



A MITEL
PRODUCT
GUIDE

OpenScape Desk Phone

CP410

User Guide HFA

05/2025

Important information

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

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



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



Use only original accessories.

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

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Software update

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

Care and cleaning instructions

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

Online documentation

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

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

Location of the telephone

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

Product-oriented environmental protection

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

Energy Star



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

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

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

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

License information

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

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General information

About this manual

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

This document contains general descriptions of the technical options, which may not always be available in individual cases. If a function is not available as described on your telephone, please contact your Administrator.

ICONS USED IN THE MANUAL

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



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



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

Indicates important additional information in relation to handling.

Indicates required intervention by the Administrator.

Displays for describing operation

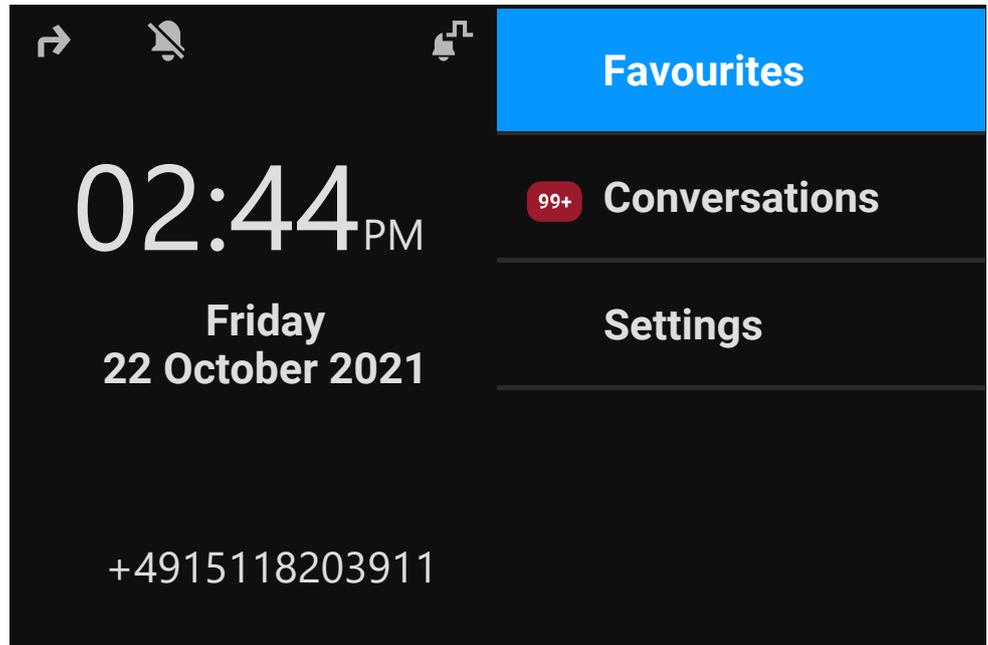
Keys required to perform an action, such as  or  and the associated display text, are shown in the highlighted column on the left. The action is described in the main column on the right.

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

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

SELECTING AND CONFIRMING ACTIONS

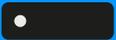
Original illustration on display



Step-by-step illustration in the user guide

The action area on the right of the display changes colour according to the action required or the status.

Settings



When an action is selected, it will be shown right-aligned in blue.

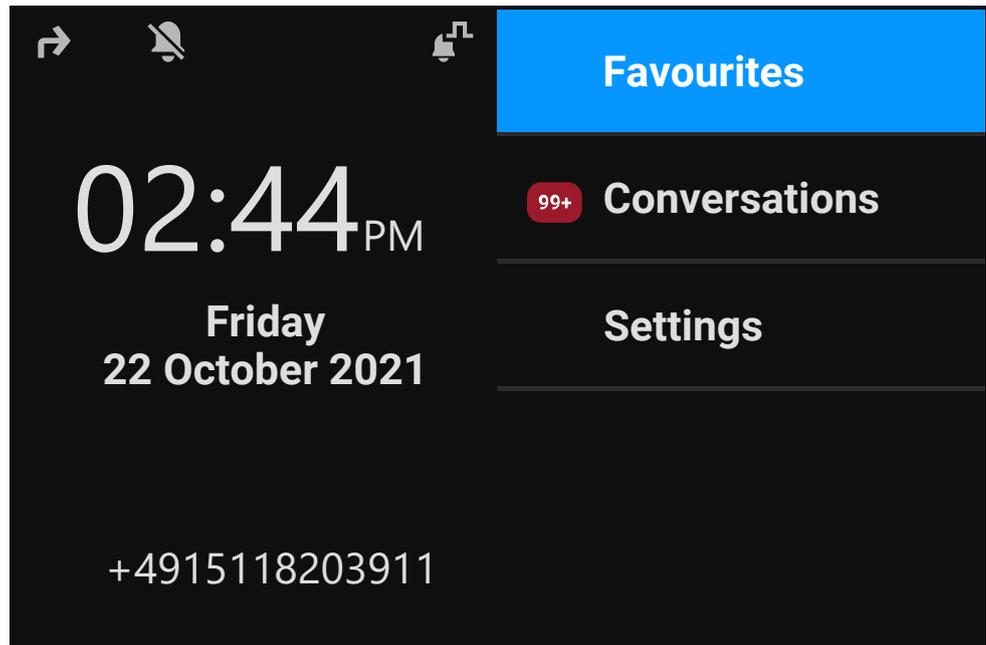
The action is executed by selecting the corresponding function key.



The selected function can also be confirmed using the key "OK".

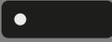
ACTION NOT SELECTED

Display illustrations



Step-by-step illustration in the user guide

Favourites

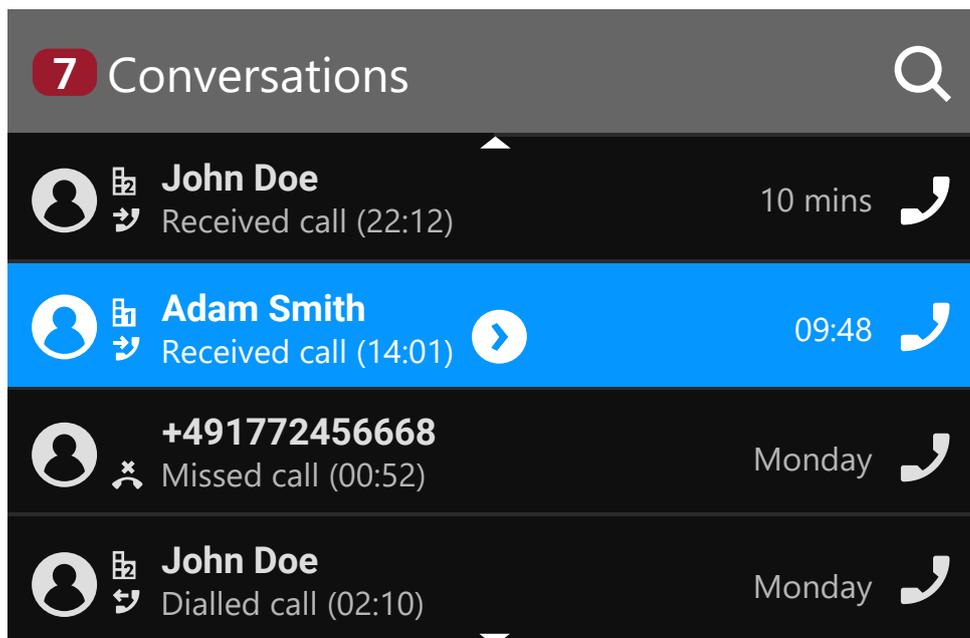


When an action is not selected, it will be shown right-aligned in a dark grey colour. The corresponding key is also shown.

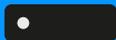
The action can be executed by pressing the key even if it has not been selected.

CONVERSATION DISPLAY

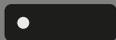
When the phone is idle, the first entry in the conversation list is highlighted and selected.



Melanie Miller



John Doe



Information displayed for a selected conversation

If a conversation contact is selected in the list, it will be highlighted in blue.

Accept and select the conversation by pressing the adjacent function key or press **OK** to establish the connection.

To open the context menu, press the navigation key.

Information displayed for a non-selected conversation

A conversation is displayed with a grey background if it is not selected.

Press the adjacent navigation key to establish the connection.

Service

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

Should you have any questions regarding operation, your specialist retailer or Network administrator will be glad to assist you.

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

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

Intended use

The OpenScape Desk Phone CP410 is a desktop unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. The OpenScape Desk Phone CP410 can also be connected to Wi-Fi with the additional Wi-Fi dongle CP10.

Any other use is regarded as unintended.

Telephone type

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

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

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the microphone (bottom right of the telephone front panel) should be kept clear. The optimum distance is approx. 50 cm.
- Proceed as follows to optimize display legibility:
 - Turn the phone to tilt the display to ensure you have a frontal view of the display and avoid light reflections.

Single-line telephone / multi-line telephone

The OpenScape Desk Phone CP410 can be used as "multi-line telephone", i.e. multiple lines can be configured instead of a single line. Each line is assigned to an individual phone number you can use to make and receive calls.

The programmable keys are configured as line keys on multi-line phones ("[Programming the function keys](#)" → page 82).

All lines and their status is displayed in the screen Favourites, configurable with 4 available programmable keys. You can add more lines by attaching one or more key modules to the phone.

The screen Favourites is only available, when no key module is connected.

Repair and recycling concept, extending performance capability

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

RECYCLING AND DISPOSAL OF EQUIPMENT IN THE OPENScape DESK PHONE FAMILY

Return of OpenScape Desk Phone waste equipment.

a) Legal and other foundations

The take-back of equipment and spare parts is based on

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

b) Separate collection according to ElektroG

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

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

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

In addition to the legal requirements governing take-back of electrical and electronic equipment, Mitel Networks Corporation takes back the OpenScape Desk Phone CPx10 telephones introduced on the market in Germany and manufactured after March 2014. Insofar as no direct collection of this waste equipment has been

agreed, the OpenScape Desk Phone end-of-life phones can be returned free of charge to the following address:

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

d) Reuse, recycling and recovery

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

- Reuse: The old appliances are repaired and refurbished and put into the spare parts cycle, where they are then reused.
- Recycling and recovery of OpenScape Desk Phone CPx10 telephones that are no longer usable: Before further treatment, the end devices are roughly dismantled and fed into various recycling processes. The various metals are separated in special shredding plants for electronic waste. Copper and precious metals are further processed in refining. Aluminium and iron are separated and sent to the smelter.

REPAIR RELIABILITY AND SPARE PART SUPPLY

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

EXPANDABILITY OF THE PERFORMANCE

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

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

Remote configuration for cloud service providers

Connect the telephone

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

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

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

From factory defaults to operational telephone

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

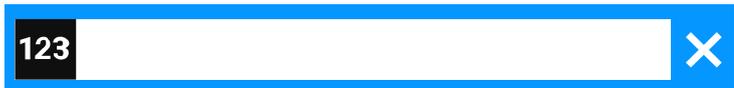
If your telephone is already operational, continue reading from section "[Getting to know the OpenScape Desk Phone CP410](#)" → page 24.

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

- The administrator has provided you with a PIN for the initial start-up.
- You have a LAN connection with access to the internet.
- You have a new CP410 phone that you want to start up using the remote maintenance function.

Entering the deployment PIN

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

A screenshot of a PIN entry interface. It features a white input field with a blue border, containing the text '123'. To the right of the input field is a blue square button with a white 'X' icon. The entire interface is set against a dark background.

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



Confirm the entry.

Starting the remote configuration

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

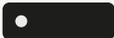
Once the configuration is concluded, the telephone is operational with the required settings. You can now make calls.

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

Cancelling the remote configuration

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

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



Press the key. The following message is displayed:



Abort deployment

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



Deployment aborted

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

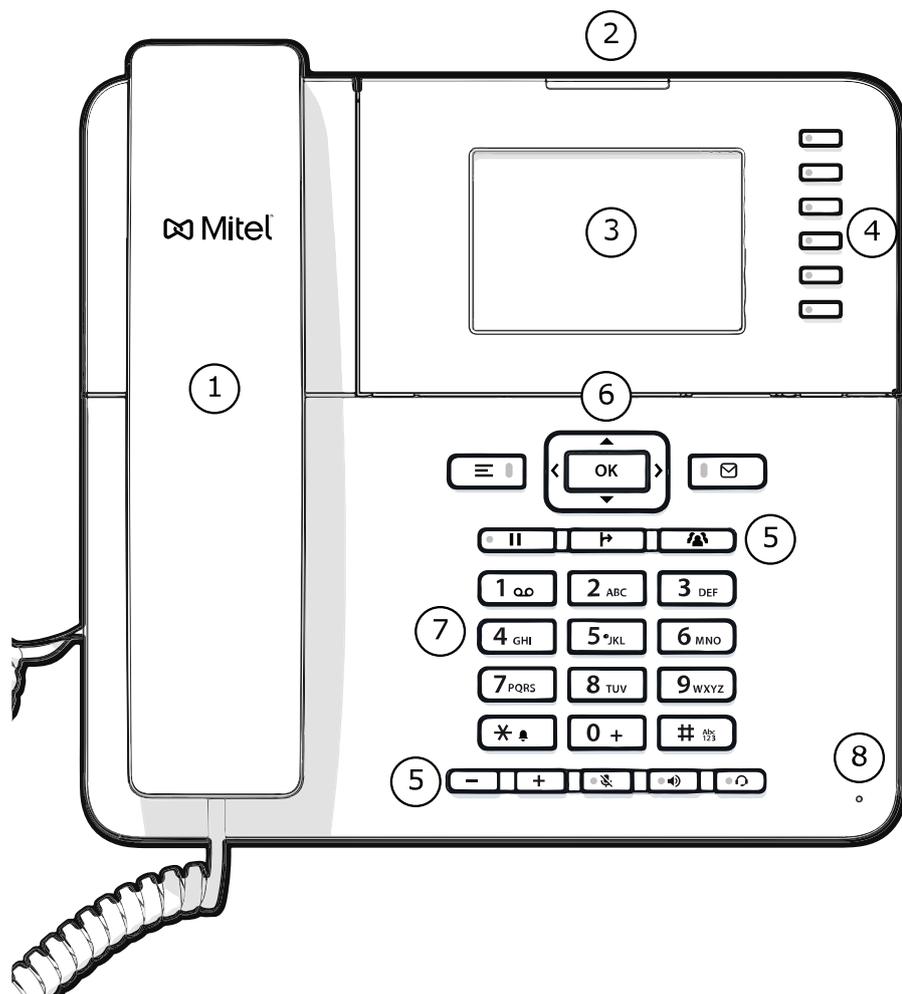
Note that all “No telephony possible” errors are hidden as long as Cloud Deployment is in progress.

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

Getting to know the OpenScape Desk Phone CP410

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

The user interface of the phone



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

3	The display shows information during telephone operation.
4	The fixed function keys on the right of the display correspond to the fixed functions on the display.
5	<p>The function keys (non-programmable) are assigned to the following functions:</p> <ul style="list-style-type: none"> : Provides access to the user menu for locally controlling the phone settings. : Allows voice mails to be managed. : Hold or retrieve the active call. : Transfer a call to another contact. : Enable access to the conference functions. : Activate or deactivates the speakerphone during an active call. : Activates or deactivates the headset. : Increases or decreases the speaker or headset volume. : Activates or deactivates the microphone. This prevents the other party from listening in, e.g. when consulting with someone else in the room or in case of background noise.
6	The navigation keys help you navigating through the various phone functions, applications and configuration menus.
7	The dialpad can be used to enter phone numbers and write text.
8	You can interact with calls with the microphone even when the handset is hung up.

FUNCTION KEYS

Function keys on the phone can have the following options:

- “Soft keys” or with a function that is assigned through the settings (see “Programming the function keys” → page 82)
- Function keys with predefined functions that cannot be changed, e.g. for “Favourites”.

Key	Function when key is pressed
	<p>Function key next to the display: Activates the function shown next to the key on the display or opens an additional menu.</p> <p>If there is no description on the display next to the key, the key is not active.</p>

FIXED FUNCTION KEYS

You can switch to the function applied to these keys.

Key	Function when key is pressed
	Switches between current screen and main menu (see "Different display interfaces" → page 1).
	Switches to Presence and back (see "Presence" → page 1).
	Provides access to the voice mail system
	Puts current call on hold, or retrieves from hold
	Transfer key: puts a call on hold and gives you dial tone to call another party
	Establishes a conference call

PROGRAMMABLE FUNCTION KEYS ON THE PHONE

Your OpenScape Desk Phone has five function keys (with LED) to the right of the display when in the screen "Favourites" which you can program with different functions or phone numbers.



This key is used to edit the keys in the "Favourites".

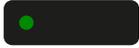
Each programmable function key has two levels and functions can be programmed on either level.

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

- Function keys, see "Programming the function keys" → page 82

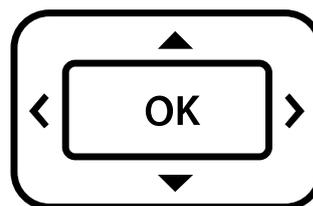
Line and direct station selection (DSS) keys can only be programmed by the administrator via the program or service menu.

Meaning of LEDs on function keys

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

NAVIGATION KEYS

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



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

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

AUDIO CONTROLS

Audio keys

Key	Function when key is pressed
	Activates and deactivates the loudspeaker "Answering a call via the loudspeaker (speakerphone mode)" → page 89.
	Activates and deactivates the headset "Answering a call via the headset" → page 89.
	Activates and deactivates the microphone (also for speakerphone mode) "Activating or deactivating the microphone" → page 103.

Volume



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

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
	t	u	v	8	ü												
	w	x	y	z	9												
	.	*	1	#	,	?	'	"	+	-	()	@	/	:	_	
	0	+															
	(d)																

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

Multi-function keys

Key	Function during text input	Function when held down
	Types special characters	<ul style="list-style-type: none"> • 2 seconds: Ringer off • 3 seconds: Beep rather than ringer
	Switches between uppercase and lowercase text and number entry: <ul style="list-style-type: none"> • "Abc" mode • "ABC" mode • "123" mode 	Activates the telephone lock
	Types special characters (not in 123 mode).	Calls the answering machine.

Input editor

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

OK

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

- OK: Applies changes and closes the editor
- Delete: Deletes characters from right to left
- Cancel: Discards changes and exits the editor

- Mode (# can also be used here to switch):
 - 123: Digits only
 - ABC: Uppercase letters only
 - Abc: First letter in uppercase, subsequent letters in lowercase
 - abc: Lowercase letters only
- Move cursor left: Moves the cursor to the left
- Move cursor right: Moves the cursor to the right
- Copy: Copies the entire content to the clipboard
- Paste: Inserts the entire content from the clipboard at the cursor position

Text input

Where text input is possible, you can use the dialpad to input text, punctuation and special characters in addition to the single-digit numbers 0...9 and the hash-tag (#) and asterisk (*) symbols.

Example



To enter the capital letter "U", press the hash key  on the dialpad. All available characters for this key are displayed during input below the input field.

- Press the numerical keys repeatedly to enter the letter.
- To enter a digit in an alphanumerical input field, press the relevant key and hold it down.

Complete your input by pressing the corresponding function key.

Number input

If you press a dialpad key when the phone is in idle mode, the screen displays an input field for entering single-digit numbers.



You can only enter the numbers 0...9 as well as the characters * and # via the dialpad in 123 mode (indicated at the left-hand margin of the input field).

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



Complete your input by pressing the corresponding function key.

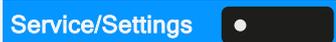
Display

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

DISPLAY BRIGHTNESS

You can adjust the display brightness to suit your ambient lighting.

Press the key to open the main menu.



Open "Service/Settings".



Open "User settings".



Enter and confirm the user password, if required.



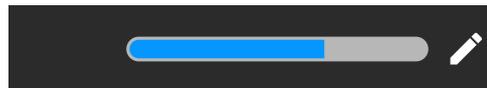
Select "Phone".



Select "Display".



Select "Brightness". The current setting is displayed.



Select "Edit".



Use the function key to increase the value.



Use the function key to decrease the value.



- Optionally, use the keys on the dialpad.

Save the setting.



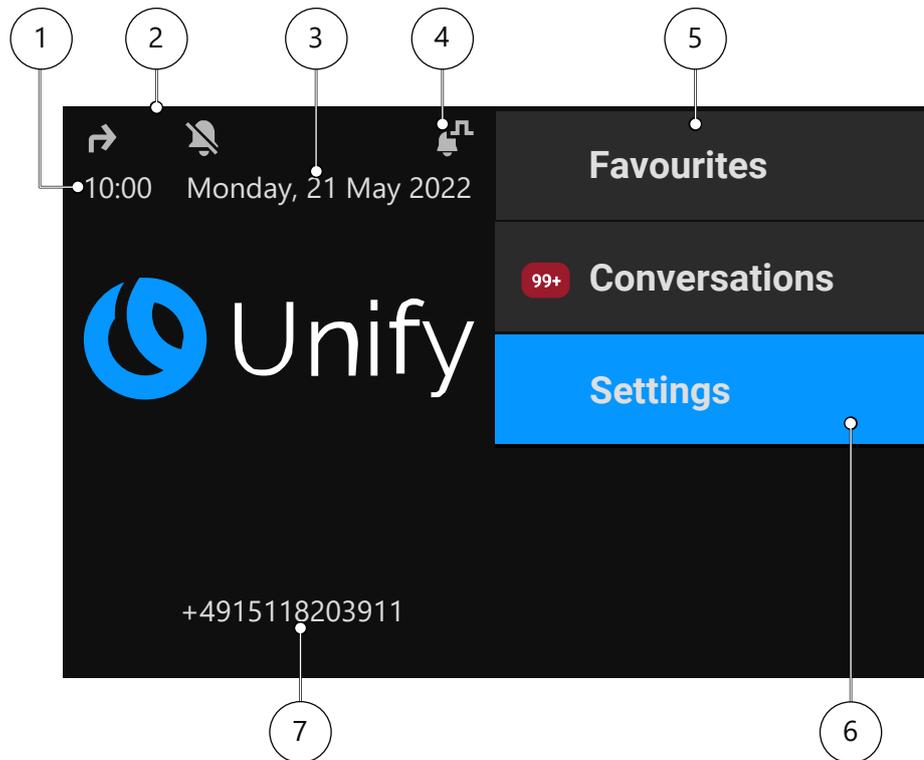
DISPLAY CONTRAST

The OpenScape Desk Phone OpenScape Desk Phone CP410 comes with a high-resolution colour LCD display.

The contrast settings cannot be changed.

HOME SCREEN

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



1	Time screen
2	Status icons
3	Date and time
4	Presence status
5	Menu options (e.g. for other screens)
6	The selected menu option is highlighted
7	Phone number



Press this key to return to the home screen from a voicemail menu (see "Voicemail" → page 40).



Press this key to return to the home screen from the **Program** or **Service** menu.

Icon overview

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

Status bar

The status bar at the top of the screen displays the current time, phone status, presence status, and the phone number or name. Different icons represent different situations and status.

When the phone is idle, the status bar displays also the current date.

When the phone has a call, the status bar also displays information about the current call.

Icon	Meaning
	Deactivated ringer
	The ringer is set to a beep
	Function "Forwarding on all calls" enabled
	Recording is set to auto-start. Recording is flashing if a recording is in progress.
	Recording can be started manually.
	Remote access is activated. When active, the icon is flashing.
	Mobility function is activated and the mobility login is complete.
	Mobility data synchronization is in progress.
	A mobile user is logged on to the telephone.
	The function "Do not disturb" is enabled
	Phone is locked

Call status

Various icons are displayed indicating the call status.

