

OpenScape Desk Phone CP700/CP700X OpenScape 4000

**User Guide HFA** 

A31003-C1000-U128-2-7619

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As reseller please address further presales related questions to the responsible presales organization at Unify or at your distributor. For specific technical inquiries you may use the support knowledgebase, raise - if a software support contract is in place - a ticket via our partner portal or contact your distributor.

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

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Reference No.: A31003-C1000-U128-2-7619

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Important Notes 3

# **Important Notes**



For safety reasons, the telephone can only be supplied with power as follows:

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



Never open the telephone. If you encounter any problems, contact your technical support.



Use only original accessories!

Using other accessories may be dangerous, and will invalidate the warranty, extended manufacturer's liability, and the CE mark and other certifications.

# **Symbol**



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



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

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

## Software update

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

## Care and cleaning instructions

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

## Online resources

This document along with additional information is available online at: <a href="http://www.unify.com/">http://www.unify.com/</a>
→ Support.

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

4 Important Notes

## License information

• More information about the EULA and Open Source licenses you can find on the Web interface, section "Licenses"→ page 212.

## Installation location information

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

Important Notes	3
Symbol	3
Software update	
Care and cleaning instructions	
Online resources	
License information	
Installation location information	4
General information	11
About this manual	11
Icons used in the manual	
Displays for describing operation	
Selected action	
Action not selected	
Conversation display	
Service	
Intended use	
Telephone type information	
Speakerphone quality and display legibility	
Multi-line phone	16
Getting to know the OpenScape Desk Phone CP700/CP700	)X17
The User Interface of Your Telephone	
Ports on the underside of the phone	
Using network ports more efficiently	
OpenScape Key Module 600	
Keys	
Softkeys	
Audio controls	
Fixed Function keys Navigator	
Dialpad	
Permanently displayed programmable keys	
Different display interfaces	
Conversations	
Main menu	
Presence	
Status bar	
Context-dependent displays	
Action with Softkey	
Action with navigation key	
, totion with havigation key	00
	26
Operating your OpenScape Deak Phone CD700/CD700V	
Operating your OpenScape Desk Phone CP700/CP700X .	
Navigating in menus	36
Navigating in menus	36
Navigating in menus	36 37
Navigating in menus	36 37 38
Navigating in menus	36 37 38 39
Navigating in menus	36 37 38 39 43

Deleting conversations	
Marking all conversations as read	
Telephony interface	
Telephony view	
Programmable keys	
Programmable keys in the left panel	
Programmable keys in the Favourites menu	
Programmable keys on the OpenScape Key Module 600	
Meaning of LED displays on Feature keys	
Display function of the function keys	
User settings	
User settings	
Administration	73
Setting up the phone	7⊿
Display	74
Display adjustment	
Display brightness	
Energy saving mode	
Contrast for the OpenScape Key Module 600	
Brightness for the OpenScape Key Module 600	
Screensaver	
Activate the screensaver	
Upload your images for screensaver	
Automatic start of the screensaver	
Set the fade time for the screensaver	
Return to Main menu after timeout	
Audio	
Change connection volumes	
Adjust ringer volume in call or while idle	
Deactivate the ringer	
Ringer beep	
Room character	
Ringer	
Setting headset port use	
Call settings	
Activate/deactivate second call	
Central speed dial numbers	
Speed dial with extension	
Individual speed dial numbers	
OpenScape UC	90
Programming function keys	91
Function keys setup	
Setting up a selected dialing key	
Setting up dialing keys with contact data from an existing local conversation	
Programming local features	
How to program a local feature	
How to delete a local feature	
How to program a function key with Send URL functionality	98
Making calls	99
Receiving a call	
	99

Answering a call via the handset	
Answering a call via the loudspeaker (speakerphone mode)	
Answering a call via the headset	
Answering a call with the DSS key	
Accepting calls for a colleague in the team	
Selectively picking up a call	
Addressed via speakerphone (direct speaking)	101
Switch microphone on/off	102
Ending a call	102
Dialing/Calling	103
Dialing with handset off	103
Dial with the handset on-hook	103
Dialing with connected headset	104
Choose from conversations	
Calling with a direct station select (DSS) key	
Redialing	
Returning a missed call	
Using speed dial	
Forwarding calls	
Use call forwarding	
Using callback	
Saving a callback	
Accepting a callback	
Checking/deleting a saved callback	
During the call	
Switch to speakerphone.	
Switching to the handset	
Open listening in the room during a call.	
Parking a call	
Call holding	
Being on hold	
Call second individual (consultation)	
Transferring a call	
Accepting a second call (Call waiting)	
Carry out DMTF-suffix/dial tone	
Rollover	
Importing contacts via WBM	
importing contacts via wolvi	
Using Bluetooth	. 120
Discoverability	. 120
Pairing	
Pairing NFC-enabled devices	
Using a Bluetooth headset	
Connecting the Bluetooth headset	
Testing a Bluetooth headset	
Transferring contacts	
Receiving a vCARD	
Sending a vCard	
Using a Bluetooth conference phone	
Connecting a Bluetooth conference phone	
Testing the Bluetooth conference phone	
Using a Bluetooth device	
Incoming HFAG call	

Connected HFAG call	
Outgoing HFAG call	
HFAG call states in Main Menu Screen	
HFAG call states in Conversations Screen	
Anonymous mode	
Using Bluetooth keyboard	
Keyboard pairing modes	
Using Bluetooth "Remote button"	
Trigger on reconnect	
Bluetooth settings	
Activating and deactivating Bluetooth	
Changing the Bluetooth name of your OpenScape CP700/CP700X	
Managing Bluetooth devices	
Blacklist for Bluetooth devices	
Removing a Bluetooth device from the blacklist	
Eddystone Beacon	. 144
Phoning on several lines (multi-line)	146
Line keys	
Line usage	
Preview	
Accepting calls on the line keys	
Accepting calls in the order provided	
Accepting cans in the order provided	
Activating/deactivating ringing mode (call)	
Ring transfer	
Call waiting with a direct station select (DSS) key	
During the call	
Holding calls on line keys	
Holding and then reaccepting a call on a line key	
Exclusively holding and reaccepting a call on a line key	
Directed line pickup	
Saved number redial for a particular line (stored phone number)	
Most recent extension number dialed for a particular line	
Saving an extension number for "saved number redial to line"	
Line mailbox	
Retrieving messages	
Identifying the line used	
Alternately phoning on several lines	
Ending connection on a line key	
Entering a call on a line (three-way)	
Allowing or preventing entry	
Preventing entry	
Witness or tape connection	
Accepting calls for the manager in the secretarial office	
Accepting calls for the manager during a call	
Switching calls directly to the manager	
Accepting calls on the manager's phone	
Accepting a call for another "Management/Secretarial" team	
Using the second phone for the manager	
Activating/deactivating second call for the manager	

Manager cells	
Messenger calls	
Setting a representative for the secretarial office	165
Other settings and functions	166
Save appointments	
Appointment function	
Save reminders	
Using timed reminders	
Using a different phone for a call in the same way as your own	
Identify yourself on another phone	
Switch off identification on another device	
Set your own connection to another phone (Mobility)	
Mobility variants	
Connect to "guest telephone"	
Connect to "home phone" again	
Transfer connection to next phone	
OpenScape 4000 as house call system (intercom system)	
System-wide voice calling	
Speaker call in a group	
Announcement (Broadcast) to all members of a management group	
Forward calls for another connection	
Save destination for other phone - Activate call forwarding	
Save destination for fax /PC/busy stations- call forwarding activated	
Check/turn off call forwarding for other phone	
Check/deactivate call forwarding for fax/PC/busy stations	
Change call forwarding for other connection	
Control OpenScape UC preferred device settings from phone	
Watching a video stream through a camera	
How to program a camera	
Door opener	
Receiving a call from the door phone	
	400
Special functions for parallel call (ONS)	193
Leaving/entering a hunt group	. 194
Drivete / Security	105
Private / Security	
Activating/deactivating do not disturb	
Speaker call protect on/off	
Caller ID suppression	
User password	
Locking the phone to prevent misuse	
Locking the phone in the system	
Lock local phone	. 200
Secure calls	
Query status in idle mode	
Querying the status when connected	
Information about secure calls	
Identifying anonymous callers ("tracing")	203
Local phone settings	204
Audio settings	
Volumes	. 204

Set local ringtones	
Select and configure call type	
Ringer mode	
Insecure call alert	207
Block dialing for outgoing calls	207
Setting up Exchange access	208
Displaying network information	209
Resetting user data	211
Initiating the reset	
Web interface	212
General	212
Launching the web interface	212
Licenses	212
Administrator pages	212
User pages	213
User menu	
Elitaria de la Constancia de la Constanc	047
Fixing problems	217
Responding to error messages on the display	217
Contact partner in case of problems	218
Maritania	040
Key terms	219

# General information

## About this manual

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

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

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

This User Guide is intended to help you familiarize yourself with the OpenScape Desk Phone CP700/CP700X and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone CP700/CP700X. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

This User Guide should be read and followed by every person installing, operating or programming the OpenScape Desk Phone CP700/CP700X.



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

These operating instructions are designed to be simple and easy to understand. Providing clear step-by-step instructions for operating the OpenScape Desk Phone CP700/CP700X.

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

#### Icons used in the manual

#### **Tips**



Refers to a setting established via the web-interface.



Indicates additional important information in relation to handling.



Indicates required intervention by the administrator.

# Displays for describing operation Selected action

#### Original illustration on display

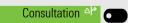


#### Step-by-step illustration in the User Guide

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

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

Andre-Marie Ampere 3336



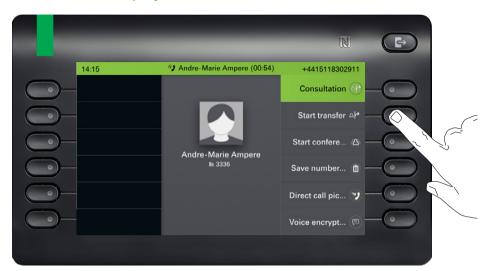
When an action is selected, it will be shown right-aligned in green. The action is executed by selecting the softkey.



The selected function can alternatively be confirmed using the key on the navigator (→ page 23).

#### Action not selected

#### Illustration on display



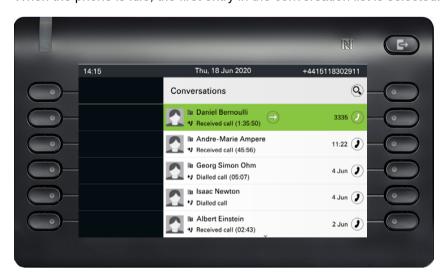
#### Step-by-step illustration in the User Guide

Start transfer 🕾 🖜

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

## Conversation display

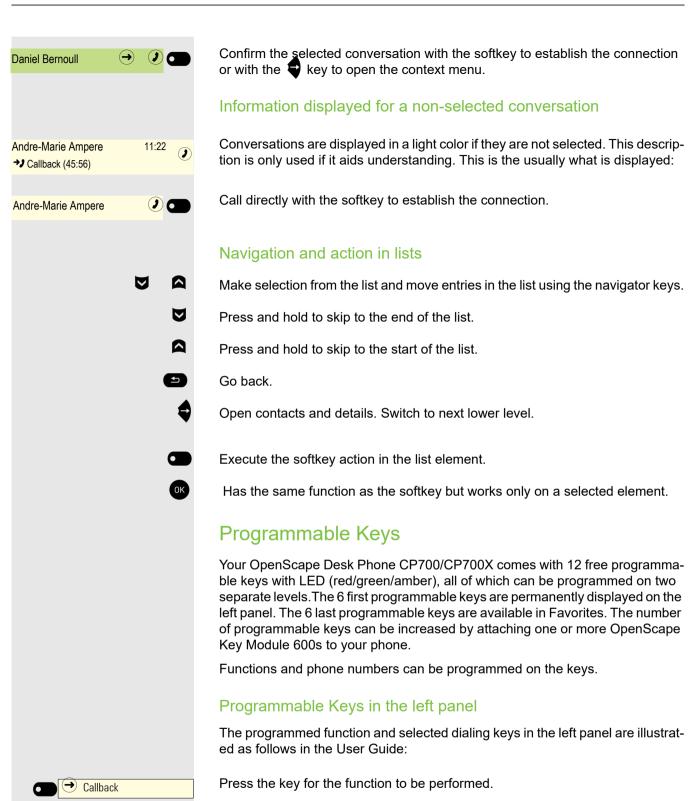
When the phone is idle, the first entry in the conversation list is selected.



