received list of all received and forwarded calls
- Dialed list of all dialed calls
- · Contacts contacts with no associated call records
- · Other calls active call, voice mails and ignored pickup

After selecting filter, header should be changed according to selecting.

	N	(F)	
List options	$\overline{\mathbf{S}}$		
Mark mis	sed calls as read 😰 –		
Delete	all conversations (	0	
1	New conversation 🍙		
Filtered co	onversations view 💎		
			ļ
	N	(F)	
Show all calls			
Albert Einstein	10:45 AM 🥑		
■ Wilma	9:34 AM 🧷		
Andre-Marie Ampere	8:45 AM 🔰		
Jane Ambos Received call x (00:55)	7:44 AM 🌒	- C	
<i>≤ →</i>			



## Display the history of a conversation

The current history of a conversation is shown directly in the conversation list. The histories of other calls can be viewed under Details or also directly with the History option during a call.



Select a conversation and open the details of this conversation using the **\$** key.



The latest three histories are shown in the information field on the left below the name/number of the subscriber. Press the Softkey for B to view a list of the last 10 possible histories. Then scroll if necessary using the  $\bigstar$  or  $\bigstar$  key.

The toggle icon C at the end of the main line indicates that there is an extra line to display. To access the extra line, highlight the main line and press the Softkey next to it.



The extra line is highlighted and shows the Forwarding party number in the configured format next to the  $\Delta P$  icon.

					N	Ð
ŀ	listory: 3339					
۵	01908876543				C	
÷j	02.05.17 13:54	⊞a	3 xmins			
÷j	22.04.17 15:15	⊞a	7 xmins			
÷j	21.04.17 12:10	⊞a	xmins 1			-0
				n suite	ur trai 4. it	

### **Deleting conversations**

If you have for example selected a subscriber mistakenly and you do not wish to call them and must hang up, this call will appear in your call history. You can delete this entry again immediately. Entries for incoming calls that you no longer need or entries from V-Cards can also be removed from the list.



Open the relevant entry using the Navigator key .



Press the Softkey for  $(\hat{\mathbf{m}})$  to delete the entry. There is no confirmation prompt.

# **Telephony interface**

## **Telephony view**

#### Incoming call

Your phone rings and the notification LED flashes. In addition to the "classic" telephone features, additional information and functions are offered on the display:



#### Incoming call in multicall scenarios

It is possible to have many incoming calls at the same time. The notification LED flashes and an Alerting screen will be shown for each call, based on their signalled priority. The Alerting screen is self-dismissed within 15 seconds unless another call appears; in this case the current Alerting screen is dismissed and replaced by the Alerting screen of the new call.

The Alerting screen is never shown twice for the same call or while you are in the Conversations screen.



If accepted, the call is shown on Connected call screen.



All other incoming calls including the one presented on Incoming call screen are available only in Conversations.

If the Alerting screen is ignored, phone returns to the currently active call or shows another incoming call screen. You can still answer an ignored call waiting call either when the ongoing call ends or by selecting the ignored call waiting from the list.



Call handling is very limited in case phone is locked. The Conversation screen is not accessible and there is no Alerting screen. Only incoming call with high prorioty is shown on Incoming call screen. When another call is signalled, and priority indicator changes, incoming call screen switches to the actual high priority call.

### When conducting a call:



### Switching to a different menu during a call

Use the 🖨 to open the main menu and from there, for example, change the Brightness of the display in the Settings.



Selecting the first softkey will take you back to the previous display.

#### Icons in call state



Icon	Meaning
4	The phone rings
<b>↓</b> )	After dialing, the other subscriber's phone rings
()	The call is active.
ッ	Your call partner has placed the call on hold.
6	The voice connection is secure.
X	The voice connection is not secure.

### Presence

If the access is configured as UC user on your phone (ask administrator) and you are logged on to this server, you will see for example in the top left in the Notification area Presence your status symbol.



To access the "Presence" menu, press the Out-of-Office/Call Forwarding b key via the Softkeys. then you will see the following menu:



The OpenScape UC Presence state can be changed from the OpenScape UC web client. Various state can be selected from a drop down menu.

The available OpenScape UC Presence state will be shown as following:

- VAvailable
- 🔵 Unavailable
- Busy
- Do not disturb
- 🕗 Be right back
- 🥏 In Meeting
- OOffline
- 🕗 Away

If UC is not set up, you get a menu for variable call forwarding with the options:

- Variable: All calls
- Variable: External calls
- Variable: Internal calls.



# Programmable keys

Programmable keys are available to you in the Favourites menu or on an optionally connected OpenScape Key Module  $600 \rightarrow$  page 53.

## Programmable keys in the Favourites menu

Through the Favourites menu you have 16 programmable keys (four pages each with four keys), to which you can save functions and phone numbers. You can program preferred functions that are not offered in menus. It makes sense to assign a key to "Speaker call". To program this key, follow these steps:



Open the following menu using the Softkey for Favourites:



Press the Softkey for  $\checkmark$  to set up the first page with four possibilities.



Press the second Softkey to populate the first of four function keys on page 1.



Press the second Softkey to switch to the list of functions.



Select "Change" and confirm with the Softkey.



Select the desired function via the softkey and confirm.

## Programmable keys on the OpenScape Key Module 600

The OpenScape Key Module 600 has 12 keys to which you can assign functions or numbers at two levels. Use the G and C keys to switch to the required level when using a function or selected dialing key.

Increase the number of programmable function or selected dialing keys by connecting an additional key module → page 18.

The OpenScape Key Module 600 has display lines, each of which is assigned to a key. The name of the function or a destination, an action icon, and a status icon are displayed.

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

Line and direct station selection (DSS) keys can only be programmed by the administrator via the Service menu  $\rightarrow$  page 63.

## Meaning of LED displays on Feature keys

Status LED	)	Meaning of Function key
	Off	The function is deactivated.
	LED is flashing <sup>1</sup>	Indicates the status of the function (e.g. green or red).

1 In this manual, flashing key LEDs 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.





The menu consists of a configuration area both for users and for administrators.

	N <b>(</b>	
User settings		
123 ******		
	Cancel 🗵	
	-0	

If you have already assigned a user password, you must enter it here. You can find out how to set up the password at  $\rightarrow$  page 180.

### User settings

#### Menu

You can adjust local settings for your OpenScape Desk Phone CP600/CP600E using the "User settings" menu.

The menu structure consists of several levels.



You can also configure all settings via the **Web interface** of your OpenScape Desk Phone CP600/CP600E  $\rightarrow$  page 198.

#### **Switches**

The menus contain switches for activating and deactivating functions. Example:



Press the Softkey on "Insecure call alert" to enable the function. The switch is moved to the right. Alternatively you can use or to operate the switches.



Press the Softkey for  $\checkmark$  to save your new setting.

#### **Parameters**

You can set values in some submenus.





Press the Softkey for example on Echoing. The setting is changed and you return to the previous menu.



Exit the menu.

#### Levels

You can use menus with levels to adjust the volume or brightness, for example. An example of display brightness is given here. Switch to the telephone settings menu





and open the display menu with the Softkey.

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</t

Open the menu for the brightness setting

Adjust the brightness to the desired level. Use the key to do this. The display is adjusted immediately.



Complete the setting by pressing the Softkey for  ${old O}$  .



Save your new settings.

## **Enabling FPK screen**

In order to access the FPK screen/menu you need to enable it via the **Settings** section. Use the key to open the main menu and then switch to the settings.



Select Users and then select Phone





and open the display menu with the Softkey.

Display	5
Brightness	
Key module contrast	
Key module brightness	
ldle menu mode	Favorites + Menu

Open the menu for the Idle mode settings.



Select the **Favorites + Menu** option using the Softkey, to switch your Idle screen to FPK screen and then use the Softkey again to press **Save**.

Once you have enabled the FPK screen/menu, you can switch between the original Idle menu and the FPK menu, using the key. You can always change the Idle menu settings by following the steps above.

## Administration

You can access the administration area via the "Admin" function and by entering the administration password.

Refer to the administration manual for your phone for more detailed information on this topic.

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.

#### **DLS Security Pin**

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



# Setting up the phone

# Display

# Display adjustment

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

# **Display brightness**

You can customize the display brightness according to your current lighting conditions.

You can also configure this setting via the Web interface  $\rightarrow$  page 198.

If nec. Press the Main Menu key.

Open using the Softkey

Select "Users."

Open using the Softkey

Enter and confirm the User password.

Select "Phone."

Open using the Softkey.

Open using the Softkey.

Open using the Softkey.<sup>1</sup>

Use the Softkey to brighten the display.

Use the Softkey to dim the display

Adjust using the toggle key

Confirm the setting with the Softkey.

Save the settings.

1. The display shows the current setting







	Brightness for the OpenScape Key Module 600E
	When you have connected a OpenScape Key Module 600E, you can adjust the key label brightness to suit your ambient lighting.
•	You can also configure this setting via the Web interface $ ightarrow$ page 198 If nec. Press the Main Menu key.
Service/Settings	Open using the Softkey.
H User:	Open using the Softkey.
if nec. 📕	Enter and confirm the User password.
<	Select "Phone".
	Open using the Softkey.
Display 🔿 🗖	Open using the Softkey.
Key module brightness	Open using the Softkey. <sup>1</sup>
	Use the Softkey to brighten the display.
or Decrease — •	Use the Softkey to dim the display.
	Adjust using the toggle key
	Confirm the setting with the Softkey.
	Save the settings.

# Inactivity

You can also configure the screensaver settings via the Web interface.  $\rightarrow$  page 198

## Upload your images for Inactivity

To install your own images for Inactivity, transfer the images using the Web interface  $\rightarrow$  page 198.

Once you have opened the web interface click "File transfer" and "Slideshow images," then click "Choose the image file you wish."

Search for suitable images on your computer or in the network and save your search results. You can upload several images in succession.

Your new images will be used next time you start the Inactivity.

## Screen type set-up for the Inactivity

If nec. Press the Main Menu key.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

Open using the Softkey.

Open using the Softkey.<sup>1</sup>

Select other option

Confirm using the Softkey to set up a slide show, for example.

Save the setting by selecting the Softkey.

1. The display shows the current setting









Set the intervals at which the Inactivity images change here. The following fade times are possible:

- 5 seconds
- 10 seconds
- 20 seconds
- 30 seconds
- 60 seconds



If nec. Press the Main Menu key.



Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

Open using the Softkey.

Open using the Softkey.<sup>1</sup>

Confirm with the Softkey to set the new time.

Save the setting with the Softkey.

# Audio

## Change connection volumes

Change the following settings:

- · Handset volume
- Speaker volume
- Headset volume
- Call loudspeaker volume

You can also adjust volume settings from the user menu  $\rightarrow$  page 56.



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

## Adjust ringer volume in call or while idle

You can also adjust volume settings from the user menu $\rightarrow$  page 56.



Ð

Press the key until you reach the desired volume.

## Deactivate the ringer

If you do not want to be disturbed by the phone ringing for an incoming call, you can switch the ringer off.

#### Deactivating

\*1

×

\*I

×

Hold down the key until the "ringer off" icon appears.

D: ((	

#### Activating

Hold down the key until the "ringer off" icon goes out.

2		
	<u>.</u>	
	Ringer on	

#### Mute active ringer

You can mute the active ringer for an incoming call and only for that call. Long press the key while the phone is ringing and only the active ringer is muted. Ringer mode is not changed.

If you want to change the ringer mode, see the section "Deactivating"  $\rightarrow$  page 72 and "Activating"  $\rightarrow$  page 72.

### Activate alert tone

You can turn the ringer off and select a short alert tone instead.

Hold down the key until the notification and icon for "Activate alert tone" appears on the display.

<u>n</u>	
Activate alert tone	


#### Ringer Select your preferred ring tone from the available audio files. If no individual audio files are available, the "Pattern" ring tone is preset. To upload your own files in ".mp3" or ".wav" format, please consult your administrator. ÷Ξ You can also configure this setting via the Web interface $\rightarrow$ page 198. Ð If nec. Press the Main Menu key. Open using the Softkey. Service/Settings 6 Open using the Softkey. + User: ✐ if nec. Enter and confirm the User password. Open using the Softkey. + Audio ⇒ Open using the Softkey. Settings $(\rightarrow)$ ø Switch to Ringtone. Open using the Softkey.<sup>1</sup> Harmonize.mp3 🖉 Ringer 6 You will be offered the following default options: Pattern Harmonize.mp3 Ringer1.mp3 • Ringer2.mp3 Ringer3.mp3 • Ringer4.mp3 Ringer5.mp3 Ringer6.mp3 Confirm with the Softkey to switch. You will immediately hear the associated rin-Ringer1.mp3 () ger melody. Save the setting with the Softkey. Audio Settings 🕑

### Setting up the phone

	Setting headset port use	
	You can also configure this setting via the	Web interface $\rightarrow$ page 198.
	If nec. Press the Main Menu key.	
Service/Settings	Open using the Softkey.	
± User: →	Open using the Softkey	
if ne	Enter and confirm the User password.	
	Open using the Softkey.	
Settings 🔶	Open using the Softkey.	
	Select the headset port.	
Headset port	Open using the Softkey. <sup>1</sup>	
	You will be offered the following options:	
	Wired headset	
	Conference device	
Wired headset O	Confirm with the Softkey to switch.	
Audio Settings 🕑	Save the setting with the Softkey.	