Icon	Meaning
	Active (connected) call.
	Active (connected) HD call.
	Active (connected) video call
	Call that has encountered a "Busy" condition.
	Answered call (old)
	Missed call
	Dialled call
	Call on hold
	New voice mail
	Call you forwarded
	Call you forwarded unconditionally
	A call that has encountered "Unobtainable".
	Incoming call
	Ignored call waiting call
	Call back
	Unsecure call

Icon	Meaning
	Secure call
	Ringer
	Call moved to mobile number

Navigation

Various icons are displayed indicating the navigation options.

Icon	Meaning
	Expandable list
	Expanded list
	Options
	Scroll up or down in lists
	Cancel
	Information
	Back to previous entry or list
	Blacklist
	Call log
	Search
	Filter in lists
	Settings

Icon	Meaning
	Mailbox
	Video available
	Phone is locked

Communication

Various icons are displayed indicating the communication options, i.e. how to handle an incoming call.

Icon	Meaning
	Accept call
	Deflect call
	Call on hold
	Redial
	Repertory call
	Conference call
	Add caller to conference
	Transfer
	Select line
	Number of events (1...99, additional events are marked with a "+"-sign)
	Park a call

Line status

Various icons are displayed indicating the line status.

Icon	Meaning
	Connection on line 1 (the digit displays the line number)
	Line busy
	Line active
	Line on hold
	Line alert
	Unregistered line

Presence status

Various icons are displayed indicating the availability and presence status.

Icon	Meaning
	Available
	Busy
	Do not disturb
	Be right back
	In meeting
	Offline

Connectivity status

Various icons are displayed indicating the connectivity status.

Icon	Meaning
	Mailbox
	USB available
	Unsecure Wi-Fi connection. The strength of the signal is indicated by the “filling”.
	Secure Wi-Fi connection. The strength of the signal is indicated by the “filling”.
	Active Wi-Fi setting with no connection.

Contact information

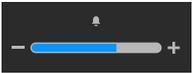
Various icons are displayed indicating the contact information type.

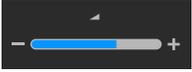
Icon	Meaning
	Work phone number. The small digit displays the primary or secondary work phone number.
	Mobile phone number
	Private (“home”) phone number

DISPLAYS ON THE STATUS LINE FOR ADJUSTING THE VOLUME



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

Display	Meaning
	Ringer volume in 10 levels

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

VOICEMAIL

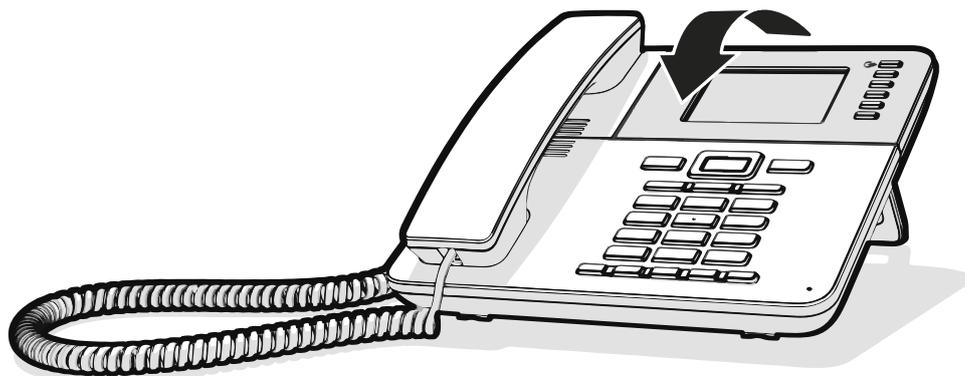
Press the key shown.

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

An corresponding message is displayed.

You cannot delete (new) voice messages that you have not listened to in full. To mark a message as "listened to", press **6 MNO** **6 MNO** to jump to the end of the message.

ADJUSTING THE DISPLAY ANGLE



You can tilt the display. Adjust the display unit for best readability. The display snaps into position.

Context-dependent displays

Depending on the current situation, the display on the phone displays different content.

ACTIONS WITH FUNCTION KEYS

Initiating the search function

Select "Search" to start an alphanumeric search (see "Searching for conversations" → page 52).

Use the function key adjacent to the conversation entry to dial the respective contact.

You can select a conversation by using the navigator keys for scrolling, and open the details of the conversation with the key  (see "Opening details of a conversation or conducting a call" → page 49).

ACTION VIA DIALPAD

Press any key on the dialpad to start dialling a phone number with automatic phone number searching.



123



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.

If the conversation is already shown in the list before your input is complete, you can dial the number immediately using the associated function key or start a call with a new number (see "Opening details of a conversation or conducting a call" → page 49).

ACTIONS WITH NAVIGATION KEYS

Viewing details

You can open a selected conversation entry displaying a right arrow icon  by pressing the navigation key  to see the associated details.

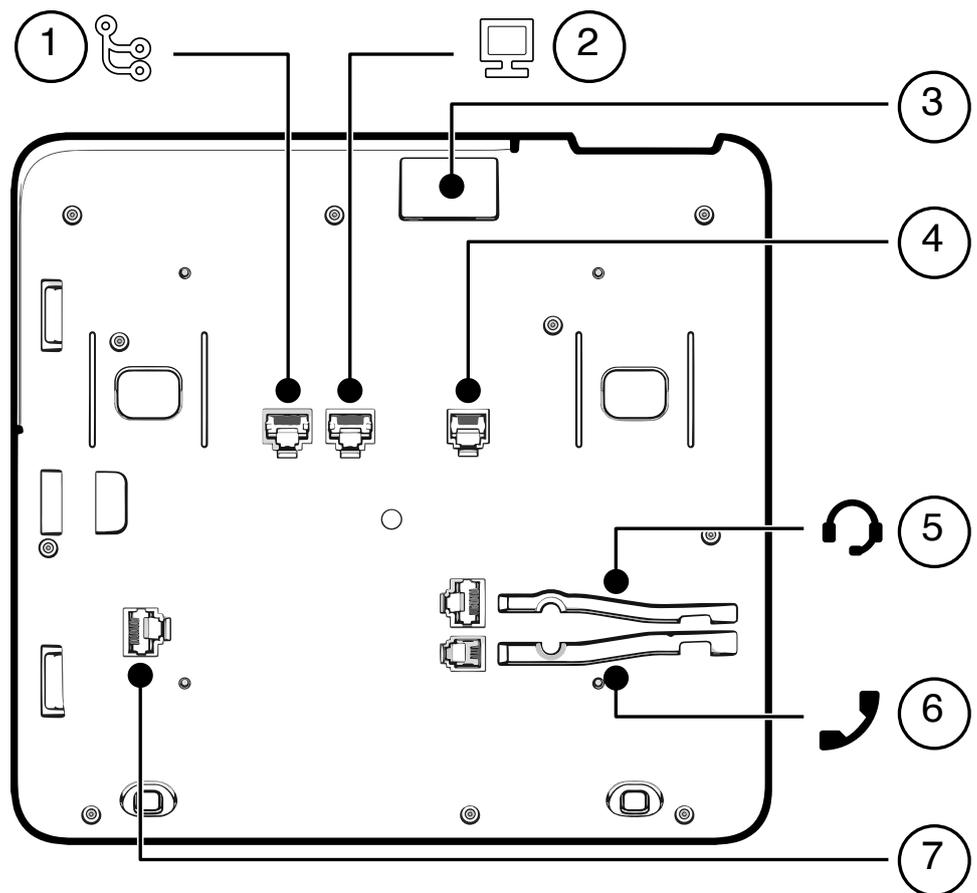
Activating an application

You can use the key “Settings”  to toggle, for example, between the main menu and the settings screen.

Browsing lists

You can use the Navigator keys to scroll through entries and confirm the functions.

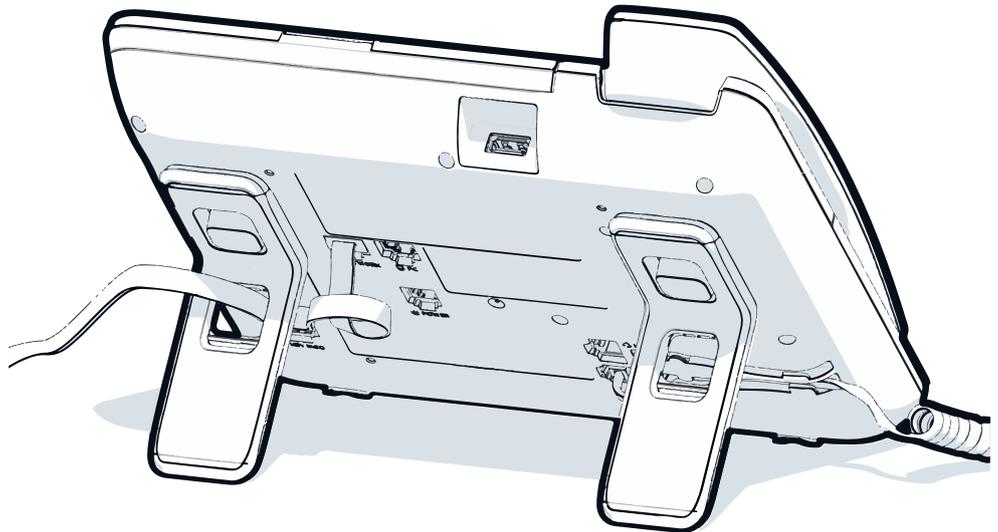
Ports on the underside of the phone



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

Note The key module is not “hot-swappable”: Always switch off the phone before removing or connecting a key module.

THREADING THE CONNECTION CABLES



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

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

HOW TO USE NETWORK CONNECTIONS

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

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

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



1	USB port	2	PC LAN port
3	Network LAN port		

USING THE USB PORT

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

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

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

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

About key modules

The OpenScape Desk Phone CP410 can be extended with key modules that provide additional programmable function keys.

The key modules are attached to the right side of the phone and must be connected to the socket on the underside (see "Ports on the underside of the phone" → page 42).

The following types of key module can be attached:

- KM410
- KM710

Up to four key modules can be simultaneously attached to the OpenScape Desk Phone CP410, but they must be of the same type: either KM410 or KM710, not both.

FUNCTION KEYS ON THE KEY MODULE

When you have pressed the corresponding function key on the key module, the status icon on the key changes, and possibly also the information shown on the display.

Key module KM710

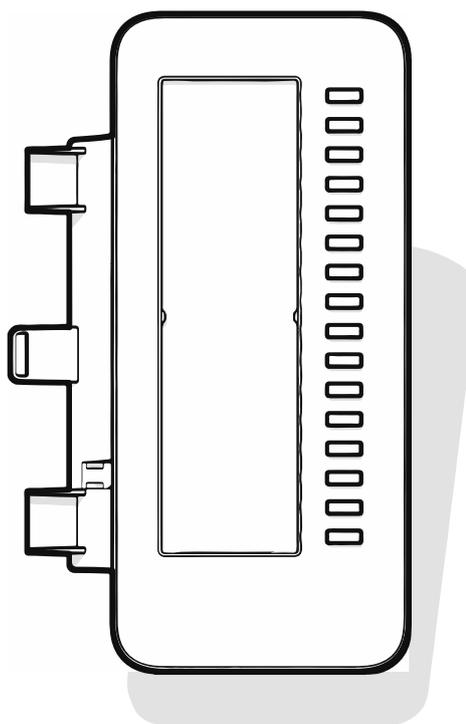
A function or selected dialling can be programmed on two levels (“normal” and “shifted”) that can be invoked by pressing the key  below the function keys, thereby doubling the functions that can be assigned to the key module (see "Programming the function keys" → page 82).

An icon at the bottom of the lower display indicates the current level by a solid left bar for normal level or a solid right bar for shifted level.



Use this key on the key module to switch between levels.

KEY MODULE KM410

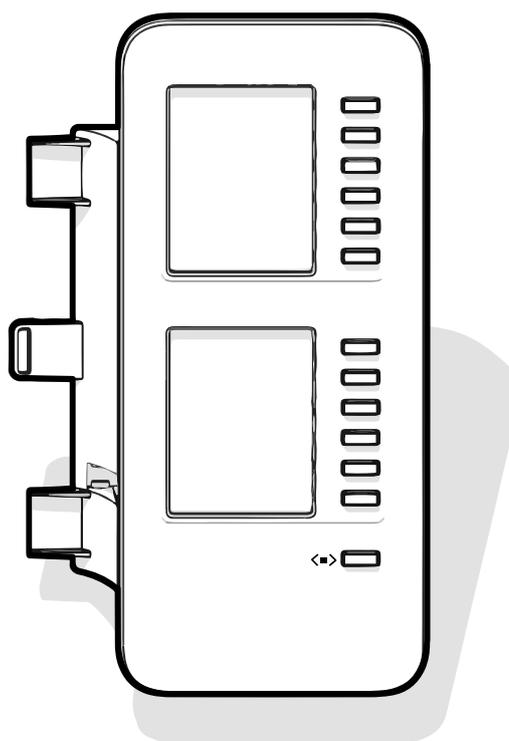


The KM410 is an optional key module attached and connected to the right side of the phone that provides an additional 16 illuminated and programmable function keys (see "Programmable function keys" → page 61).

The key module has a panel that can hold a hard paper label informing about the corresponding key assignments.

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

KEY MODULE KM710



The KM710 is an optional key module attached and connected to the right side of the phone that provides an additional 12 illuminated and programmable function keys at two levels, i.e. additional 24 functions (see "Programmable function keys" → page 61).

The key module 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 also shown by the LED on the corresponding key.

Key module label brightness

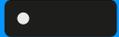
If you have connected a key module KM710, you can adjust the label brightness to suit your ambient lighting.



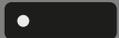
Service/Settings



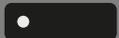
User settings



Phone



Display



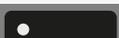
Key module brightness



Edit



+



-



- +

✓



Press the key to open the main menu.

Open “Service/Settings”.

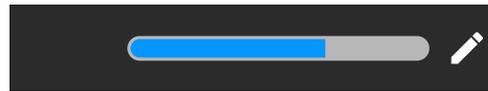
Open “User settings”.

Enter and confirm the user password, if required.

Select “Phone”.

Select “Display”.

Select “Key module brightness”. The current setting is displayed.



Select “Edit”.

Use the function key to increase the value.

Use the function key to decrease the value.

- Optionally, use the keys on the dialpad.

Save the setting.

Updating the phone

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

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

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

Operating the OpenScape Desk Phone CP410

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

Before operating, you should set up the user password to protect the phone against unauthorized use (see "Privacy and security" → page 153).

Conversations

A conversation represents a contact and your call history with this contact. If a contact has not been involved in a call, they have no call history.

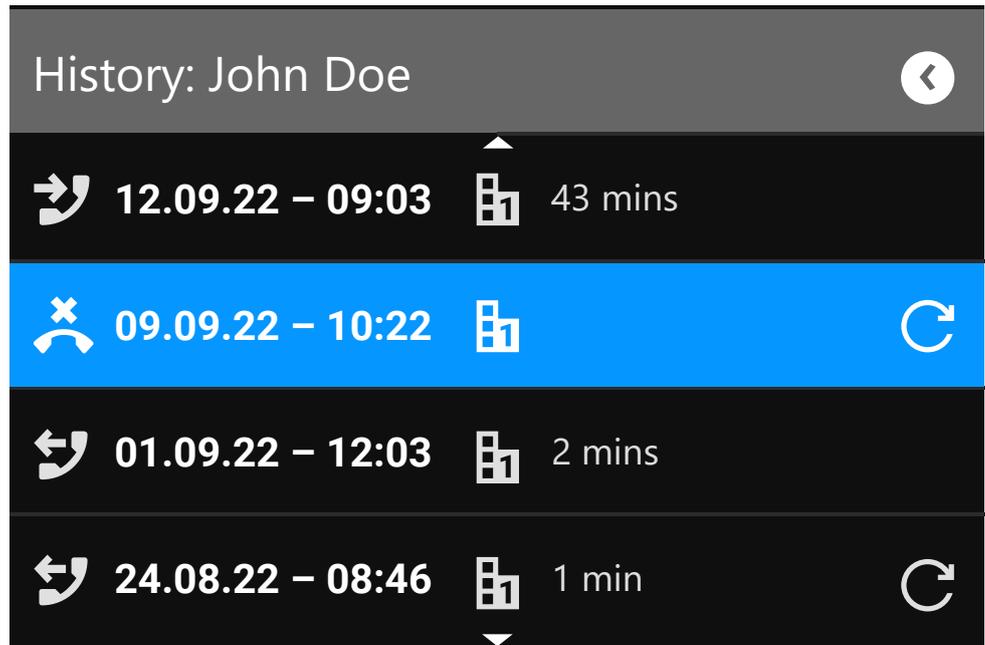
New conversations are available for the following conversation types:

- A previously answered call
- An outgoing call
- A dialled call
- A missed call
- An Exchange entry following automatic synchronization
- An entry from a corporate directory if a new number was used (LDAP)



Conversations can also be imported as CSV via the WBM (see "Importing contacts via WBM" → page 168).

The call history of a conversation is updated when the phone has been involved in a call with the contact. The contact details may be updated to match their LDAP directory entry (if configured by admin).



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

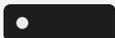
The list is ordered chronologically based on the last event. The latest entry appears at the top of the list. Active calls are displayed before the historical conversations.

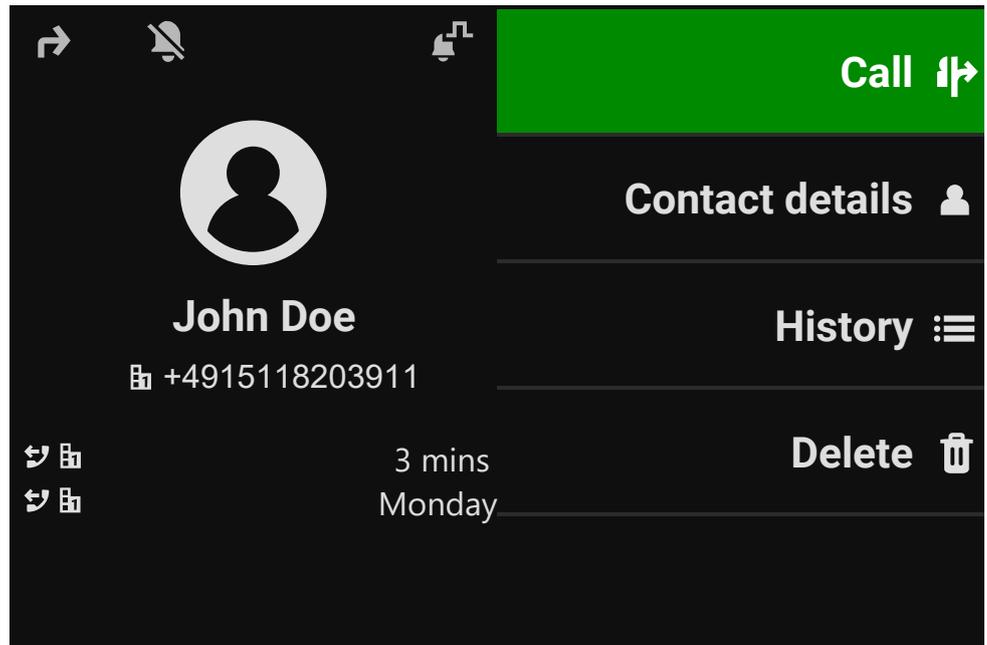
For the meaning of the various icons displayed on the screen, refer to "Icon overview" → page 33.

OPENING DETAILS OF A CONVERSATION OR CONDUCTING A CALL

You can open a selected conversation by one of the following methods:

- Using a navigation key
- Using the corresponding function key
- Using the navigation key for a selected conversation





Contact details

Select "Contact details". This displays the contact details for a conversation.

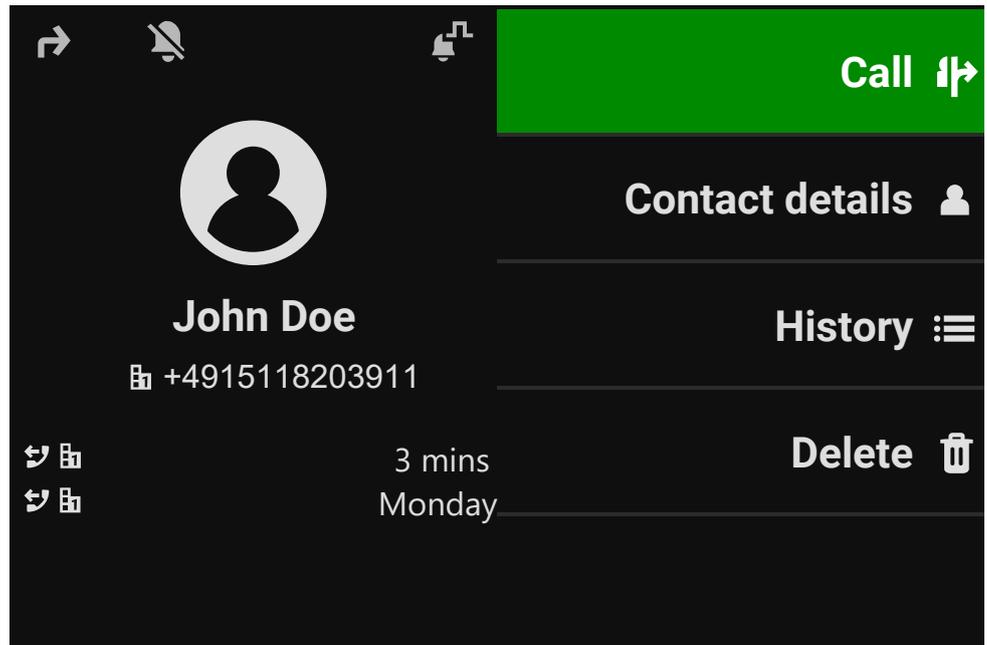
CREATING OR EDITING CONVERSATIONS

Conversations are created based on dialled or received calls. New contacts are synchronized with the phone when connected to the Microsoft® Exchange server.

When the LDAP has found a contact and you call that contact, this contact is transferred to conversations.

Example

You receive a call from a contact for whom a conversation does not yet exist in the list. When you have hung up again, this contact appears in your conversation list with the phone number only unless it was matched to an entry in the LDAP directory.



Open the details of the conversation using the navigation key.

Contact details



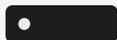
Select "Contact details".



Select the corresponding icon to open the edit mode. You can complete the following fields for a contact:

- Last name: Last name of the contact
- First name: First name of the contact
- Work x: Work phone number. Additional work phone numbers are displayed below the first entry.
- Mobile: Mobile phone number
- Home: Home phone number
- Company: The company the contact is working at
- Address x: 1: First address where the contact can be reached. Additional work addresses are displayed below the first entry.
- Role: Job title of the contact
- Email: Email address of the contact
- Avatar: Image of the contact

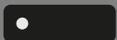
The avatar image must have been imported to the phone, either by an LDAP lookup or via WBM. The avatar field requires the name of the avatar file to be entered as text (see "[Managing avatar images](#)" → page 146).



Press the function key next to the input field to complete input.



Press the navigator key.