#### Information displayed for a selected conversation

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

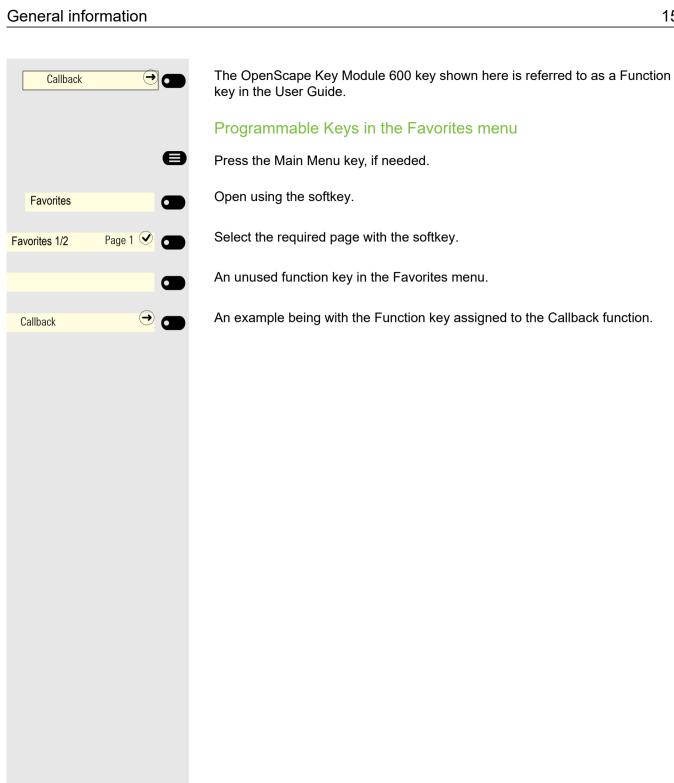




#### Programmable Keys on the OpenScape Key Module 600

If an OpenScape Key Module 600 is connected, functions and phone numbers can be programmed on the keys.

The programmed function and selected-dialing keys are illustrated as follows in the User Guide:



## Service



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

Should you have any questions regarding operation, your specialist retailer or network administrator will be glad to assist you. For queries regarding connection of the telephone, please contact your network provider.

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

## Intended use

The OpenScape Desk Phone CP700 has been developed as a device for voice transmission and connection via a LAN, and should be placed on a desk or mounted on a wall. The OpenScape Desk Phone CP700X can be also connected to Wi-Fi. Any other use is regarded as unintended.

# Telephone type information

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

# Speakerphone quality and display legibility

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

## Multi-line phone

Your OpenScape Desk Phone CP700/CP700X is a "multi-line telephone." This means that multiple lines can be configured, which is not the case with single-line phones. Each line is assigned an individual phone number that you can use to make and receive calls.

# Getting to know the OpenScape Desk Phone CP700/CP700X

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

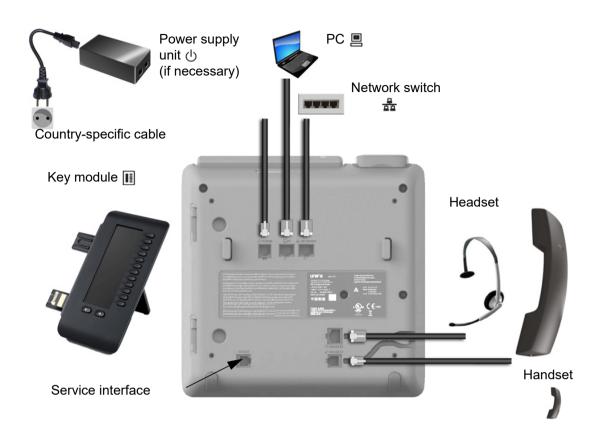
# The User Interface of Your Telephone



1	Handset - Use it for handset calls
2	<b>Graphic display</b> - allows intuitive operation of the phone → page 27
3	Menu key - switches to the main menu
4	Navigator - allows you to navigate through the various applications on your phone
	→ page 23
5	Softkeys - selects a function or opens a menu → page 21
6	<b>Audio keys</b> - allows you to optimally configure the audio features on your phone → page 21
7	<b>Notification LED</b> - incoming calls, new voice messages or missed calls indicator → page 66
8	<b>Dialpad</b> - allows you to enter phone numbers or text → page 24
9	Out-of-Office/Call Forwarding key - to open a menu, for example to set up immediate call
	forwarding if UC is not used → page 28
10	NFC transmitter (logo: N) - allows simple Bluetooth pairing → page 120

11	MWI key - Message waiting indicator; it also provides access to the voicemail system
12	Hold key - puts current call on hold
13	Transfer key - puts a call on hold and gives you dial tone to call another party
14	Conference key - establishes a conferences call
15	Redial key - activates a function configured by your administrator
16	Programmable keys - keys to which you can assign functions or phone numbers

# Ports on the underside of the phone



## Properties of your OpenScape Desk Phone CP700/CP700X

Display type	5" color graphic display, 800x480 pixels.
Illuminated display	✓
Full-duplex speakerphone function	✓
Headset	✓
Bluetooth 5.0 → page 137	✓
10/100/1000 Mbps Switch → page 20	✓
Wi-Fi	✓
VVI-F1	Available only on CP700X.
Web-Based Management (WBM) → page 212	✓
Notification LED (red/green/orange)	✓
OpenScape Key Module 600 Optional	✓

## Using network ports more efficiently

The OpenScape Desk Phone CP700/CP700X has a Gigabit Ethernet switch. This means that you can also connect a PC with a Gigabit LAN port to the LAN directly via the phone. The option for connecting the telephone and PC must first be activated on the telephone by your administrator.



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

# OpenScape Key Module 600

The OpenScape Key Module 600 is a key module attached to the side of the phone that provides an additional 12 illuminated, programmable Function keys at two levels.

These keys can be populated and used according to your needs → page 59.



The diagram shows the OpenScape Key Module 600. You can attach up to two OpenScape Key Module 600s to OpenScape Desk Phone CP700 and up to four OpenScape Key Module 600s to OpenScape Desk Phone CP700X.

# Keys

# Softkeys



Key	Function when key is pressed	
	Activates the function shown next to the key on the display or opens an additional menu	
	Used in the Favourites menu as a Function key → page 62.	
	If there is no description next to the key, the key is not active	

### Audio controls

### Audio keys



Key	unction when key is pressed	
	Activates/deactivates the loudspeaker → page 99.	
	Activates/deactivates the headset → page 99.	
<b>4</b> / <b>4</b>	Activates/deactivates the microphone (also for speakerphone mode) → page 102.	

#### Volume

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



# Fixed Function keys

You can switch to the relevant application using these keys.



Key	Function when key is pressed
	Switches between the current screen and Main menu → page 27.
	Switches to Presence and back → page 28.

Key	Function when key is pressed
	Provides access to the voicemail system.
	Puts current call on hold.
•	Transfer key: puts a call on hold and gives you dial tone to call another party.
<b>2</b>	Establishes a conferences call.
	Activates a function configured by your administrator.
0	Redial is the default function assigned to the key.

# Navigator

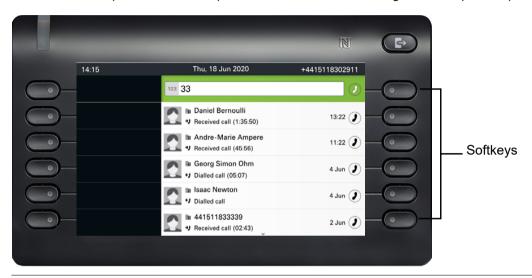
This control allows you to navigate in lists and perform actions in the selected area.

Operation	Functions when key is present
Operation	Functions when key is pressed
Press the key.	In conversation mode:
	Opens subscriber information
S OK (4)	In settings:
	Moves down a level
Press the (2) key.	In lists and menus:
	Moves one level back
Ø ok →	In input fields:
·	Deletes character to the left of the cursor
Press the 💆 key.	In lists and menus:
(← OK →	Scrolls down
	Press and hold: Skips to the end of the list/menu
Press the 🔼 key.	In lists and menus:
(→ (OK) →	Scrolls up
	Press and hold: Skips to the start of the list/menu
Press the OK key.	
	Executes an action for the selected entry.
(OK) →	Executes an action for the selected entry.

## **Dialpad**

#### Numeric input

If you press a dialpad key when the phone is in idle mode, an input field opens automatically for entering single-digit numbers. You can only enter the numbers 0 to 9 as well as the characters \* and # via the dialpad in 123 mode (indicated at the left-hand margin of the input field).

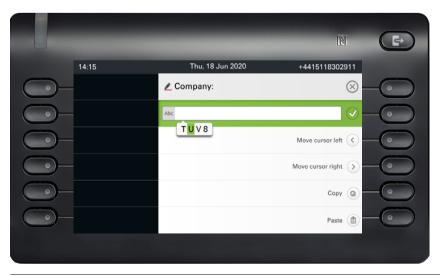


Alphabetic labeling of dial keys is also useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the telephone spell a name, e.g. 0700 - PATTERN = 0700 - 687837).

#### Text input

In cases where text input is possible, you can use the dialpad to input text, punctuation and special characters in addition to the single-digit numbers 0 to 9 and the hash (#) and asterisk (\*) symbols. To do this, press the numerical keys repeatedly.

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



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

### Complete your input:



Press the Softkey for 🗸 to complete your input.

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

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

## Multi-function keys

Key	Function during text input	Function when held down
**	Types special characters.	<ul><li>2 seconds: Ringer off</li><li>3 seconds: Beep sound instead of ringer</li></ul>
# Abc 123	Switches between uppercase and lower-case text and number entry.  • Abc mode  • ABC mode  • 123 mode	Activates the telephone lock → page 199.
120	Types special characters (not in 123 mode)	

# Permanently displayed programmable keys



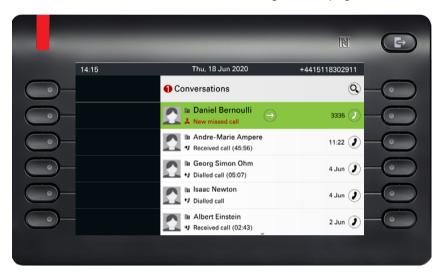
Key	Function when key is pressed
	Activates the function shown next to the key on the display or dials a phone.
	If there is no description next to the key, the key has not been programmed.
	Long press activates key programming.

# Different display interfaces

Your OpenScape Desk Phone CP700/CP700X is fitted with a color graphic display → page 19, in which different contents are displayed depending on the particular situation.

#### Conversations

The conversations list is called from the main menu with the Conversations option and is a collection of contact data and data from the call log. See  $\rightarrow$  page 37 for detailed information.

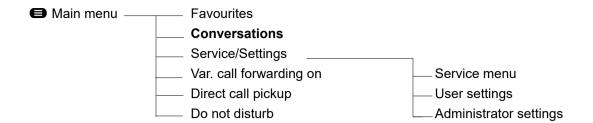


#### Main menu

You can access the main menu at any time using the key. The time of day, day of the week, and date, as well as your own phone number are displayed in the Notification area and the always visible status bar. The main menu can do much more, as shown in the screenshot. As the name suggests it is the starting point for the entire menu tree.



Permanently displayed programmable keys

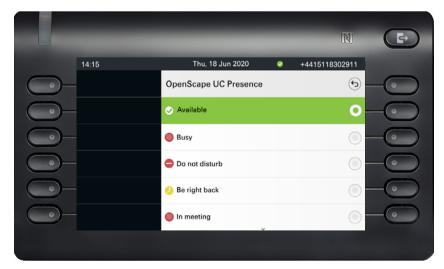


#### Presence

If the access is configured as UC user on your phone (ask administrator) and you are logged on to this server, you will see for example on the right side of the status bar the presence status symbol .



To access the "Presence" menu, press the Out-of-Office/Call Forwarding key above the Soft-keys. You will see the following menu:



The menu has another one option: Away.

The OpenScape UC Presence state can be also changed from the OpenScape UC web client.

Personal Presence via the phone is temporarily suspended with call forwarding or do not disturb. If UC is not set up, you get a menu for variable call forwarding with the options:

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



## Status bar

The always visible status bar at the top of the screen displays the current time, phone status, presence status, and the phone number or name.

When the phone is idle, the status bar displays also the current date. The current date interchanges with Bluetooth sensor reading information, if a Bluetooth Temperature sensor has been paired with the phone.

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

Different icons represent different situations and switches:

Icon	Meaning
*	The ringer is deactivated → page 25
ΨŪ	The ringer is set to a beep → page 25
*	The ringer is activated
<b>⇔</b>	Forwarding is enabled
<b>(</b> )	There is a connected call
*)	There is an incoming or outgoing call that is not yet connected
П	There is a paused call
*	The remote maintenance function is activated
=	A Bluetooth keyboard is paired
(F)	A Bluetooth remote device is paired
\$	The Bluetooth function is activated → page 137
0) Jo	The Bluetooth function is activated and a device is connected
<b>8</b>	There is an incoming, connected or outgoing HFAG call
*	
⊹.	
※■	Indicates the battery level of the connected Bluetooth device
*	
☆□	

Icon	Meaning
8	
8	Indicates the battery level of the connected Bluetooth device, when the device has a call
8	
8	
٥	Indicates a Bluetooth temperature sensor reading
•	Indicates a Bluetooth humidity sensor reading
المينة الشاقية	The Mobility function is activated and the mobility logon is complete
<b>7</b>	Mobility data synchronization is in progress
(2)	Indicates that a mobile user is logged on to the telephone
:-0	The Phone lock is activated → page 199
<b>⊘</b>	Presence status for Available
	Presence status for Busy
	Presence status for Do not disturb
<b>2</b>	Presence status for Be right back
	Presence status for In meeting
0	Presence status for Offline
<b>2</b>	Presence status for Away

The following icons are available onlyon OpenScape Desk Phone CP700X.