# **Call settings**

### Activate/deactivate second call

You can determine whether or not you would like to accept second calls (call waiting) during a conversation.

If your telephone belongs to an ONS group (parallel calls  $\rightarrow$  page 177), please note the following special features:

In addition to triggering an alert tone on the engaged telephone, the second call will also be signaled with a ring tone on the other telephones in the ONS group.

	0
Switch?	\$
Second call?	•
Turn on?	•
	or
Turn off?	•

Open menu  $\rightarrow$  page 19.

Select and confirm.

Select and confirm.

Select and confirm.

Select and confirm.

## Central speed dial numbers

Speed dial numbers are set up by your responsible administrator.

Speed dial numbers are stored in the system.

The central speed dial directory can be obtained, e.g. in printed format, from your responsible administrator.

## Speed dial with extension

Speed dial numbers with sequences are set up by your responsible admi-nistrator.

Functions including the dialing number and further access codes can be saved to a speed dial number.

Since the number of characters for a speed dial entry is limited, speed dial numbers (up to 10) can also be linked together in order to handle longer sequences.

Example:

When you leave the office, you want to block your telephone and simultaneously activate call forwarding. Both of these actions can be stored as a sequence using a speed dial number.

Likewise, in order to unlock the phone and cancel the call forwarding, a speed dial number can be stored.

## Individual speed dial numbers

 $\succ$  This function must be set up by your responsible administrator.

The keys 0+ to 9 can be assigned to 10 frequently used phone numbers.

8	Open menu $\rightarrow$ page 19.
Destinations?	Confirm.
Speed dial?	Select and confirm.
5	Press the required line k is displayed.
New entry?	Confirm.
U	Enter the phone number
Save?	Confirm.

ess the required line key. When the relevant key is selected, the call number displayed.

Confirm. Your entry is saved.

Use speed dial  $\rightarrow$  page 92.

#### 78

# **OpenScape UC**

The OpenScape UC can be configured in the Configuration menu. Open the OpenScape UC Settings and insert the required login information.

**III** The OpenScape UC can be also configured in WBM  $\rightarrow$  page 198.

Configuration Microsoft@ Exchange OpenScape UC OpenScape UC NCPANSCAPE UC Serveradresse https://10.22.11:185:8443 Benutzername 49225569800@system Passwort

The OpenScape CP600/CP600E will login using the given user credentials. If the data is incomplete (missing server address, username or password) the phone will not try to login at all.

If you experience any difficulties with the OpenScape UC Configuration, please contact your administrator.

# Programming function keys

Through the Favorites menu, you have 16 programmable keys (four pages each with four keys), to which you can save functions and phone numbers. You can program preferred functions that are not offered in menus. It makes sense to first assign a key as a "Shift key" to reach the second level.

This functions in the same way as for the Key Module KM600.

# Function keys setup

The selection of available functions depends on the configuration. Please ask your administrator if you are missing a function.

#### Example: Configure a second call

Hold down the Function key on the OpenScape Key Module 600 to which a function is to be assigned until the programming prompt is displayed.

If nec. Press the Main Menu key.

Open using the Softkey.

Select desired page (1 to 4).

Press and hold the Function key to be programmed.

Select "Assign telephone function"

Confirm.

Confirm.

Select "Second call/Call waiting"

Confirm.

Confirm.

SaveThe key is programmed.

			or
			8
Favorites			
Favorites (1/2)	Page 1		
			٨
Assign telephone tu	nction	$\bigcirc$	
			_
Change			
			٨
Second call/Call wa	iting	$\rightarrow$	
Second Call/Call Wa	ung	0	
Save			



# Setting up a selected dialing key

If you want to set up a selected dialing key on the second level of the OpenScape Key Module 600, you can switch to this level beforehand.

Switch to the second level if necessary.

Hold down the Function key on the OpenScape Key Module 600 to which a function is to be assigned until the key programming menu is displayed.

If nec. Press the Main Menu key.

Open using the Softkey.

Select desired page (1 to 4).

Switch to the second level if necessary.

Press and hold the Function key to be programmed.

Confirm.

Confirm

Enter the phone number and confirm.

Save the setting with the Softkey. The key is programmed.

# Setting up dialing keys with contact data from an existing local conversation

You can assign phone numbers to selected dialling keys, forwarding keys and deflect keys using the contact data from an existing conversation It is also possible to copy the contact name and use it as a key label, but only with selected dialing keys.

In the Favorites menu, hold down the Function key to which a function is to be assigned until the key programming menu is displayed. Then select **Edit selec-ted dialing**.



From the Edit selected dialing screen highlight the **Select conversation** option and press the Softkey next to it.



The Conversation selector screen will be shown. You can either select a conversation from the list, or use the "Search for.." box to search for a particular conversation.



To select the default phone number of a contact use the Softkey next to it.

A conversation may have more than one phone numbers for its contact. To be able to select a phone number other than the default, highlighte the conversation and press the 😥 tton.

		N	Þ
abc Search for		Q	-0
🚺 🗈 Wilma		+903122925112	-0
🔝 🖿 Barney	$\rightarrow$	+445137245784	-0
Betty	ł	+903122879930	
Pebbles		+61413708490	
	Č		

From the screen with the available phone numbers, choose a phone number by pressing the Softkey next to it.



You will be redirected back to the Edit selected dialing screen where the Number now shows the default number or the chosen number of the contact and the Label shows the contact's name.

To edit these fields, highlight either Number or Label and press the Softkey next to them.



	How to program a local feature
	Example: "Door opener" set up
or	Hold down the Function key on the OpenScape Key Module 600 to which a fun- ction is to be assigned until the programming prompt is displayed.
8	If nec. Press Main Menu key.
Favorites	Open using the Softkey.
Favorites (1/2) Page 1 🕑 👝	Select desired page (1 to 4).
	Press and hold the Function key to be programmed.
•	Select "Assign local feature"
Assign local feature	Confirm.
Door opener 🔿	Confirm.
Door opener 1	Confirm. The key is programmed.
	How to delete a local feature
	Example: "Door opener" delete
or	Hold down the Function key on the OpenScape Key Module 600 to be deleted until the key programming menu is displayed.
8	If nec. Press Main Menu key.
Favorites	Open using the Softkey.
Favorites (1/2) Page 1 🕑 👝	Select desired page (1 to 4).
Door opener 1	Hold down the Function key that has been programmed for the Door opener in order to delete it.
٨	Select "Delete local feature"
Delete local feature	Confirm. The key indicating the local feature is deleted.





# Making calls

To better understand the steps described here, it is recommended that you read the introductory chapter "Getting to know the OpenScape Desk Phone CP200" → page 16.

# Receiving a call



Any settings you are currently making on the phone will be interrupted by an incoming call.

# Answering a call via the handset

The phone rings.

Lift the handset<sup>1</sup>

# Answering a call via the loudspeaker (speakerphone mode)

The phone rings.



Press key. LED is lit<sup>1</sup>.

## Answering a call via the headset

#### Requirement: A headset is connected.

The phone rings. The key \* 🛈 flashes.



Press the key<sup>1</sup>.





### Switch microphone on/off

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

### Ending a call

- Press the illuminated key. The key is no longer lit.
- Press the illuminated key. The key is no longer lit.
- Replace the handset.

Press the key if it is set up.

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



**•**)

or

or

or

Disconnect?

 $\bigcirc$ 

# **Dialing/Calling**

Dialing with handset off

Lift the handset.

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

### Dial with the handset on-hook

6

μ,

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

Participant answers over loudspeaker. The speaker key is lit.

#### Participant answers over loudspeaker:

With handset on hook: Speakerphone mode.



~

Lift the handset.

Participant does not answer or is busy:

Press key. LED goes out.

## Dialing with connected headset

Requirement: The headset is connected.



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



The key illuminates.



### Choose from conversations

The conversations list is displayed on the screen. If the contact you want is not visible, then select with

or search by entering the phone number or name.

Confirm the selected contact with the Softkey. The phone number is dialed.

If visible, confirm immediately with the Softkey for the contact. The phone number is dialed.

# Calling with a direct station select (DSS) key

**Requirement:** You have configured DSS keys on your phone  $\rightarrow$  page 16.

Press the DSS key.

When the participants answer, enter speakerphone mode.

- 1

Lift the handset.

**III** Note the meaning of the LED displays on the direct call keys  $\rightarrow$  page 53.

## Redial

You can use conversation list to call your last connected party. You can do this via the history of a conversation (for more information, see "Display the history of a conversation"  $\rightarrow$  Page 42) or via contact details (for more information, see "Opening details of a conversation or conducting a call"  $\rightarrow$  Page 31).

## Returning a missed call

Contacts who have tried to reach you are identified accordingly in the conversations list and appear in the sort order. In addition to the menu name, i.e. Conversations, the number of missed calls is shown against a red background.

The notification LED is red. In addition to the menu name, i.e. "Conversations", the number of missed calls is shown.



If nec. Press the Main Menu key.

Open using the Softkey.

A contact is indicated as a "New missed call" with 👗. Select the contact and confirm to call the contact.

	Using speed dial
	This function must be set up by your responsible administrator.
	Speed dial numbers can also contain command or access code sequences and may be linked with other speed dial numbers $\rightarrow$ page 76.
	Dialing with central speed dial numbers
	<b>Requirement:</b> You know the speed dial number $\rightarrow$ page 76.
8	Open menu → page 23.
Use speed dial?	Select and confirm.
8	Enter speed dial number.
	The connection is immediately established.
	Dialing with individual speed dial numbers
	Requirement: You have set up individual speed dial numbers.
8	Open menu → page 23.
Use speed dial?	Select and confirm.
<b>0 +</b> 9 wxtz	Press the required speed dial key.
	The connection is immediately established.

# Forwarding calls

You can program several types of call forwarding on your line.

FWD-VAR-ALL-BOTH	ON	All calls are forwarded to the stored phone number, and the call number is deleted when the call is disconnected.
FWD-FIXED	ON	All calls are forwarded, the stored phone number is not deleted when the call is dis- connected.
FWD-VAR-ALL-INT	ON	Only internal calls are forwarded.
FWD-VAR-ALL-EXT	ON	Only external calls are forwarded.
FWD-VAR-BUSY-BOTH	ON	If your connection is busy, all calls are for- warded.
FWD-VAR-RNA-BOTH	ON	If you do not pick up a call, all calls will be forwarded after a certain amount of time.
FWD-VAR-BZ/NA-BTH C	ON	If your connection is busy, or you do not pick up a call, all calls will be forwarded following a certain period.

### Use call forwarding

You can immediately forward internal and/or external calls to your lines to different internal or external telephones (destinations) (external destinations are also possible if the system is configured accordingly).

If call forwarding is activated, a special dial tone sounds when the handset is lifted.

If DTMF dial-in (ask relevant Administrator) is active, you can also divert calls there. Destinations: Fax = 870, Direct inward dialing = 871, Fax-Direct inward dialing = 872.

If you are the end caller of a forwarded call, you can see the call number or the name of the forwarding party in the Notification area of the display (1st. line) and the those of the caller below it.

#### Setting up call forwarding via the call forwarding menu



Open the Forwarding menu.

In the menu, you immediately have an overview of call forwarding currently set-up. This menu is also available via the user settings.

#### Confirm.



Confirm.



Confirm.

#### Making calls



Confirm.

Confirm.

Confirm.

Confirm.

Use the Softkey to open the editor for the destination phone number

Enter the destination phone number on the dial pad.

Enter destination phone number. Confirm your input with the Softkey.

#### Activating call forwarding with key

The advantage of a specific key for call forwarding is that you do not have to reenter a phone number every time. The programmed key already contains a destination. You can therefore set up several keys with different forwarding destinations.

Press the key if it is set up. The LED is illuminated.

#### Set up call forwarding via the idle menu



If nec. Press the Main Menu key.



Fixed Forwarding on

Select "Fixed Forwarding on."

#### Confirm.



#### Call Forwarding information display on Idle Screen

You can see the following call forwarding information displayed on Idle screen:

- The call forwarding icon on the status bar:
- The call forwarding destination information at the bottom information area, displaying the call forwarding icon followed by the work or phone icon and the destination name or number. Only one call forwarding entry can be displayed each time on the information area.