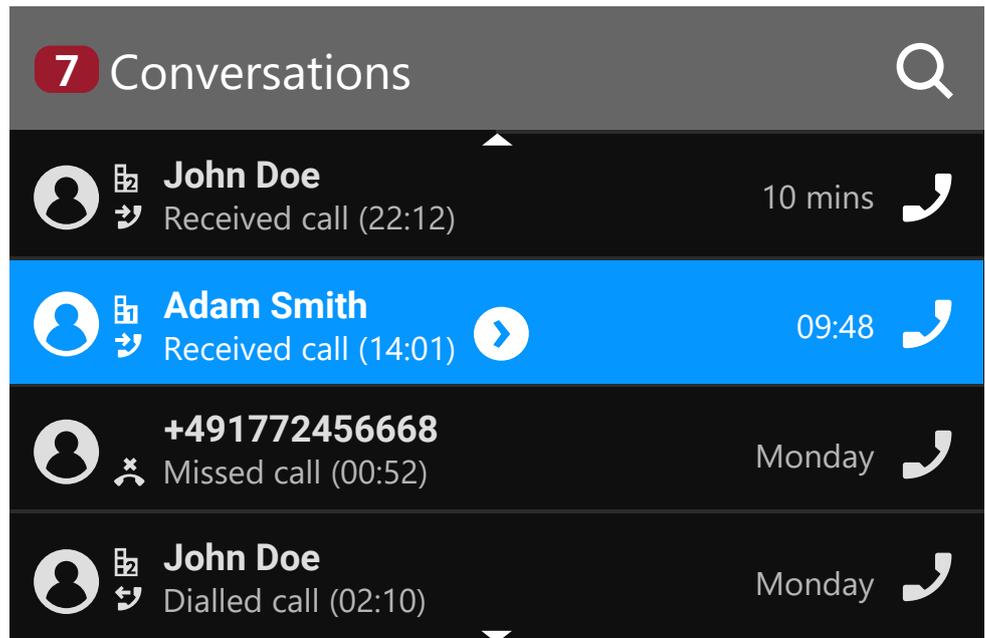


Save the setting.

You can add missing fields values also at a later time. The information is shown on the display the next time you call this contact.

Create a new contact from the conversation list

You can create a new contact from the conversation list with no previous history.



Scroll to the header row of the list "Conversations" using the navigation key.



Press the navigation key to access the list of conversation options.



In the "List options" select the option displayed. The new contact can be now created (refer to "Creating or editing conversations" → page 50).



Save the setting.

SEARCHING FOR CONVERSATIONS

You have a multiple options available for initiating a search for conversations. To call the contact for the conversation immediately and if you know the phone number you can do one of the following steps:



Lift the handset.



- Optionally, press the speaker key.



- Optionally, press the headset key.

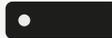


To search in the conversations list, open a numeric input field by pressing the function key.



Enter the first digits of the phone number to see all phone numbers starting with the digits in the search box.

Use the key  to switch from numeric to alphanumeric input.



Press the function key next to a search result to call the contact.

Search for names (alphanumeric search string)

Searching for text strings (alphanumeric search) depends on the configuration of the LDAP. The LDAP is configured by the administrator to use common directories on the network.

LDAP is not configured

The phone searches in the local conversation list, e.g. for 'Am' and lists all conversations that contain the letter pairing 'am', such as "Ampere" or "Samara" chronologically.

LDAP is configured

If LDAP is configured, the search looks for LDAP entries with 'Am' in the last name by default. The phone finds all entries where 'Am' appears at the beginning, (e.g. 'Ampere', 'Ambos'), but not in other positions (e.g. 'Samara').

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

- **Advanced LDAP search**

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

- Lastname, Firstname, Phone Number, Extension Number.

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

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

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

- **Configuring the Advanced LDAP search from the Corporate menu**

The SIP server type is set to either “Ring Central” or “ZOOM”.

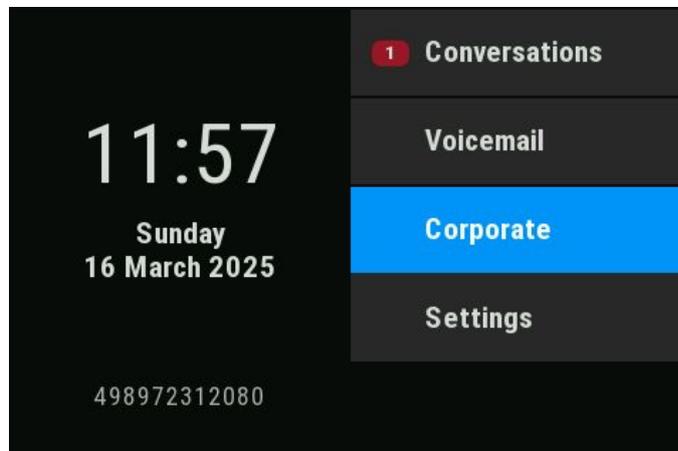
You can access corporate data via the main menu screen:

- When RingCentral API is set (Admin>Local functions>RingCentral API), you can access corporate entries via the **Directories** option in the main menu.

The **Directories** menu has two sub-options: **Personal** and **Corporate** entries.

When **Corporate** is selected, the screen displays corporate data entries.

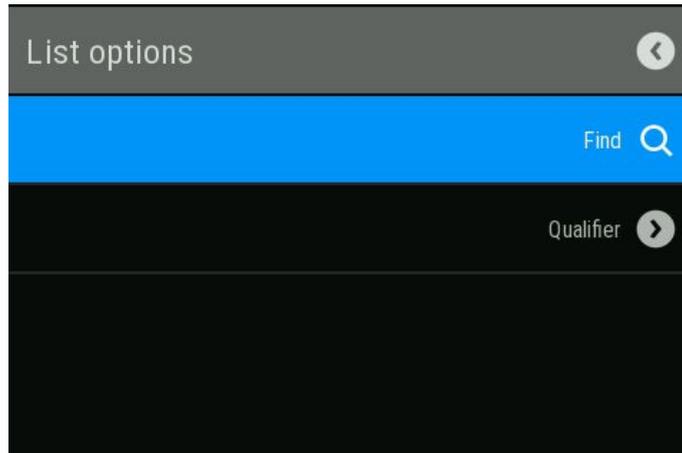
- When the SIP server type is set to Zoom, the **Corporate** menu option is displayed directly on the main screen (there are no submenus for Personal or Corporate entries).



The **Corporate** menu allows you to look up contacts in the LDAP directory. To display these options, select **Corporate** and click **OK**.

To display the **List options** menu, click the right arrow next to **Corporate**.

When accessing the **List Options** menu, you can look up contacts in the LDAP directory by choosing one of two main options: **Find** and **Qualifier**.



The **Find** list option allows you to search for a LDAP entry using its attributes.

The **Qualifier** option enables you to refine search queries by applying qualifiers such as:

- No qualifier
- Job function
- Address
- Email

Qualifier options depend on which fields are filled in the LDAP template. The example mentions **Job function**, **Address**, and **Email**, but additional options may be available if other LDAP template fields are specified.

Using special characters to control the search

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

This function is not supported for the Zoom server.

A single comma (,) is used to separate the last name from the first name. A hash (#) is used to search for an exact match.

To use a comma (,) or a hash (#) as part of the search input text, you must use a double comma (,,) or a double hash (##).

Examples

Search input	Functionality
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

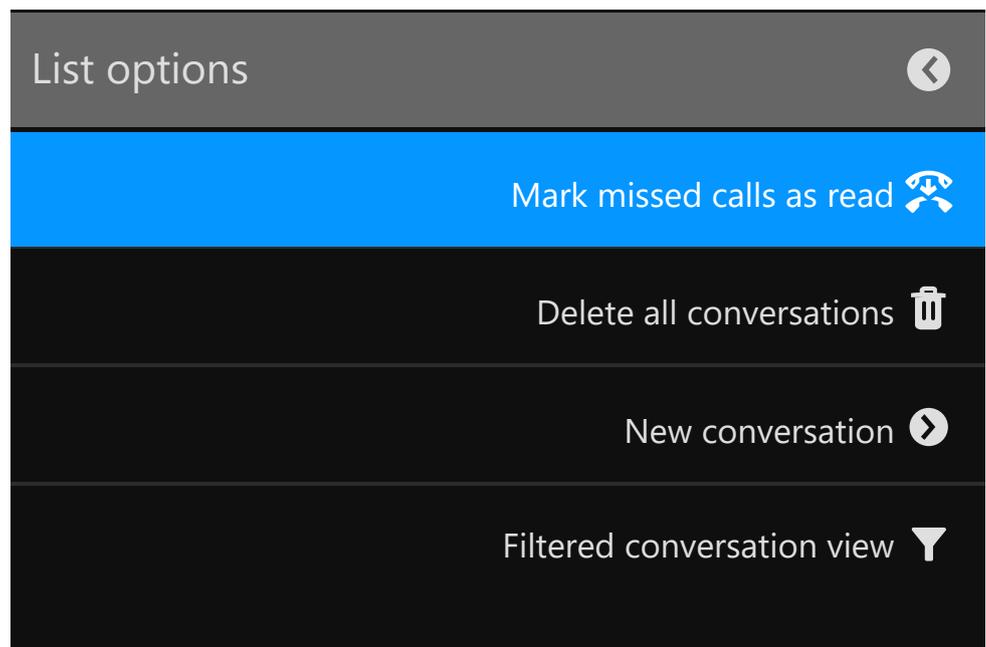
When entering search criteria, the local conversations are listed on top and ordered by their time stamp, the most recent ones are displayed on top.

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

"Alphabetical order" means A-Z ordering based on the first character in the name / names / topic of the conversation or contact. In the case of persons' names, the order is based on the first character of the first name 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 screen "List options".



Press the function key. Initially, a specific filter is not applied, so all conversation list entries of any call type are displayed.

Pressing the function key displays a list with the following filter options:

- 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 dialled calls

- Contacts - contacts with no associated call records
- Other calls - active call, voice mails and ignored pick-up

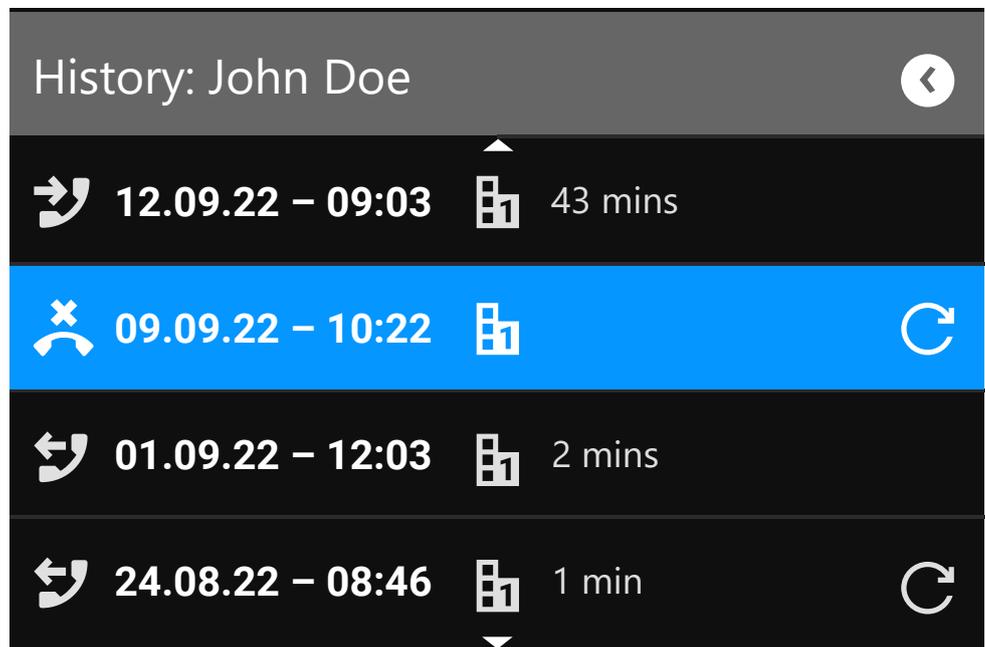
Keep pressing the function key to cycle through the options and stop pressing to select a filter.



To clear the filter press the navigation key.

DISPLAYING THE HISTORY OF A CONVERSATION

The latest call of a conversation is shown directly in the conversation list. The history of other calls can be viewed during a call in the details or also directly within the history option.

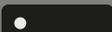


Select the conversation by scrolling through the list using the navigation keys.

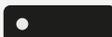


Open the details of the conversation using the navigation key.

The most recent entries are shown below the name and number of the contact.



Press the function key to view a list of the last ten conversations.



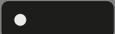
A history entry may have additional information. To toggle between the normal and the additional information, press the adjacent function key.

DELETING CONVERSATIONS

If you misdialled or cancelled dialling prematurely, an entry will still be created in the conversations list. You can delete this entry. Entries for incoming calls that you no longer need can also be removed from the list.



Open the relevant entry using the navigation key.



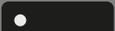
Press the function key to delete the entry. The entry is deleted immediately.

MARKING ALL CONVERSATIONS AS READ

You are able to mark all new missed calls in the conversation list as read in a single action.

By this, all conversations with new missed call events will change to show normal missed call events and the missed call counter is reset to zero.

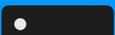
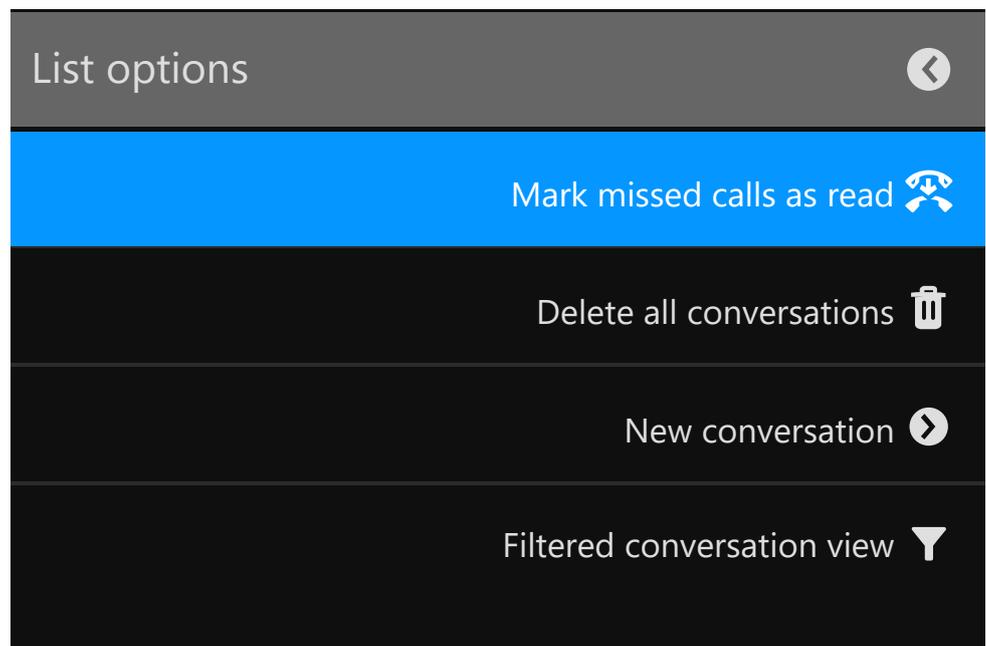
Conversations



Select "Conversations".



Press the navigation key to enter the list options.

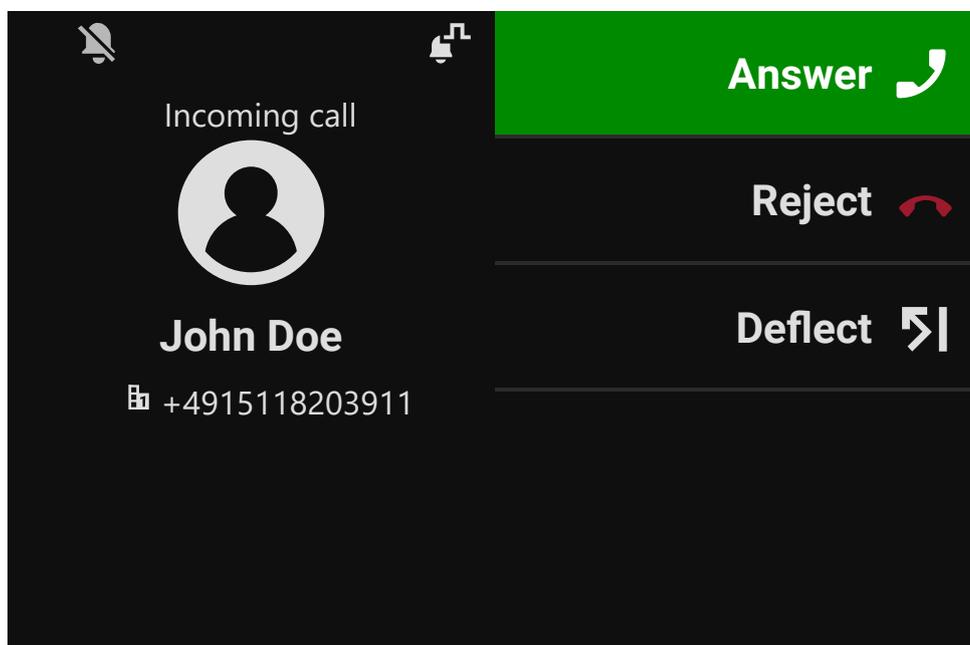


Select the option "Mark missed calls as read". All missed calls are now marked as read.

Telephony interface

TELEPHONY VIEW

Incoming call



Your phone rings and the notification LED flashes. In addition to the common phone functions such as “Accept”, additional information and functions may be displayed.

Incoming call in multi-call scenarios

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

The alerting is never shown twice for the same call or while you are in the menu “Conversations”.

If accepted, the call is displayed as “Connected”.

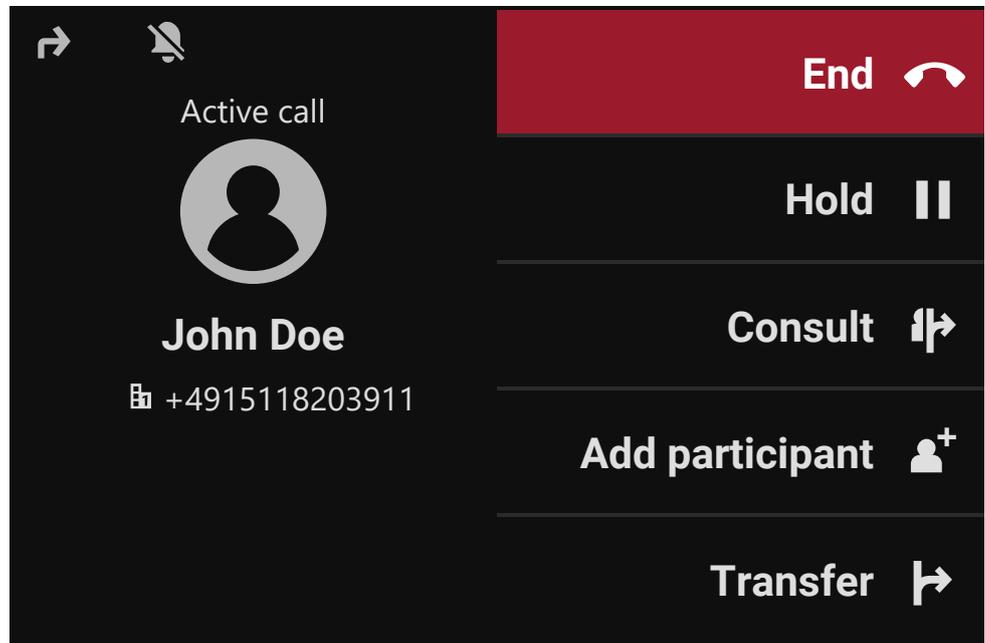
All other incoming calls including the one displayed as “Incoming call” are available only in “Conversations”.

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

Call handling is very limited when the phone is locked. The menu “Conversations” is not accessible and there is no alert. Only incoming calls with high priority are displayed.

When another call is signalled, and the priority indicator changes, the incoming call switches to the current high priority call.

When conducting a call



During a call, select any function key to perform the corresponding action such transferring the call.

Switching to a different menu during a call



Use the key while on a call to switch to “Conversations”.

Programmable function keys

Programmable function keys are situated in the “Favourites” or on an optionally connected key module (see “Programmable keys on the key module” → page 61).

PROGRAMMABLE KEYS ON THE KEY MODULE

The key module has additional keys to which you can assign functions or numbers at two levels.



On the KM710, use the key on the key module to switch between the first and second level for the respective function.

When you have pressed the corresponding function key on the key module, the status LED colour on the key changes, and possibly also the information shown on the display (KM710).

The key module will return to the first level automatically after 15 seconds.

The administrator may have configured the switch action to affect all connected key modules and the keys on the phone.

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

- Function keys (see "Function keys on the key module" → page 45)
- "Multiline" keys (see "Making calls via multiple lines ("multi-line")" → page 110)
- "DSS" keys (see "Calling with a direct station select (DSS) key" → page 97)

Line and direct station selection (DSS) keys can only be programmed by the administrator (see "Administrator settings" → page 66).

Answering machine ("Voicemail")

If configured, the option "Voicemail" in the main menu allows you to connect to your mailbox system. The **MWI key**  also provides access to the mailbox system.

Depending on the type and configuration of the communications platform, messages from configured services are displayed.

If new messages are available, they will be displayed at the top position in the list of conversations and highlighted. The **MWI key** will be flashing .

Inline notification

Prerequisites

- The administrator has enabled rollover visual alerts and determined how rollover calls are to be signalled.
- The phone is active (or held) in a call on a different line.

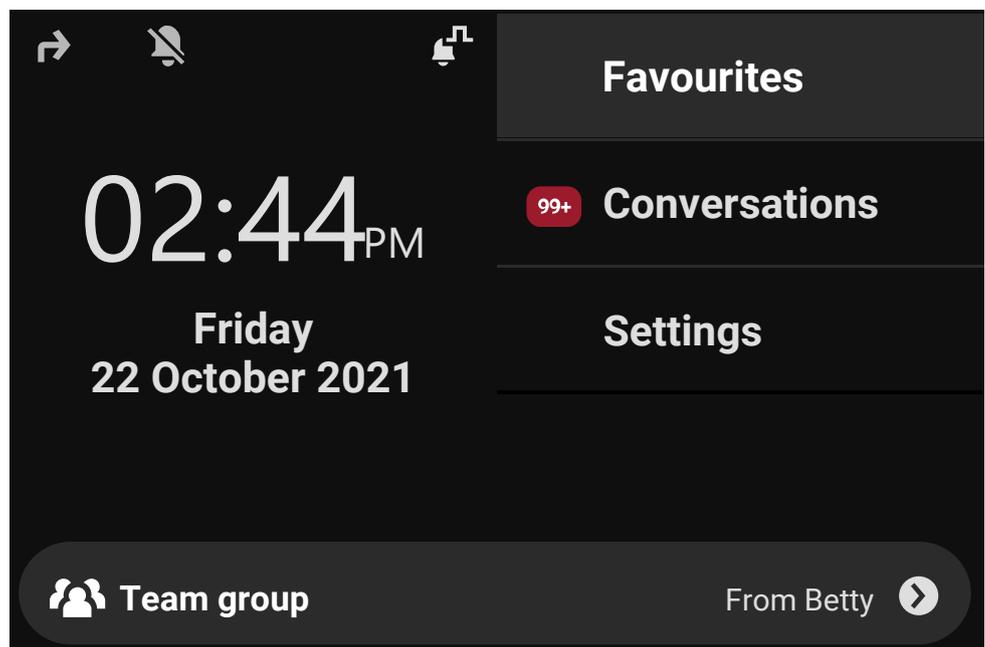
Inline notification can be activated for the following situations:

- **DSS calls:** Shown for an alerting DSS call (i.e. alerting the DSS monitored phone), even if a key module is plugged in or if the event is for the hidden favourite menu.
- **MultiLine calls:** Conditions for calls as stated above. Also for lines marked as no ring (the phone does not need to be busy). Shown even if a key module is plugged in or if the event is for the hidden favourite menu.
- **BLF and Group pickup:** Notification is not shown if a key module is plugged in or if an alert screen for “Group pickup” is shown.

To see more information about the incoming call, press the function key next to the notification to switch to favourites.