Icon	Meaning
3	Indicates an unsecured Wi-Fi connection with excellent signal strength
<b>%</b>	Indicates an unsecured Wi-Fi connection with good signal strength
<b>%</b>	Indicates an unsecured Wi-Fi connection with fair signal strength
<b>76</b>	Indicates an unsecured Wi-Fi connection with poor signal strength
<b>(6</b>	Indicates a secured Wi-Fi connection with excellent signal strength
78	Indicates a secured Wi-Fi connection with good signal strength
<b>1</b>	Indicates a secured Wi-Fi connection with fair signal strength
TA.	Indicates a secured Wi-Fi connection with poor signal strength

Icon	Meaning
	Indicates a Wi-Fi connection with no signal

# Context-dependent displays

Depending on the situation, the graphic display on your OpenScape Desk Phone CP700/CP700X shows different content, to which you can respond intuitively.

## **Action with Softkey**



Press the top Softkey to start an alphanumeric search → page 45.



Use the Softkey to dial the respective subscriber.

## Action via dialpad

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



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

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

From existing conversations, any matching substring or entered numbers is shown. Also all possible string combination from available letters are filtered out from conversation names (only names which begins with any possible combination. If the conversation is already shown in the list before your input is complete, you can dial the number immediately using the associated Softkeys  $\rightarrow$  page 38 or start a call with a new number.

#### Example:

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

Arthur Rimbaud

Peter Cruise

Mary **Apt**tle

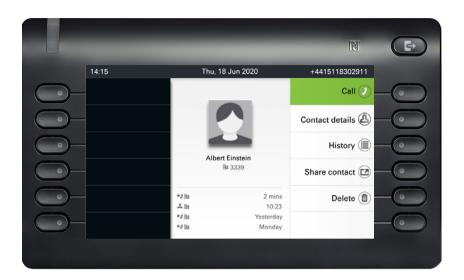
but not: Martin Luther

#### Sorting

Matching results are sorted and shown in following order:

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

# Action with navigation key



You can open a selected conversation using the navigator's **♦** key in order to see the associated details **→** page 33.

# Operating your OpenScape Desk Phone CP700/CP700X

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



Before looking at the functions and settings, you should set up the User password to protect your phone against unauthorized use → page 197.

# Navigating in menus

#### **Browsing lists**

You can use the navigator keys to scroll through entries and confirm the functions you want → page 23.

#### Opening context menus

If the arrow → appears beside a selected entry, a context menu is available for this entry → page 33.

### Conversations

A conversation represents one contact. The call history of a contact is displayed in the respective conversation. If a contact is not involved in a call, then the conversation is empty. New conversations are created or updated for

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

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

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 conversations..

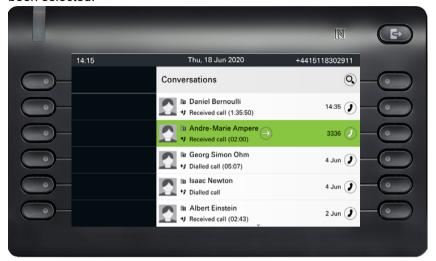


The status of a conversation is displayed with icon and text.

···				
Icon	Text			
(1)	Active call			
×	Missed call (current)			
×	Missed call (old)			
<b>←</b> )	Dialed call			
<b>→</b> )	Answered call			
مه	New voicemail			
مه	Old voicemail			
<u>م</u>	Incoming call forwarded towards you by a third party.			
<u></u>	You forwarded the call			
<b>∂</b> ∆	Your call was forwarded			

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

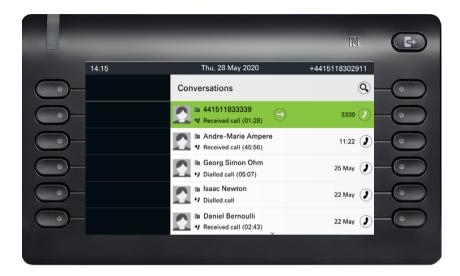
You can open a selected conversation using the navigation key or start a call using the softkey or the navigation key . You start a call using the softkey if a conversation has not been selected.



If you open the details of the conversation using the \$\display\$ key, you will be shown the following for example:



## Creating or Editing conversations



Open the details of the conversation using the \$\display\$ key.



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



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

- Last name: Last name of a contact.
- · First name: First name of a contact.
- Work 1: First work phone number. If only one phone number is available, it is stated here.
- Work 2: Second work phone number.
- · Mobile: Mobile phone number.
- Home: Home phone number
- · Company: The company a contact is working at.
- Address 1: First address where a contact can be reached.
- Address 2: Second address where a contact can be reached.
- Role: Job title of a contact.
- Email: Email address of a contact.
- · Avatar: Picture of a contact.



Press the Softkey for 
to enter the last name.



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





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

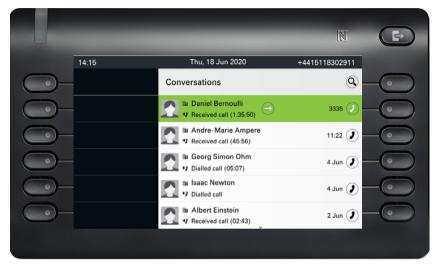


Save the contact data. You can add missing entries subsequently.

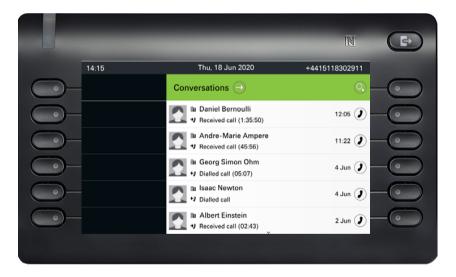
These inputs or changes to existing information are stored locally in the phone.

### Create a new contact/conversation from scratch

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

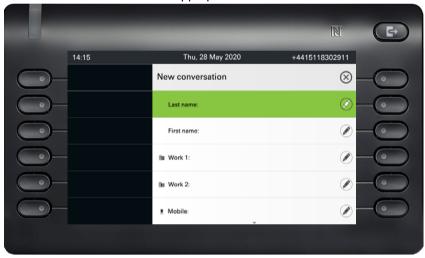


Select the header row of the Conversation list by using the A key and then the Navigator key can be used to access the Conversation List options.



In the List options menu choose the option New conversation.





### Searching for conversations or contacts

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

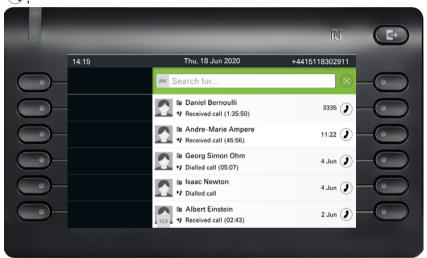
lift the handset or

press the speaker key or

press the headset key

and begin entering the digits.

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



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



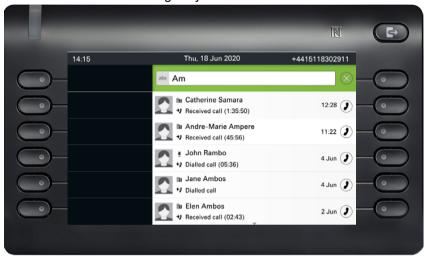
Use the key to switch from numeric to alphanumeric input when you have opened the search field with the Softkey . You can immediately dial a located subscriber whose phone number contains the number 33 in this case, for example, by pressing the Softkey.

### Search for names (alphanumeric search string)

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

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

The hits are listed chronologically.



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

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

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



#### Using special characters to control the search

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

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

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

#### Examples:

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

#### Order of conversations

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

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

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

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

### Filtering conversations

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

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

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

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

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

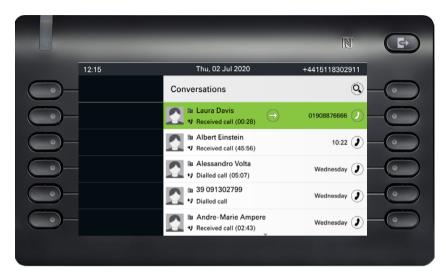






### Display the history of a conversation

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



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

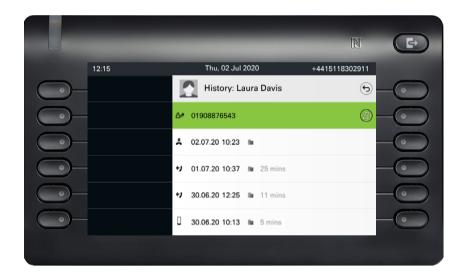


The latest four history entries are shown below the name/number of the subscriber. Press the Soft-key for ( to view a list of the last 10 possible histories. Then scroll if necessary using the or key.

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

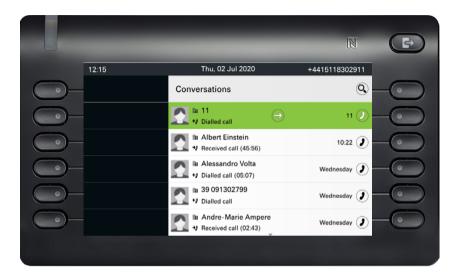


The extra line is highlighted and shows the Forwarding party number in the configured format next to the △→ icon.



### **Deleting conversations**

If you misdial, for example, or cancel dialing prematurely, an entry will still be created in the conversation list, You can delete this entry again immediately. Entries for incoming calls that you no longer need or entries from V-Cards can also be removed from the list.



Open the relevant entry using the Navigator key .



Press the Softkey for to delete the entry. There is no confirmation prompt.

### Marking all conversations as read

You are able to mark all new missed calls in Conversation List as read in a single action. Conversation List options provides you with a functionality that will mark all new missed calls as read.

#### This means:

- all conversations with new missed call event will change to show normal missed call events;
- · missed call counter is reset to zero.

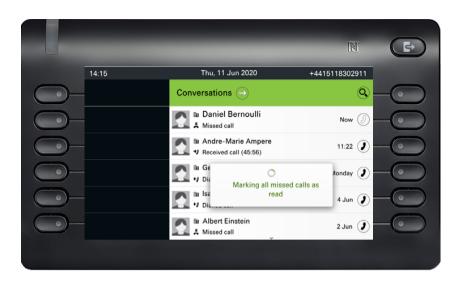
Select the title "Conversations" using the \( \textstyle \) navigation key. Press \( \dagger \) to enter the Context menu.



Choose 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 "classic" telephone features, additional information is offered on the display:

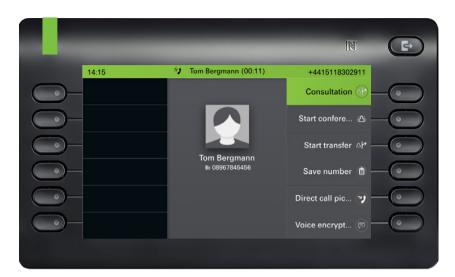


#### Incoming call in multicall scenarios

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

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

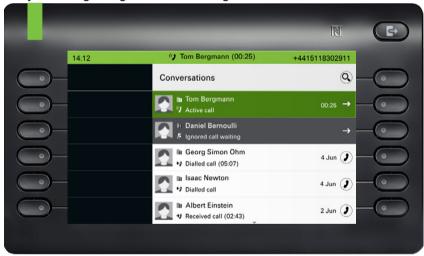




If accepted, the call is shown on the Connected call screen.

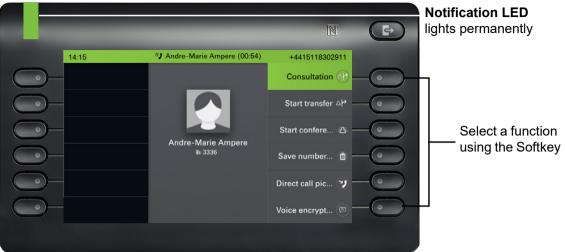
All other incoming calls including the one presented on Incoming call screen are available only in Conversations.

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



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

### When conducting a call



### Switching to a different menu during a call

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



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

### Icons in call state



Icon	Meaning	
*1	The phone is ringing or dialing	
<b>(</b> )	A call is active.	
П	You have placed a call on hold (e.g. consultation hold).	
יי	Your call partner has placed the call on hold.	
Ŷ	The voice connection is secure.	
Ø	The voice connection is not secure.	

# Programmable keys

Programmable keys are available to you in the left panel of the display, in the Favourites menu or on an optionally connected OpenScape Key Module 600 → page 66.

### Programmable keys in the left panel

The OpenScape Desk Phone CP700/CP700X comes with 6 illuminated, free programmable keys permanently in the left panel.