In case of a long contact name, the name text is elited from the right end and does not appear as a whole.

In case of a long contact number, the number is elided from the center, keeping at least 5 digits at the right end and three dots "..." at the center. The left part of the number appears as it fits into the remaining box area, e.g.+4912345...78920.



Call forwarding destination is displayed only on the Main/Idle screen and not in active call screen.



# Using callback

You can request a callback if the individual called is busy or if nobody answers. This also applies to external calls via switching centers. This will save you from repeatedly attempting to call someone. You receive a callback

- you receive a callback when the other party's line becomes free,
- as soon as the party who did not reply has held another conversation.

If configured (ask relevant Administrator), all callback requests are automatically deleted overnight.

## Saving a callback

Requirement: The line is currently busy or nobody answers.

Callback 🥑 👝

#### Confirm.

### Accepting a callback

An participant for whom a callback was saved is now no longer busy or has phoned in the meantime. Your phone now rings.





Press key. LED lights up.

or

Cancel the callback with the softkey.

		Checking/deleting a saved callback
	8	If nec. Press the Main Menu key.
	<	Select "Callback requests"
Callback requests		Confirm.
Show next entry		Confirm to display additional entries if applicable.
		Deleting an entry that is displayed
deleting		Confirm.
		Ending a query
finishing		Confirm,
	or	Proce kov
	or	1 1633 Key.
	•)	

# During the call

# Switch to speakerphone

Requirement: You are conducting a call via the handset.

Press and hold the key, hang up the handset, and then release the key and continue the call.

#### US mode

If the country setting is set to US (ask relevant Administrator), you do not need to press the loudspeaker key when you hang up the phone.



>

Press key.

Replace the handset. Proceed with your call.

# Switching to the handset

**Requirement:** You are conducting a call in speakerphone mode.

And Lift the handset. Proceed with your call. The hands-free microphone is switched off.

# Open listening in the room during a call

You can allow other people in the room to listen in on the call. Let the other party know that you have turned on the loudspeaker.

Requirement: You are conducting a call via the handset.

#### Activating



Press key. LED lights up. The hands-free microphone remains off.

#### Deactivating

Press key. LED goes out.



Parking a call	Ð	
		or
		8
Service/Settings		
Service menu	€	
Calls	€	
Retrieve call		
	0+	9 wxyz

If visible, press the Softkey of the Function keys .

If nec. Press the Main Menu key.

Open using the Softkey.

Open with the softkey.

Confirm.

Select "Retrieve call."

Confirm.

Enter the parking position number you have noted. If the entered park position number is not assigned, you cannot answer the call.

If a parked conversation is not taken on, the call goes through there again after a certain time, where it is parked (= callback).



# Accepting a second call (Call waiting)

You are still available to other callers, even though you are on the telephone. A warning tone and the notification "Call: <x>" in the display indicate the waiting call.

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 also block the second call or the signal tone  $\rightarrow$  page 76.

**Requirement:** You are on the phone and hear a warning tone (approx. every six seconds).

#### Ending the first call and answering the second call

Replace the handset. Your phone rings.

Accept second call. Lift the handset.

#### Place first call on hold and answer second call

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

#### Ending the second call, resuming the first call

Confirm

Replace the handset.



or

6

Accept call waiting 2

end and back 🗢

Lift the handset.

## Carry out DMTF-suffix/dial tone

In order to control devices, such as answering machines or automatic information systems, you can send out DTMF signals (**D**ual **T**one **M**ulti-**F**requency).

Please ask your administrator to send the codes for the DTMF tones.



Ending the call also deactivates DTMF suffix dialing. Your system can also be configured in such a way that you can start the DTMF dial-up immediately after establishing the connection. You can also set-up a key for DTMF dialing.

### Rollover

You can set up the volume for all notification, which occure during your call. For more information, see "Volumes"  $\rightarrow$  Page 188

# Importing contacts via WBM

You can import your contacts into your phone through WBM interface (for more information, see "Web interface"  $\rightarrow$  Page 198). The contact file can be exported from Outlook or OSM.

See the products documentation for instructions on how to export contacts from an Outlook client or OSM.

Files previously exported by this or another phone may also be imported.

Log on to the User Pages on WBM using your password (for more information, see User Pages  $\rightarrow$  page 198.)

User settings	Administrator settings	Licences
User login Password Ringer Audio	Contacts t Import contact data	ransfer
Configuration Phone File transfer Slideshow images Rindtones	Choose the Comma Seperat	ed file you wish to impor
Contacts transfer Diagnostic information	Import (	Cancel port results
	Export contact data	
	Generate co	n <u>tacts file</u> ntacts file
	Closing or navigatin page will cancel the	g away from this Import or Export

A contact list can be downloaded on your phone via your browser:

- 1. Click on the "Choose file" button and a window will open onto your PCs file system to allow you to navigate to a local or remote folder and select a file to be imported
  - The default format is ".csv"
  - You can use comma or a semi-colon as a value separator for the imported CSV file
  - When exporting from Outlook, do not change the mapped header field names
- 2. Select destination and confirm.
  - The path to the file will be displayed on the page next to the button
  - "Choose file" when you select the destination and close the window Pross "Import"
- 3. Press "Import"
  - Whilst the import is in progress you may notice some deterioration in the phones performance.
- 4. The progress and outcome of the import will be indicated to you
  - A completion message is displayed when the "Press to see import results" button is pressed
  - A successful import will be indicated by a "Import completed" text message below the panel on the page



# **Using Bluetooth**

Bluetooth is used for wireless communication, e.g. between PCs or tablets and smartphones or headsets. Bluetooth can be used at a distance of up to 10 meters. To exchange data between Bluetooth-enabled devices, the devices need to undergo a once-off pairing procedure.

III Please note that Bluetooth and NFC are not available on CP600E.

# Discoverability

When first enabling a connection to a Bluetooth device, this function must be switched on  $\rightarrow$  page 124.

By default, the OpenScape CP600/600E can be found by other Bluetooth devices once you have opened the pairing menu.

The OpenScape CP600/600E discoverability feature is disabled on exiting the pairing menu in order to prevent misuse.

A connection is established for devices that are already connected even if the "Discoverable" function is deactivated.

# Pairing

Pairing is the process used by two Bluetooth-enabled devices to "see" one another and to "recognize" that they can exchange data. It is therefore used for checking the access authorization of a Bluetooth device in a Bluetooth network. A connection key is generated for later identification.

Pairing is only performed the first time contact is established between a Bluetooth device and your OpenScape CP600/600E. If the Bluetooth device is successfully paired, no further access authorization checks are necessary. Instead, each subsequent check uses the previously created link key.

### Pairing NFC-enabled devices

If your Bluetooth device has an NFC reader (Near Field Communication), it can be paired very easily with your OpenScape CP600/600E (often smartphones have this, but not headsets).

The NFC transmitter on the OpenScape CP600/600E is located in the top right area of the display, to the left of the Forwarding key and below the "N" logo.



To pair the Bluetooth device, hover over this logo and follow the instructions (see instructions for Bluetooth device).



# Using a Bluetooth headset

You can connect a Bluetooth headset to your OpenScape CP600/600E, which is approved for use with the OpenScape CP600/600E. Ask your administrator about approved headset types.

# Connecting the Bluetooth headset

**Requirement:** The Bluetooth function on your OpenScape CP600/600E is activated  $\rightarrow$  page 123.

If nec. Press the Main Menu key.



Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

#### Finding and connecting the Bluetooth headset

Now switch your Bluetooth headset to pairing mode (see the user manual supplied with the device).

Paired devices are displayed.

Start the search for new devices with the Softkey. Start or set the paging function on the Bluetooth device if appropriate.

Located devices are displayed. Repeat the search if appropriate with the Softkey.

Select the relevant headset and open with the Softkey.

Confirm the pairing prompt with the Softkey. The Bluetooth device is paired and added to the list.

A pairing PIN is requested.

Enter the pairing PIN and confirm with the Softkey. The Bluetooth device is paired and added to the list.
#### Connecting a Bluetooth headset to OpenScape CP600

The Bluetooth headset must now be connected to the OpenScape CP600.

Select the Bluetooth headset in the list.

Confirm with the Softkey to connect. You will receive a corresponding confirmation. The connection is immediately established and the headset is ready for operation.

Once your Bluetooth headset is connected to the telephone device, you can see the headset's battery level on the top of the CP600 main menu screen.



## Testing a Bluetooth headset

Press key. You should now hear the on-hook signal in the headset.
The input field is opened.

Enter the phone number.

Confirm when the complete number has been entered.

The required contact is shown in the list. Confirm with the Softkey. The connection is set up.

If nec. Set-up call volume on headset.



O Headset

(→) Չ୶)

 $\bigcirc$ 

# **Transferring contacts**

The Bluetooth function on your OpenScape CP600/600E allows you to transfer contacts in **vCARD format** (file extension: .vcf) from other Bluetooth devices to your OpenScape CP600/600E and save them in the Conversations list. You can also send entries from the Conversations list as vCards to other Bluetooth-enabled devices.

Due to the diverse range of PCs, smartphones, and PDA devices currently available, we are unable to provide universal instructions on how to transfer vCard files in this manual.

The instructions for data transfer via Bluetooth provided in the relevant manufacturer documentation should be observed.

# Receiving a vCARD

**Requirement:** The Bluetooth function on your OpenScape CP600/600E is activated  $\rightarrow$  page 123. A vCard file is stored on your Bluetooth-enabled device (PC, tablet, mobile telephone, etc.). Start the data transfer.

If a vCard is transmitted, you will be prompted to accept the data transfer.

Example:





#### Saving contacts

Accept 🕑

Save 🕑

Press the Softkey again to save the vCard(s) to the contact list. You will receive confirmation.



# Sending a vCard

#### Sending to a paired device

**Requirement:** The receiving device is included in the list of paired devices, Bluetooth is activated on the device and can receive vCards.

Select the required contact from the Conversations menu.

The selected contact is highlighted.

Open the contact.

Press the Softkey. The menu for paired devices opens. A search is initiated for devices.

Use the Softkey to confirm sharing on the relevant paired device. The vCard for the entry is sent. (You will receive confirmation)

Perform the necessary steps on the destination device to save the vCard data.

#### Sending to an unpaired device

**Requirement:** Bluetooth is activated on the device and the device can receive vCards.

Select the required contact from the Conversations menu.

The selected contact is highlighted.

Open the contact.

Press the Softkey. The menu for paired devices opens. A search is initiated for devices. Wait until the relevant unpaired device appears.

Use the Softkey to confirm sharing on the relevant device. The vCard for the entry is sent (you will receive confirmation).

Perform the necessary steps on the destination device to save the vCard data. Detected devices are then deleted from the list.

# Using a Bluetooth conference phone

You can connect a Bluetooth conference phone that is approved for use with the OpenScape CP600/600E to your OpenScape CP600/600E. Pairing and connection works in the same way as for a headset. Ask your administrator about approved conference devices.

Please activate pairing mode on your Bluetooth device. Please refer to the alerts in the corresponding operating instructions.

Once the two devices have been successfully paired, the conference unit must be configured with a parameter in the CP600 so that the call can be connected and switched to hands free via the speaker button. Otherwise the conference unit would be operated like a Bluetooth headset via the headset button.

The parameters are found in the user menu under Bluetooth. There you can set up the paired devices and mark the paired conference facility as such.

#### Calling a participant

**Requirement:** The conference phone is ready for use but **switched off**. The OpenScape CP600/600E is in idle mode.



**P**.,

Press key.

Enter the phone number. The "conference device" switches on automatically. Once the subscriber answers, you can set up a conference via a consultation or second call.

# Using a Bluetooth device

You can control calls on the HFAG (hands-free audio gateway, e.g. mobile device) from your OpenScape CP600 phone via Bluetooth.

Once your mobile device is connected to CP600 through the Bluetooth, you can see the mobile's battery level on the top of your CP600 main menu screen.

## Incoming HFAG call



Bluetooth status bar icon indicates an HFAG call.

For more information about how to proceed during incoming call, see "Receiving a call"  $\rightarrow$  Seite 86.

## Connected HFAG call



Bluetooth status bar icon indicates an HFAG call. The "End audio" button transfers the HFAG call audio from the OpenScape CP600 to the HFAG.



The "Pull audio" button reroutes the audio stream from HFAG back to Open-Scape CP600/600E.

The "Move to mobile" button reroutes the audio stream from OpenScape CP600 to the HFAG. Call is removed from the CP phone.

For more information about how to proceed during a call, see "During the call"  $\rightarrow$  Seite 99.