When the notification is shown even when the screen “Favourites” is not displayed, the function key can be used to dismiss the notification.

DISPLAY OF THE INLINE NOTIFICATION



An inline notification is shown in the following situations:

- On any screen except “Favourites” and editing screens. It is not shown when the phone is in the power saving state and locked.
- Whenever a “Group pickup” or BLF call is available to be picked up, provided the phone has not been configured for an on-screen alert.
- Whenever a DSS key is alerting.

SHORTENED INLINE NOTIFICATION

A shortened notification is shown for a screen with menus (e.g. main menu, call screen), i.e. when the full length notification would overlay a highlighted menu option.

CANCELLING INLINE NOTIFICATION

The inline notification can be cancelled by pressing the function key adjacent to the notification. This will have one of the following consequences:

- Display the screen “Favourites”: If you visit the screen when an inline notification is displayed, the notification is cancelled, i.e. removed and not shown again until the next new notification event.
- If the notification is displayed when the screen “Favourites” is not available, or the key is not displayed in “Favourites”, the notification can be cancelled by pressing the corresponding function key.

Settings menu



Use the function key to open the main menu and then switch to the settings.

The menu comprises a configuration area both for user settings and for administrator settings.

Entering a user password

By default, a user password is not set and is not required to access the user settings on the phone. However, a user password is required to access the web interface (WBM) or lock the phone (see "Privacy and security" → page 153).

USER SETTINGS

Menu

You can adjust local settings for the phone using the menu “User settings”.

The menu structure consists of several levels.



You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).

Control switches

The menus may contain switches ( / ) for deactivating / activating functions.

Example

Press the function key “Allow call waiting” to enable the function. The “switch”  is moved to the right.

- Alternatively, use the navigation keys to select the option and confirm with .

Save the setting.

Parameters

You can set values in some submenus.

Press the function key to open the parameter setting.

Press the function key for the desired parameter value. The setting is changed and you return to the previous menu.

Save the setting.

Adjusting a level

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

Example for setting the display brightness level

Press the key to open the main menu.

Open “Service/Settings”.

Open “User settings”.

Enter and confirm the user password, if required.

Select “Phone”.

Select “Display”.

Select “Brightness”.



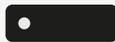
Select “Edit”.

Use the function key to increase the value.

Allow call waiting 







Service/Settings 

User settings 



Phone 

Display 

Brightness 

+ 



Use the function key to decrease the value.



- Optionally, use the keys on the dialpad.



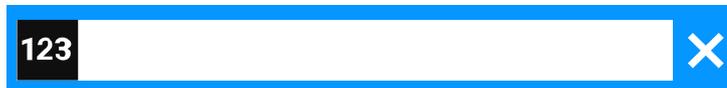
Save the setting.

ADMINISTRATOR SETTINGS

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

DLS security PIN

If the administrator has configured a DLS security PIN, the following pop up screen appears on your device.



Enter the PIN.



Save the setting.

Configuring the phone default settings

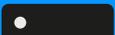
Adjusting the display brightness

You can adjust the brightness of the display to suit the ambient lighting.

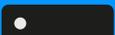
 You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).



Press the key to open the main menu.

Service/Settings 

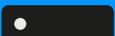
Open "Service/Settings".

User settings 

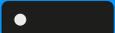
Open "User settings".



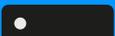
Enter and confirm the user password, if required.

Phone 

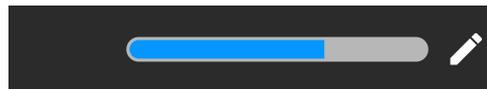
Select "Phone".

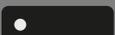
Display 

Select "Display".

Brightness 

Select "Brightness".



Select "Edit".

Use the function key to increase the value.

Use the function key to decrease the value.

- Optionally, use the keys on the dialpad.

Save the setting.

Screen saver

Activate a screen saver for the phone's idle state.

The administrator can set a time of between two and eight hours defining how long the phone should be idle before the display backlight is deactivated.

 You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).

ACTIVATING THE SCREEN SAVER

Prerequisite: The administrator has uploaded images to the phone or you have uploaded your own images.

Press the key to open the main menu.

Open "Service/Settings".

Open "User settings".

Enter and confirm the user password, if required.

Select "Phone".

Select "Inactivity".

Select "Screen type". The current setting is displayed. The following options are available:

- Menu screen: This option displays the default main menu screen after an idle period.
- Slideshow: This option displays the uploaded images as a continuous slide show. This is the default option.
- Time screen: This option displays a blank screen only displaying the current date and time of the phone.

Select the type of screen saver.

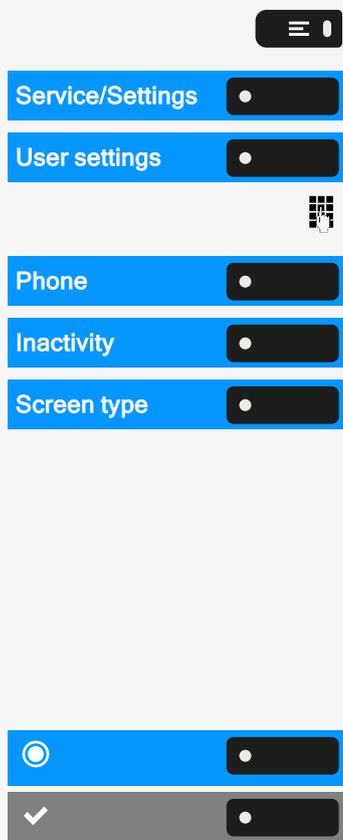
Save the setting.

UPLOADING IMAGES FOR THE SCREEN SAVER

To install your own images for the screen saver, you have to transfer the images using the web interface (see "Web interface (WBM)" → page 167).

1. Open the WEB interface and select "Slideshow images > Choose the image file you wish".
2. 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 are displayed the next time you start the screen saver.



SETTING THE SCREEN SAVER ACTIVATION INTERVAL

Set how long the screen should be idle before the screen saver activates automatically.



You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).



Press the key to open the main menu.

Service/Settings

Open "Service/Settings".

User settings

Open "User settings".



Enter and confirm the user password, if required.

Phone

Select "Phone".

Inactivity

Select "Inactivity".

Setting the idle time

Idle time (mins)

Select "Idle time (mins)". The current idle time is displayed.



Select an idle time interval. The following options are available (in minutes):

- 0 (i.e. deactivated)
- 1 (default)
- 5
- 10
- 20
- 30
- 60
- 120

Setting the slide time for the option "Slideshow"

Slide time (secs)

Select "Slide time (secs)". The current interval for each slide is displayed.



Select a slide time interval.

This option is only available when the screen saver has been set to "Slideshow" (see "Activating the screen saver" → page 68).

The following options are available (in seconds):

- 5
- 10
- 20

- 30
- 60

Save the setting.

Audio settings

SWITCHING TO A RINGER BEEP

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



Hold down the key for three seconds until the notification and icon for "Ringer beep" is displayed.

PATTERN MELODY



You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).

Prerequisite: You have selected the ringer "Pattern".



Press the key to open the main menu.

Service/Settings

Open "Service/Settings".

User settings

Open "User settings".



Enter and confirm the user password, if required.

Audio

Select "Audio".

Settings

Select "Settings".

Pattern melody

Select "Pattern melody". The current melody is displayed.



Select a pattern melody. You will immediately hear the associated melody.

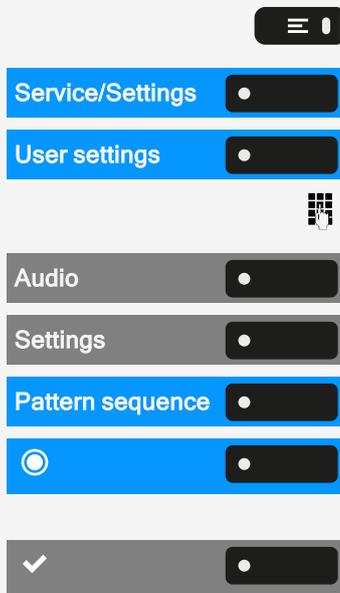


Save the setting.

PATTERN SEQUENCE



You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).



Prerequisite: You have selected the ringer "Pattern".

Press the key to open the main menu.

Open "Service/Settings".

Open "User settings".

Enter and confirm the user password, if required.

Select "Audio".

Select "Settings".

Select "Pattern sequence". The current pattern sequence is displayed.

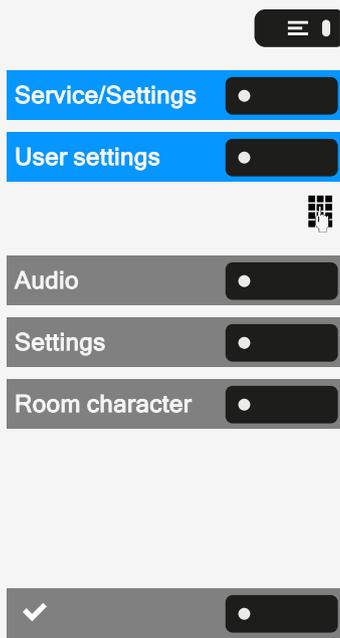
Select a pattern sequence. You will immediately hear the associated melody and sequence.

Save the setting.

ROOM CHARACTER

To ensure that the other party can hear you properly in speakerphone mode, you can adjust the phone to the room acoustics.

 You can also configure this setting via the web interface (see "[Web interface \(WBM\)](#)" → page 167).



Press the key to open the main menu.

Open "Service/Settings".

Open "User settings".

Enter and confirm the user password, if required.

Select "Audio".

Select "Settings".

Select "Room character" and select one of the following options:

- Normal
- Echoing
- Muffled

Save the setting.

OPEN LISTENING MODE

Select the mode that you prefer for open listening (see "Switching from handset to speakerphone mode" → page 104).

 You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).

Press the key to open the main menu.

Open "Service/Settings".

Open "User settings".

Enter and confirm the user password, if required.

Select "Audio".

Select "Settings".

Select "Open listening". The following options are available:

- Standard mode
- US mode

Select the open listening mode. The current mode is displayed.

Save the setting.

SETTING THE HEADSET PORT USE

This setting defines if a headset or a conference unit is activated when pressing the headset key .

 You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).

Press the key to open the main menu.

Open "Service/Settings".

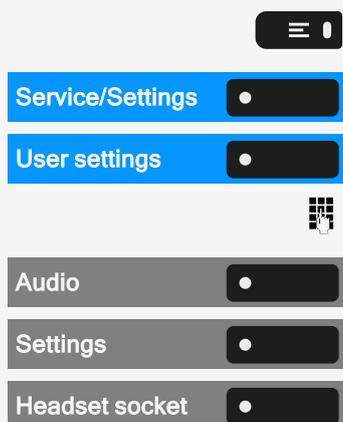
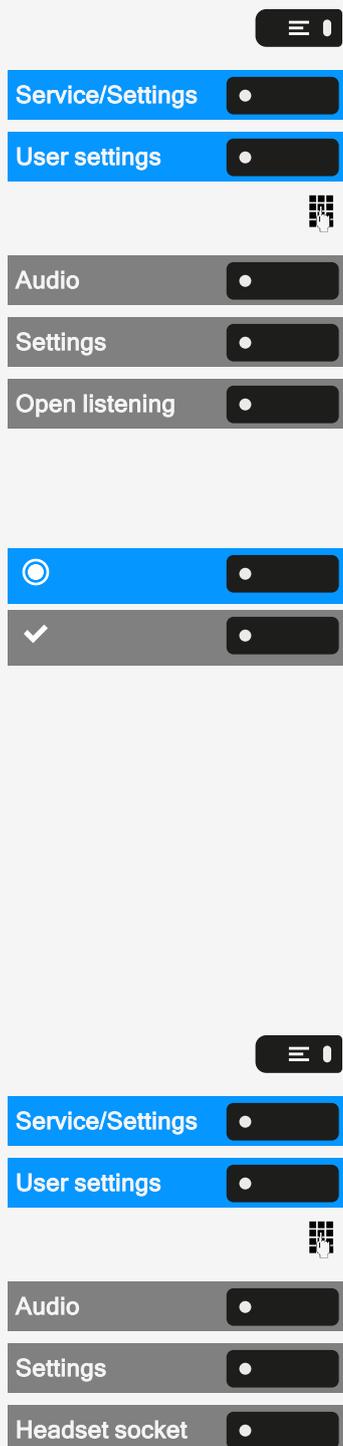
Open "User settings".

Enter and confirm the user password, if required.

Select "Audio".

Select "Settings".

Select "Headset socket". The following options are available:



- Wired headset
- Cordless headset
- Conference unit



Select an option.

Save the setting.

Settings for other headsets

Multiple headsets of different types (USB or ION) can be connected to the phone at the same time. You can control the priority order by which the phone selects a headset type for use.

Prerequisite: You have entered the audio settings.



Select "USB Headset" (or any other headset option). The following options are available:

- Option No. 1, first configured option, e.g. a conference unit
- Option No. 2, second configured option, e.g. a USB headset
- Option No. 3, third configured option, e.g. a remote conference unit
- Disabled
- Active



Select the required priority.

Save the setting.

SPECIAL RINGERS

You can assign an individual ringer to incoming calls or events for identification of the type of call.

The administrator has activated the special ringers. Consult the administrator regarding the use of these ringers.

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



You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).



Press the key to open the main menu.



Open "Service/Settings".



Open "User settings".



Audio

Special ringers

Internal

✓



Enter and confirm the user password, if required.

Select "Audio".

Select "Special ringers". The following options are available:

- Internal
- External
- Recall (Callback)
- Special 1
- Special 2
- Special 3

Select an option, e.g. "Internal".

Enable the selected option and configure the ringer, melody, and sequence for the selected option (see "Audio settings" → page 70).

Save the setting.

ACTIVATING OR DEACTIVATING THE RINGER

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

Hold down the key shown.

- A long press of this key will toggle the ringer on or off (a status bar icon is shown when the ringer is off).
- An extended long press (>2 sec.) can set the ring to be a beep instead of a continuous ring tone (a status bar icon is shown when the ringer is set to beep).

An information message pops up to indicate a change of the ringer.

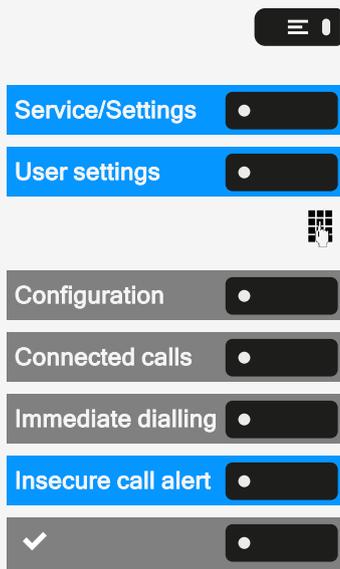
TONE AND INDICATION WITH UNSECURED VOICE CONNECTION

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

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



You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).



Press the key to open the main menu.

Open “Service/Settings”.

Open “User settings”.

Enter and confirm the user password, if required.

Select “Configuration”.

Select “Connected calls”.

Select “Immediate dialling”.

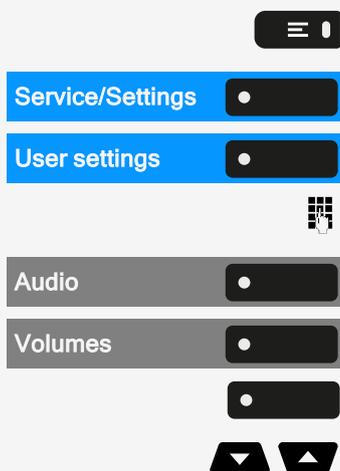
Select “Insecure call alert”.

Save the setting.

Adjusting the default volumes

You can configure different default volumes for the following audio output:

- Loudspeaker
- Ringer
- Handset
- Headset
- Handsfree
- Rollover
- Alert beep
- Call waiting tone



Press the key to open the main menu.

Open “Service/Settings”.

Open “User settings”.

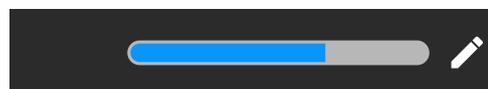
Enter and confirm the user password, if required.

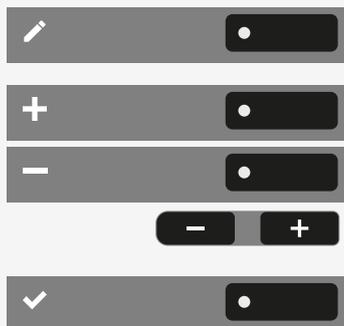
Select “Audio”.

Select “Volumes”. The settings for the various volumes are displayed.

Select the audio setting.

Use the navigation keys to scroll, if required.





Select "Edit".

Use the function key to increase the value.

Use the function key to decrease the value.

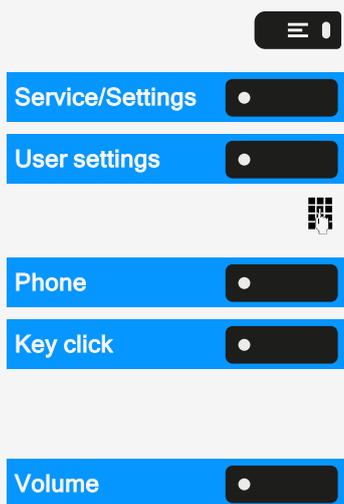
- Optionally, use the keys on the dialpad.

Save the setting.

Adjusting the key clicking sound

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

 You can also configure this setting via the web interface (see "[Web interface \(WBM\)](#)" → page 167).



Press the key to open the main menu.

Open "Service/Settings".

Open "User settings".

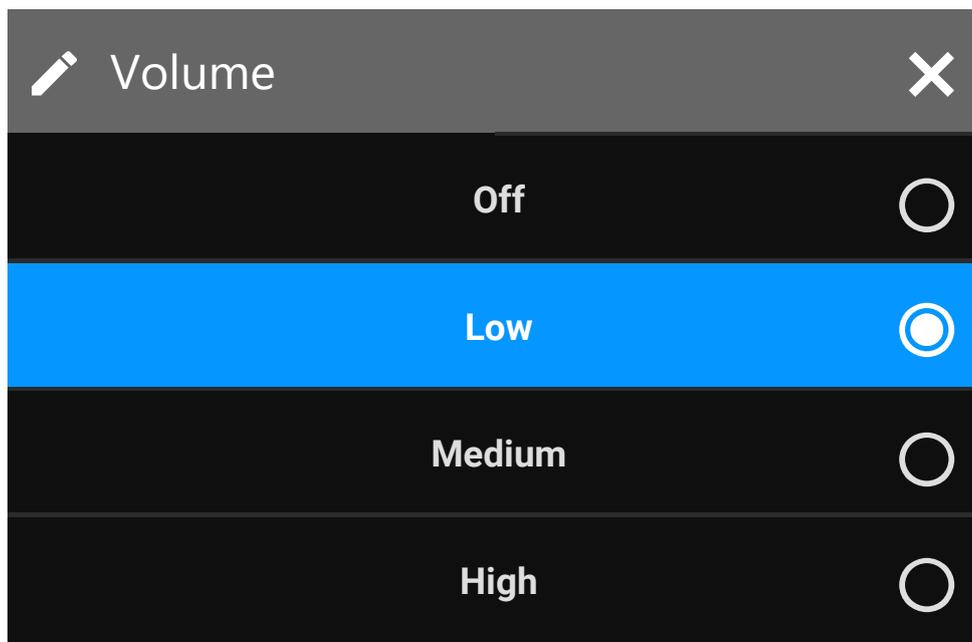
Enter and confirm the user password, if required.

Select "Phone".

Select "Key click".

Adjusting the volume

Select "Volume".



Select the default setting using the adjacent function key. You can choose between the following options:

- Off (no clicking sound)
- Low
- Medium
- High

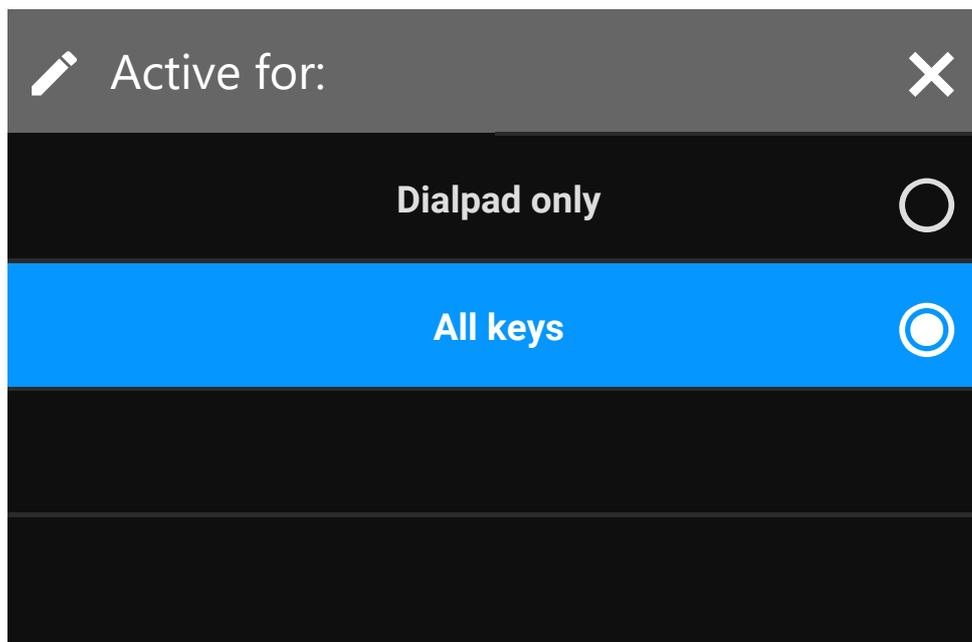


Save the setting.

Setting the key click scope



Select "Active for:".



Select the scope for the key clicking sound:

- Dialpad only
- All keys



Save the setting.

Call settings

CALL WAITING

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

If your phone belongs to an ONS group, in addition to triggering an alert tone on the engaged telephone, the second call is also signalled with a ring tone on the other phones in the ONS group.

Via a permanently displayed programmable key in the left panel or from a connected key module

Prerequisite: The key “Camp-on” is configured in the left panel or on a connected key module.



Select “Camp-on” in the left panel or on the key module.

Via “Favourites”

Prerequisite: The key “Camp-on” is configured in “Favourites”.

Select the key to open the main menu.

Select “Favourites”.

Select “Camp-on”.

Via the Service menu

Press the key to open the main menu.

Open “Service/Settings”.

Open “User settings”.

Enter and confirm the user password, if required.

Select “Feature settings”.

Select “Camp-on”.

Enable or disable the second call feature.

ALLOWING CALL WAITING

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

The option was programmed by your administrator.

 You can also configure this setting via the web interface (see “Web interface (WBM)” → page 167).

Press the key to open the main menu.

Open “Service/Settings”.

Open “User settings”.

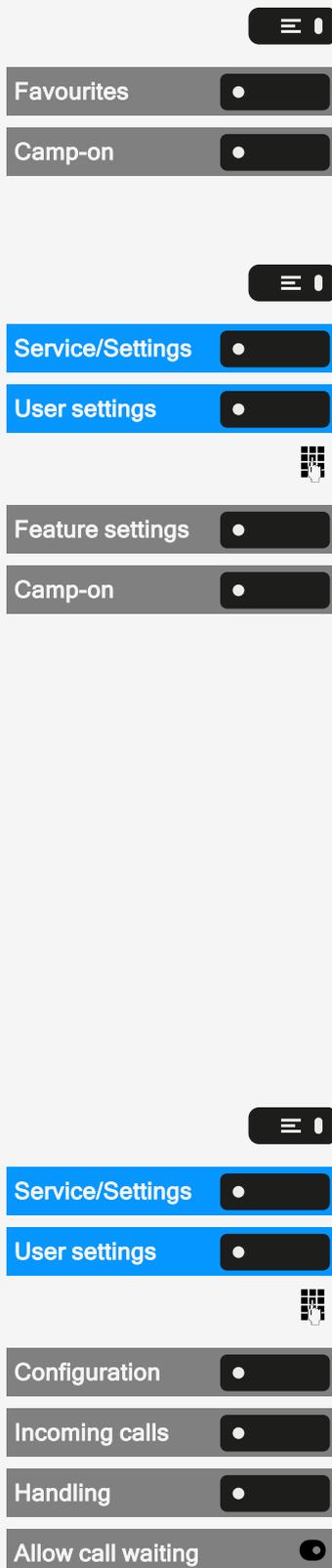
Enter and confirm the user password, if required.