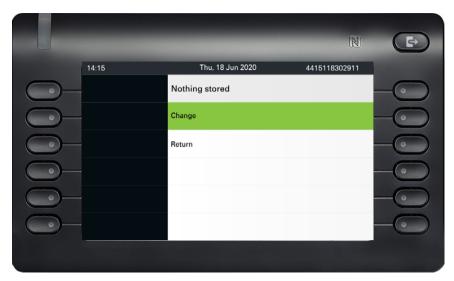
To program a Function key in the left panel, perform the following steps:



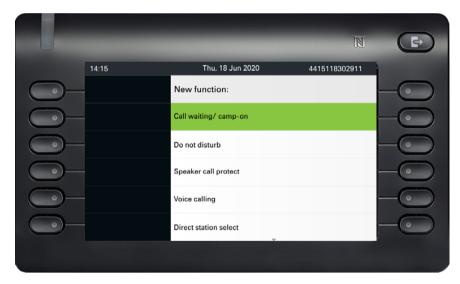
Hold down the Function key in the left panel to which you want assign a function, e,g., to activate / deactivate second call (Call waiting), until the programming prompt is displayed.



Press the second Softkey "Assign telephony function".



Press the Softkey "Change".



Use the **▼** key to select one of the available functions, in our example "Call waiting/ camp-on". Confirm the function with the Softkey.



Press the Softkey "Save".



If you prefer not to change the standard label, simply finish with "Exit." The Function key is now configured and can be used.



### Programmable keys in the Favourites menu

You can use the Favourites menu to access 6 more programmable keys, to which you can assign functions and phone numbers. You can program preferred functions that are not offered in menus. It makes sense to assign the "Voice calling" functionality to a key.

To program this function key, perform the following steps:



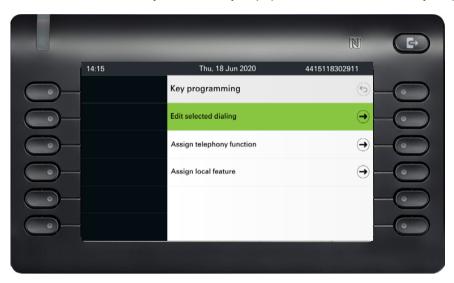
Open the following menu using the Softkey for Favourites:



Press the Softkey for  $\checkmark$ , if you want to switch to the second page.



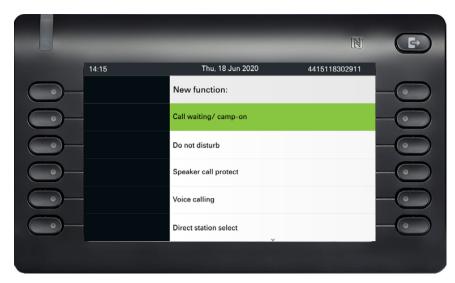
Press the second Softkey continuously to populate the first function key on page 2:



Press the second Softkey "Assign telephony function".



Press the Softkey "Change".



Use the **▼** key to select one of the available functions, in our example "Voice calling". Confirm the function with the Softkey.

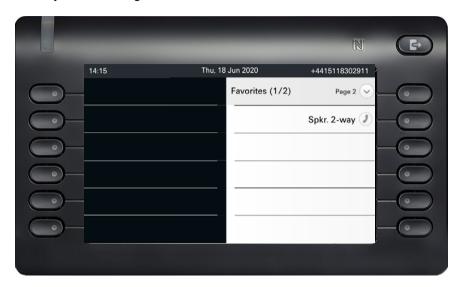


Press the Softkey "Save".



If you prefer not to change the standard label, simply finish with "Exit."

When you navigate to the Favourites option of the main menu screen, you can see that the function key is now configured and can be used.



### Programmable keys on the OpenScape Key Module 600



Increase the number of programmable function or selected dialing keys by connecting an additional key module → page 20.

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

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



Line and direct station selection (DSS) keys can only be programmed by the administrator via the Service menu → page 73.

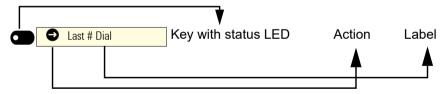
### Meaning of LED displays on Feature keys

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

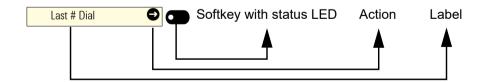
In this manual, flashing key LEDs are identified by this icon, regardless of the flashing interval. The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.

### Display function of the function keys

Function key in the left panel:



Function key in Favorites or on a connected OpenScape Key Module 600



For the rest of this document, we will use the second approach to refer to Function keys either they are on phone or on a connected OpenScape Key Module 600.

# User settings

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





The menu consists of a configuration area for system, local user, and local administrator settings.



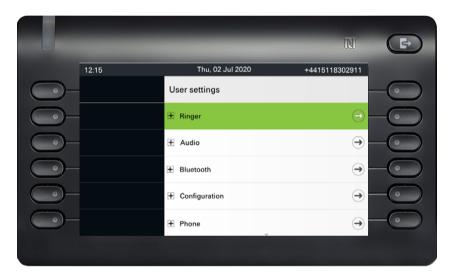
If you have already assigned a user password, you must enter it here. You can find out how to set up the password at  $\rightarrow$  page 197.

### User settings

#### Menu

You can adjust local settings for your OpenScape Desk Phone CP700/CP700X using the "User settings" menu.

The menu structure consists of several levels.



You can also configure all settings via the **web interface** of your OpenScape Desk Phone CP700/CP700X → page 212.

#### **Switches**

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



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



Press the Softkey for 🗸 to save your new setting.

#### **Parameters**

You can set values in some submenus.

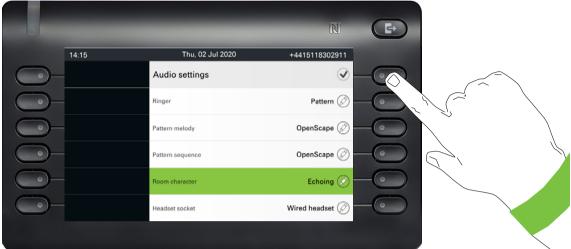


Press the Softkey for 

to open the setting.



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



Exit the menu.

#### Level

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



and open the display menu with the Softkey.



Open the menu for the brightness setting.



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



Complete the setting by pressing the Softkey for  $\checkmark$ .



Save your new settings.

## Administration

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

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



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

An update action is indicated by messages on the display and/or by flashing LEDs.

## **DLS Security Pin**

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



# Display Display adjustment the screen. Display brightness ditions. Open using the Softkey Service/Settings $\nabla$ Select "User settings." Open using the Softkey User settings if needed Enter and confirm the User password. $\nabla$ Select "Phone". Open using the Softkey. + Phone Open using the Softkey. Display Open using the Softkey<sup>1</sup>. Brightness Use the Softkey to brighten the display. Increase + Use the Softkey to dim the display Decrease — Adjust using the toggle key. Confirm the setting with the Softkey. Save the settings. 1. The display shows the current setting

# Setting up the phone

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

You can customize the display brightness according to your current lighting con-

You can also configure this setting via the Web interface → page 212.

Press the Main Menu key, if needed.

# Service/Settings User settings if needed + Phone **Energy saving** 5 mins/20 minutes Activate after 30 mins / 2 hrs

## **Energy saving mode**

Select the inactivity time after which the OpenScape CP700/CP700X should automatically dim or turn off the backlight.

You can select the following time combinations for backlight dim / switch off:

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

You can also configure this setting via the Web interface → page 212.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

Open using the Softkey.

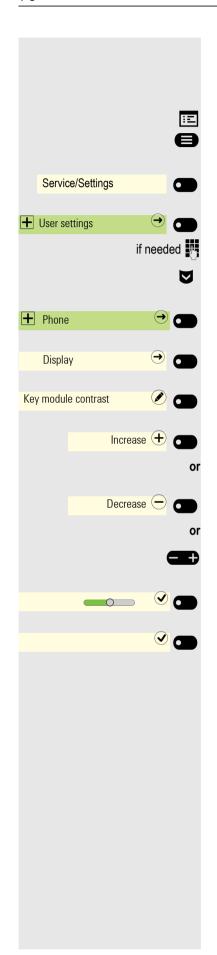
Open using the Softkey<sup>1</sup>.

Select the new time in the list.

Using the Softkey, confirm the new background lighting settings.

Save the setting with the Softkey.

<sup>1.</sup> The display shows the current setting



# Contrast for the OpenScape Key Module 600

If you have connected an OpenScape Key Module 600, you can adjust the key label contrast to suit your ambient lighting.

You can also configure this setting via the Web interface → page 212.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

Open using the Softkey.

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

Use the Softkey to increase the contrast.

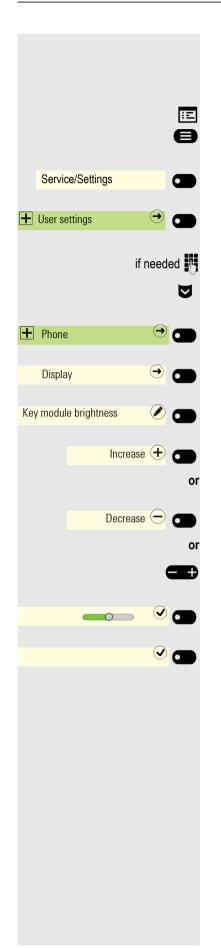
Use the Softkey to reduce the contrast.

Adjust using the toggle key.

Confirm the setting with the Softkey.

Save the settings.

<sup>1.</sup> The display shows the current setting



# Brightness for the OpenScape Key Module 600

When you have connected a OpenScape Key Module 600, you can adjust the key label brightness to suit your ambient lighting.

You can also configure this setting via the Web interface → page 212.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

Open using the Softkey.

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

Use the Softkey to brighten the display.

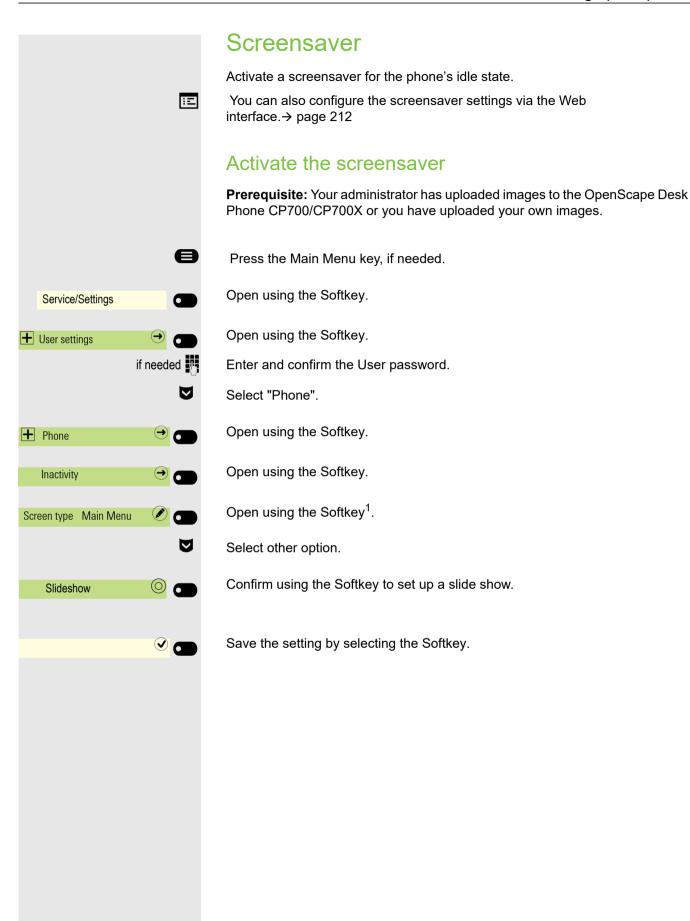
Use the Softkey to dim the display.

Adjust using the toggle key

Confirm the setting with the Softkey.

Save the settings.

<sup>1.</sup> The display shows the current setting



1. The display shows the current setting

# Upload your images for screensaver

To install your own images for screensaver, transfer the images using the Web interface  $\rightarrow$  page 212.

Once you have opened the web interface click "File transfer" and "Slideshow images" and then click "Browse".

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

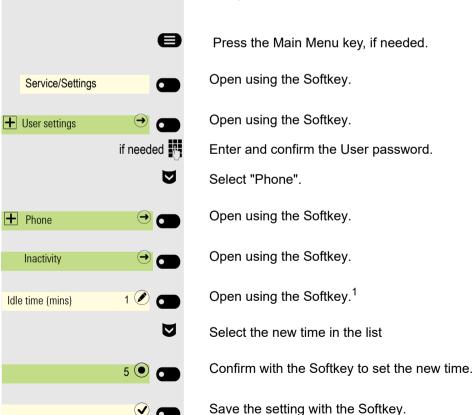
Your new images will be used next time you start the screensaver.