## Outgoing HFAG call

### **Outgoing Call Dialing**



Bluetooth status bar icon indicates an HFAG call.

Failure in dialling the outgoing HFAG call is indicated by the HFAG by one of the unsolicited extended response indication codes:

- NO CARRIER
- BUSY
- NO ANSWER
- DELAYED
- BLACKLISTED

#### **Outgoing Call Ringing**



# HFAG call states in Main Menu Screen

Incoming HFAG call in the Main menu screen



The icon with the Bluetooth rune index indicates incoming HFAG call.

#### Connected HFAG call in the Main menu screen



The icon with the Bluetooth rune index indicates connected HFAG call.

## HFAG call states in Conversations Screen



Connected HFAG calls are displayed in the conversation list. The HFAG call is distinguished from native calls by a special call state icon under the user name.

## Anonymous mode

As a User, you are able to configure "Hide mobiles data". In this mode, no celler information will be presented, only presence and state of the call. All Bluetooth calls are logged to Anonymous conversation.



# Using Bluetooth keyboard

Bluetooth keyboard can be paired with phone in User section under "Paired devices". After successful pairing keyboard appears in paired devices list.

There can be only one Keyboard device connected at the same time.

Special "keyboard" icon should be shown in status bar when Bluetooth keyboard is connected.



Parallel usage of Bluetooth keyboard and phone keypad is possible. Phone interface differentiates between events from Bluetooth keyboard and phone's keypad and shows speller and its settings only for phone's keypad.

#### Supported languages

- · German, English, French, Italian and Spanish
- For other languages, English layout will be used.

#### **Navigation keys**

Navigation keys work as following:

- Direction keys  $\rightarrow$  should work as direction keys on 5-way navigator
- Enter  $\rightarrow$  OK
- $\bullet \; \text{Backspace} \to \text{Back}$
- Esc  $\rightarrow$  Go to landing screen
- Volume keys  $\rightarrow$  Volume keys
- Mute key  $\rightarrow$  Microphone mute
- Page down key → moves highlight down by the number of screen lines. Since this is only CP600 that is equivalent to 5 down nav. key presses
- Page Up key  $\rightarrow$  equivalent to 5 up navigation key presses
- Home key  $\rightarrow$  equivalent to long press Up navigation key presses
- End key  $\rightarrow$  equivalent to long press Down navigation key presses

When phone is in Idle state, pressing number keys on keyboard initiate dialing in the same way as number keys on keypad do.

When phone is in call, pressing number keys on keyboard sends DTMF tones in the same way as number keys on keypad do.

## Keyboard pairing modes

Keyboard initiates pairing and sets the pairing mode. The pairing mode differs depending on the keyboard type and manufacturer.

There are three possible pairing modes supported:

- Simple pairing (passkey entry) if keyboard initiates "simple pairing", PIN is generated by keyboard and CP600 shows this PIN on display and waits until the number is typed on the keyboard.
- Legacy (numeric comparison) if keyboard initiates "legacy" pairing, CP600 generates random number, displays it to user and waits until the number is rewritten on the keyboard.

Just works - if keyboard initiates "just works" pairing, CP600 displays Bluetooth keyboard pairing request and waits until it is confirmed.

# Using Bluetooth "Remote button"

Bluetooth Remote button can be paired with the phone in User section under "Paired devices". After successful pairing, the Remote button is shown with a keyboard profile in paired devices list.

The Remote button device behaves as Bluetooth keyboard device until the user configures it to be a Remote button. When Remote button is enabled then the device appears, and behaves, as a Bluetooth Remote button device.



By pressing the Remote button, you can trigger certain action (e.g. under the Function key or on OpenScape Key Module 600) configured by you on your OpenScape CP600. You can choose from the following keys:

- Function keys.
- Key Module keys

Please note that the shifted level function of an Function key cannot be selected.

Using the Configuration option leads to the Configuration Menu for that device. The device name is "Selfie" in the screens shown.



In this Configuration Menu the device can be identified as a Bluetooth Remote button device via the "Remote button" status. The action of the entry allows the Bluetooth Remote button device to be configured.

Configure Paired	devices 🕤 🔶
Name	Selfie 🥌 🛑
Keyboard	
Device Address	0c:fc:83:47:6c:99
Remote button	

Selecting the "Remote button" menu above leads to the screen that allows this Bluetooth Remote button device (called Selfie) to be configured. The Function keys are identified by their key label in the "Select key" screen.

	N	Ð
Configure remote button - Selfie	6	
Enabled		
Select key	$\rightarrow$	
Visual alert		
Trigger on reconnect		

Selecting the "Select key" menu above leads to the screen that allows the Function key for this Bluetooth Remote button device to be configured.

Remote button - select key	×
No key selected	0
DND	
Security alert	
Redial	

Only a Function key with a function configured can be selected to be triggered by the Bluetooth Remote button click. All unallocated keys are hidden.

Function keys from any attached Key Module are potentially available to be selected. No shifted level keys can be selected.

	N	Ð
Configure remote button - Selfie	6	-0
Enabled	_	
Select key Security ale	ert 🌖	-0
Visual alert		
Trigger on reconnect		

The "Configure remote button" screen now shows the label for the Function key that has been configured to be triggered by this Bluetooth Remote button device.

#### Trigger on reconnect

If the Bluetooth Remote button is disconnected (e.g. the device is in energy saving mode) and you want to reconnect it, the following may happen based on the settings of the functionality "Trigger on reconnect".

- If enabled, the remote button will connect and trigger the configured Function key at the same time. You need to press the Remote button only once.
- If disabled, you need to press the Remote button twice. First time it will reconnect and second it will trigger the configured Function key.



# **Bluetooth settings**

# Activating and deactivating Bluetooth

ightarrow The Bluetooth function was activated for your phone by the administrator.

You can also configure this setting via the Web interface  $\rightarrow$  page 198.

If nec. Press the Main Menu key.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Activate with the Softkey. The Bluetooth function is activated and is now available.

Save the setting by selecting the Softkey.

# Changing the Bluetooth name of your OpenScape CP600/600E

Here you can determine which name your OpenScape CP600/600E should use to register at other Bluetooth devices.

You can also configure this setting via the Web interface  $\rightarrow$  page 198.

If nec. Press the Main Menu key.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Open using the Softkey. The current name is displayed.





#### Proximity detection via Bluetooth

You can automatically block a paired Bluetooth device, e.g. use a headset in addition to your OpenScape Desk Phone CP600, if you leave your work place wearing your headset. This will prevent anyone getting access to your personal telephone records during your absence. When you return to your workplace with the headset, the telephone will be automatically unlocked.

The distance at which this block functions can be set in the user menu. You will also find here the option to activate or deactivate this feature. The default setting is for Proximity Monitoring to be enabled but you can disable it at any time.

Of course, it is also possible to block the telephone without the Bluetooth head-set locally/manually. See  $\rightarrow$  page 183.

If nec. Press the Main Menu key.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

You receive a message that the OpenScape CP600/600E is now visible for other Bluetooth devices while you are in this menu.

Paired devices are displayed.

Select the relevant Bluetooth device.

and open it. The status of the device is displayed and activated, for example, with "(aud)."

Open the Configuration menu with the Softkey.

Select the "Proximity Monitoring" function.

Deactivate with the Softkey.

Proximity Monitoring is deactivated.

#### Setting the Proximity Threshold

If required, you can set the "Proximity Threshold" to suit the required circumstances.

Open the setting for the Proximity Threshold by selecting the Softkey<sup>1</sup>.

Use the Softkey to increase the proximity.

1. The display shows the current setting



#### Using Bluetooth



Use the Softkey to reduce the proximity

Adjust using the toggle key

Confirm the setting with the Softkey.

Save the setting with the Softkey and exit the menu.

#### Checking the proximity display

Check different positions of your Bluetooth device at which the connection can still be maintained.

This is a read-only setting.

#### Activating/deactivating audio

If no audio function is provided for your Bluetooth device, you should disable audio in your device's settings. The function is always activated by default.

If nec. Press the Main Menu key.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

You receive a message that the OpenScape CP600/600E is now visible to other Bluetooth devices while you are in this menu.

Paired devices are displayed.

Select the relevant Bluetooth device.

and open it. The status of the device is displayed and activated, for example, with "pxp" for "Proximity Monitoring."

- Open the Configuration menu with the Softkey.
- Select the "Audio" function.
- Deactivate with the Softkey.

	Save the setting by selecting the Softkey. The icon $\P \bullet$ for the device name was removed.
	Deleting a Bluetooth device from the list
	You can delete a single Bluetooth device from the list, for example, if it will no longer be in the vicinity for an indefinite period.
8	If nec. Press the Main Menu key.
Service/Settings	Open using the Softkey.
🛨 User: 🔿 👝	Open using the Softkey.
if nec.	Enter and confirm the User password.
🛨 Bluetooth 🗢 🗩	Open using the Softkey.
Paired devices	Open using the Softkey. You receive a message that the OpenScape CP600/ 600E is now visible for other devices in the vicinity as long as the menu is open.
∩ Headset → ♥(I) ○	Paired devices are displayed.
•	Select the relevant Bluetooth device
\$	and open it.
Remove 💼 🕳	Confirm deletion with the Softkey.
Remove 面 🗂	Confirm deletion again with the Softkey.
	Renaming a Bluetooth device in the list
	A Bluetooth device is entered in the list with the name set in the device. This is often the device type. You can change this name.
8	If nec. Press the Main Menu key.
Service/Settings	Open using the Softkey.
🛨 User: 🔿 🗂	Open using the Softkey.
if nec.	Enter and confirm the User password.
Eluetooth	Open using the Softkey.
Paired devices	Open using the Softkey. You receive a message that the phone is now visible for other devices.
O Headset → ♥	Paired devices are displayed.
•	Select the relevant Bluetooth device

#### Using Bluetooth





# Removing a Bluetooth device from the blacklist

If nec. Press the Main Menu key.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Open the device Softkey.

Confirm deletion with the Softkey. The entry is deleted.

Exit the menu.

# **Eddystone Beacon**

Beacons are small devices that use Bluetooth to connect to smartphones or tablets in the environment. In the retail sector, for example, they are used to present personalized special offers to customers.

The phone can use Beacons to connect to smartphones or tablets in the area via Bluetooth. You can then, for example, exchange information between the phone and a smartphone. Eddystone is an open source project by Google for Beacon applications.

### Set-up/deactivate Eddystone Beacon

You can also configure this setting via the Web interface  $\rightarrow$  page 198.



If nec. Press the Main Menu key.



Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

The current status is displayed. Open the mode with the Softkey.

Deactivate with Softkey,

#### Using Bluetooth



Activate with the Softkey,

Activate with the Softkey.

#### **Beacon configuration**

Select entry for URI

Current address is displayed. Open URI field with the Softkey.

If necessary, an address is entered. If necessary, an address is entered. This should be an HTTPS address that is as short as possible. For long addresses, use a URL shortener to shorten it. Cannot be changed when setting up iBeacon.

Change to the desired address and press Softkey to end the entry.

#### Set up interval

Select entry for Interval (ms)

Current interval is displayed. Open the Interval (ms) field with the Softkey.

Enter new value if necessary.

Change to the desired value and press the Softkey to end the entry.

Save changed entries with the Softkey.

# Phoning on several lines (multi-line)

# Line keys

Line keys can be set up on the freely programmable feature keys on a OpenScape Desk Phone CP600/CP600E. Any key assigned the "Line" function corresponds to a line, and so up to 4 lines can be set up.

A distinction is made here between primary and secondary lines. Each of these line types can be used on a private or shared basis  $\rightarrow$  page 132.

Line keys are set up by the administrator responsible.

The following graphical example displays how phones are connected within a team with several line keys.

3234 is the extension number of Mr. Meier, 3235 that of Mr. Müller, and 3236 that of Mr. Schulze. All three lines can be used to phone from all three phones. The line of the phone's own secondary extension number if, however, always the primary line.



#### **Primary line**

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

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

#### **Secondary line**

A secondary line on your phone is used as a primary line by another participant. At the same time, your primary line can be set up as a secondary line for another phone in the system.

### Line usage

#### 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 phones. The line status is displayed by a LED for all phones that share this line (if configured). If, for example, a shared line is being used by a phone, a status message indicating that this line is busy is displayed on all other telephones sharing the line.

#### **Direct call line**

A line with a direct connection to another telephone. You can see the status of the line from the LED.

#### LED displays for line keys

LED	Meaning
	LED off: the phone is in idle mode.
•	Flashes: Incoming call and line on hold.
	LED lights green: the line is busy.

### Preview

You are speaking on a line. The LED of another line key flashes. You can determine via the "Line preview" function who is calling on this line. The information is shown to you on the display. You can also determine which caller that you have previously put on "hold" or "exclusive hold" is waiting on a line key. You can also display information about the caller on the active line.