Select “Configuration”.

Select “Incoming calls”.

Select “Handling”.

Enable or disable “Allow call waiting”.



Save the setting.

Assuming “Call waiting” is enabled, you can toggle a configured function key to switch call waiting on or off.

CENTRAL SPEED DIAL NUMBERS

Speed dial numbers are set up by the administrator.

- Speed dial numbers are stored in the system.
- The central speed dial directory can be obtained, e.g. in printed format, from the administrator.

SPEED DIAL WITH EXTENSION

Speed dial numbers with sequences are set up by the administrator.

Functions including the dialling 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

This function must be set up by the administrator.

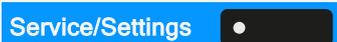
The keys **0 +** to can be assigned to 10 frequently used phone **9 wxyz** numbers.

Press the key to open the main menu.

Open “Service/Settings”.

Open “User settings”.

Select “Destination”.





Select "Speed dial".

Press the required line key.



Enter the destination number.



Save the setting.

Connecting to OpenScape UC



You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).



Press the key to open the main menu.



Open "Service/Settings".



Open "User settings".



Enter and confirm the user password, if required.



Select "Configuration".



Use the navigation keys to scroll, if required.



Select "OpenScape UC".



Enter the required login information.



Save the setting.

The phone will login using the given user credentials. If the data is incomplete, the phone will not login at all.

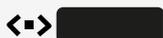
If you experience difficulties with the OpenScape UC configuration, contact the administrator.

Programming the function keys

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

After programming a function key, a “label” must be assigned to each corresponding function.

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



You can assign the “Shift” function to one of these keys to be able to switch between the two key levels or by pressing this key on the key module.

- The keys are preassigned in the as-delivered state (see "Programmable function keys on the phone" → page 26).
- The keys can also be programmed via the WBM interface (see "Web interface (WBM)" → page 167).

About programming a key

A programmable key (function key) can be programmed in the following ways:

- Directly via a long press on the respective function key. Key module keys are immediately available.
- Via the screen “Favourites” (if a key module is not attached).
- All function keys can also be programmed by Web Based Management (WBM).
- Optionally, the function keys are programmed via the “Settings”.

The selection of available functions depends on the configuration. Ask the administrator when you are missing a function.

LIST OF AVAILABLE FUNCTIONS

Unallocated	Conference
Selected dialling	Do not disturb
Redial	Group pickup
Forward all calls	Repertory dial

Forward no reply	Line
Forward busy	Feature toggle ¹
CF unconditional - any	Mobility
CF no reply - any ¹	Directed pickup
CF busy - any ¹	Release
CF unconditional - ext. ¹	Callback ²
CF unconditional - int. ¹	Cancel callbacks ²
CF no reply - ext. ¹	Consult
CF no reply - int. ¹	DSS
CF busy - ext. ¹	Call waiting
CF busy - int. ¹	Immediate ring ²
Ringer off	Start recording ²
Hold	AICS ZIP tone
Alternate	Server feature
Blind transfer call	BLF
Transfer call	Send URL
Deflect	2nd alert

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

2) This function may be available only if supported by the SIP server.

Programming a key

Via the function key

Hold down the function key in the left panel, in the menu “Favourites” or on a connected key module until the key programming menu is displayed.

Select “OK”.

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

OK

Select the level and assign the options as well as the corresponding label (see "Labelling function keys" → page 84).

Select the function.

Save the setting.

Via "Settings"

Press the key to open the main menu.

Open "Service/Settings".

Open "User settings".

Enter and confirm the user password, if required.

Select "Phone".

Select "Program keys".

- If a key module is connected, press the function key you want to program. The key LED on the key module lights up constantly.
- If no key module is connected, the screen "Favourites" is displayed.

Select "OK"

Select the level and assign the options as well as the corresponding label (see "Labelling function keys" → page 84).

Select the function (see "List of available functions" → page 82).

A default label name is attached automatically. To change the label, see "Labelling function keys" → page 84.

Save the setting.

Labelling function keys

When programming a function key, the default label is used for the function, e.g. "Redial". This label is displayed on the screen next to the function key. However, the label can be changed according to your requirements at any time.

Press the key to open the main menu.

Open "Service/Settings".

Open "User settings".

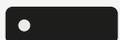
Enter and confirm the user password, if required.


 Phone

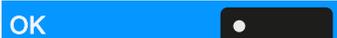
Select "Phone".


 Program keys

Select "Program keys".



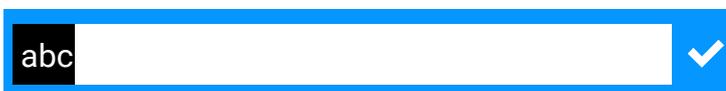
Press the function key you want to relabel. The key LED lights up constantly.


 OK

Select "OK".


 Label

Select "Label".


 abc

Enter the label text.



Press the function key to conclude input.



Save the setting.

Setting up a selected dialling key



Hold down the function key in the left panel, in the menu "Favourites" or on a connected key module until the key programming menu is displayed.


 OK

Select "OK".


 Edit selected dialling

Select "Edit selected dialling".


 Number

Select "Number".



Enter the phone number and confirm.



Save the setting.

Resetting all assigned functions to keys

You can reset all keys you configured back to factory settings (see also "Resetting user data" → page 166).



Press the key to open the main menu.


 Service/Settings

Open "Service/Settings".


 User settings

Open "User settings".



Enter and confirm the user password, if required.



Select “Reset”.



Activate or deactivate the setting for “Key programming” to be included in or excluded from the reset. If included, all function key settings are reset.



Select “Reset selected user data” to **immediately** reset all function keys (if enabled previously).

Keys that can only be configured by the administrator are not reset.



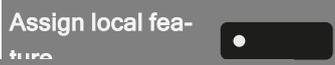
Select “Reset all user data” to reset all user settings.

HOW TO PROGRAM A FUNCTION KEY WITH “SEND URL”

Configuration



Select “Favourites”. Press and hold the function key to be programmed.



Select “Assign local feature”.



Select “Send URL”. The key is programmed.

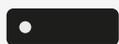


Save the setting.

Activation

- After the key is programmed, the LED lights amber to indicate that the key is busy, so another key press in that state will have no action.
- After successful HTTP response from the web server, the LED lights green for 3 seconds and a success notification appears. You can now control remote server actions from your phone.
- After unsuccessful HTTP response from the web server, the LED lights red for 3 seconds and a failure notification appears.

DELETING AN ASSIGNED FUNCTION FROM A KEY



Hold down the function key in the left panel, in the menu “Favourites” or on a connected key module until the key programming menu is displayed.



Select “OK”.



Select “Normal” (or select “Shifted” if the assigned function is on the second level).



Select “Unallocated”.



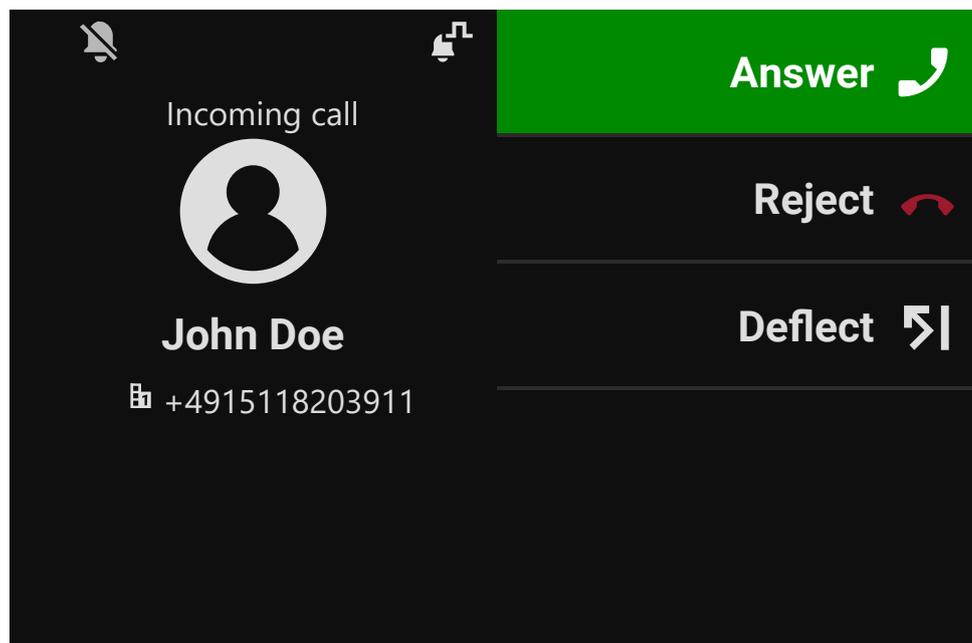
Save the setting.

The function assigned to the key and the corresponding label are deleted.

Making calls

Incoming calls

The phone rings if the ringtone is active. The notification LED also flashes. The calling party information (e.g. name, phone number) is displayed in the status bar and in the information section on the central part of the display.



Any settings currently made on the phone are interrupted by an incoming call.



Use the key "Settings" at any time to return to the point in the menu structure where you were interrupted, unless the time interval for the password has expired.

ANSWERING A CALL VIA THE HANDSET

The phone rings. The caller is displayed. The notification LED flashes.



Lift the handset.



Adjust the call volume, if necessary (see "Volume" → page 28).

ANSWERING A CALL VIA THE LOUDSPEAKER (SPEAKERPHONE MODE)

The phone rings. The caller is displayed. The notification LED flashes.



Answer

- Select "Answer".
- Optionally, select the key shown.

The key lights up . The speakerphone function is activated.

Adjust the call volume, if necessary (see "Volume" → page 28).

Suggestions for using the speakerphone mode

Adjust the call volume while speakerphone mode is active.

The ideal distance between the user and the phone in speakerphone mode is 50 cm.

ANSWERING A CALL VIA THE HEADSET

Prerequisite: A headset is connected and set up correctly (see "Setting the headset port use" → page 72).

Answering calls via the headset key

The phone rings. The caller is displayed. The LED on the key  flashes.

Press the key shown. The key lights up.

Adjust the call volume, if necessary (see "Volume" → page 28).

Answering calls automatically via the headset

Prerequisite: The administrator has additionally configured a function key with the function "AICS ZIP tone" (see "Programming the function keys" → page 82).

- Press the function key to activate automatic call answering mode. The key LED and the headset key illuminate.
- Optionally, press "Settings".



Auto Headset



Favourites



Auto Headset

Select "Favourites".

Use the navigation keys to scroll, if required.

Select "Auto Headset" to activate automatic call answering mode. The key LED and the headset key illuminate.

When there is an incoming call a short acoustic signal is heard on the headset for a call and the connection is established.

Auto Headset

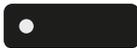


To deactivate the automatic headset answering function, press “Auto Headset”. The LEDs of the function and the headset keys are off.

DIRECT STATION SELECTION KEYS

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

Meaning of LEDs on DSS keys

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

Calling a contact directly

You cannot use DSS if the user is in another phone call, unless they have activated “Call waiting”. This indicated by a red LED on the key.

Calling a contact directly through the default outgoing line

Press the corresponding DSS key, e.g. “Office”.

Office



Line x



The line key illuminates. The connection is established through the selected outgoing line.

Selecting the outgoing line

Select the line key for the outgoing call.

Line x



Office



Press the corresponding DSS key, e.g. “Office”.

The selected line key illuminates . The connection is established through the selected line. The DSS destination is displayed.

The administrator can configure the DSS key so that the connection is also established when the DSS contact has activated “Do not disturb” or “Call forwarding”.

Consultation with the DSS contact

The administrator has configured the DSS key for consultations.

Prerequisite: You are conducting a call.

Select the corresponding DSS key, e.g. “Office”. The connection is established through the active line.

The first call is placed on “Hold”. If the contact answers, you can toggle, transfer the first call, or initiate a conference.

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

Call pick-up

You can pick up calls for the DSS contact. The LED flashes if a call is coming in for this line.

Indirect pick-up

Prerequisite: The auto-answer function is deactivated (see “Beep on auto-answer” → page 134).

Select the DSS key, e.g. “Office”. The call is routed to your primary line and rings.

Lift the handset or press the speaker or headset key. You are connected to the contact.

Rejecting a call

Prerequisite: The administrator enabled the option “Reject” for DSS keys and disabled the option “CTI calls” (see “Beep on auto-answer” → page 134).

Select the DSS key, e.g. “Office”. The call is routed to your primary line and rings.

Select “Reject”. The caller hears a busy signal.

Direct pick-up

Prerequisite: The administrator has disabled the option “Monitor Only” and the option “CTI calls” is enabled (see “Beep on auto-answer” → page 134).

Select the DSS key, e.g. “Office”. The call is routed to your primary line and you are immediately connected with the other party via speakerphone.

Office



Office



Office



Reject



Office



Monitoring a call

Prerequisite: The administrator has enabled the option “Monitor Only”.

Select the DSS key, e.g. “Office”. This will result in monitoring the call without answering it.

If the DSS line is registered at more than one device, the devices with the option “Monitor Only” enabled will not be able to answer the calls; they will be able to only monitor the status of the line.

Deflecting a call to a DSS contact

Prerequisite: The Option “Deflect” is enabled for DSS keys.

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

Your phone rings and a line key flashes .

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

ANSWERING A CALL WITH THE DSS KEY

Prerequisite: You have configured a DSS key on your phone, for example a key with label “DSS X”. For more information, see .

The phone rings.

Press the corresponding DSS key. The LED  lights up. You can speak hands-free.

- Optionally, lift the handset and set the volume, if required.

ACCEPTING CALLS FOR A MEMBER OF THE TEAM

You can pick up calls for other members in your team (“Call pickup group”) also during a call.

The text “Call for” is displayed on the screen along with the phone number or name of the called party. If a team member does not take the call within 15 seconds (depending on the set-up), you will also hear an alert tone.

Office

12345

DSS X



Prerequisite: The pick-up key is configured in the left panel, in the “Favourites” or on a connected key module.

In idle mode

Select "Pickup". You have picked up the call.

- Optionally, press the speakerphone key. The LED is lit. You can speak hands-free.
- Optionally, lift the handset.

During the call

Press the flashing "Pickup" key. The first call is on hold while you are connected to the second call.

Ending the second call and returning to the first

Press “Set free” to disconnect.

SELECTIVELY PICKING UP A CALL

The direct call pick-up key must be configured by the administrator.

Prerequisite: You hear another phone ringing, whose number you know, or a colleague invites you to take over a call on a particular phone.

Lift the handset.

Select “Speaker call”.

Enter the telephone number on which you wish to take over the call. You can then accept the call.

Display called extension

When the call number is not shown in a call pick-up group in which you want to take over a call (display is deactivated by default for pick-up group), you can enter the code for “Display on request” after picking up the phone.

Lift the handset.

Enter the system code for “Display on request”.

Once you have entered the code, the phone number is displayed.

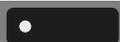
Pickup



Pickup



Set free



Speaker call



ADDRESSED VIA SPEAKERPHONE (DIRECT SPEAKING)

You are being spoken to directly by a colleague over speakerphone. Hands-free and open listening are automatically activated.



The speaker key light up. Answering in hands-free mode is immediately possible.



Lift handset and answer.

SWITCH MICROPHONE ON / OFF



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

ENDING A CALL



Press the illuminated key. The key is no longer lit.

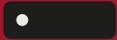


- Optionally, press the illuminated key. The key is no longer lit.



- Optionally, hang up the handset.

End



- Optionally, select "End".

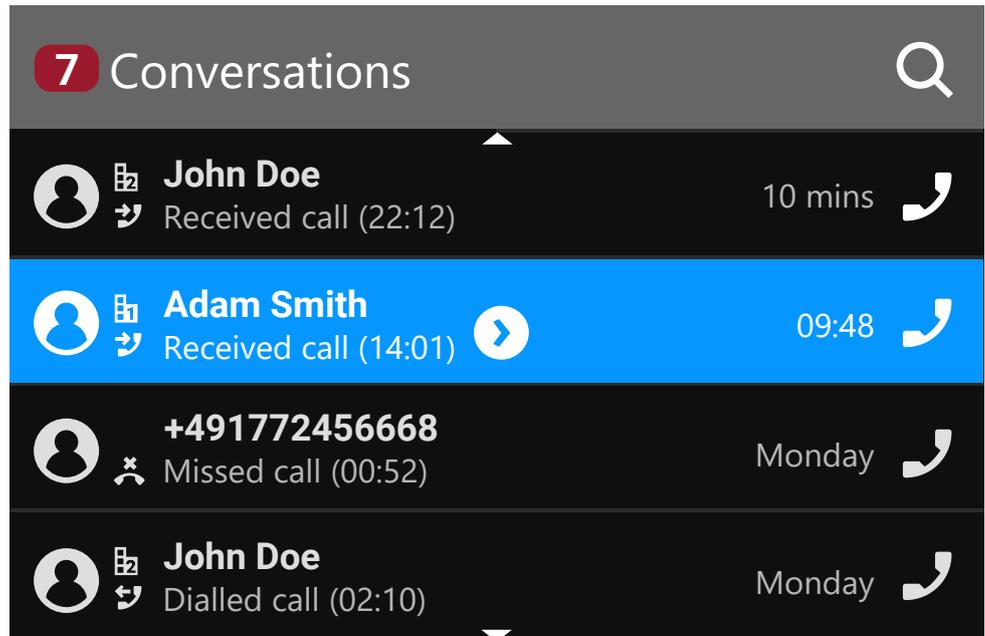
After the call has ended (either by you or the remote party), end of call notification with duration of the call will be shown in "Conversations".

Dialling / Calling

DIALLING WITH HANDSET OFF THE HOOK



Lift the handset.



The input field in “Conversations” is opened in numeric mode.

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

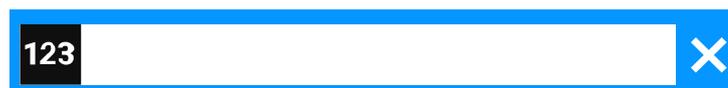
OK

Confirm when the complete number has been entered.

- Optionally, select a contact from the list of previous calls and press the corresponding function key.

DIAL WITH THE HANDSET ON HOOK

The connection is set up with on-hook dialling via a connected headset or via the loudspeaker (speakerphone mode). The line is seized before dialling.



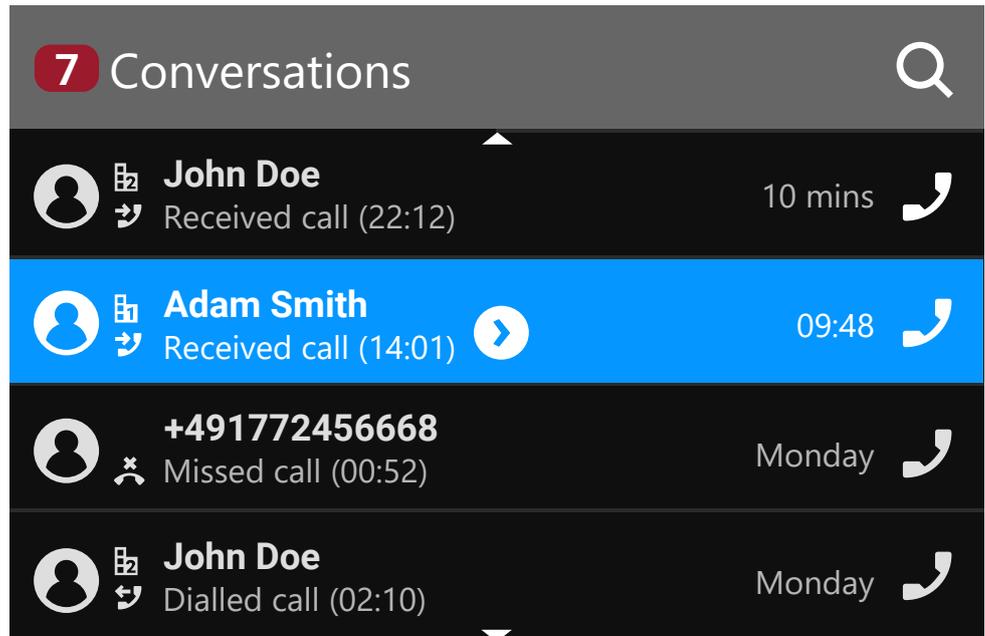
Enter phone number via the dialpad without lifting the handset and confirm when finished.



Press the key if a headset is connected.



- Optionally, press the speakerphone key.



The input field in “Conversations” is opened in numeric mode.

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



OK

Confirm when the complete number has been entered.

- Optionally, select a contact from the list of previous calls and press the corresponding function key.

Participant answers over loudspeaker



Select speakerphone mode.



- Optionally, lift the handset.

Participant does not answer or is busy



Press key. LED goes out.

Callback

Select “Callback”.

DIALLING WITH A CONNECTED HEADSET

Prerequisite: The headset is connected.



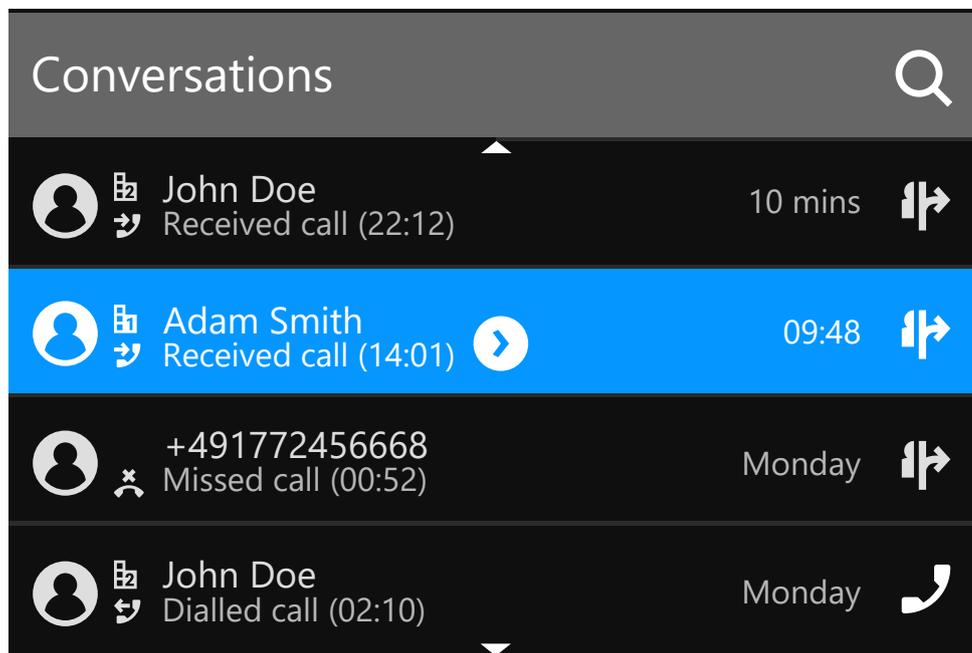
- Internal: Enter the phone number.
- External: Enter external code and phone number.

The key  illuminates.