## Automatic start of the screensaver

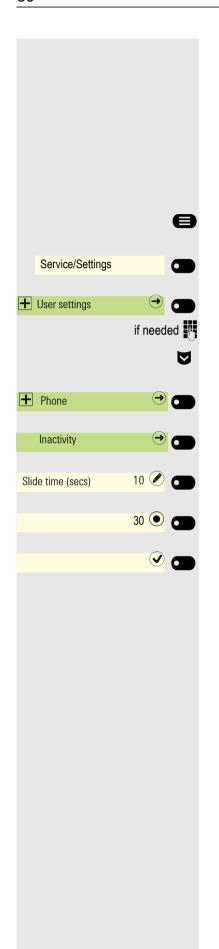
Select how long OpenScape CP700/CP700X should be idle before the screen-saver automatically activates.

You can choose from the following settings:

- 0 minutes (deactivated)
- 1 minutes (default)
- 5 minutes
- 10 minutes
- 20 minutes
- · 30 minutes
- 60 minutes
- · 120 minutes



1. The display shows the current setting



## Set the fade time for the screensaver

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

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

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

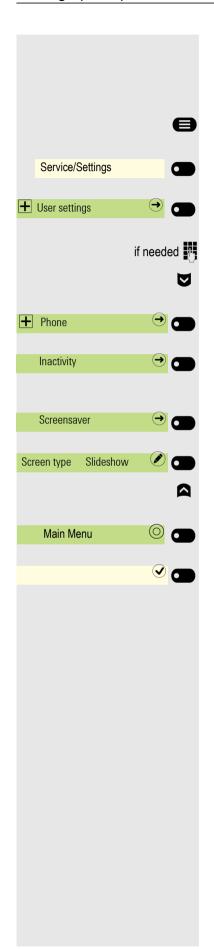
Open using the Softkey.

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

Confirm with the Softkey to set the new time.

Save the setting with the Softkey.

<sup>1.</sup> The display shows the current setting



## Return to Main menu after timeout

You can choose between screensaver or menu screen that the phone will switch to after a period of idle state has passed. The timer for this idle period will be the same as the existing screensaver timer → page 80.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

Open using the Softkey.

Open using the Softkey.

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

Select other option.

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

Save the setting by selecting the Softkey.

<sup>1.</sup> The display shows the current setting

# **Audio**

# Change connection volumes

Change the following settings:

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

You can also adjust volume settings from the user menu → page 68.



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

# Adjust ringer volume in call or while idle

You can also adjust volume settings from the user menu → page 68.



Press the key until you reach the desired volume.

## Deactivate the ringer

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

## Deactivating

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



## **Activating**

Hold down the key until the "Ringer on" icon goes out.



## Mute active ringer

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

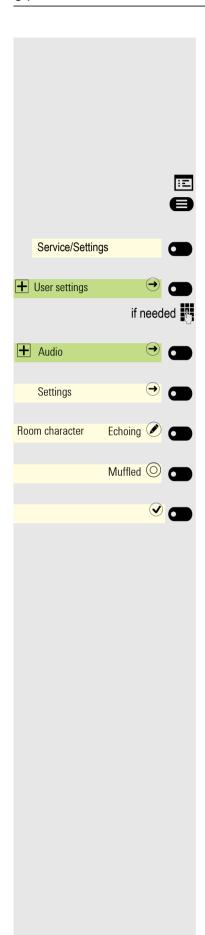
If you want to change the ringer mode, see the section "Deactivating" → page 83 and "Activating" → page 83.

## Ringer beep

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

Hold down the key until the notification and icon for "Ringer beep" appears on the display.





## Room character

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

- Normal
- Echoing
- Muffled

You can also configure this setting via the Web interface → page 212.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

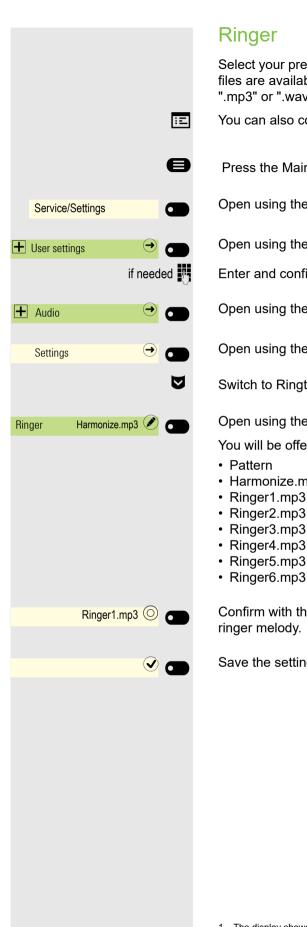
Open using the Softkey.

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

Use the Softkey to set to Muffled, for example.

Save the setting by selecting the Softkey.

<sup>1.</sup> The display shows the current setting



Select your preferred ringer from the available audio files. If no individual audio files are available, the "Pattern" ring tone is preset. To upload your own files in ".mp3" or ".wav" format, please consult your administrator.

You can also configure this setting via the Web interface → page 212.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Switch to Ringtone.

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

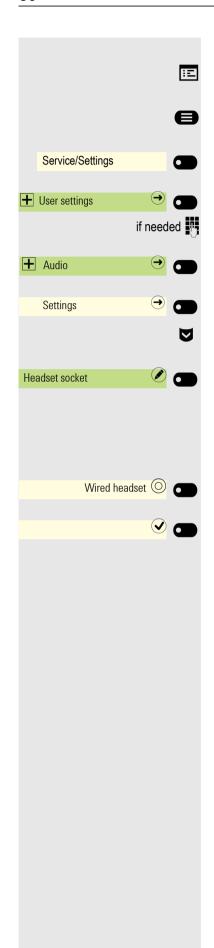
You will be offered the following default options:

- · Harmonize.mp3
- Ringer1.mp3
- · Ringer2.mp3
- Ringer3.mp3
- Ringer4.mp3
- · Ringer6.mp3

Confirm with the Softkey to switch. You will immediately hear the associated ringer melody.

Save the setting with the Softkey.

<sup>1.</sup> The display shows the current setting



## Setting headset port use

You can also configure this setting via the Web interface → page 212.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Select the headset port.

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

You will be offered the following options:

- Wired headset
- · Cordless headsetr
- · Conference unit

Confirm with the Softkey to switch.

Save the setting with the Softkey.

# Call settings

## Activate/deactivate second call

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



If your telephone belongs to an ONS group (parallel calls → page 193), please note the following special features:

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

Via a permanently displayed programmable key in the left panel or from a connected OpenScape Key Module 600

**Prerequisite:** The Camp/Overide key is configured in the left panel or on a connected OpenScape Key Module 600.

Press the Function key in the left panel or on the OpenScape Key Module 600.

### Via Favorites

**Prerequisite:** The Camp/Overide key is configured in Favorites.

Press the Main Menu key, if needed.

Open using the Softkey.

Select the required page with the Softkey.

Press the Function key, if it is shown.

## Via the Service menu

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

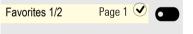
Open with the Softkey.

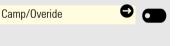
Select and confirm.

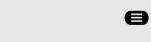
Confirm to activate second call.



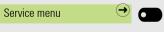




















Confirm to deactivate second call.

## Central speed dial numbers



Speed dial numbers are set up by your responsible administrator.

Speed dial numbers are stored in the system.

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

## Speed dial with extension



Speed dial numbers with sequences are set up by your responsible administrator.

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

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

### Example:

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

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

## Individual speed dial numbers



This function must be set up by your responsible administrator.

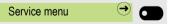
The keys 0+ to 9 can be assigned to 10 frequently used phone numbers.



Press the Main Menu key, if needed.



Open using the Softkey.

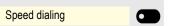


Service/Settings

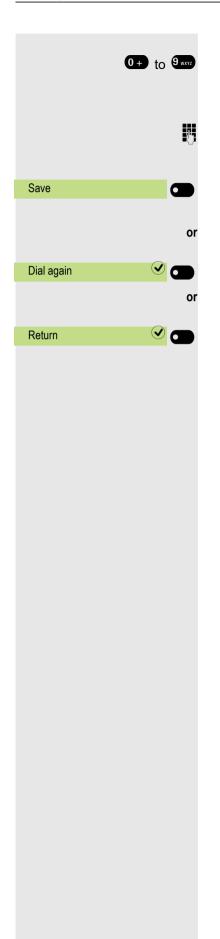
Open with the Softkey.



Open with the Softkey.



Select and confirm.



Press the required line key.

Enter the destination number.

Select and confirm. Your entry is saved.

Use speed dial → page 107.

Confirm to enter a new destination number.

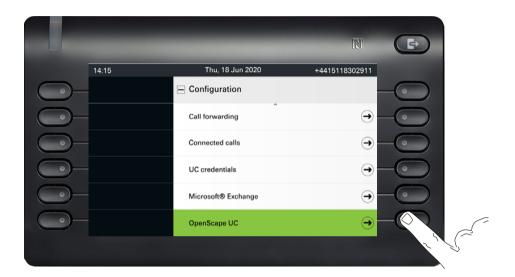
Confirm to return to the previous menu.

# OpenScape UC

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



The OpenScape UC can be also configured in WBM → page 212.





The OpenScape CP700/CP700X will login using the given user credentials. If the data is incomplete (missing server address, username or password) the phone will not try to login at all.



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

# Programming function keys

You can assign a series of functions for the phone to programmable Function keys on the device or on the OpenScape Key Module 600 to suit your requirements.

The CP700 comes with 6 illuminated, free programmable keys permanently displayed on the left panel of the display and additionally 6 keys in the Favorites menu, all of which can be programmed on two separate levels.

The OpenScape Key Module 600 comes with twelve Function keys, all of which can be programmed on two separate levels. You can toggle between the key levels using the two level keys. The Function keys can also be programmed via the Web interface  $\rightarrow$  Page 212.

The keys can be programmed in three ways:

- · Press and hold the selected key
- · Call up via the Service menu
- · Call up via User Settings

The following is a description of the set up by pressing and holding the selected key.

# Function keys setup

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

Example: Configure a second call

Hold down the Function key in the left panel or on a connected OpenScape Key Module 600 to which a function is to be assigned, until the programming prompt is displayed.

Press the Main Menu key, if needed.

Open using the Softkey.

Select desired page (1 to 2).

Press and hold the Function key to be programmed.

Select "Assign telephony function".

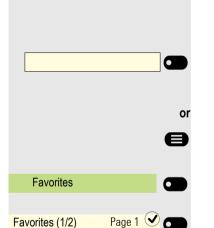
Confirm.

 $\nabla$ 

Confirm.

Select "Call waiting/camp-on".

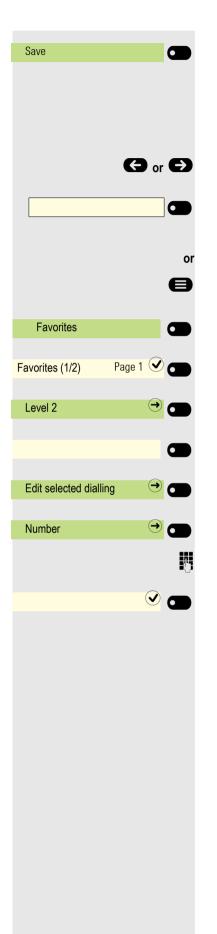
Confirm.



Assign telephony function

Call waiting/camp-on

Change



Confirm. The key is programmed.

# Setting up a selected dialing key

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

Switch to the second level if necessary.

Hold down the Function key in the left panel or on a connected OpenScape Key Module 600 to which a function is to be assigned, until the programming prompt is displayed.

Press the Main Menu key, if needed.

Open using the Softkey.

Select desired page (1 to 2).

Switch to the second level if necessary.

Press and hold the Function key to be programmed.

Confirm.

Confirm

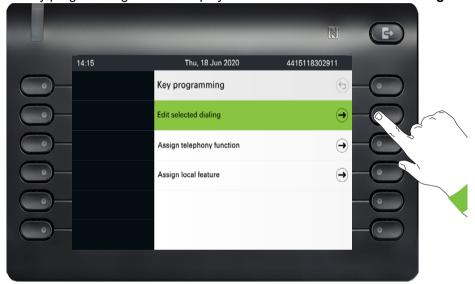
Enter the phone number and confirm.

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

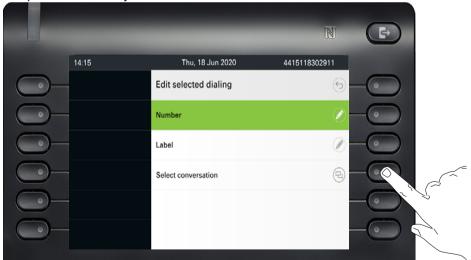
# Setting up dialing keys with contact data from an existing local conversation

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

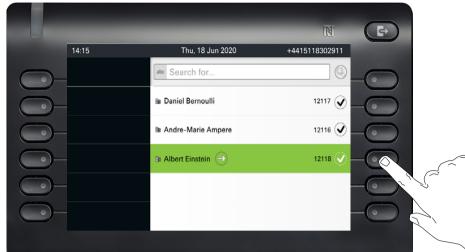
Hold down the Function key in the left panel, in the Favorites menu or on a connected OpenScape Key Module 600 to which a function is to be assigned until the key programming menu is displayed. Then select **Edit selected dialing**.