**Requirement:** You have accepted a call on a line key. The LED of another line key flashes quickly, the "Preview" is set up.

#### Activating preview

Preview

Preview

•

Press the required line key.

The information about the caller and/or waiting or parked participants is displayed.

#### **Deactivating preview**

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

The menu rows and the call-length display are displayed again.

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

# Accepting calls on the line keys

If several calls are made at the same time, as usual, you can accept calls in the order provided. You can also, however, prioritize the acceptance of other calls.

**Requirement:** The administrator responsible has determined the order in which incoming calls are directed to line keys.

## Accepting calls in the order provided

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



Press the key and use speakerphone mode.

## Answering a prioritized call

Your phone rings (call). The caller ID is displayed. The LED of the suggested line key flashes quickly. The LEDs of other line keys are also flashing quickly.

Line 1

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

Lift the handset.



or

•

or

Press the key and use speakerphone mode.



# Activating/deactivating ringing mode (call)

If you are making a phone call on one line, ringing for other incoming calls may disrupt your conversation. If the "Ringer cutoff" function is enabled, your phone will no longer ring. Incoming calls are then only displayed via the flashing of the

#### With the programmed "Ringer cutoff" function key

press the "Ringer cutoff" function key. The LED lights up. The phone does not ring upon incoming calls.

press the "Ringer cutoff" function key. The LED goes out. The phone rings upon incoming calls.

Open the menu  $\rightarrow$  page 23.

confirm.

# Forwarding calls for lines

If you activate call forwarding for an entire line in use  $\rightarrow$  page 132, the line will be forwarded in general, on other phones as well.

The configuration of call forwarding for a particular line is identical to the call-forwarding already described. Just make sure that the desired line was previously busy.

Line 0

Press the line key of the desired line. LED lights up.

For more information, please see  $\rightarrow$  page 93.

Call transfer

## Call transfer

If you are temporarily leaving your desk or do not wish to be disturbed, you can activate call transfer for the line to a target phone for incoming calls. A "Call transfer" function key (call transfer/line) can be programmed for every line.

#### Activation

Press the programmed "Call transfer" function key. The LEDs on your phone and on the target phone light up. The line key only flashes if there is a call; it does not ring. The call is signaled on all the other team phones.

# Dialing with line keys

The phone can be set up with automatic or selectable line seizure. The administrator responsible determines if a line, and which line, is to be automatically seized if the handset is lifted or speakerphone mode enabled.

The display screen "Please select a line" prompts the seizure of a line following lifting of the handset or pressing of the loudspeaker key.

#### Dialing with automatic line seizure

Lift the handset.



or

#### Press key.

The display briefly shows the line number and line status and prompts dialing. Example:

The line 220870 has been automatically selected.

The LED of line 220870 lights up.

Enter the phone number.

#### Dialing with selectable line seizure

Lift the handset.

#### Press key.

You are prompted to press a free line key.

Press a free line key. LED lights up.

Example:

**P**.,

The line 220870 has been automatically selected.

The LED of line 220870 lights up.

Enter the phone number.





# During the call

## Holding calls on line keys

Press the "hold" key. The LED of the line key flashes slowly.

Your OpenScape 4000 system can also be configured so that the call is held by pressing the line key. Try it out or ask your relevant administrator.

# Holding and then reaccepting a call on a line key

**Requirement:** You have accepted a call on a line key  $\rightarrow$  page 134 or you are making a consultation call.



Briefly press the current line key,

#### Press key.

The line key on which the call is on hold flashes slowly. The call can be continued on any phone in the team on which the LED of this line key is slowly flashing.

#### Reaccepting

> or ¢

or

Press the flashing line key. Proceed with your call.

# Exclusively holding and reaccepting a call on a line key

**Requirement:** You have accepted a call on a line key or you are making a consultation call that only you are able to, intend to, or are permitted to continue.

Press the programmed "Exclusive hold" function key.

Select and confirm.

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

#### Reaccepting



Exclusive hold

Exclusive hold?

Press the flashing line key. Proceed with your call.

	Directed line pickup
	A colleague in an open-plan office has parked a call on a line key and calls across the room to ask you to accept the call. You have no access to this line.
×	Lift the handset.
Directed pickup?	Select and confirm.
U.S.	Enter the extension number of the phone on which the call was parked. You can then accept the call.
	Saved number redial for a particular line (stored phone number)
	If this type of saved number redial is set up on your phone, you can save a phone number for subsequent saved number redialing to a particular line $\rightarrow$ page 141. You dial the saved extension number with the line and the saved number redial keys.
*	Lift the handset.
or	
	Press key.
Please select a line	Display screen.
Line	Press the relevant line key. LED lights up.
Saved number redial?	Select and confirm.
	The phone number is saved for the current line.
	You stored saved number redial on the relevant line can, if necessary, be overwritten by another team colleague.

# Most recent extension number dialed for a particular line

The most recent extension number dialed via your main line is saved.

If this type of saved number redial if installed on your phone, each most recently dialed extension number is automatically stored for the current line's saved number redial.



Press the key and use speakerphone mode.

Press the required line key. LED lights up.

Confirm.

Lift the handset.

Press the key and use speakerphone mode.

# Saving an extension number for "saved number redial to line"

**Requirement:** "Saved number redial with stored phone number" has been configured, and not "saved number redial with most recently dialed phone number."

Saving the dialed extension number or extension number of a caller

You have called a participant on a particular line and are still on the phone with him. Or you have been called by another participant, whose phone number was transmitted, and you are still on the phone with him.

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



Press key. LED goes out.



Replace the handset.





or

CD

Line

Dial most recent number?

# I ine mailbox

Callers who wish to reach you while you are away can leave a callback request in the mailbox of the relevant line.

In the mailbox you will also find voice or fax messages from the mail server (if configured).

Requirement: A mailbox has been configured for one or more lines.

Please take note that only one user at any one time can work with the same mailbox.

If your phone belongs to an ONS group (parallel calls  $\rightarrow$  page 177), please note the following special features: signaling in the mailbox (MWI) is available to all phones of an ONS group.

## **Retrieving messages**

If there are new, as yet unqueried entries in the mailbox and a programmable function key has been equipped with the "Mailbox" function, the LED lights up this key.

Also take note of the information on  $\rightarrow$  page 18.

Mailbox 6 Press the "Mailbox" function key.

Information on the caller is displayed  $\rightarrow$  page 18.

#### Carrying out a callback request

A callback request is displayed.

Select and confirm. The participant is called on the relevant line.

#### Next entry

There is more than one entry.

Select and confirm. The following entry is displayed.

#### **Deleting mailbox entries**

The relevant entry is displayed.

Select and confirm.

#### Ending mailbox query

Press	key.
-------	------

Cancel?	

Select and confirm.

Entries in the mailbox which are not deleted remain saved. If there are as yet unqueried callback requests, the programmed "Mailbox" function key continues to light up.

Start?	\$
Next entry?	\$
Delete?	\$
	8
	or
	01
Cancel?	\$



If several lines are busy at the same time, you can find out which line you are currently speaking on.

With the programmed function key

Press the programmed "Current line" function key.

#### Via the menu

Open menu → page 19.

More features? +	\$

Current line

0

e

\$

Display current line?

Select and confirm.

Select and confirm.

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

# Alternately phoning on several lines

**Requirement 1:** The relevant administrator has determines that the lines are to be held during line transfer and may only be ended by hanging up the handset or with the disconnect key.

**Requirement 2:** You are connected to different call partners on two or more lines. These could be callers  $\rightarrow$  page 134 or call recipients  $\rightarrow$  page 86.

For example, you are conducting a call on line 1. The line key of the participant on hold flashes slowly.

Press the slowly flashing line key 2. The first call partner is waiting on line 1.

Press the slowly flashing line key 1. The second call partner is waiting on line 2. You can change as often as you like.

## Ending connection on a line key



<u>\\\/</u>

Line 2

Line 1

Press key. LED goes out.

or

Replace the handset.



# Entering a call on a line (three-way)

**Requirement:** You are speaking on a line. The LED of the line key lights up.

Press the line key. A conference tone is audible to you and the participants already connected. All three participants can now speak with one another. LED continues to light up.

Entry is not possible if the "Private call" function is activated for the line. If one of the three participants hangs up, the other two remain connected.

If you as the entering party, and the participant who previously occupied the line, remain on it, no further callback is possible.

# Allowing or preventing entry

#### Allowing entry

It can be preset for your primary line that nobody can enter the line if it is busy. In this case you may allow entry. The authorization applies to the current or following call.

You are already conducting a call on a line.

Lift the handset.

With the programmed function key

Private call Press the programmed "Private call" function key.

or

e

ŧ

#### Via the menu

Open menu → page 19.

More features? → ♦

Privacy off?

Select and confirm.

Select and confirm.

Entry is now allowed.




During a call a previously determined participant can be prompted to enter the call as a "witness" via a programmed "Request silent monitor" function key. The third participant in the call is not informed of the connection of the "witness". The witness can not participate in the call, only listen in.

Please take note of the applicable data protection regulations for the configuration and use of witness or tape connection.

**Requirement:** The witness or tape connection is set up on your system and the programmed "Request silent monitor" function key is set up on your phone. You are conducting a call. "Private call" must be deactivated.

Press the programmed "Request silent monitor" function key briefly twice. A special ringtone sounds on the phone of the "witness" and the message "Witness or tape connection" is shown on your display and that of the "witness".

The "witness" lifts the handset,

presses the line/function key on which the call is being carried out.

The "witness" can now listen in to the call unnoticed.

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

#### Deactivating

Press the programmed "Call transfer" function key. The LED goes out. A call is again signaled on the phone.









If the secretarial office is not occupied, calls for the manager can be immediately switched to the manager. The switch is possible on both the phone in the secretarial office and on the manager's phone.

#### Activating

Press the programmed function key "Call transfer Manager". LED lights up.

#### Deactivating

Call

Call

Press the programmed function key "Call transfer Manager". LED goes out.

Calls for the secretarial office's phone are not switched, only calls for the manager's phone.

## Accepting calls on the manager's phone

In the secretarial office a signaled call is not accepted for the manager. After 15 seconds (depending on the system), you will hear an alert tone signal on the manager's phone. The display shows who is calling.



Lift the handset.

Press the programmed function key "Pickup" ( $\rightarrow$  page 51).

## Accepting a call for another "Management/ Secretarial" team

If several "Management/Secretarial" teams are set up, they can also accept calls for other teams.



Lift the handset.

Press programmed function key, for example, "Manager 3".

Pickup is also possible during a call. Ask your call partner to briefly wait, before pressing the flashing programmed function key.



**Requirement:** a second phone has been set up for the manager. A programmed "Parking" function key is set up on the manager's first and second phone.

Parking a call on the first phone

Press the programmed "Parking" function key. LED lights up.

Continuing a call on the second phone

Lift the handset.

Parking •

Parking

Press the programmed "Parking" function key.

# Activating/deactivating second call for the manager

As the manager you can determine if calls for you should arrive in the secretarial office while you are on the phone. If you are on the phone and expecting another important call at the same time, it perhaps makes sense to switch on second call.

	₿
Switch? →	\$
Second call?	\$
Turn on?	\$
	or
Turn off?	\$

Open menu → page 19.

Select and confirm.

Confirm.

Confirm

confirm.

## Using buzz function

If, on your manager's phone, a programmed "Buzz" has been set up, you can trigger a buzzing on a particular target phone (e.g. in the secretarial office) via a key press. The extension number of the calling phone is also briefly displayed on the target phone when it buzzes.

The programmed function key can be activated when in idle mode and during the phone call (once or several times).

If no programmed "Buzz" has been set up, you can pick up the handset and enter the "buzz" code to create a buzzing on a target phone.

## Messenger calls

You can call up messages with a key press if you configure a relevant key on the manager's phone. Assign function key with function  $\rightarrow \rightarrow$  page 14.

## Setting a representative for the secretarial office

You can forward calls for the manager that come into the secretarial office to another phone. For this you must set up a programmed "Representative" function key. This works exactly as described in the chapter "Function keys in the menu Favorites"  $\rightarrow$  Page 14 (here Representative).

#### Activating representative:



Press the programmed "Representative" function key. LED lights up.

#### Deactivating representative:



Press the programmed "Representative" function key. LED goes out.

## Other settings and functions

## Save appointments

## Appointment function

You can arrange for your phone to call you to remind you of an appointment. For this to happen, you need to save the desired times of the calls. This is possible for the next 24 hours.

### Save appointments

	8
Appointment?	\$
New appointment?	•
Save?	•
	8
Appointment?	\$
Next appointment?	•
Delete?	ŧ

Open menu  $\rightarrow$  page 23.