CHOOSE FROM CONVERSATIONS

Conversations

Select "Conversations".



The conversations list is displayed on the screen. If the contact you want is not visible, select with the navigation keys or search by entering the phone number or contact name.

Linus Blanket

Confirm the selected contact with the corresponding function key. The phone number is dialed.

CALLING WITH A DIRECT STATION SELECT (DSS) KEY

Prerequisite: A DSS key is configured on your phone, e.g. a key with label "DSS X" (see "Setting up a selected dialling key" → page 85).

Select the corresponding function key.

When the participants answer, enter speakerphone mode.

- Optionally, lift the handset.

For the meaning of the LED displays on the direct call keys, see "Meaning of LEDs on function keys" → page 27.

DSS X



REDIALLING

No history is created for contacts if the call log or Microsoft® Exchange is deactivated. Conversations that have been dialled manually or searched for via LDAP are also not created. Previous entries are deleted.

Prerequisite: A programmable key has been configured with the redial function.

From the conversation list

You can use conversation list to call your last connected party via the history of a previous conversation or you can call via the contact details (see "Opening details of a conversation or conducting a call" → page 49).

Redialling from a connected key module

If "Redial" is not displayed on the key module, press the key to change the level.

Select "Redial".

Redialling via "Favourites"

Press the key to open the main menu.

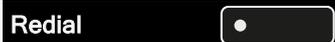
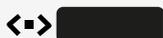
Select "Favourites".

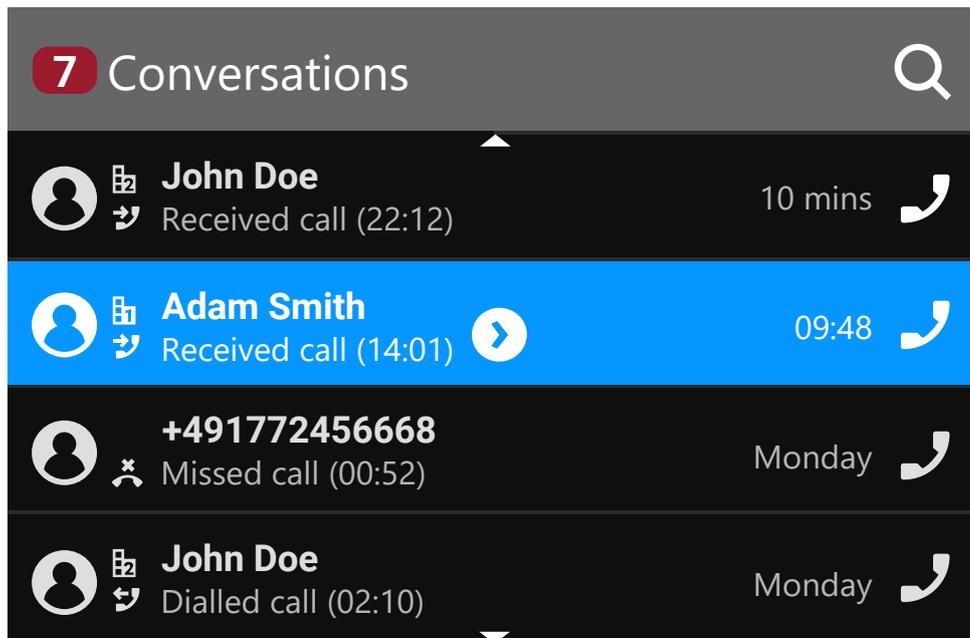
Select "Redial".

CALLING BACK A MISSED CALL

When a call is missed the LED on the phone lights up (if configured by the administrator). In addition to the menu name, i.e. the number of missed calls is displayed on the landing screen with a red background in the tab "Conversations" (see "Conversations" → page 1).

Select "Conversations".





Calls you have missed are indicated with .

Select the contact and confirm. The call is set up with the number displayed.

USING SPEED DIAL

This function must be configured by the administrator.

Speed dial numbers can also contain command or access code sequences and may be linked with other speed dial numbers (see "Central speed dial numbers" → page 80).

Dialling with central speed dial numbers

Prerequisite: You know the speed dial number.

Press the key to open the main menu.

Open "Service/Settings".

Select "Administrator settings".

Enter and confirm the admin password.

Select "Service menu".

Select "Use speed dialing".

Enter the speed dial number. The connection is immediately established.

John Doe



Service/Settings

Administrator settings



Service menu

Use speed dialing



Dialling with individual speed dial numbers

Prerequisite: You have set up individual speed dial numbers.

Press the key to open the main menu.

Open “Service/Settings”.

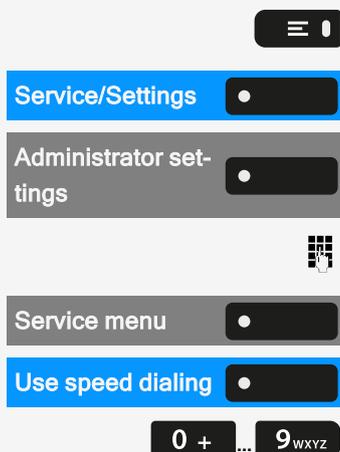
Select “Administrator settings”.

Enter and confirm the admin password.

Select “Service menu”.

Select “Use speed dialing”.

Press the required speed dial key. The connection is immediately established.



Forwarding calls

You can program several types of call forwarding on your line. Fixed call forwarding type is **All calls**.

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 disconnected.
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 forwarded.
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 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 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 is active, you can also divert calls there. Destinations: Fax = 870, Direct inward dialling = 871, Fax-direct inward dialling = 872.
- If you are the end caller of a forwarded call, you can see the call number or the name of the forwarding party on the display and the those of the caller below it.

SETTING UP CALL FORWARDING VIA THE CALL FORWARDING MENU

Open the menu "Forwarding".

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

Select one of the following options:

- Var: All calls
- Var: Internal calls
- Var: Internal calls
- Var: Busy
- Var: Busy or No reply
- Fixed: All calls

Select "Destination".

Enter the destination phone number.

Save the setting.

CONFIGURING LOCAL CALL FORWARDING

You can also configure the call forwarding settings via "Presence" (see "Activating immediate call forwarding" → page 102).



You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).

Destination





Service/Settings

User settings



Configuration

Incoming calls

Forwarding



Forward all calls

Press the key to open the main menu.

Open “Service/Settings”.

Open “User settings”.

Enter and confirm the user password, if required.

Select “Configuration”.

Select “Incoming calls”.

Select “Forwarding”. For a description of the settings and call forwarding types, see “Programming the function keys” → page 82.

ACTIVATING IMMEDIATE CALL FORWARDING

All calls are forwarded regardless of other settings. The prerequisite for forwarding is that a forwarding destination has been entered.

If no destination has been entered, you are prompted to enter a destination when you attempt to activate forwarding.

Open “Presence”.

Activating call forwarding for all calls to one destination

Enable “Forward all calls”. All calls are unconditionally forwarded.

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 centres. This will Save you from repeatedly attempting to call someone.

You receive a callback:

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

If configured by the administrator, all callback requests are automatically deleted overnight.


 Callback

SAVING A CALLBACK

Prerequisite: The line is currently busy or nobody answers.

Select “Callback”.

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.

Lift the handset.

- Optionally, press the key. The LED lights up .

CHECKING OR DELETING A SAVED CALLBACK

Press the key to open the main menu.


 Service/Settings

Open “Service/Settings”.


 Callback

Select “Display Callback”.


 Next Callback

Select “Next Callback” to display additional entries if applicable.

Deleting an entry that is displayed


 Delete

Select “Delete”.

Ending a query


 Cancel

Select “Cancel”.

During a call

ACTIVATING OR DEACTIVATING THE MICROPHONE

You can temporarily switch off the handset microphone to prevent the other party from listening in while you consult with someone in your office for example.

Prerequisite: You are conducting a call.

Deactivating the microphone



Press the key shown.

Activating the microphone



Press the key shown.

CHANGING THE VOLUME

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



You are conducting a call.



Adjust the volume using the toggle key.

SWITCHING FROM HANDSET TO SPEAKERPHONE MODE

Note that there are two different modes (US and Standard) and you can activate your preferred setting as appropriate.

Prerequisite: You are conducting a call via the handset.

The microphone and loudspeaker functions are activated by the administrator.

Listening in standard mode



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



Hang up the handset.



Release the key and proceed with your call.

Listening in US mode



To open listening in US mode, press the key.



Hang up the handset.

Proceed with your call.

SWITCHING FROM SPEAKERPHONE MODE TO THE HANDSET

Prerequisite: You are conducting a call in speakerphone mode.



Lift the handset. The  key is no longer illuminated.

SWITCHING FROM HEADSET TO SPEAKERPHONE MODE

Switching in standard mode



Press and hold the key (open listening is activated).

Hang up the handset.

Switching in US mode



Press the key.

Hang up the handset.

OPEN LISTENING TO THE ROOM

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

Prerequisite: You are conducting a call via the handset.

Activating open listening



To activate open listening, press the key shown.

Deactivating open listening



To deactivate open listening, press the illuminated key.

PARKING A CALL

There are three ways to park a call:

- System park
- Directed call parking

- Call parking within Pick-up group

For system settings ask the administrator.

The following is an example how to park a call if you are a member of Pick-up group.

Prerequisite: You are conducting a call.

Press the flashing function key in the left panel or on a connected key module, if configured.

Select “Favourites”.

Select the required page using the corresponding function key.

Enter and note a parking position number between 0 and 9. If the entered parking position number is not accepted, it is already busy. In that case enter a different number.

Retrieving a parked call

Prerequisite: One or more calls have been parked. The phone is idle and Group Park LED key is flashing.

Press the flashing function key in the left panel or on a connected key module, if configured.

A parked call will ring back automatically.

PLACING A CALL ON HOLD

You can use this function to place an ongoing call on hold, e.g. to prevent the another party hearing a conversation with a colleague in the same room.

Prerequisite: You are conducting a call.

Select and confirm the option shown.

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

If you do not retrieve the held call after a defined time interval, a reminder beep sounds three times and a prompt to retrieve the call or disconnect appears on the display.

Recall

If you have hung up, a recall occurs after a set time.

Group park

Favourites

Favourites 1/2

0 + ... 9 WXYZ

Group park

Hold

||



Lift the handset and set the volume, if required.



- Optionally, press the key.



- Optionally, press the key if a headset is connected to confirm recalling the party.

Held remotely

You have been placed on hold by your call partner and are informed accordingly in the notification area.

Pending calls

Select “Pending calls” to receive information about the call partner in “Conversations”.

Consultation

CALL SECOND PARTICIPANT (CONSULTATION)

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

Select “Consultation”.

Calling a second participant

Enter the phone number of the desired participants.

- Optionally, select one from the conversations list.

Returning to the first participant if the second participant does not answer

Select “Return to held call”.

Return to held call

Ending a consultation call

Select “Set free”.

Set free

Switching to the held party (alternating)

Select “Toggle”.

Toggle



TRANSFERRING A CALL

If the person you are speaking to wishes to be forwarded to one of your colleagues, you can transfer the call.

Prerequisite: You are conducting a call.

Select "Consultation".

Enter the phone number of the desired participants.

Announce the call to the third party.

Select "Transfer".

- Optionally hang up the handset.

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 for: X" in the display indicates 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 (see "Call waiting" → page 78).

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

Ending the first call and answering the second call

Hang up the handset. Your phone rings.

Accept second call. Lift the handset.

Place first call on hold and answer second call

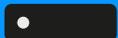
Select "Accept". You are connected to the second caller. The first party is placed on hold.

Ending the second call, resuming the first call

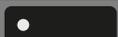
Select "Set free".

- Optionally, hang up the handset.

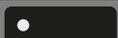
Consultation



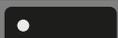
Transfer



Accept



Set free





- Optionally, lift the handset.

CARRY OUT DTMF SUFFIX / DIAL TONE

In order to control devices, such as answering machines or automatic information systems, you can send out DTMF signals.

Ask the administrator to send the codes for the DTMF tones.

Ending the call also deactivates DTMF suffix dialling.

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 dialling.

ROLLOVER

You can set up the volume for all notification, which occur during your call. For more information (see "Volumes" → page 160

Making calls via multiple lines (“multi-line”)

This section describes the settings for a MultiLine phone and how to use a MultiLine phone.

Line keys

Line keys can be set up on the freely programmable feature keys. Any key assigned the “Line” function corresponds to a line, with up to 4 lines can be set up as primary and secondary lines. Each of these line types can be used on a private or shared basis (see “Line usage” → page 111).

Line keys are set up by the administrator.

Example

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

- 3234 is the extension number of Mr. Meier
- 3235 is the extension of Mr. Müller
- 3236 is the extension of Mr. Schulze.

All three lines can be used to phone from all three phones. The line of the phone’s secondary extension number is 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 signalled 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

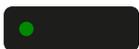
Secondary line

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 a shared line is 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.

MEANING OF LEDS ON LINE KEYS

LED	Meaning
	LED off: The phone is in idle mode.
	LED lights green: <ul style="list-style-type: none"> • The line is in use on your phone. • Outgoing call on the line
	Flashing green: <ul style="list-style-type: none"> • Incoming call on the line (see "Incoming calls " → page 88) • The incoming call was prioritized and selected in accordance with the option "Automatic line selection for incoming calls"
	LED lights red: The line is busy remotely.
	Flashing red: Call forwarding is activated.
	LED lights orange: The line is on hold.
	Flashing orange: The held call on the line has timed out on hold.

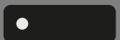
PREVIEW

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

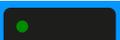
to you on the display. You can also determine which caller that you have previously put on "hold" or "exclusive hold" is waiting on a line key. You can also display information about the caller on the active line.

Prerequisite: You have accepted a call on a line key. The LED of another line key flashes quickly, the "Temp preview" is set up.

Activating preview

Temp preview 

Select "Temp preview". The corresponding LED lights up.

Line x 

Select the required line key. The information about the caller or participants is displayed.

Temp preview 

Deactivating preview

Select "Temp preview". The LED goes out. The menu rows and the call-length display are displayed again.

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.

Prerequisite: The administrator 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.



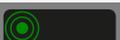
Lift the handset.



- Optionally, 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 x 

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



Lift the handset.



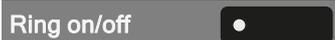
- Optionally, press the key and use speakerphone mode.

ACTIVATING AND 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 “Ring on/off” function is enabled, your phone will no longer ring. Incoming calls are then only displayed via the flashing of the corresponding keys and on the display.

Prerequisite: The “Ring on/off” function key has been set by the administrator.

Deactivating ringing mode



Select “Ringer off” to silence the phone on incoming calls. The LED  lights up.

Activating ringing mode



Select “Ring on/off” to enable ringing on incoming calls. The LED  goes out.

FORWARDING CALLS FOR LINES

If you activate call forwarding for an entire line in use, the line will be forwarded in general, on other phones as well (see “Line usage” → page 111).

The configuration of call forwarding for a particular line is identical to the call-forwarding already described.

Make sure that the desired line was previously busy.



Select “Line x” of the desired line. The corresponding LED lights up and you can activate forwarding (also refer to “Forwarding calls” → page 100).

RING TRANSFER

If you are temporarily leaving your desk or do not wish to be disturbed, you can activate call ringing transfer for the line to a target phone for incoming calls. A “Ring Transfer” function key can be programmed by the administrator for every line.

Activation



Select “Ring Transfer”. The LEDs on your phone and on the target phone light up. The line key only flashes for an incoming call; it does not ring. The call is signalled on all the other phones.

Dialling 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 message “Please select an outgoing line to use” shows the seizure of a line following lifting the handset or pressing the speakerphone key  .

AUTOMATIC LINE SEIZURE

The administrator has configured automatic line seizure.

Lift the handset.

- Optionally, press the speaker key.
- Optionally, press the headset key.

Select “Dial a number...”.

The input field in “Conversations” opens.

123



Enter the phone number and confirm. You can also search for and use the contact from the conversation list.

MANUAL LINE SEIZURE

Dialling using a key module

Lift the handset.

- Optionally, press the speaker key.
- Optionally, press the headset key.

These methods triggers the automatic line selection based on the administration configuration and the dialler input field that is shown.

Select the line.

If the dialler input has not been confirmed, press the key to use that line.



Dial a number...



Line




 Dial a number...

Select “Dial a number...”.

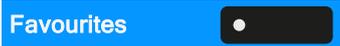
The input field in “Conversations” opens.

Enter the phone number and confirm. You can also search for and use the contact from the conversation list.

Selecting a line from “Favourites”

Prerequisite: The line is accessible via “Favourites” and a key module is not connected.

Press the key to show the menu options or select a line from the left panel.


 Favourites

Select “Favourites”.

Select the line.


 Available

Select and confirm the available line.

The input field in “Conversations” opens.

Enter the phone number and confirm. You can also search for and use the contact from the conversation list.

CALL WAITING WITH A DIRECT STATION SELECT (DSS) KEY

Prerequisite: You have set up DSS keys on your phone. The desired participant’s line is busy.


 Line x

Select the DSS key for the line. The participant called accepts your call waiting.

Lift the handset.

- Optionally, select speakerphone mode.

During a call

HOLDING CALLS ON LINE KEYS


 Hold

Select “Hold”. The LED of the line key flashes slowly.

The phone can also be configured so that the call is held by pressing the line key.

HOLDING AND ACCEPTING A CALL ON A LINE KEY

Prerequisite: You have accepted a call on a line key or you are making a consultation call.

Briefly press the current line key.

- Optionally, select speakerphone mode.

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.

EXCLUSIVELY HOLDING AND ACCEPTING A CALL ON A LINE KEY

Prerequisite: 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.

Select “Exclusive hold”.

- Optionally, 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 signalled on any other phones.

Accepting

Select the flashing line key. Proceed with your call.

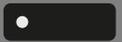
DIRECTED LINE PICK-UP

A team member 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.

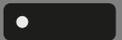
Select “Directed pickup”.

Enter the extension number of the phone on which the call was parked. You can then accept the call.

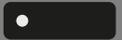
Line x



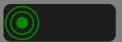
Exclusive hold



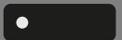
Exclusive hold



Line x



Directed pickup



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 redialling to a particular line (see "Saving an extension number for redialling" → page 117). You dial the saved extension number with the line and the saved number redial keys.



Lift the handset.



- Optionally, select speakerphone mode.

You are asked to press a free line key.

Line x

Select the corresponding line key. The LED lights up.

Change password
Dial

Select “Confirm password # Dial”. The last saved number is redialled.

MOST RECENT EXTENSION NUMBER DIALLED FOR A PARTICULAR LINE

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

If this type of saved number redial is installed on your phone, the most recently dialled extension number is automatically stored for redial.

Line x

Select the line. The LED lights up.

Last # Dial

Select “Last # Dial” (if configured) in the left panel, in “Favourites”, or on a connected key module.



Lift the handset.



- Optionally, select speakerphone mode.

SAVING AN EXTENSION NUMBER FOR REDIALLING

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.

Select “Save number redial”.

Save number
redial

Saved # Dial

Select “Saved # Dial” (if configured) in the left panel, in “Favourites”, or on a connected key module. The phone number is saved for the current line.



Select speakerphone mode or hang up the handset. The LED goes out.

Line 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).

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

RETRIEVING MESSAGES

If there are new entries in the mailbox, the LED for the mailbox key lights up.

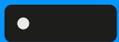


Press the key on the dialpad. The information about the caller is displayed.

Carrying out a callback request

A callback request is displayed.

Caller

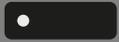


Select and confirm. The participant is called on the corresponding line.

Next entry

There is more than one entry.

Next entry

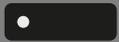


Select “Next entry”. The following entry is displayed.

Deleting mailbox entries

The relevant entry is displayed.

Delete



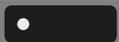
Select “Delete”.

Ending mailbox query

Press the key.



Cancel



- Optionally, select “Cancel”.

Entries in the mailbox that are not deleted remain saved. If there are non-queried callback requests, the mailbox key continues to light up.

IDENTIFYING THE LINE USED

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 function key “Line in Use”. The line number and line status of the line currently in use are displayed.

Via the Service menu

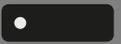
Press the key to open the main menu.

Open “Service/Settings”.

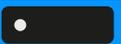
Select “Service menu”.

Select “More features”.

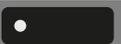
Select “Show used line”. The line number and status of the line currently in use are displayed.



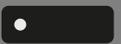
Line in use

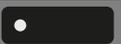
Service/Settings



Service menu



More features



Show used line



Press the key. The LED goes out.



- Optionally, hang up the handset.

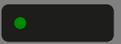
ENDING CONNECTION ON A LINE KEY

ENTERING A CALL ON A LINE (THREE-WAY)

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

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

- Entry is not possible if the function “Private call” 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.



Line

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.



- Optionally, lift the handset.

With the function key

Select “Private call”.

Via the Service menu

Press the key to open the main menu.

Private call



Service/Settings

Open “Service/Settings”.

Service menu

Select “Service menu”.

More features

Select “More features”.

Privacy off

Select “Privacy off”. Entry is now allowed.

Allowing entry

It can be pre-set 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.



- Optionally, lift the handset.

With the programmed function key

Select “Private call”.

Via the Service menu

It depends on system settings. This offer may not be in Service menu.

Private call



Service/Settings

Open “Service/Settings”.

Service menu

Select “Service menu”.

More features

Select “More features”.

Privacy off

Select “Privacy off”. Entry is now allowed.

Preventing entry

If no entry protection has been pre-set, you can prevent the entry. The entry protection applies to the current or following call.



You are conducting a call on a line.



- Optionally, lift the handset.

With the programmed function key

Select “Private call”.

Private call

Via the Service menu

It depends on system settings. This offer may not be in service menu.



Press the key to open the main menu.

Service/Settings

Open “Service/Settings”.

Service menu

Select “Service menu”.

Privacy on

Select “Privacy on”. Entry is now prevented.

WITNESS OR TAPE CONNECTION

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

Warning Data protection regulations for the configuration and use of witness or tape connection apply.

Prerequisite: 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. “Privacy mode” must be deactivated.

Silent monitor

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

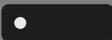
The “witness” can now listen in to the call unnoticed.

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

Deactivating

Select “Ring Transfer”. The LED goes out. A call is again signalled on the phone.

Ring Transfer



Accepting calls for the manager in the secretarial office

For calls for the manager, the phone rings in the secretarial office.

Lift the handset.



- Optionally, press the key and use speakerphone mode.

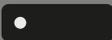
ACCEPTING CALLS FOR THE MANAGER DURING A CALL

You are conducting a call. A call is coming in for the manager.

Ask your call partner to wait.



Pickup

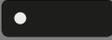


Select “Pickup”, if configured.

Ending a call - back to the first call

Select “Release and return” and continue the call with the first call partner.

Release and return

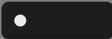


Transferring a call to the manager

Prerequisite: You have accepted a call for the manager in the secretarial office.

Press the “Manager” DDS key. You are connected with the manager.

Manager



Announce call partner and hang up the handset.



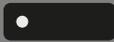
- Optionally, immediately hang up the handset without announcing.

Switching calls directly to the manager

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 phone.

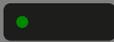
Activating

Press the programmed function key “Call FWD-no answer Manager”. The LED lights up.

Call FWD-no
answer Manager 

Deactivating

Select “Call FWD-no answer Manager”. The LED goes out.

Call FWD-no
answer Manager 

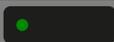
Calls for the secretarial office phone are not switched, only calls for the manager phone.

Accepting calls on the manager’s phone

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



Lift the handset.

Pickup 

Press the programmed function key “Pickup”.

Accepting a call for another management or secretarial team

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



Lift the handset.

Manager 3 

Press the programmed function key, e.g. “Manager 3”.