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

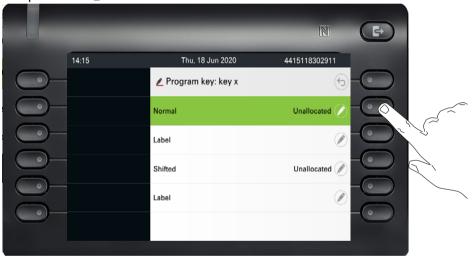


The Conversation selector screen will be shown. You can either select a conversation from the list, or use the "Search for.." box to search for a particular conversation.

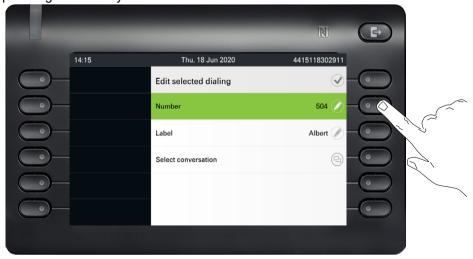


To select the default phone number of a contact use the Softkey next to it.

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

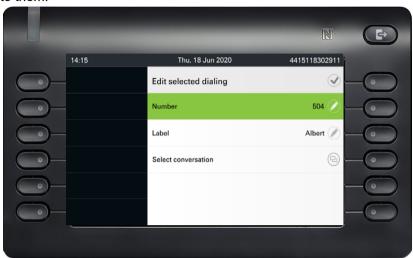


From the screen with the available phone numbers, choose a phone number by pressing the Softkey next to it.



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

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



When you navigate to the Favorites option of the main menu screen, you can see that the function key is now configured and can be used.





# Programming local features

# How to program a local feature

Example: "Door opener" set up

Hold down the Function key in the left panel, in the Favorites menu or on a connected OpenScape Key Module 600 to which a function is to be assigned until the key programming menu is displayed.

Press the Main Menu key, if needed.

Open using the Softkey.

Select desired page (1 to 2).

Press and hold the Function key to be programmed.

Select "Assign local feature".

Confirm.

Confirm.

Confirm. The key is programmed.



## How to delete a local feature

## Example: "Door opener" delete

Hold down the Function key in the left panel, in the Favorites menu or on a connected OpenScape Key Module 600 to which a function is to be assigned until-the key programming menu is displayed.

Press the Main Menu key, if needed.

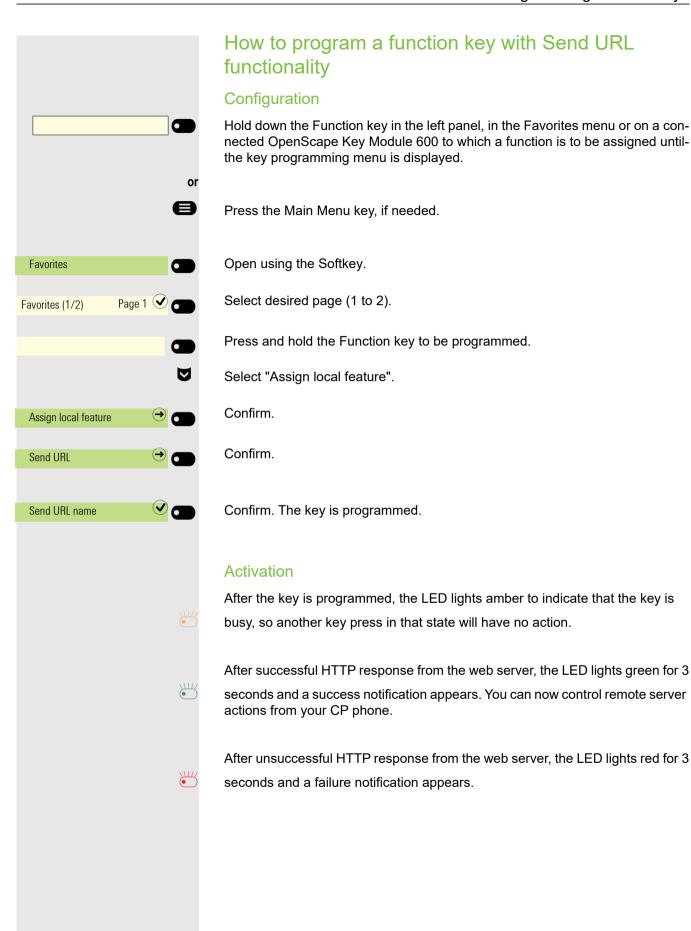
Open using the Softkey.

Select desired page (1 to 2).

Hold down the Function key that has been programmed for the Door opener in order to delete it.

Select "Delete local feature".

Confirm. The key indicating the local feature is deleted.



# Making calls



To better understand the steps described here, it is recommended that you read the introductory chapter "Getting to know the OpenScape Desk Phone CP700/CP700X" → Page 17.

# Receiving a call



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

# Answering a call via the handset

The phone rings.



Lift the handset<sup>1</sup>

# Answering a call via the loudspeaker (speakerphone mode)

The phone rings.



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

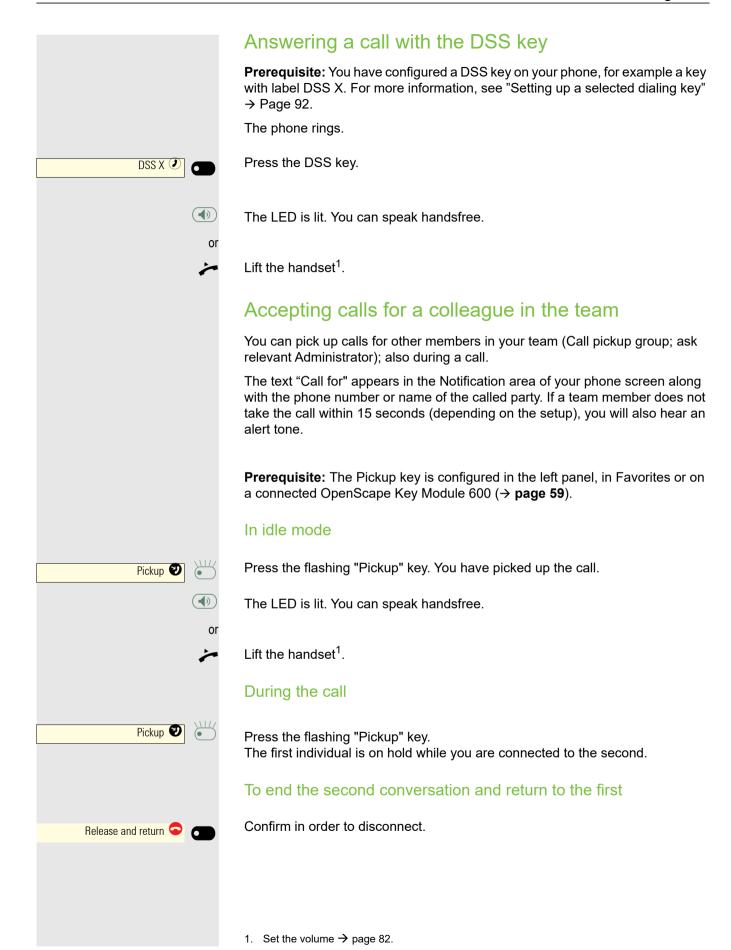
# Answering a call via the headset

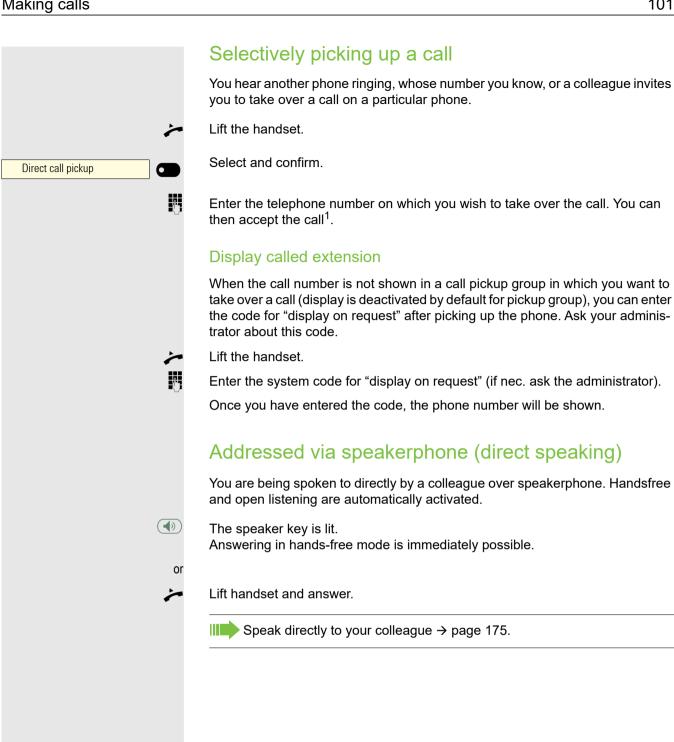
Prerequisite: A headset is connected.

The phone rings. The key \* flashes.



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





# Switch microphone on/off

**½** 

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

# Ending a call

**(1**)

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

or

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

or

 $\overline{\phantom{a}}$ 

Replace the handset.

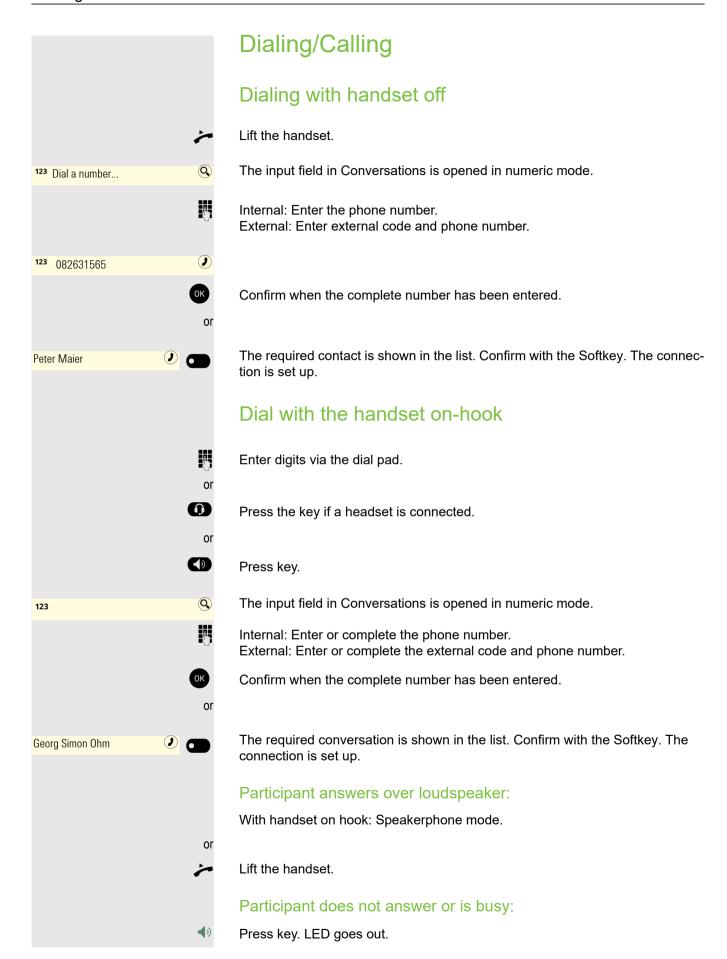
or

Release

Press the key if it has been set up by your administrator.

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







Press the Softkey to arrange a callback. (see also → page 111)

# Dialing with 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

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

or search by entering the phone number or name.

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

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

# Calling with a direct station select (DSS) key

**Prerequisite:** You have configured DSS keys on your phone, for example a key with label DSS X. For more information, see "Setting up a selected dialing key" → Page 92.

Press the DSS key.

When the participants answer, enter speakerphone mode.

Lift the handset.

Note the meaning of the LED displays on the direct call keys → page 66.