Select and confirm. It is shown, whether an appointment is saved or not.

First appointment: Confirm. Other appointment: Select and confirm.

Enter a 3 or 4-figure time, e.g. 845 for 8:45AM or 1500 for 3:00PM.

Confirm.

#### Delete saved appointment

Open menu → page 23.

Select and confirm. A saved appointment is displayed.

Confirm if you have saved several appointments.

Select and confirm.

Press key.

e





## Set your own connection to another phone (Mobility)

You can route the connection of your telephone to a different telephone with most of the functions and features (number, key assignment, authorizations). The "home phone" is disabled and the "guest phone" becomes "your" phone. The original connection of the "guest phone" is also deactivated, therefore a call forwarding key should be set up for its phone number beforehand  $\rightarrow$  page 93. The re-route remains in place until you log out of the "guest telephone" again. The re-route can also be implemented for the entire network.

### Mobility variants

There are two variants available for mobility:

- Basic
- Data privacy

Configuration is carried out by the technician.

#### Basic

When "logging on" to the "guest telephone", the following settings are transmitted from the mobile connection:

- · Key assignment
- Authorizations
- Call forwarding

In addition, outstanding messages or texts are signaled.

"Guest phone" conversations are visible and can be used.

The conversations you have had in the meantime are automatically deleted from the phone once you log off.

#### Data privacy

When "logging on" to the "guest telephone", the following settings are transmitted from the mobile connection:

- Key assignment
- Call forwarding
- Authorizations (apart from user password)

In addition, outstanding messages or texts are signaled. The user password is not transferred, so you have to create a new password on the phone.

An empty conversation list is available to you which will be automatically deleted again after logging off from this phone.

### Connect to "guest telephone"

Log on to own connection on the "guest phone".



e

\$

open mena / page -

Select and confirm.



in phone's idle mode.

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

Enter "home" phone number and press hash key.

U	#Abc 123	
Ü	#Abc 123	

0 r

,

Mob. Begin HFA Logon

The login procedure starts.

Enter ID and press hash key.

After logging in, you will see your own phone number in the last line.

The original user settings of the "guest phone" are no longer visible, but your connection is available. Your "home phone" can not be used during this time.



<sup>123</sup> Please enter mobility password

Exit 🗵



Please enter the "mobility password".

The "guest phone" is now once more available with its original phone number, features, and functions. Any call forwarding that may have been set up can be cancelled.

The "home phone" is activated again and you can make calls as usual.

#### Transfer connection to next phone

If you want to transfer your connection from the first "guest phone" to a second "guest phone", log in to the second "guest phone" (see  $\rightarrow$  page 154).

The message "Logout successful" is displayed on the first "guest phone". The "home phone" remains locked. You can now use the second "guest phone" as the first.

## OpenScape 4000 as house call system (intercom system)

You can speak to an internal subscriber on the OpenScape 4000 directly using the loudspeaker on their phone to set up a connection. You can also initiate a speaker call from a consultation call. The following functions are possible:

- System-wide voice calling
  - to a variable destination
  - to a fixed destination
- Speaker call in a group
  - to a variable destination
  - to a fixed destination
- · Intercom within a group
  - to a variable destination
  - to a fixed destination
- Announcement to all members of a management group

You can cancel the voice calling or the announcement by placing the handset on hold, or resuming the call during a consultation.

For all functions, ensure that the Speaker call protect of the concerned phones is switched off  $\rightarrow$  page 180.

If a subscriber is addressed directly whose speaker call protect is activated, the direct answer is ignored and a normal call is made.



### System-wide voice calling

You can initiate a speaker call with any internal participant whose phone has a hands-free function or a loudspeaker.

#### Speaker call to a variable destination

A target subscriber is contacted via their internal phone number.

- Lift the handset.

Press the key and use speakerphone mode.

System code for "Speaker call-one-way" (ask relevant administrator if necessary)

Press programmed "Speaker call" key.

Enter internal phone number of subscriber.

- A connection to the target's loudspeaker is established immediately, if
- not busy,
- the handset isn't lifted,
- · and the speaker call protect isn't activated.

The caller receives a confirmation tone when the connection is established and they can talk.

The receiver can establish the connection by picking up the handset.



presses the line key (if set-up), the connection is cancelled.

The amount of possible speaker calls corresponds to the number of pos-sible normal connections.







## Forward calls for another connection

You can save, turn on, query, and turn off call forwarding for another phone, fax, or PC connection from your own phone. To do so, you must know the PIN of the connection or the authorization "Call forwarding for external connection". In both cases, the responsible administrator of your system will help you.

## Save destination for other phone - Activate call forwarding

_	0
Destinations?	Co
Forward phone number.:?	Se
Variable Forwarding?	Co
B	Er
Complete? •	Co
Ū.	Er
Complete?	Co
B	Er
Save?	Se

Open menu  $\rightarrow$  page 23.

Confirm.

A

Select and confirm.

Confirm.

Enter phone number of other phone.

Confirm.

Enter PIN

Confirm.

Enter the destination phone number.

Select and confirm. Call forwarding is active.

	Save destination for fax /PC/busy stations- call forwarding activated
A	
	Open menu $\rightarrow$ page 23.
Destinations?	Confirm.
Forward phone number.:?	Select and confirm.
18	Enter the code for the desired call forwarding type. Codes are assigned by the responsible administrator. In the table, you can enter the key figures that are va- lid for you:
	"Forwarding for Fax":
	"Forwarding for PC":
	"Forwarding for Busy":
	Enter phone number of other connection.
Complete?	Confirm.
US.	Enter PIN
Complete?	Confirm.
18	Enter the destination phone number.
Save?	Confirm. Call forwarding is active.

8	Open menu → page 23.
Switch?	Select and confirm.
Forward phone number.:?	Select and confirm.
Variable Forwarding?	Confirm.
18	Enter phone number of other phone.
Complete? •	Confirm.
II.	Enter PIN
Complete? •	Confirm.
	Deactivating
Turn off?	Confirm.
or	Query
Query?	Select and confirm.
	Example for the display:
3428>8968	Calls to connection 3428 are redirected to connection 8968.

## Check/turn off call forwarding for other phone

	Check/deactivate call forwarding for fax/PC/busy stations
8	Open menu → page 23.
Switch?	Select and confirm.
Forward phone number.:?	Select and confirm.
	Enter the code for the desired call forwarding type. Codes are assigned by the responsible administrator. In the table, you can enter the key figures that are va- lid for you:
	"Query call forwarding for fax":
	"Query forwarding for PC":
	"Query call forwarding for busy":
	"Deactivate call forwarding for fax":
	"Deactivate call forwarding for PC":
	"Deactivate call forwarding for busy":
	Enter phone number of other connection.
Complete?	Confirm.
IJ	Enter PIN
Complete?	Confirm.
	Deactivating
Turn off?	Confirm.
or	Check
Query?	Select and confirm.

### Change call forwarding for other connection

To do this, follow the same procedure as for saving / switching on: for a different phone  $\rightarrow$  page 163, for fax, PC, or busy  $\rightarrow$  page 164.

## Control OpenScape UC preferred device settings from phone

You can easily control and modify your UC preferred device from your CP phone. Press the Presence Softkey to open the Presence menu. Your selected preferred device is shown next to the UC preferred device option.

To choose another device, highlight **UC preferred device** and press the Softkey next to it.

Presence			$\bigcirc$	
Forward all calls			$\bigcirc$	
Do not disturb		<b>•</b>	$\bigcirc$	
UC Presence	Available	e 🔶	$\bigcirc$	
UC preferred device	Work phone			~~

The UC preferred device screen shows a list with the names of all the devices you have configured through the UC web client.

To select a new device, highlight it and press the Softkey next to it.



The UC preferred device for incoming and outgoing calls will always be the same when configured via the CP phone.

The LED state will change to amber color if the UC preferred device is not the ONS (One Number Service) device, otherwise it will stay off.

If the UC server is unavailable or the user has not provided correct credentials, "no preferred device state" will be displayed in presence screen menu.

### Watching a video stream through a camera

You can open a video stream by using a camera e.g. from the door phone and watch a real-time video on your CP600/CP600E telephone device, when the administrator has configured your device. This enables you to monitor your place.

The telephone can control up to four different cameras, but only one of them can be used at a time. Multiple telephone users can watch the video simultaneously.

#### How to program a camera

#### Example: Programming your door phone's camera

Prerequisite: Direct video has been enabled by your administrator.

At first you have to set up a programmable key for the activation/ deactivation of the camera.

Hold down the Function key on the OpenScape Key Module 600E to which you want to assign the camera until the programming prompt is displayed.

If you want to use a Function key next of your screen

If nec. Press Main Menu key.

Open using the softkey.

Select desired page (1 to 4).

Press and hold the Function key to which you want to assign the camera.

Select "Assign local feature"



Confirm.

Confirm. The key is programmed.

See also at  $\rightarrow$  page 84 that explains how to set up a local feature

#### How to activate/ deactivate the camera

Prerequisite: The Direct video has been enabled by your administrator.

When you have configured a programmable key on the key module for the camera, you can press the relevant softkey to turn the camera on.

If you have used a Function key next of your screen

If nec. press Main Menu key.





Open using the softkey.

Select desired page (1 to 4).

Press the softkey that corresponds to the camera you want to activate.

The video turns on and you can see the following screen:



To deactivate the video, click the softkey next to the camera icon. You will return back to the idle screen of your telephone device.





You can select an avatar image from the list of available images or remove existing picture from the phone.

You can allow to link or unlink an avatar image to a non-Circuit contact.

Avatar picture is shown left-justified on the list and the picture name is diplayed next to it. Pictures are ordered alphabetically based on file name.

In case you don't want to use an avatar picture, you can use the default grey avatar.

After the original avatar picture has been successfully uploaded, it will be downscaled to 64x64 and saved in that resolution. The image with the original resolution is deleted and the original avatar image is uploaded to "/data/images" on the phone.

The suitable picture is displayed as the avatar for the contact entry in the conversation list or a call screen.

If case the picture size is not suitable, the file is rejected and a message "File transfer failed" is displayed.

				DUUI
				Activatin
				Prerequis
				At first you
				See also a
				Hold dowr want to as
			or	
			8	If nec. Pre
Favorites				Open usir
Favorites (1/2)	Page 1			Select des
				Press and
			۲	Select "As
Assign local feature		€		Confirm.
Door opener		€		Confirm.
Door Opener 1				Confirm. 1
			_	<b>.</b>
				Opening
				Prerequis
				When you the releva the door p
Door Opener 1				Press the has been
			or	
			8	lf nec. pre
Favorites				Open usir
Favorites (1/2)	Page 1			Select des
				Press the

Door Opener 1

## Door opener

#### Activating the Door opener

Prerequisite: Door opener has been enabled by your administrator.

At first you have to set up a programmable key to open a door.

See also at  $\rightarrow$  page 84 that explains how to set up a local feature.

Hold down the Function key on the OpenScape Key Module 600E to which you want to assign the door until the programming prompt is displayed.

If nec. Press Main Menu key.

Open using the softkey.

Select desired page (1 to 4).

Press and hold the Function key to which you want to assign the door.

Select "Assign local feature"

Confirm. The key is programmed.

#### Opening the door without receiving a call

Prerequisite: The functionality has to be enabled by your administrator.

When you have configured a programmable key to open the door, you can press the relevant Softkey to open the door for your visitor without receiving a call from the door phone.

Press the Function key on the OpenScape Key Module 600E to which the door has been assigned.

If nec. press Main Menu key.

Open using the softkey.

Select desired page (1 to 4).

Press the Function key to which the door has been assigned. The door opens. In case there is a problem with the communication with the door, you will see a pop-up message on your device screen.

#### Receiving a call from the door phone

**Prerequisite:** Door opener has been configured by your administrator. Since you have a door phone with an embedded camera, direct video has to be enabled by the administrator too.

If the service engineer has set up a door phone and your administrator has configured it, you can speak to the visitors and activate the door opener from your CP600 phone.

When someone rings the door bell, you will receive an incoming call from the door.



If your door phone has an embedded camera and your administrator has configured it you will see the following screen:



#### Speak with a visitor over the door terminal

**Prerequisite:** Phone is called from the door phone.

Lift the handset. You are connected to the entrance telephone immediately









4

The telephone continues ringing. Press the softkey next to  $\checkmark$  to answer the call.

Since you answer the call your CP600 screen will change as follows:



Press the softkey next to the video icon to turn the video off. Alternatively press the Function key you have configured for the camera. See also at  $\rightarrow$  page 168. The video turns off. You can turn it on again.

Press the softkey next to the door icon to open the door.

#### Open a video stream after answering a door phone call

**Prerequisite:** Door opener and Direct video have been configured by your administrator. A call from the door phone has been answered.