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

Using the second phone for the manager

Prerequisite: A second phone has been set up for the manager. A programmed “Group park” function key is set up on the manager’s first and second phone.

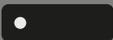
Parking a call on the first phone

Select “Group 1”. The LED lights up.

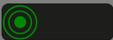
Continuing a call on the second phone

Lift the handset.

Select “Group 2”.

Group 1 



Group 2 

Activating or deactivating the 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.

With the programmed function key

Select “Camp-on”, if configured.

Via the Service menu

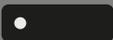
Press the key to open the main menu.

Open “Service/Settings”.

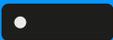
Select “Service menu”.

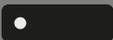
Select “Feature settings”.

Enable or disable “Camp-on”.

Camp-on 



Service/Settings 

Service menu 

Feature settings 



Using the buzz function

If on the manager’s phone a programmed “Buzz” call 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” call has been set up, you can pick up the handset and enter the “Buzz” code.

Messenger calls

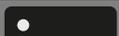
You can call up messages with a key press if you configure a relevant key on the manager’s phone. Assign a function using a programmable key (see “Programming the function keys” → page 82).

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 (see “Programming the function keys” → page 82).

Activating representative

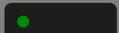
Representative



Press the programmed function key. The LED lights up.

Deactivating representative

Representative



Press the programmed function key. The LED goes out.

Group calls / hunt group

If configured, your connection is part of a team. The team consists of internal phone connections that can make use of particular functions.

Switch group calls on or off

If your phone is connected to a system network via LAN, pay attention to specific features (see "Leaving or entering a "hunt group"" → page 151).

If it has been configured, you will belong to one or more groups of members who can be reached via a "hunt group" or group call phone number.

Calls are signalled on all phones in the group either in succession ("hunt group") or simultaneously ("group call"), until a member of the group answers the call.

Every party in the group can also remain available under their own phone number.

You can activate and deactivate the call for the hunt group, group call, or for the individual lines of a group.

YOU BELONG TO A HUNT GROUP OR GROUP CALL GROUP



Press the key to open the main menu.

Leave hunt grp



Select "Leave hunt grp".

Join hunt group



- Optionally, select "Join hunt group".

YOU BELONG TO MULTIPLE GROUPS



Press the key to open the main menu.

Leave hunt group



Select "Leave hunt group".

Join hunt group



- Optionally, select "Join hunt group".

Hunt group
IN/OUT



- Optionally, select "Hunt group IN/OUT".

The status of the selected group is displayed in the notification area:

- If an "X" appears between the group or line number (e.g. 301) and the group name, the call is active for this group or line.
- No "X" means that the call is deactivated.

Use the navigation buttons to select another group or line number.

Enable or disable a single group or all groups using the following options:

- Group calls off
- Group calls on
- #=All groups off
- *=All groups on

If you have activated the call for another group or line, or deactivated the call for all groups or lines to which you belong, a special dial tone rings when you lift up the handset.

ACCEPTING CALLS FOR A TEAM MEMBER

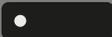
You can pick up calls for phones within a team on your phone also during a call.

In contrast to the direct station select function, you do not need any configured direct station select (DSS) to do this.

Prerequisite: Your phone rings briefly. In the top row of the display, "Call with:" is displayed, with the phone number or name of the initiator and, on the bottom row, the phone number or name of the caller.

Select "Pickup call" to pick up the call for your team member.

Pickup call



CONNECTING CALL

You can have calls to your handset signalled acoustically on up to five other telephones. The call is received by the person who answers the call first.

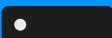
If your phone is connected to a system network via LAN, pay attention to specific features.

Saving or displaying or deleting phone for group ringing

Press the key to open the main menu.



Service/Settings



Open "Service/Settings".

Service menu



Select "Service menu".

Destination



Select "Destination".

Ringling group on

Select "Ringling group on".

Connect immediately

Select "Connect immediately".

Enter the phone number. The party's name is displayed.

✓

Save the setting.

Connect immediately

- Optionally, select "Connect immediately".

Display/Clear

- Optionally, select "Display/Clear".

Clear

Select "Clear".

Delete from all ringing group phones



Press the key to open the main menu.

Answer Group OFF

Select "Answer Group OFF".

Other settings and functions

Energy saving mode

Set how long the phone screen can remain idle before the background lighting automatically switches off and the screen turns dark.

The shorter the time for the screen to dim the less energy is consumed.

 You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).

Press the key to open the main menu.

Service/Settings

Open "Service/Settings".

User settings

Open "User settings".



Enter and confirm the user password, if required.

Phone

Select "Phone".

Energy saving

Select "Energy saving".

Activate after

Select "Activate after". The current values are displayed.

- The first value displays the idle time for the screen to reduce brightness.
- The second value displays the idle time for the screen to switch off.

The following options are available:

- 1 min / 5 mins
- 5 mins / 20 mins
- 30 mins / 2 hrs
- 45 mins / 4 hrs
- 60 mins / 8 hrs

Select the activation time.

Save the setting.

Setting daylight saving time

 You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).

Prerequisite: The option “Auto DST” is deactivated (see "Enabling automatic daylight saving time" → page 131).

Press the key to open the main menu.



Open “Service/Settings”.



Open “User settings”.



Enter and confirm the user password, if required.



Select “Date and time”.



Select “Daylight saving”.



Save the setting.

SETTING THE DIFFERENCE BETWEEN DAYLIGHT SAVING AND STANDARD TIME



You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).

Prerequisite: Daylight saving mode is activated.

Enter the difference to be used for daylight saving time.

Press the key to open the main menu.



Open “Service/Settings”.



Open “User settings”.



Enter and confirm the user password, if required.



Select “Date and time”.



Select “Difference (mins)”.




Enter the time difference between UTC and the local time (in minutes).

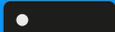
Save the setting.

ENABLING AUTOMATIC DAYLIGHT SAVING TIME

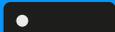
 You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).



Press the key to open the main menu.

Service/Settings 

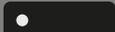
Open "Service/Settings".

User settings 

Open "User settings".



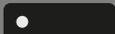
Enter and confirm the user password, if required.

Date and time 

Select "Date and time".

Auto DST 

Enable or disable "Auto DST".

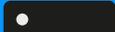
Save the setting.

Displaying the date and time settings

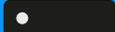
This setting is read-only and cannot be changed by the user.



Press the key to open the main menu.

Service/Settings 

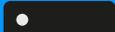
Open "Service/Settings".

User settings 

Open "User settings".



Enter and confirm the user password, if required.

Date and time 

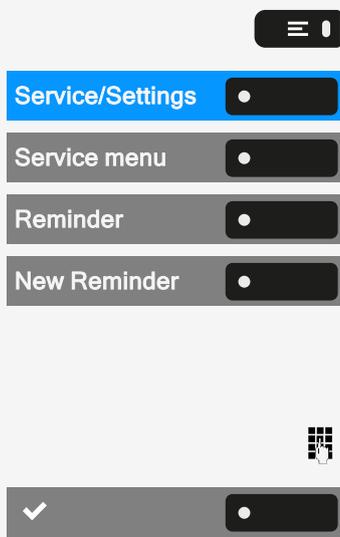
Select "Date and time". The current date and time setting of the phone is displayed, provided that the administrator has configured the phone to acquire the current date and time from the network.

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 REMINDERS



Press the key to open the main menu.

Open "Service/Settings".

Select "Service menu".

Select "Reminder". Saved reminders are displayed.

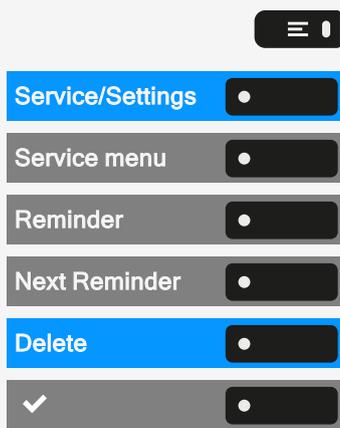
Select "New Reminder".

- First reminder: Confirm.
- Other reminder: Select and confirm.

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

Save the setting.

DELETE SAVED REMINDERS



Press the key to open the main menu.

Open "Service/Settings".

Select "Service menu".

Select "Reminder". Saved reminders are displayed.

Select "Next Reminder" if multiple reminders are saved.

Select "Delete".

Save the setting.

USING TIMED REMINDERS

Prerequisite: You have saved an appointment. The saved time arrives.

The phone rings.

Press the key twice.

- Optionally, lift the handset and put it back down.

The appointment time is displayed for a few seconds.

If you do not accept the arranged call, it will be repeated five times before the appointment is deleted.



Using a different phone for a call in the same way as your own

You can identify yourself with a personal identification number (PIN) on a different phone of the OpenScape Desk Phone system (also on telephones of interlinked OpenScape 4000 systems, e.g. at other company locations). You can use the other phone for the following actions:

- Calling with cost allocation
- Dialling with project assignment
- Checking your mailbox
- Using a phone number stored on your phone for redial
- Entering appointments

With an internal PIN you can divert your calls to another telephone at your place of residence (call forwarding “redirect”).

IDENTIFY YOURSELF ON ANOTHER PHONE

Prerequisite: You have received a PIN from your responsible administrator. An internal PIN is required for your own OpenScape Desk Phone system. For other OpenScape Desk Phone systems in the network, you need a network-wide PIN.



Press the key to open the main menu.

Service/Settings

Open “Service/Settings”.

Service menu

Select “Service menu”

PIN / COS

Select “PIN / COS”.

PIN Number

Select “PIN Number”.



Enter the PIN Number and confirm.

Within your OpenScape Desk Phone system



Enter the internal PIN and press the hash key .

Within your and other OpenScape Desk Phone systems



Enter the 2-digit node code for your OpenScape Desk Phone system.



Enter your phone number and press the hash key .



Enter the network-wide PIN and press the hash key .

Dial after successful identification

You hear the dial tone. "Please dial" is displayed.

Press the key.

- Optionally, enter a phone number.

Retry call forwarding after successful identification

Select "Call forward". Call forwarding is active.

SWITCH OFF IDENTIFICATION ON ANOTHER PHONE

Press the key to open the main menu.

Open "Service/Settings".

Select and confirm.

Select and confirm.

The identification is automatically switched off if the different device is not used for several minutes

CTI calls

BEEP ON AUTO-ANSWER

When you dial a number with a CTI application (e.g. Outlook™) and auto-answer is activated, the phone switches automatically to speakerphone mode. If auto-answer is deactivated, the phone first rings and you must press the loudspeaker key or lift the handset to set up the call.

This setting also defines whether or not incoming DSS, or other special calls, calls are automatically accepted. If the function is active, an alert beep sounds when a call is automatically accepted (also refer to "Call pick-up" → page 91).

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

 You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).

This option is programmed by the administrator.

Press the key to open the main menu.

Open "Service/Settings".

Open "User settings".

Enter and confirm the user password, if required.

Select "Configuration".

Select "Incoming calls".

Select "CTI calls".

Enable "Forced feed".

Enable "Beep on auto-answer".

Save the setting.

BEEP ON AUTO-RECONNECT

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

 You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).

This option is programmed by the administrator.

Press the key to open the main menu.

Open "Service/Settings".

Open "User settings".

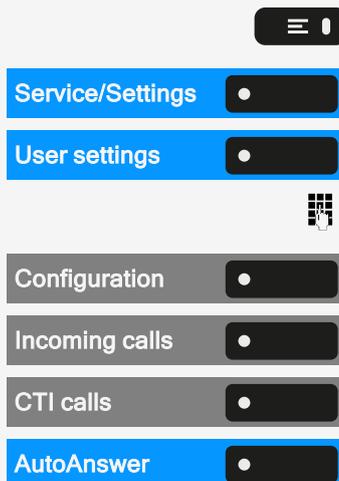
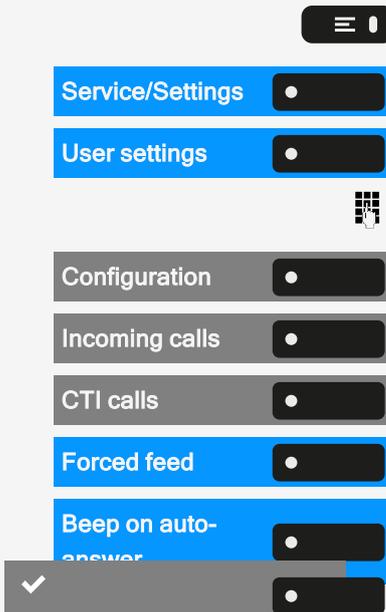
Enter and confirm the user password, if required.

Select "Configuration".

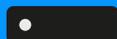
Select "Incoming calls".

Select "CTI calls".

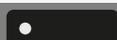
Enable "AutoAnswer".



Beep on auto-reconnect



Enable "Beep on auto-reconnect".



Save the setting.

PAGING CALL

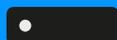
A paging call is an one way broadcast, for example a real-time announcement to one or more users.

Prerequisite: RingCentral server type must be configured and CTI calls option must be disabled.



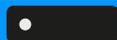
Press the key to open the main menu.

Service/Settings



Open "Service/Settings".

User settings

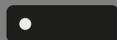


Open "User settings".



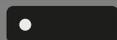
Enter and confirm the user password, if required.

Configuration



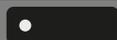
Select "Configuration".

Incoming calls



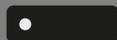
Select "Incoming calls".

CTI calls



Select "CTI calls".

Paging ^



Enable "Paging ^". A paging call can be initiated in two ways:

- Using the feature access code *84 and the paging extension to RingCentral
- Pressing the configured "Page" key and dial the paging extension

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 before (see "Forwarding calls" → page 100).

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 phone", the following settings are transmitted from the mobile connection:

- Key assignment
- Authorizations
- Call forwarding
- In addition, outstanding messages or texts are signalled.

"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 phone", 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 signalled.
- 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 PHONE"

Log on to mobile connection to "guest phone". The phone thereby behaves like your own as regards cost allocation, key programming, call forwarding etc.

Your "home phone" cannot be used during this setup.

Prerequisite: A mobile connection with your own number and an ID has been set up by the administrator.



Service/Settings



Service menu



Mobile logon



Press the key to open the main menu.

Open “Service/Settings”.

Select “Service menu”.

Select "Mobile logon".

- Optionally, enter the system code for “Mobile logon” (e.g. *26).

Enter the "home" phone number and press the hash key .

Enter ID and press the hash key .

The login procedure starts.

After logging in, you will see the icon and your own phone number in the notification area and to the right of the status bar.

The original user settings of the “guest phone” are no longer visible, but your connection is available.

CONNECT BACK TO “HOME PHONE”

Log off via the “guest phone”

If you no longer require a connection to the "guest phone", or if you want to switch again to your “home phone”, log off from the “guest phone”.



Service/Settings



Service menu



Mobile logoff



Press the key to open the main menu.

Open “Service/Settings”.

Select “Service menu”.

Select "Mobile logoff".

Optionally, enter the system code for “Mobile logoff” (e.g. *25).

The log-off procedure starts.

Log off via the “home phone”

If you have forgotten to log off from the "guest phone", you can pick up from the "home telephone".

Cancel mobility



Select “Cancel mobility”.

If the administrator has activated the "Mobility password", you are asked to enter it.

Enter the “mobility password”.



- The "guest phone" is now 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 "Connect to "guest phone"" → page 137).

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 Desk Phone as house call system (intercom system)

You can speak to an internal subscriber on the OpenScape Desk Phone 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, make sure that the Speaker call protect of the concerned phones is switched off (see "Enabling or disabling the speaker call protection" → page 153).

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.

- Optionally, press the key and use speakerphone mode.

Enter the system code for “Speaker call”.

- Optionally, select “Speaker call”.

Enter the internal phone number of the subscriber.

A connection to the target’s loudspeaker is established immediately, under the following conditions:

- The line is not busy.
- The handset is not lifted.
- The speaker call protect is not 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.

When the receiver presses the loudspeaker key or the line key (if set-up), the connection is cancelled.

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

Speaker call to a target destination

Prerequisite: The system code for “Speaker call” and the destination phone number are programmed on a destination dial key.

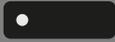
Press the programmed dial key. It will immediately establish a connection with the destination’s loudspeaker.

SPEAKER CALL IN A GROUP

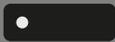
Establishing a normal connection within a group or team (with team call= speed dial number for team members 0-9 or 00-99) can also be done via speaker call. Speaker



Speaker call



123456



call is initiated by a group phone.

The “Voice call group participants” function is line-independent - anyone can voice call anyone else.

Speaker call to a variable destination

Lift the handset.

Optionally, press the key to use speakerphone mode.

Enter the system code for “Speaker call”.

Select “Speaker call”.

Enter the speed dial code for the corresponding group member.

A connection to the target’s loudspeaker is established immediately under the following conditions:

- The line is not busy.
- The handset is not lifted.
- The “do not disturb” mode is not activated.

The recipient answers the speaker call by picking up the handset.

When the receiver presses the loudspeaker key or the line key (if set up), the connection is cancelled.

Speaker call to a target destination

Prerequisite: The system code for “Speaker call” and the speed dial number for the corresponding group member are programmed on a destination dial key.

Press the programmed dial key. It will immediately establish a connection with the destination’s loudspeaker.

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

When the receiver presses the loudspeaker key or the line key (if set-up), the connection is cancelled.

Speaker call to a variable target

When talking in a group, the loudspeaker and microphone on the target phone are automatically turned on.

Lift the handset.

- Optionally, press the key to use speakerphone mode.

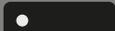
Enter the system code for “Speaker call”.



Speaker call



123456



Speaker call



- Optionally, select “Speaker call”.

Enter the speed dial code for the corresponding group member.

Loudspeaker and microphone of the target phone are automatically turned on.

Speaker call to a target destination

Prerequisite: The system code for “Speaker call” and the speed dial number for the corresponding group member are programmed on a destination dial key.

Select “DSS”.

Loudspeaker and microphone of the target phone are automatically turned on.

DSS



ANNOUNCEMENT (BROADCAST) TO ALL MEMBERS OF A MANAGEMENT GROUP

With this function, you can send an announcement to all members (10 to 40) of a management group at the same time.

After you have set the group call, you will receive a confirmation tone when you can start the announcement.



Lift the handset.

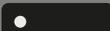


- Optionally, press the key to use speakerphone mode.



Enter the system code for “Voice call: ^”.

Voice call: ^



- Optionally, press the key “Voice call: ^” key.



Enter the internal phone number of a group member.

The loudspeakers of all group telephones are automatically switched on and you receive a confirmation tone. You can begin the announcement.



Hang up the handset to end the announcement.

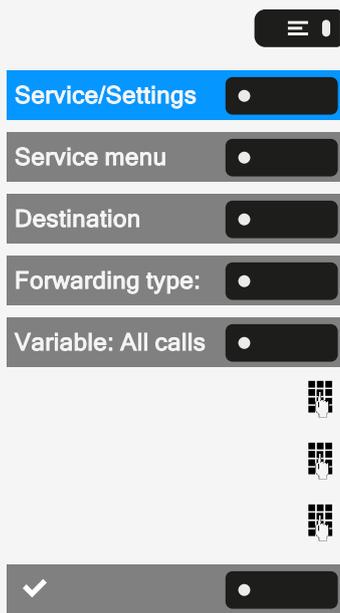
Once a group member lifts the handset, they are then connected to you and the announcement is cancelled.

When a group member presses the loudspeaker key or the concerned line key of the announcement, they will be separated from the announcement. If the last remaining member of the group presses the loudspeaker or line key, the announcement is ended.

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



Press the key to open the main menu.

Open "Service/Settings".

Select "Service menu".

Select "Destination".

Select "Forwarding type:".

Select "Variable: All calls".

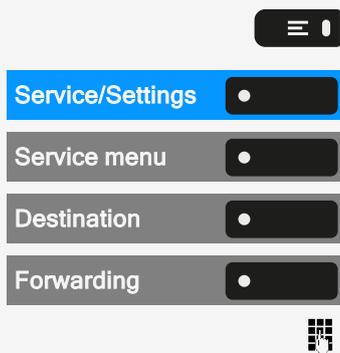
Enter the phone number of the other phone and confirm.

Enter the PIN and confirm.

Enter the destination phone number.

Save the setting.

SAVE DESTINATION FOR FAX / PC / BUSY STATIONS - CALL FORWARDING ACTIVATED



Press the key to open the main menu.

Open "Service/Settings".

Select "Service menu".

Select "Destination".

Select "Forwarding".

Enter the code for the desired call forwarding type. Codes are assigned by the responsible administrator.

123



Enter the phone number of the other connection.



Enter the PIN.



Enter the destination phone number.



Save the setting.

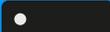
Call forwarding is active.

CHECK OR TURN OFF CALL FORWARDING FOR OTHER PHONE



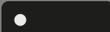
Press the key to open the main menu.

Service/Settings



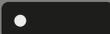
Open "Service/Settings".

Service menu



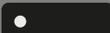
Select "Service menu".

Feature settings



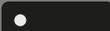
Select "Feature settings".

Trunk FWD on



Select "Trunk FWD on".

Variable: All calls



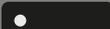
Select "Variable: All calls".



Enter the phone number of the other phone.



Enter the PIN.



Save the setting.

Deactivating

Select "Deactivate".

Query

Select "Search".

The source phone number and the target phone number are displayed.

CALL FORWARDING FOR FAX / PC / BUSY STATIONS



Press the key to open the main menu.

Service/Settings Service menu Feature settings Forwarding type: 

Open "Service/Settings".

Select "Service menu".

Select "Feature settings".

Select "Forwarding type:".

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 valid 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":	

123



Enter the phone number of the other connection.

Enter the PIN.

Save the setting.

Deactivating

Deactivate

Select "Deactivate".



Save the setting.

CHANGE CALL FORWARDING FOR OTHER CONNECTION

To do this, follow the same procedure as for saving / switching on:

- For a different phone, see "Save destination for other phone - activate call forwarding" → page 143

- For fax, PC, or busy, see "Save destination for fax / PC / busy stations - call forwarding activated" → page 143.

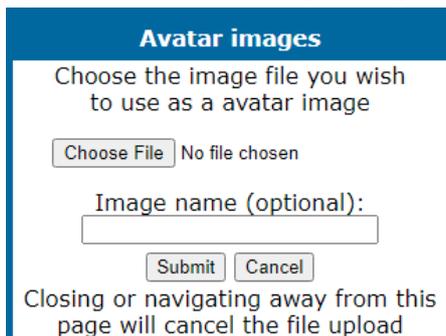
Managing avatar images

You can download new avatar images to the phone and use them to change the picture of a contact.

-  You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).

Uploading an image to the phone

1. Open a browser on a PC that is in the same network as the phone.
2. Enter the URL of the phone (see "Displaying network information" → page 165) to access the WBM page of the phone.
3. Open the tab "User settings" and go to "File transfer > Avatar images".



4. Select "Choose File" and select an image file from the file system. **The file type must be PNG, JPG, or BMP and the image file cannot be larger than 100 kB.**
5. Optionally, name the image for better recognition.
6. Click "Save & exit" to upload the image to the phone.

After the original image has been successfully uploaded, it will be downscaled to 64x64 pixels.

Deleting an image file from the phone

1. On the PC, open the URL of the WBM page of the phone and navigate to "File transfer > Avatar images".



2. Select the image and click "Delete".

ASSIGNING A CONTACT AVATAR

When transfer process is successful, the image is available on the phone and can be attached to a contact.

Select “Conversations”.



To search for a contact, enter the first letters or the phone number in the search field.

Press the right key to open the conversation screen and then select contact details. Scroll down the contact details to the Avatar option.