# Redialing

#### From the conversation list

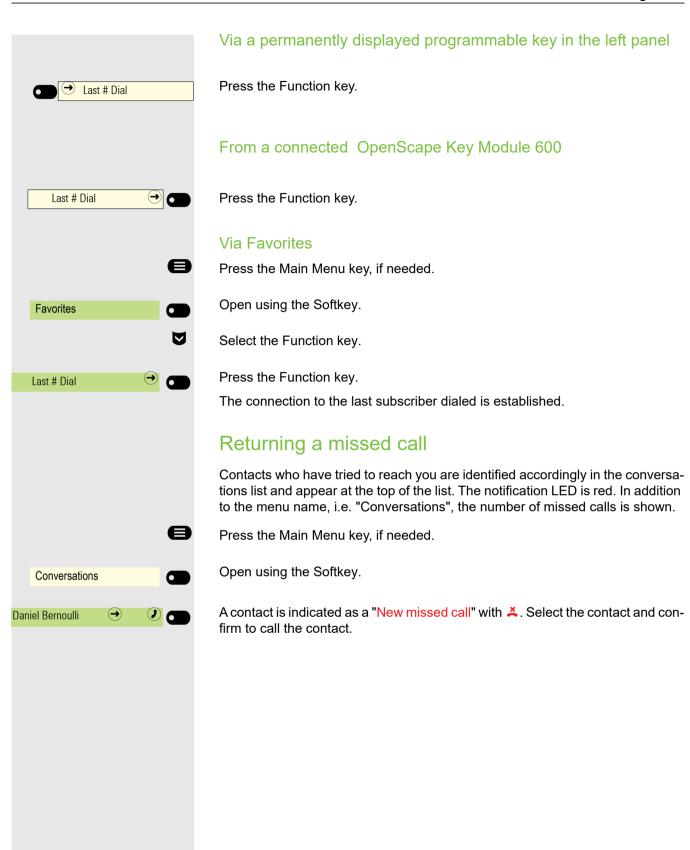
You can use conversation list to call your last connected party. You can do this via the history of a conversation (for more information, see "Display the history of a conversation"  $\rightarrow$  Page 50) or via contact details (for more information, see "Opening details of a conversation or conducting a call"  $\rightarrow$  Page 38).

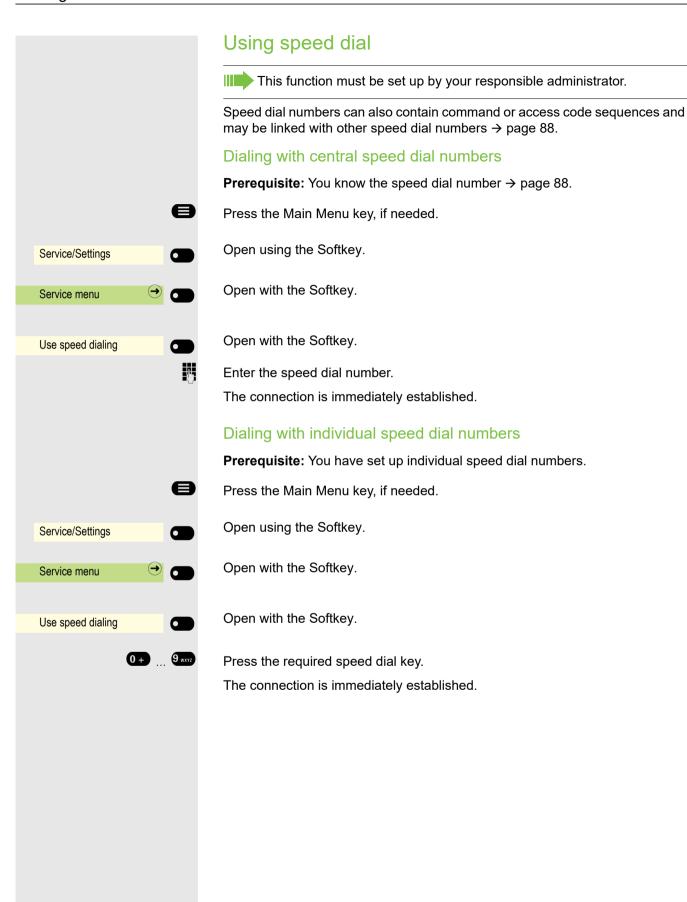
## Via the fixed redial key

You can also call your last connected party via the Redial key.

Redial is the default function assigned to the key, unless otherwise configured by your administrator.

Press the redial key.





# Forwarding calls

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

FWD-VAR-ALL-BOTH	ON	All calls are forwarded to the stored phone number, and the call number is deleted when the call is disconnected.
FWD-FIXED	ON	All calls are forwarded, the stored phone number is not deleted when the call is 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 and/or external calls to your lines to different internal or external telephones (destinations) (external destinations are also possible if the system is configured accordingly).



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

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

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

## Setting up call forwarding via the call forwarding menu

Open the Forwarding menu.



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



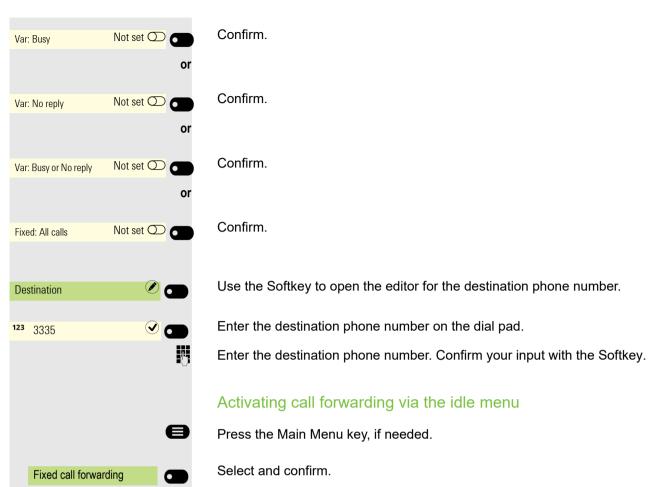
Confirm.

Confirm.

Var: Internal calls Not set 🔾

Confirm.

or



### Activating call forwarding via the idle menu



Internal and/or external calls to your lines will be forwarding to the destination you have set for "Fixed: All calls" (see → page 108).

#### Deactivating call forwarding via the idle menu

Press the Main Menu key, if needed.

Select and confirm.

Call forwarding

#### Call Forwarding information display on Idle Screen

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

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

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

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

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



# Using callback You can request a callback if the individual called is busy or if nobody answers. This also applies to external calls via switching centers. This will save you from repeatedly attempting to call someone. You receive a callback: · when the other party's line becomes free, or as soon as the party who did not reply has held another conversation. If configured (ask relevant Administrator), all callback requests are automatically deleted overnight. Saving a callback **Prerequisite:** The line is currently busy or nobody answers. Confirm. Callback (2) 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. or Press key. LED lights up. Checking/deleting a saved callback e Press the Main Menu key, if needed. $\nabla$ Select "Display callbacks". Confirm. Display callbacks Confirm to display additional entries if applicable. Next callback Deleting an entry that is displayed Confirm. Delete Ending a query Confirm. Cancel Press key.

# During the call

# Switch to speakerphone

Prerequisite: You are conducting a call via the handset.

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

#### US mode

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

Press key.

and 🔩

Replace the handset. Proceed with your call.

# Switching to the handset

Prerequisite: You are conducting a call in speakerphone mode.

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

## Open listening in the room during a call

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

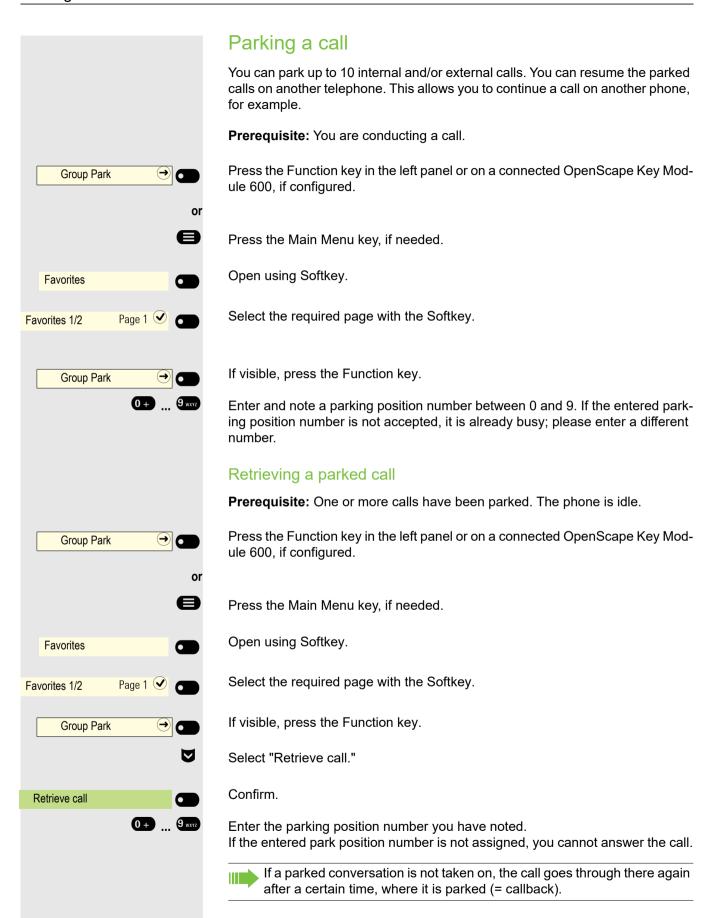
**Prerequisite:** You are conducting a call via the handset.

#### Activating

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

#### Deactivating

Press key. LED goes out.



# Call holding

You can place a call partner on hold. They will hear music on hold.

Press the Hold key.

You can now perform a consultation call or hang up.

#### Recall

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

■ Lift the handset<sup>1</sup>

or

Press the key

01

Press the key<sup>1</sup>, if a headset is connected, to confirm recalling the party.

# Being on hold

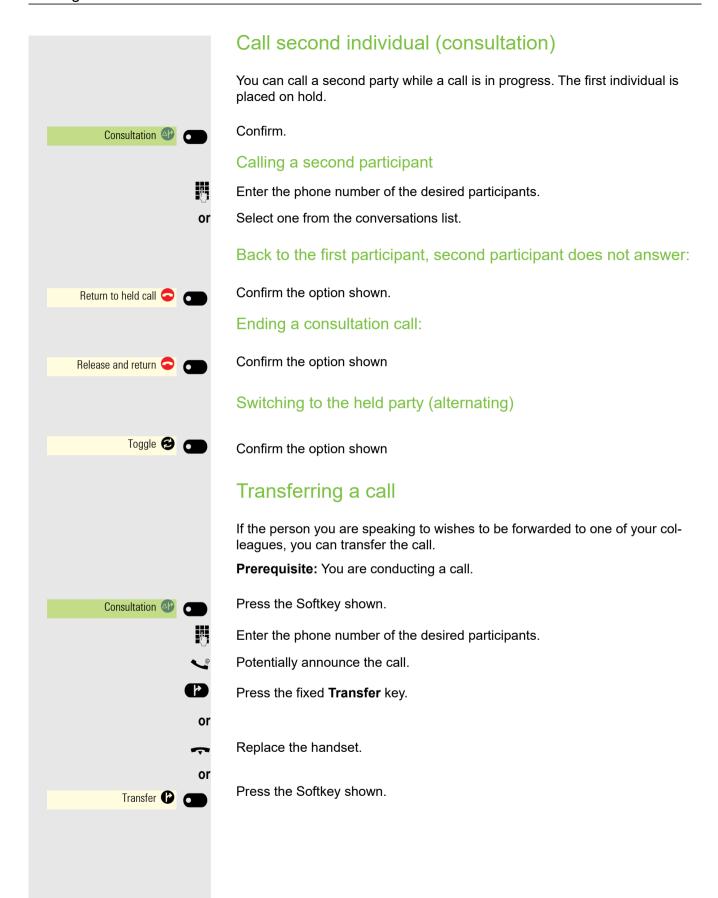
You have been placed on hold by your call partner and informed accordingly in the Notification area.

Confirm to receive information about the call partner in "Conversations".

Held remotely

Pending calls 🕒





# 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 indicate the waiting You can ignore or accept the second call. Before you accept the second call, you can end the first call or place it on hold for subsequent retrieval. You can also block the second call or the signal tone $\rightarrow$ page 87. Prerequisite: You are on the phone and hear a warning tone (approx. every six seconds). Ending the first call and answering the second call Replace the handset. Your phone rings. Accept second call. Lift the handset. Place first call on hold and answer second call Confirm. You are connected to the second caller. The first party is placed on hold. Accept 2 Ending the second call, resuming the first call Confirm Release and return 🗢 Replace the handset. Lift the handset.

# Carry out DMTF-suffix/dial tone

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

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



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

### Rollover

You can set up the volume for all notification, which occur during your call. For more information, see "Volumes" → Page 204.

# Importing contacts via WBM

You can import your contacts into your phone through WBM interface (for more information, see "Web interface" → Page 212). The contact file can be exported from Outlook or OSM.



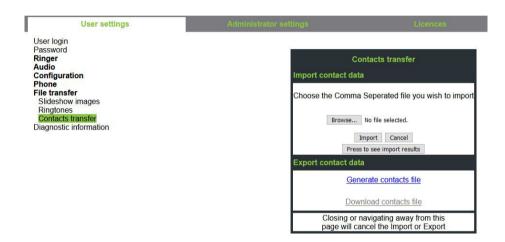
See the products documentation for instructions on how to export contacts from an Outlook client or OSM.



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



Log on to the User Pages on WBM using your password (for more information, see User Pages → page 212.)