When you answer the call from the door phone, you see the following screen on your CP600 screen. You can talk to your visitor.

Navigate using the down arrow  $\bigstar$  at your next screen until you find the option to Show video.



Press with the softkey to activate the video. You will be navigated to the following screen:



Press the softkey next to the video icon to turn the video off. Alternatively press the Function key you have configured for the camera. See also at  $\rightarrow$  page 168. Your video turns off. You can turn the video on again.

Press the softkey next to 🗢 to end the call.

#### Opening the door

While you have received a call from the door phone, press the Softkey next to



the door to open it.

#### Ending a call from the door phone



Replace the handset.



Press the key

# Special functions for parallel call (ONS)

If your telephone is integrated into an ONS group (ONS = "One Number Service"), you can be connected to all other telephones of this group in the same way as on your own telephone. To set up an ONS group, contact your responsible administrator.

One ONS group may consist of max. 3 phones (phone numbers).



Max. one group member may be an external telephone (e.g. a cell phone). One phone in the group is the "master" (A), whose number also given to the other members (B, C) of the ONS group.

If **A**, **B** or **C** are called then all the phones in the ONS group will ring. If **A**, **B**, or **C** is busy, all phones in the ONS group are busy (busy tone for a caller from outside the ONS group). Within the ONS group, the phones can be reached with their original call numbers.

Further effects on the phones of internal participants of an ONS group are also available with the following features:

- Call waiting→ page 103
- Call forwarding → page 93
- Do not disturb → page 179
- Mailbox (MWI) → page 142
- Callback → page 97
- Conversations  $\rightarrow$  page 30

If your ONS group contains a cell phone, make sure that it is always available (switched on). Otherwise it can lead to problems with the call signaling for other ONS group participants due to the premature call acceptance by the mobile mailbox.

## Leaving/entering a hunt group

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

You can take yourself out of the hunt group at any time, e.g. when you leave the workplace. When you are present, you enter the group again.

You also remain contactable when disconnected via your own phone number.

Open menu  $\rightarrow$  page 23.

Select and confirm.

Select and confirm.

Confirm

confirm.

	9
Switch?	\$
Hunt group?	\$
Turn off?	•
	or
Turn on?	•

•

## Private / Security

## Activating/deactivating do not disturb

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the ringing tone and the message "Do not disturb." External callers are forwarded to the operator. The responsible administrator can also set up call forwarding destinations to redirect internal and external calls.

If your phone belongs to an ONS group (parallel calls  $\rightarrow$  page 177), please note the following special features:

The call protection can be switched on/off on each phone of the ONS group and then applies to all phones in the ONS group.

**Requirement:** The responsible administrator has generally released the do not disturb for all OpenScape 4000 participants in your system.

Open the menu $\rightarrow$  page 23.

Select and confirm.

Select and confirm. The display shows whether do not disturb is switched on or off.

Confirm.

confirm.

A sound reminds you that do not disturb is activated after you lift the handset.

The operator can bypass the call protection and reach you. If the responsible administrator has generally blocked the do not disturb for the OpenScape 4000, the menu point "Do not disturb?" does not appear in the service menu.

Switch? Do not disturb? Turn on? Turn off? 

## Speaker call protect on/off

You can prevent yourself from being contacted directly. Any attempt to talk to you directly via the loudspeaker will then result in a normal call.

Open menu → page 23.

Select and confirm.

Select and confirm. The display shows whether the speaker call protect is switched on or off.

Confirm.

confirm.

## Caller ID suppression

The display suppression applies only to a subsequent call and is not stored during the redial  $\rightarrow$  page 141 selection.

Open menu → page 23.

Select and confirm.

Confirm. The dial tone is audible.

Enter phone number of subscriber. If the subscriber accepts the call, your number is not displayed.

## User password

With your User password you protect your user settings. You can also use the User password to fully lock your phone  $\rightarrow$  page 183.

#### The administrator may have configured the following settings:

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

Switch? Speaker call protect? Turn on? or

e

•

A

\$

• ||||

More features?

Turn off?

Display suppress. on?
		The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is <b>not</b> password protected (see also → page 181).
	:=	You can also configure this setting via the Web interface $\rightarrow$ page 198.
	8	If nec. Press the Main Menu key.
Service/Settings		Open using the softkey
E User:	→ ●	Open using the softkey
	if nec.	Enter and confirm the User password.
	<	Select "Changing the user password."
Changing the user password		Open using the softkey
Current password		Open using the softkey
23 *****		The input field is displayed.
	6	Enter the current password and conclude your input with the softkey.
New user password		Open using the softkey
23 *****		The input field is displayed.
	8	Enter the new password (at least 6 characters) and conclude your input with the softkey.
Confirm password		Open using the softkey
23 *****		The input field is displayed.
	8	Re-enter the new password and conclude your input with the softkey.
		Save your input. The new password is now valid.
		Deactivating the password prompt
		You can deactivate the phone's password prompt if a password has already been configured.
		Deactivating the password prompt does not apply to the Web interface → page 198. As long as the password prompt is deactivated, you do not have access to the web interface via the User settings.

If you deactivate the password prompt, you can **no longer** lock the phone  $\rightarrow$  page 183 and the user menu is **not** password protected.

### Private / Security



- If nec. Press the Main Menu key.
- Open using the softkey
- Open using the softkey
- Enter and confirm the User password.
- Select "Changing the user password."
- Open using the softkey
- Open using the softkey
- The input field is displayed.
- Enter the current password and conclude your input with the softkey.
- Open using the softkey
- The input field is displayed.
- Enter 6 zeros ("000000") to deactivate the password request. Confirm your input with the softkey.
- Open using the softkey
- The input field is displayed.
- Enter 6 zeros ("000000") once again. Confirm your input with the softkey.
- Save your input. The password is now deactivated.

# Locking the phone to prevent misuse

You can stop unauthorized parties from using certain functions on your phone while you are away. E.g. the dialing of external phone numbers and access to your mailbox can be prevented. Ask your administrator which features are locked.

**Requirement:** You have received a corresponding code number from the responsible administrator.

## Locking the phone in the system

### Locking the phone

Open menu  $\rightarrow$  page 23.

PIN and license of service?	Ŧ
Change authorization?	\$

Select and confirm.

Select and confirm.

Enter ID.

"Carried out" is displayed upon successful entry.

When the receiver is disconnected, a special dial tone is heard. OpenScape 4000-internal can be selected as usual.

### Unlock the phone again

Open menu → page 23.

Select and confirm.

Select and confirm.

Change authorization?

PIN and license of service?

Enter ID.

e

\$

\$

**P**-

"Carried out" is displayed upon successful entry.

## Lock local phone

### Locking the phone

To protect the phone against unauthorized access, you can lock the phone so that nobody can make calls or change settings without knowing the User password.

Predefined numbers from the dial plan can still be dialed when the phone is locked. For more information, contact your administrator.





Enter the administrator password if you do not know the User password. Confirm with the softkey. The phone is unlocked if the password is correct.

If the telephone is locked, an emergency number entered by the administrator can be input using the dial pad or dialed with the Emergency call option. If the phone is locked, selected dialing keys (see → page 51) cannot be used. This also applies if the emergency number is saved on this key. Use secure calls?

Always enabled

enabled

# Secure calls

## Query status in idle mode

When the phone is idle, you can check whether the secure calling is active on your phone.

Open the idle menu  $\rightarrow$  page 23.

Select and confirm.

Ø

\$

or

.

or

The status display corresponding to the set security mode is displayed. A connection is only encrypted if the other side also supports the encryption.

Connections are always encrypted.

If the entry "Use secure calls?" appears in the idle menu, the function is not activated.

## Querying the status when connected

During the call you can query whether your call is secure.

Select.

The call is secure.

Call not encrypted

Use secure calls?

Call encrypted

The call is not secure.

## Information about secure calls

The responsible administrator can determine whether and how you are notified of unencrypted calls in your communication system.

Warning tone.

and/or

1

Call not encrypted

Display screen.

Identifying	anonymous	callers	("tracing")

This function must be set up by your responsible administrator.

You can have malicious external callers identified. The caller's phone number can be determined during the call or up to 30 seconds afterwards. You are not allowed to hang up.



ŧ

Open menu  $\rightarrow$  page 23.

More features?

Trace?

Select and confirm.

Select and confirm.

If the capture circuit was successful, the data obtained is stored with the network operator. Please contact your responsible administrator.

# Local phone settings

# Audio settings

### Volumes

Set the volume here, for instance, for the loudspeaker, handset, or headset.

You can preset different volumes for the following microphones and signals in ten levels:

- · Loudspeaker
- Ringer
- Handset
- Headset
- Handsfree
- Rollover Warning tone

Ξ

- You can also configure this setting via the Web interface  $\rightarrow$  page 198.
- If nec. Press the Main Menu key.



Open using the softkey

Open using the softkey.

Enter and confirm the User password.

Open using the softkey.

Open using the softkey.

E.g. open the Ringer with the softkey<sup>1</sup>.

Use the softkey to increase the volume.

Use the softkey to decrease the volume

Adjust using the toggle key

Confirm the setting with the softkey.



1. The display shows the current setting

# Set local ringtones

## Select and configure call type

The ringer mode "local ringtone" is set. Not all of the following types have to be used:

- 1: Internal
- 2: External

÷Ξ

3: Notification call 2

Select the desired call type and configure it according to your requirements.

You can also configure this setting via the Web interface  $\rightarrow$  page 198.

If nec. Press the Main Menu key.



Open using the softkey

Open using the softkey.

Enter and confirm the User password.

Open using the softkey.

Open using the softkey.

Open with the softkey, e.g. to make settings for the internal ringer.

Open using the softkey.

Confirm with the softkey to e.g. select this tone file.

#### Save setting.

If you have selected the "Pattern" instead of a ringer file, you can still set the values for "Pattern melody" and "Sample sequence".

## **Ringer mode**

With both Ringer mode options

HiPath

÷Ξ

Local ringer

determine who generates the ringtone on the phone. With the "HiPath" setting the system emits the ringer type and the related ringer, which you can adjust later  $\rightarrow$  page 188.

If "local ringer" is selected, the phone sends the ringtone type and then you determine which ringtone should ring for the respective ringtone type in the "local ringtone" menu yourself  $\rightarrow$  page 189.

You can also configure this setting via the Web interface  $\rightarrow$  page 198.



If nec. Press the Main Menu key.



Open using the softkey.

Enter and confirm the User password.

Open using the softkey.

Open using the softkey.

Open using the softkey.

Confirm with the softkey to set "Local ringer".

Save setting.



# Insecure call alert

You can also configure this setting via the Web interface  $\rightarrow$  page 198.

If nec. Press the Main Menu key.

Open using the softkey

Open using the softkey.

Enter and confirm the User password.

Open using the softkey.

Open using the softkey.

Activate with the softkey Insecure call alert.

Deactivate with the softkey Insecure call alert.

### Save setting.

# Block dialing for outgoing calls

If block dialing is displayed, when deleting a phone number, for example, all of the characters available in the field are deleted at once. If block dialing is switched on, you can delete individual characters.

You can also configure this setting via the Web interface  $\rightarrow$  page 198.

If nec. Press the Main Menu key.



- Open using the softkey
- Open using the softkey.

Enter and confirm the User password.

Open using the softkey.

Open using the softkey.

Activate with the softkey Block dialing.

Deactivate with the softkey Block dialing.

Save setting.

		Setting up Exchange access
		To use your Exchange account in conversations you must enter the server ad- dress and your access details.
		You can also configure this setting via the Web interface $ ightarrow$ page 198. If nec. Press the Main Menu key.
Service/Settings		Open using the softkey
+ User:	→	Open using the softkey.
	if nec. 💾	Enter and confirm the User password.
• Configuration	→	Open using the softkey.
Connected calls	<del>)</del>	Open using the softkey.
Microsoft® Exchange	→	Open using the softkey.
Server		Open using the softkey.
<sup>abc</sup> EXACSY.com		The input field is displayed.
	ŀ	Enter the URL for the Exchange server and conclude your input with the softkey.
User name		Open using the softkey.
<sup>abc</sup> email@example.com		The input field is displayed.
	6	Enter your e-mail address used for Exchange and conclude your input with the softkey.
Password		Open using the softkey.
123 ********		The input field is displayed.
		Enter your password used for Exchange and conclude your input with the soft- key.
Folder (optional)		Open using the softkey.
<sup>abc</sup> Output		The input field is displayed.
	IJ	Enter the folder with the destination data and conclude your input with the soft- key.
		Save the configuration.



You only see status information at present for a possible SD card. Usage is not yet possible.

III Please note that SD slot is available only on CP600.

If nec. Press the Main Menu key.