Select an avatar image from the list of available images. You can also use the default avatar.

The image is displayed as the avatar for the contact in the conversation list or on a call screen.

Control OpenScape UC preferred device settings from phone

You can easily control and modify your UC preferred device from your CP phone. Select “Presence” 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 key next to it.

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 key next to it.

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

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

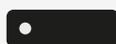
If the UC server is unavailable or the user has not provided correct credentials, “no preferred device state” will be displayed in presence screen menu.

Door opener

PROGRAMMING THE DOOR OPENER

Prerequisite: The function “Door opener” has been enabled by the administrator.

First you must set up a programmable key to open a door (also refer to "Programming the function keys" → page 82).

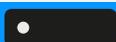


Long press the function key in the left panel or hold down the function key on a connected key module to which you want to assign the function “Door opener” until the programming prompt is displayed.



Press the key to open the main menu.

Favourites

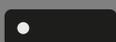


Open “Favourites”.



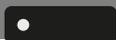
Press and hold the function key to which you want to assign the door.

Assign local feature



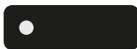
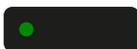
Select "Assign local feature".

Door opener



Select “Door opener”.

LED DISPLAYS FOR DOOR OPENER KEYS

LED	Meaning
	LED off: The door opener is in idle mode.
	LED lights green: Door opened
	LED lights orange: In progress.
	LED lights red: Failure, contact the administrator if the problem persists.

OPENING THE DOOR WITHOUT RECEIVING A CALL

Prerequisite: The function has to be enabled by the administrator.

With programmable key

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

Press the key in the left panel or on a connected key module to which the function “Door opener” function has been assigned.

When the assigned key is not on the idle screen

Press the key to open the main menu.

Open “Favourites”.

Select “Door opener”. The door opens.

RECEIVING A CALL FROM THE DOOR PHONE

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

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

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

If the administrator has enabled automatic video for your door opener (default), you will also see the camera image.

Speaking with a visitor over the door terminal

Prerequisite: The phone is called from the door phone.

Lift the handset. You are connected to the entrance phone.

- Optionally, press the speakerphone key.
- Optionally, select “Answer”.

You can now talk with your visitors.

Rejecting a call from the door phone

Press the corresponding function key. The call is rejected.


 Door opener


 Favourites


 Door opener


 Answer


OPENING THE DOOR

Press the key to open the door.



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 the administrator.

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

One group member may be using 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, see "Accepting a second call (call waiting)" → page 108
- Call forwarding, see "Forwarding calls" → page 100
- Do not disturb, see "Activating or deactivating "Do not disturb"" → page 153
- Mailbox (MWI), see "Line mailbox" → page 118
- Callback, see "Using callback " → page 102
- Conversations, see "Conversations" → page 48

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 signalling for other ONS group participants due to the premature call acceptance by the mobile mailbox.

Leaving or entering a "hunt group"

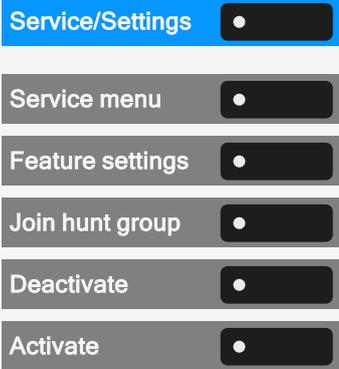
Prerequisite: A hunt group is set up for the team.

You can leave 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.



Press the key to open the main menu.



Open “Service/Settings”.

Select “Service menu”.

Select “Feature settings”.

Select “Join hunt group”.

Select “Deactivate”.

- Optionally, select “Activate”.

Privacy and security

Activating or 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 administrator can also set up call forwarding destinations to redirect internal and external calls.

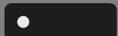
If your phone belongs to an ONS group, note that the call protection can be switched on or off on each phone of the ONS group and then applies to all phones in the ONS group.

Prerequisite: The administrator has generally released the do not disturb for all participants in the system.



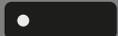
Press the key to open the main menu.

Do not disturb



Select “Do not disturb”. The display shows whether do not disturb is switched on or off.

Do not disturb



Press the key to switch mode.

A sound reminds you that do not disturb is activated after you lift the handset. Also, the icon is displayed in the status bar.

The operator can bypass the call protection and reach you. If the administrator has generally blocked the function “Do not disturb” for the phone, the icon does not appear in the status bar.

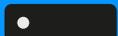
Enabling or disabling the speaker call protection

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.



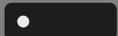
Press the key to open the main menu.

Service/Settings



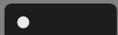
Open “Service/Settings”.

Service menu



Select “Service menu”.

Feature settings



Select “Feature settings”.

Speaker Calling

Select "Speaker Calling". The display shows whether the speaker call protection is switched on or off.

Enable or disable the speaker call protection.



Press the key to open the main menu.

Service/Settings

Open "Service/Settings".

Service menu

Select "Service menu".

More features

Select "More features".

Caller ID suppression

Select "Caller ID suppression". The dial tone is audible.



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

Setting the user password

The user password protects the individual configurations, including language settings. You can also use the user password to lock your phone (see ["Locking the phone" → page 157](#)).

The following settings may apply:

- The password is deactivated: You do not have the option of configuring user settings. The message "Password is disabled" is displayed.
- The password is temporarily locked: You do not have the option of configuring user settings at this time. The message "Password is suspended" is displayed.
 - After initially logging on to a user area, you may have to replace the default password with a new password.
- A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Change password (x days left)" will alert you at the appropriate time. The message "Password has expired" appears when the validity period is over.
 - Confirm "Change password" and change the password as described in this section.

- If you repeatedly enter the wrong password (2 to 5 times), additional attempts are blocked. You can make another attempt after a predefined time.
- It is possible that you will not be able to re-use a previously used password for a period of time, which means you have to create another "new password".
- The administrator can tell you about the rules for the characters and digits that must be used in the password.

The preset password "000000" corresponds to an empty password. The phone cannot be locked, access to WBM is not allowed and the user menu is **not** password protected (see also "Deactivating the password prompt" → page 156).

 You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).

Setting a new password

Press the key to open the main menu.

Open "Service/Settings".



Open "User settings".



Enter and confirm the user password, if required.



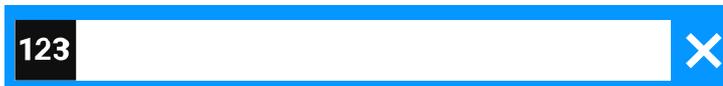
Select "Security".



Select "Change user password".



Select "Current password".



Enter the current password and conclude your input with the function key.



Select "New password".



Enter the new password and conclude your input with the function key.



Select "Confirm password".



Repeat the new password and conclude your input with the function key.





Save the setting.

The new password is now valid.

Deactivating the password input

To deactivate the user password, follow the procedure described above and set the new password to the default setting "000000".

DEACTIVATING THE PASSWORD PROMPT

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

The deactivation of the password prompt does not affect the web interface or CTI applications that use a password prompt.

- 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 and the user menu is **not** password protected.



Press the key to open the main menu.



Open "Service/Settings".



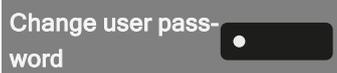
Open "User settings".



Enter and confirm the user password, if required.



Select "Security".



Select "Change user password".



Select "Current password".



Enter the current password.



Select "New password".



Enter six zeros ("000000") to deactivate the password prompt.





Select "Confirm password".

Enter six zeros ("000000") once again.



Save the setting.

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 dialled when the phone is locked. For more information, contact your administrator.

You can only lock the phone if you set a user password (see "[Setting the user password](#)" → page 154). The password must **not** be the default setting "000000". Check if the phone lock function has been activated by the administrator.

ACTIVATING THE PHONE LOCK



Hold down the key until "Lock phone" is displayed.



Select "Lock".

Locking via the menu "Presence"



Optionally, press the key to open the menu "Presence".



Select "Lock phone".



Press the key to exit the menu.

UNLOCKING THE PHONE

If the phone is locked, selected function keys cannot be used. This also applies even with the emergency number assigned to this key.



The information "Phone locked" is displayed.

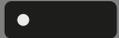


Select "Unlock phone".



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

Admin unlock



- Optionally, select “Admin unlock”.

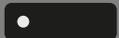
Enter and confirm the administrator password, if the user password is not known. The phone is unlocked if the password is correct.

If the phone is locked, an emergency number entered by the administrator can be dialled using the dialpad or the option “Emergency call”.

DIALLING EMERGENCY NUMBERS

If an emergency number is entered on the phone by the administrator, “Emergency call” is displayed when you have activated the lock. You can also enter an emergency number via the dialpad.

Emergency call



Select “Emergency call”. The pre-set emergency number is dialled.

The number is dialled automatically without pressing , and an empty option is displayed. Therefore if you accidentally press , the call will not be cancelled.

Secure calls

QUERY STATUS IN IDLE MODE

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

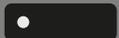
Select “Use secure calls”.

The status display corresponding to the set security mode is displayed.

A connection is only encrypted if the other side also supports the encryption.

If the entry “Encryption” is not displayed in the idle menu bar, the function is not activated.

Use secure calls



QUERYING THE STATUS WHEN CONNECTED

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

Encryption



Select "Encryption".

- "Encryption On": The call is secure.
- "Call not encrypted": The call is not secure.

INFORMATION ABOUT SECURE CALLS

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

Notification can be either on one of the following ways or both:

- Warning tone
- Displaying a message on the screen

Identifying anonymous callers ("tracing")

This function must be set up by the 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.

Press the key to open the main menu.



Service/Settings



Open "Service/Settings".

Service menu



Select "Service menu".

More features



Select "More features".

Trace call



Enable "Trace call".

If the capture circuit was successful, the data obtained is stored with the network operator.

Local phone settings

Volumes

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

 You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).



Press the key to open the main menu.

Service/Settings

Open "Service/Settings".

User settings

Open "User settings".



Enter and confirm the user password, if required.

Audio

Select "Audio".

Volumes

Select "Volumes". You can set different volumes for the following microphones and signals in ten volume levels:

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



Select "Edit".



Use the function key to increase the value.



Use the function key to decrease the value.



- Optionally, use the keys on the dialpad.



Save the setting.



Set local ringtones

RINGER TYPE

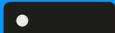
Select your preferred ringer from the available audio files. If no individual audio files are available, the ring tone "Pattern" is set.

To upload your own files in a ".mp3" or ".wav" format, use the web interface or consult the administrator.

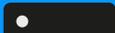
 You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).



Press the key to open the main menu.

Service/Settings 

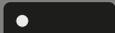
Open "Service/Settings".

User settings 

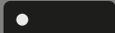
Open "User settings".



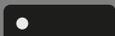
Enter and confirm the user password, if required.

Audio 

Select "Audio".

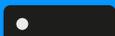
Settings 

Select "Settings".

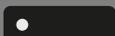
Ringer 

Select "Ringer". The following default options are available:

- 1: Internal
- 2: External
- 3: Buzz
- 4: Rollover
- 5: Simple alert
- 6: Multiple alert
- 7: Special 1
- 8: Special 2
- 9: Special 3
- 10: Attention
- 11: Unspecified
- 12: US DSN-Precedence
- 13: US DSN-Routine
- 14: Emergency

Select the ring tone. You will immediately hear the associated ringer melody.

Save the setting.

RINGER MODE

The following ringer mode options determine who generates the ringtone on the phone:

- OpenScope: the system emits the ringer type and the related ringer, which you can adjust later (see "Volumes" → page 160).
- Local ringer: the phone sends the ringtone type and you determine which ringtone should be used for the respective ringtone type in the "local ringtone" menu.



You can also configure this setting via the web interface (see "Web interface (WBM)" → page 167).



Press the key to open the main menu.

Service/Settings

Open "Service/Settings".

User settings

Open "User settings".



Enter and confirm the user password, if required.

Audio

Select "Audio".

Ringer

Select "Ringer".

Ringer mode

Select "Ringer mode".

Mode

Select "Mode".



Save the setting.

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
- 3: Buzz
- 4: Rollover
- 5: Simple alert
- 6: Multiple alert
- 7: Special 1
- 8: Special 2
- 9: Special 3
- 10: Attention
- 11: Unspecified
- 12: US DSN-Precedence

- 13: US DSN-Routine
- 14: Emergency

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

 You can also configure this setting via the web interface (see "[Web interface \(WBM\)](#)" → page 167).



Press the key to open the main menu.

Service/Settings 

Open "Service/Settings".

User settings 

Open "User settings".



Enter and confirm the user password, if required.

Audio 

Select "Audio".

Settings 

Select "Settings".

Ringer 

Select "Ringer".

Local ringers 

Select "Local ringers".

1: Internal 

Select "1: Internal" to make settings for the internal ringer.

Ringer 

Select a ringer file.

✓ 

Save the setting.

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

Secure call alert

 You can also configure this setting via the web interface (see "[Web interface \(WBM\)](#)" → page 167).



Press the key to open the main menu.

Service/Settings 

Open "Service/Settings".

User settings 

Open "User settings".



Enter and confirm the user password, if required.

Configuration 

Select "Configuration".

Connected calls 

Select "Connected calls".

Secure call alert 

Select "Secure call alert".

Enable or disable the “Secure call alert”.

Save the setting.

Block dialling for outgoing calls

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

 You can also configure this setting via the web interface (see “Web interface (WBM)” → page 167).

Press the key to open the main menu.

Open “Service/Settings”.

Open “User settings”.

Enter and confirm the user password, if required.

Select “Configuration”.

Select “Outgoing calls”.

Select “Block dialling”.

Enable or disable “Block dialling”.

Save the setting.

Using Microsoft® Exchange

If configured, the phone imports contacts from Microsoft® Exchange and keeps them updated by the Microsoft® Exchange services.

Microsoft® Exchange is not included in a search but imported contacts are part of a conversations search.

Setting up Microsoft® Exchange access

 You can also configure this setting via the web interface (see “Web interface (WBM)” → page 167).

Press the key to open the main menu.

Open “Service/Settings”.



Open “User settings”.



Enter and confirm the user password, if required.



Select “Configuration”.



Use the navigation keys to scroll, if required.



Select “Microsoft@ Exchange”.

Edit the settings for the Microsoft@ Exchange server by entering the following information:

- IP address of the server
- Username
- User password
- Folder (optional) for the source data



Save the setting.

Displaying network information

This overview displays 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.



Press the key to open the main menu.



Open “Service/Settings”.



Open “User settings”.



Enter and confirm the user password, if required.



Select “Network information”. The following information is displayed:

- **DNS name:** Name or number of phone.
- **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:** Displays the IP address or name that was assigned to the phone in the network.
- **IPv6 Global Addr.:** Displays the global IPv6 address.
- **IPv6 Linklocal Addr.:** Displays the local IPv6 address.
- **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:** Displays whether the network data transfer rate is set to automatic (“Yes”) or manual (“No”).
- **LAN information:** Data transfer rate of the network. If an interface is not in use, the information “Link down” is displayed.
- **PC autonegotiation:** Displays whether the PC interface data transfer rate is set to automatic (“Yes”) or manual (“No”).
- **PC information:** Data transfer rate of the PC interface. If an interface is not in use, the information “Link down” is displayed.

Resetting user data

The following user-specific settings can be reset to factory settings.

The user data is reset **without** a warning.

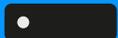
- Display settings
- Language setting
- Screensaver (Some images for the screen saver will be deleted or deleted default images will be restored.)
- Audio settings
 - Volumes
 - Settings (Some ringer files will be deleted or deleted default ringer files will be restored.)
- Keys
 - All personalized programming is deleted (see "Resetting all assigned functions to keys " → page 85).

Initiating the reset

Press the key to open the main menu.

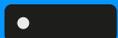


Service/Settings



Open “Service/Settings”.

User settings

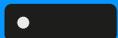


Open “User settings”.



Enter and confirm the user password, if required.

Reset



Select “Reset”.

The user data is reset to factory settings.

Web interface (WBM)

You can configure a number of settings for your phone via the “Web Based Management” (WBM). The information is transferred via a secure HTTPS connection.

Access to the web based management must be activated by the administrator.

Launching the web interface

For more information on the IP address, the web interface address, and how to connect the phone to the network, refer to the section “[Displaying network information](#)” → page 165.

1. To launch the interface, open a web browser and enter one of the following addresses:
 - **https://[IP address of the phone]**
[IP address of the phone] is the IP address of the phone.
 - **https://[Name of the phone]**
[Name of the phone] that was assigned by the administrator.
2. You might receive a certificate notification from the browser. Follow the instructions to download the certificate.
3. You will be prompted to configure a user password the first time you call up the WBM interface. You must log in with this password the next time you want to open the “User settings”.

Administrator settings

This area lets you configure settings for administering your phone and the network environment. Access to the “Administrator settings” is protected by the administrator password.

For further information, consult the administrator or refer to the administration manual.

Logging into the user settings

The web interface homepage opens once you have entered and confirmed the phone's IP address.

1. Enter the user password, if required.
2. Click a menu heading to display the individual menu entries.
3. Click the menu heading again to close the menu.
4. Click a menu entry to open the corresponding form.
5. Make the desired changes.
6. Click the corresponding button to save or discard your changes.

Button functions

- **Login:** Log in to the phone after you have entered the user password
- **Save & exit:** Apply changes
- **Reset:** Reset original values
- **Refresh:** Update the values.
- **Logout:** Log out from the phone

User menu

All settings in the user menu of the WBM interface can also be made via the user menu on the telephone.

Licenses

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

Importing contacts via WBM

You can import your contacts into your phone through WBM interface. The contact file can be exported from Outlook or OSM (discontinued).

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

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

Downloading a contact list via the browser

1. Open the user pages in the browser with the URL of the phone.
2. Log on to the "User Settings" using your password.
3. Select "Contacts transfer".

Contacts transfer

Import contact data

Choose the Comma Separated file you wish to import

Durchsuchen...

Import Cancel

Press to see import results

Export contact data

[Generate contacts file](#)

[Download contacts file](#)

Closing or navigating away from this page will cancel the Import or Export

4. Click on "Choose file" and navigate to a local or remote folder.
5. Select a file.
 - The default format is ".csv".
 - You can use comma or a semi-colon as a value separator for the imported CSV file.
 - When exporting from Outlook, do not change the mapped header field names.
6. Confirm. The path to the file is displayed on the page when you select the destination and close the window.
7. Select "Import". While the import is in progress you may notice some deterioration in the phones performance.

Picture clips (avatars) are not included as part of the import.

The progress and outcome of the import is displayed.

- A completion message is displayed when the "Press to see import results" button is pressed.
- A successful import will be indicated by a "Import completed" text message below the panel on the page.
- A message "Import contacts completed" will also be displayed on the phone's screen when the import is completed.
- Failures will be indicated by a suitable text message below the panel on the page.

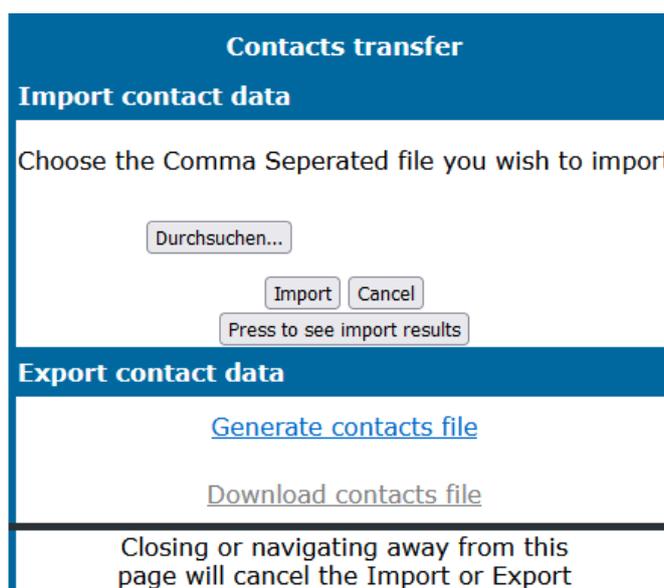
Exporting contacts via WBM

You can export your contacts from your phone through WBM interface so you can use them elsewhere.

Downloading a contact list from the phone via the browser

When exporting contacts via Internet Explorer browser, the contacts file “*.CSV” is written directly on to the browser page and must be copied and pasted.

1. Open the user pages in the browser with the URL of the phone.
2. Log on to the “User settings” using your password.
3. Select “Contacts transfer”.



The screenshot shows a web interface titled "Contacts transfer". It is divided into two main sections: "Import contact data" and "Export contact data".

Import contact data: This section contains a text prompt "Choose the Comma Separated file you wish to import". Below this is a search button labeled "Durchsuchen...". Underneath the search button are two buttons: "Import" and "Cancel". At the bottom of this section is a button labeled "Press to see import results".

Export contact data: This section contains two links: "Generate contacts file" and "Download contacts file".

At the bottom of the interface, there is a warning message: "Closing or navigating away from this page will cancel the Import or Export".

4. Select “Generate contacts file” and a new internal file containing all the valid contacts will be created. The default format is “.csv”.
5. Select “Download contacts file”. The *.csv file will be downloaded to your PC with the file name “CP_contacts.csv.”
6. You can then move and rename the file via PC.

Navigating away from this page will remove the internal file and the “Download contacts file” link becomes inactive.

Fixing problems

Error and warning messages

Indications that represent full errors that make normal operation impossible are displayed as “errors”.

Indications that represent conditions where the phone can still be used but will operate subject to certain restrictions are displayed as “warnings”.

Both error and warning messages (bar shaped notifications) are removed as soon as the relevant condition no longer applies.

An indication may contain multiple codes when more than one condition applies at the same time.

Any error, warning, or notification is displayed in a shortened form if the user scrolls to a menu option that is covered by a normal length of the notification (thus allowing the user to access the last menu item).

Cloud deployment errors are now shown as warning sausages.

Caring for your phone

- Never allow the telephone to come into contact with colouring, oily or aggressive agents.
- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleaner containing surfactants, such as a dish detergent. Afterwards remove all traces of the cleaner with a damp cloth (using water only).
- Never use cleaners containing alcohol, cleaners that corrode plastic or abrasive powders!

Troubleshooting

During operation, error or warning messages are displayed

Error messages (red notification) are displayed where the bracket identifies one or more codes that can be looked up by the administrator:

- No telephony possible (R**, L*, DO, TT)
 - Example "No telephony possible (LI, RF2)"

Warning messages (yellow notification):

- Limited keyset (WSS)
- Limited service (B8, NT) (where a failure may disrupt operation)
- Deployment error (A*, R*, D*) (where cloud deployment failed)
 - Example "Limited service (NT)"

Pressed key does not respond

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

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

The phone does not ring on call

- Check whether the ringer is deactivated (see icon in the status bar on the display).
- If it is deactivated, activate the ringer.

You cannot dial a number

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

Messages during remote configuration

If an error occurs during web deployment, it will be reported on the display. The following error codes are possible:

Code	Priority	Description
AU	1	Cancelled by user Appears if the PIN entry was rejected
RS	1	The IP address of the Unify redirect server cannot be retrieved. DNS query failed.

Code	Priority	Description
RN	3	A connection cannot be established to the Unify redirect server - No response
RR	2	A connection cannot be established to the Unify redirect server - Rejected
RU	1	A connection cannot be established to the Unify redirect server - Not authorized
RO	3	A connection cannot be established to the Unify redirect server - No or invalid OCSP response
RV	2	A connection cannot be established to the Unify redirect server - Certificate invalid
DS	1	The IP address of the deployment server cannot be retrieved. DNS query failed.
DN	3	A connection cannot be established to the deployment server. - No response
DR	2	A connection cannot be established to the deployment server. - Rejected

In such cases, contact the administrator and specify the error code.

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