Open using the softkey



Open using the softkey.

Enter and confirm the User password.

Select "Phone".

Ø

Open using the softkey.

Open using the softkey

The current status is displayed.

The current status is displayed.

Exit the menu.



# **Displaying network information**

This information overview in the user area of the service menu provides you with information about the IP address or name of the phone and the HTML address of the web interface. It also provides real-time data about the network activity of the phone.

If nec. Press the Main Menu key.

Open using the softkey

Open using the softkey.

Enter and confirm the User password.

Select the "Network information" menu.

Open using the softkey.

You can browse the following overview:





Scroll





Scroll

1		N	Ð
Í	Network information	¢	
	PC-RX		
	PC-TX		
	LAN autonegotiation	Yes	
	LAN information.100 Mbps, full duplex,G	igabit enabled	



Scroll



DNS name: Name or number of telephone.

**URL**: HTTP address of the web interface. This address is specified in the address line of the Internet browser and is used to call up the web interface of the phone in the browser.

**IPV4 Address**: Display of the IP address or name that was assigned to the phone in the network.

**LAN-RX/PC-RX**: The network or PC interface data packets received are illustrated dynamically in graphical form.

**LAN-TX/PC-TX**: The network or PC interface data packets sent are illustrated dynamically in graphical form.

LAN autonegotiation/PC autonegotiation [Yes)|No]: Displays whether the data transfer rate network or PC interface is set to automatic (Yes) or manual (No).

LAN information/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

All personal settings changed via the telephone menu or the web interface can be reset to factory settings.



A

Some images for the screensaver will be deleted or deleted default images will be restored.

Some ringer files will be deleted or deleted default ringer files will be restored.

Similarly, all of your personal information, and most importantly your conversation list with contacts, will also be deleted.

Important: All listed data is reset without a warning tone.

## Initiating the reset

If nec. Press the Main Menu key.

Open using the softkey

Open using the softkey.

Enter and confirm the User password.

Select the "Reset user data user data" menu.

Open using the softkey.

## Resetting selected user data

Use the right arrow to navigate to a list of data areas that may be reset.

Enable the toggle button option to select the areas you want to reset.

Click to continue with the resetting process. A confirmation window is displayed.

Select to reset the selected user data to factory settings.

Select to discard the changes.





# Web interface

## General

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

## Launching the web interface

For more information on the IP address, the web interface address, and how to connect the phone to the network, refer to the section entitled "Network information."

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

#### https://[IP address of the phone]

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

or

#### https://[Name of the phone]

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

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

You will be prompted to configure a user password the first time you call up the web interface  $\rightarrow$  page 180. You must log in with this password every time you want to open the User pages in the future.

### Licenses

This area provides you with the information about EULA (End User License Agreement) and OpenSource licenses. For further information, consult your administrator or refer to the administration manual.

### Administrator pages

This area lets you configure settings for administering your phone and the network environment. Access to the Administrator pages is protected by the admin password. For further information, consult your administrator or refer to the administration manual.

### User pages

All entries under the user menu on the Web interface can also be found under the user menu on the phone  $\rightarrow$  page 55.

You will be prompted to configure a user password the first time you call up the web interface
 → page 180. You must log in with this password every time you want to open the User pages in the future.

- Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
- · Click a menu entry to open the corresponding website.
- Make the desired changes.
- · Click the corresponding button to save or discard your changes.

### **Button functions**

- "Login": Log in to the phone after you have entered the user password
- "Save": Applying changes
- "Reset": Reset original values
- "Update": Update the values
- "Log out": Log out from the phone

## User menu

User login

- Old password
- User password
- Confirm password

#### Ringer

- Local ringers
  - Call type 
    → page 71
    - Internal call
      - Ringer
      - Pattern melody
      - Pattern sequence
    - External
      - Ringer
      - Pattern melody
      - Pattern sequence
    - Buzz
      - Ringer
      - Sample tone
      - Pattern sequence
    - Alert tone 1
      - Ringer
      - Sample tone
      - Pattern sequence
    - Single alert
      - Ringer
      - Sample tone
      - Pattern sequence
    - Multiple alert
      - Ringer

- Sample tone
- Pattern sequence
- Special 1
- Ringer
- Sample tone
- Pattern sequence
- Special 2
- Ringer
- Sample tone
- Pattern sequence
- Special 3
  - Ringer
  - Sample tone
  - Pattern sequence
- Alert tone 2
  - Ringer
  - Pattern melody
  - Pattern sequence
- Unspecified
  - Ringer
  - Sample tone
  - Pattern sequence
- US DSN-Precedence
  - Ringer
  - Sample tone
  - Pattern sequence
- US DSN-Routine
  - Ringer
  - Sample tone
  - Pattern sequence
- Emergency call
  - Ringer
  - Sample tone
  - Pattern sequence
- Ringer mode ( $\textcircled{} \rightarrow$  page 71)
  - HiPath
  - Local ringer

#### Audio

- Settings

  - Room acoustic  $rac{1}{2} \rightarrow$  page 73
  - Headset socket  $\rightarrow$  page 75

#### Configuration

- Outgoing calls
- − Forwarding  $\textcircled{} \rightarrow$  page 93
  - Forwarding favorites
  - Display all
    - Favorites / recently used
  - Busy
    - Direct destination
    - − No reply □
    - Favorites / recently used
    - Direct destination
  - Fixed forwarding allowed

- Favorites / recently used
- Direct destination
- Internal call forwarding allowed
  - Favorites / recently used
  - Direct destination
- External call forwarding allowed
  - Favorites / recently used
  - Direct destination
- Forward busy/no answer calls allowed  $\ \square$

- Favorites / recently used
- Direct destination
- Connected calls
  - Insecure call alert
- Bluetooth
  - Configuration → page 123
    - Active
    - Bluetooth address
    - Phone name
  - Beacon
    - Mode
    - URI
    - UUID
    - Major
    - Minor
  - Interval (ms)
- UC login information
  - UC username
  - UC password
- Microsoft® Exchange
  - Server
  - User name
  - Password
  - Folder to sync (optional)
- OpenScape UC

#### Phone

- - Brightness
  - Key module contrast
  - Key module brightness
- Idle screen  $\bigcirc$  → page 68
  - Enabled
  - Monitor type
  - Wait time (minutes)
  - Transition delay (secs)
- − Energy saving mode  $\textcircled{$\cong$}$  → page 65
  - Activate after:
  - Lighting reduced
  - Backlight off

Slideshow Figures			
Select the image file you wish			
	to use as sincesnow images		
Browse			
	Save Cancel		
	Closing or navigating away from this		
Delete	page will cancel the file transfer		
Delete al	I user slideshow images		
Default slid	eshow images will be restored		
	Delete		
Delete	Users image no 01		
Delete	Users image no 02		
Delete	Users image no 03		
Delete	Users image no 04		
Delete	Users image no 05		
Delete	Users image no. 06		
Delete	Users image no. 07		
Delete	Users image no. 08		
Delete	Users image no. 09		
Delete	Users image no. 10		
Delete	Users image no. 11		
Delete	Users image no. 12		
Delete	Users image no. 13		
Delete	Users image no. 14		
Delete	Users image no. 15		
Delete	Users image no. 16		
Delete	Users image no. 17		

You can delete your installed images in full or individually.

**Diagnostic information** 

	Responding to error messages on the display
Incorrect input	Possible causes:
	Number is not correct.
	Possible response:
	Enter correct number.
No authorization	Possible cause:
	Locked function attempted.
	Possible response:
	Apply for authorization to execute function from manager.
Currently not possible	Possible cause:
	Dialing a non-existent number. Phone you are trying to reach is not in use.
	Possible response:
	Enter correct number. Call again later.
Phone number invalid	Possible cause:
	Own number entered.
	Possible response:
	Enter correct number.
Key memory is full	Possible cause:
	External phone number memory space in system currently full.
	Possible response:
	Try again later.
Conflict on another level	Possible 1st cause:
	If "delete other level" shows in menu: You have tried to save a function or internal phone number with LED-display using a key on an already occupied level (e.g. an external phone number).
	Possible response:
	Confirm "delete other level" to save the phone number/function.

#### Possible 2nd cause:

If "clear LED support" shows in menu: You have tried to save a number without LED-display or an external number using a key that already has an internal number with LED-display.

#### Possible response:

Confirm "clear LED support" to save the call number. The existing internal number remains on the other level without LED-display.

#### Pressed key does not respond:

Check if the key is stuck.

#### Phone doesn't ring when called:

Check if your phone is on silent (silent icon appears on status screen  $\rightarrow$  page 22). If so, turn off silent mode.

### To correct any other problems:

Contact your administrator if a fault persists for more than 5 minutes, for example. Pass on the message displayed in the red field, if appropriate, as shown in the next example. Problems that cannot be corrected should be referred to Customer Service.



## Contact partner in case of problems

Contact your administrator if a fault persists for more than 5 minutes, for example.

# Key terms

### А

Accepting a call with line keys 134 Administration 63 Announcement 64 Applications Opening the context menu 29 Selecting an entry 29 Applications menu 55 Assign free keys 79 Assigning function keys Function 79 Audio Room acoustic 73 Audio controls 19 B Background lighting 65 Beacon 129 Bluetooth 107 **NFC 107** С Call Door terminal 173 Forwarding 93 Incoming 86 Call encrypted 186 Call forwarding 93 Call not encrypted 186 Call transfer to the manager 148 Call waiting accept 103 Callback 97 CE marking 3 Central speed dial numbers 76 Change password 180 Changing the user password 180 Connection options 17 Consult 102 Contact, deleting 44 Context-dependent displays 26 Conversation Accept 86 Ending 89 Parking a call 100 Retrieving a parked call 100 transfer 102 **Conversations 30** 

search, 37 D Data privacy 154 Deactivating the password 181 Deactivating the user password 181 Deleting a contact 44 Dial plan 184 Dialing with line keys 137 with redialing 91 Dialpad 21 Direct station selection (DSS) keys Answering a call 87 Call waiting 138 Display icons Connection status 48 Do not disturb 179 Door terminal 173 DTMF dial tone (Tone dialing) 104 E Eddystone Beacon 129 Emergency call 184 Emergency number 184 Entry protection 144 Exchange 192 Exclusive parking 139 F Fax messages 142 Forwarding 93 For another connection 163 For Fax or PC 164 Forwarding calls for lines 135 Free Programmable Key 25 Free Programmable Keys screen 25 Function keys **Display function 54** G General information 11 Graphic display 23 Icons for connection status 48 Η Holding 139 House call system 158 I Icons Connection status 48 ID entered for other phone 152

Identifying the line 143 Insecure call alert 191 Intercom system 158 Κ Key modules 18 Keys assign 79 program 79 L LED displays 53 Line keys 132 Level 58 Line key 54 Line keys 131 Accepting a call 134 Allowing/blocking entry 144 dialing with 137 Phoning with more than one participant 143 Three-party conference 144 Line usage 132 Μ Making calls 90 Menu "Users" 199 Messenger call 150 Microphone 89 Missed calls 91 Mobility 154 Mobility variants 154 Mode keys 19 Ν **NFC 107** 0 One Number Service Mailbox (MWI) 142 **Open listening 99 OpenScape Desk Phone CP600** Provides hands-free listening 99 OpenScape Key Module 600 18 Operating steps programming a key 80 **Operation notes 3** Р Parameters 57 Park (call) 100 Parking 139 Phone Set-up 64

Phone programming 64 Phone Settings 64 Picking up a call (Team) 87 post-dialing Tone dialing DTMF 104 Presence 24, 49 Primary line 131 Private 179 Private line 132 Procedure programming a key 80 Program free keys 79 Programmable keys 51, 53 Programming free keys 79 Provides hands-free listening 86 R Redial 91 Representative (secretarial office) 150 Ringer off 72 S Safety notes 3 Save appointments 151 Second call (manager) 149 Second phone (manager) 149 Secondary line 131, 194 Secure Call 186 Call encrypted 186 Call not encrypted 186 Connection status 186 Status query 186 **Tips 186** Secure connection 186 Security 179 Service menu 55 Setting headset port 75 Shared line 132 softkey 26 Softkeys 19 Speaker call 64, 159 Speakerphone mode Function 86, 99 Tips 86 Speed dial Central 76 Switches 56 System-wide voice calling 159

Т

Telephony interface SingleLine 45 Three-party conference 144 Toggling 102 Tone dialing 104 Transfer (call) 102 U Unsecure connection 186 User interface 16 User menu 199 User support 15 Using a mini switch 18 Using network ports more efficiently 18 Using secure calls 186 Call encrypted 186 Call not encrypted 186 Connection status 186 Status query 186 Tips 186 V Variable call forwarding 93 Voicemail 142 W Web interface 198