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

- 1. Click on the "Browse" button and a window will open onto your PCs file system to allow you to navigate to a local or remote folder and select a file to be imported
  - The default format is ".csv"
  - You can use comma or a semi-colon as a value separator for the imported CSV file
  - When exporting from Outlook, do not change the mapped header field names
- 2. Select destination and confirm.
  - The path to the file will be displayed on the page next to the button "Browse" when you select the destination and close the window
- 3. Press "Import"
  - Whilst 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.

- 4. The progress and outcome of the import will be indicated to you
  - A completion message is displayed when the "Press to see import results" button is pressed
  - A successful import will be indicated by a "Import completed" text message below the panel on the page
  - 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



# **Using Bluetooth**

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

# Discoverability

When first enabling a connection to a Bluetooth device, this function must be switched on  $\rightarrow$  page 140.

The OpenScape CP700/CP700X is recognizable by default for other Bluetooth devices once you have opened the pairing menu.

The OpenScape CP700/CP700X discoverability feature is disabled on exiting the pairing menu in order to prevent misuse.



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

# **Pairing**

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



Pairing is only performed the first time contact is established between a Bluetooth device and your OpenScape CP700/CP700X. If the Bluetooth device is successfully paired, no further access authorization checks are necessary. Instead, each subsequent check uses the previously created link key.

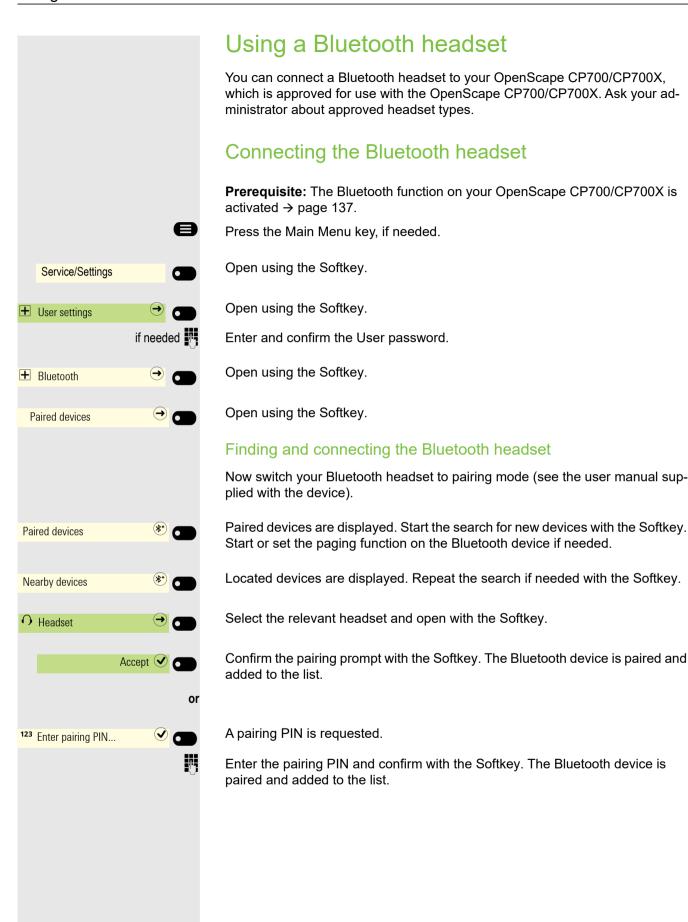
### Pairing NFC-enabled devices

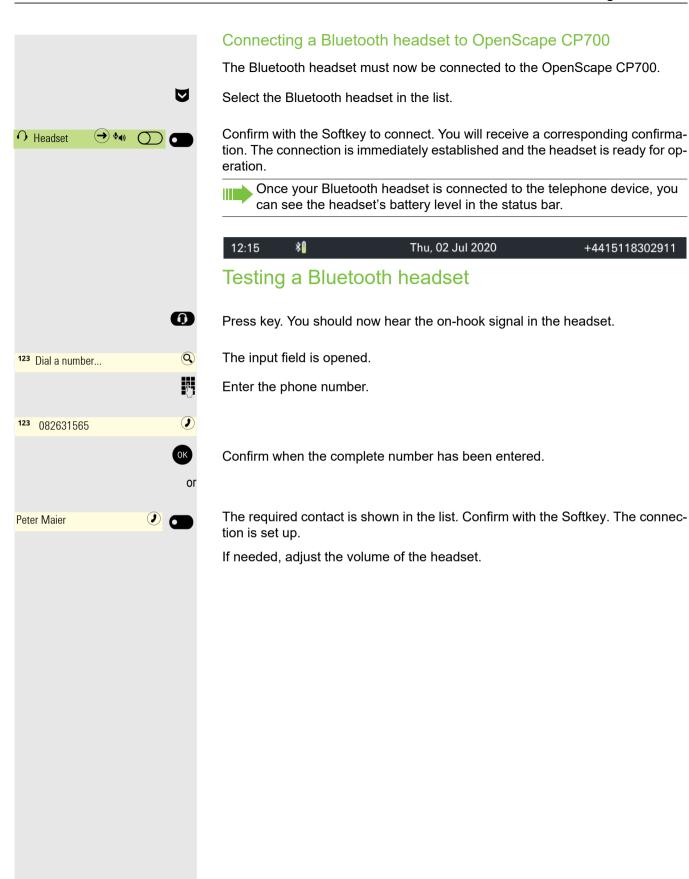
If your Bluetooth device has an NFC reader (Near Field Communication), it can be paired very easily with your OpenScape CP700/CP700X (often smartphones have this, but not headsets).

The NFC transmitter on the OpenScape CP700/CP700X is located in the top right area of the display, to the left of the Forwarding key and below the "N" logo.



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





# **Transferring contacts**

The Bluetooth function on your OpenScape CP700/CP700X allows you to transfer contacts in **vCARD format** (file extension: .vcf) from other Bluetooth devices to your OpenScape CP700/CP700X and save them in the Conversations list. You can also send entries from the Conversations list as vCards to other Bluetooth-enabled devices



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

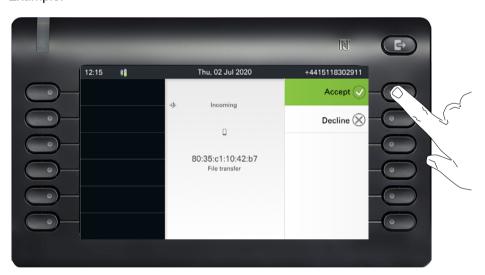
The instructions for data transfer via Bluetooth provided in the relevant manufacturer documentation should be observed.

# Receiving a vCARD

**Prerequisite:** The Bluetooth function on your OpenScape CP700/CP700X is activated → page 137. A vCard file is stored on your Bluetooth-enabled device (PC, tablet, mobile telephone, etc.). Start the data transfer.

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

#### Example:





Press the Softkey to allow the data transfer.





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



### Sending a vCard

#### Sending to a paired device

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

Select the required contact from the Conversations menu.

The selected contact is highlighted.

Open the contact.

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

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

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

#### Sending to an unpaired device

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

Select the required contact from the Conversations menu.

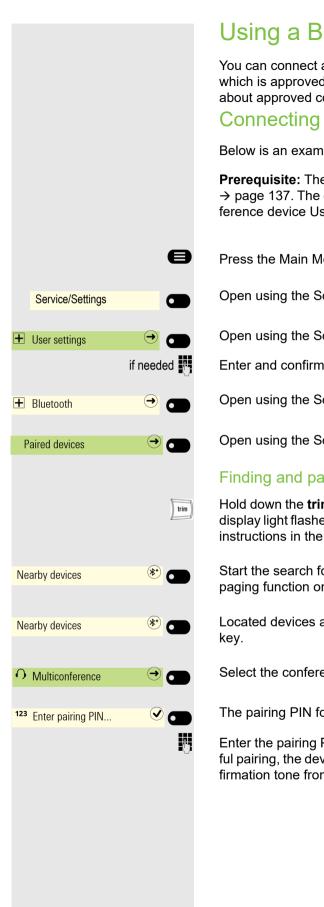
The selected contact is highlighted.

Open the contact.

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

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

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



# Using a Bluetooth conference phone

You can connect a Bluetooth conference phone to your OpenScape CP700, which is approved for use with the OpenScape CP700. Ask your administrator about approved conference devices.

### Connecting a Bluetooth conference phone

Below is an example of connecting and operating a conference phone.

Prerequisite: The Bluetooth function on your OpenScape CP700 is activated → page 137. The conference phone is ready for use but switched off (see conference device User Guide).

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

### Finding and pairing the Bluetooth conference phone

Hold down the **trim** key on the conference phone for two seconds until the blue display light flashes (Warning: the device must be switched off first - observe the instructions in the operating instructions of the conference equipment).

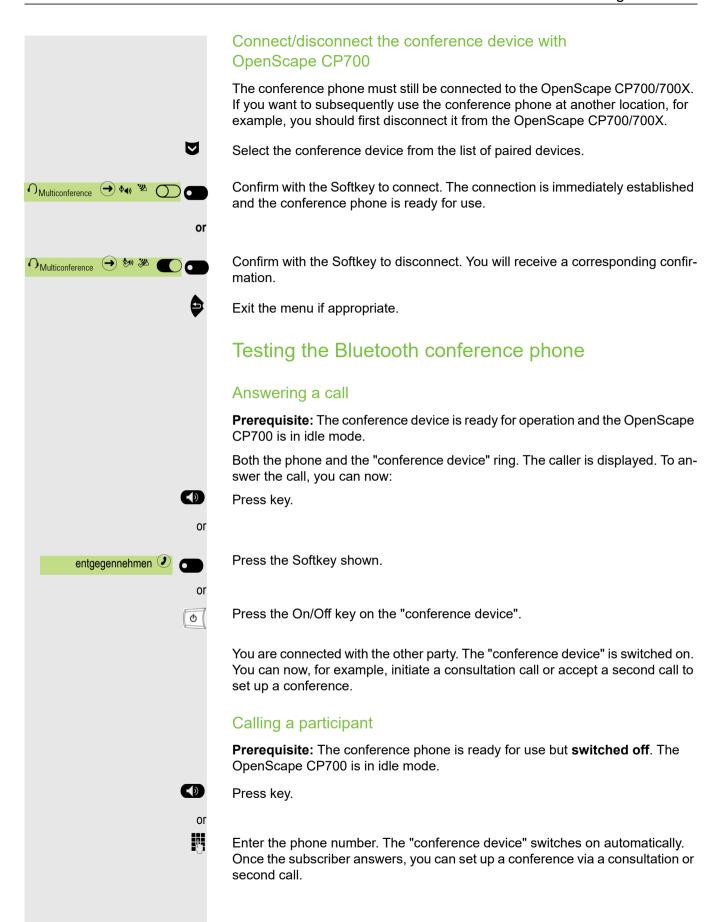
Start the search for new devices with the Softkey. If needed, start or adjust the paging function on the Bluetooth device.

Located devices are displayed. Repeat the search if appropriate with the Soft-

Select the conference phone and open with the Softkey.

The pairing PIN for the conference phone is requested.

Enter the pairing PIN ("0000") and confirm with the Softkey. Following successful pairing, the device is added to the list of paired devices. You hear a short confirmation tone from the conference phone before it switches itself off again.



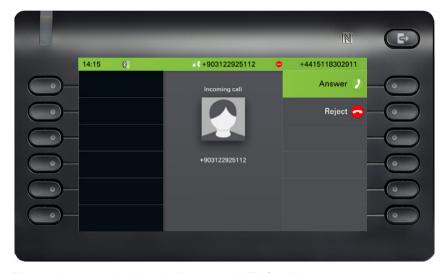
# Using a Bluetooth device

You can control calls on the HFAG (hands-free audio gateway, e.g. mobile device) from your OpenScape CP700 phone via Bluetooth.



Once your mobile device is connected to CP700 through the Bluetooth, you can see the mobile's battery level on the top of your CP700 main menu screen.

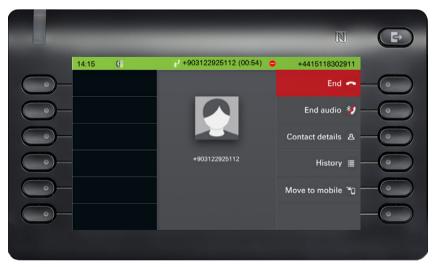
### Incoming HFAG call



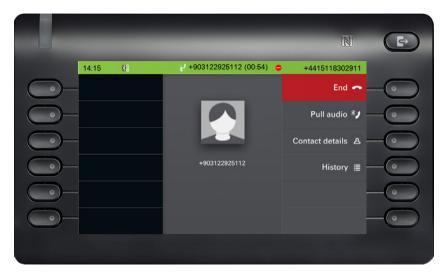
Bluetooth status bar icon indicates an HFAG call.

For more information about how to proceed during incoming call, see "Receiving a call" → Seite 99.

#### Connected HFAG call



Bluetooth status bar icon indicates an HFAG call. The "End audio" button transfers the HFAG call audio from the OpenScape CP700/700X to the HFAG.



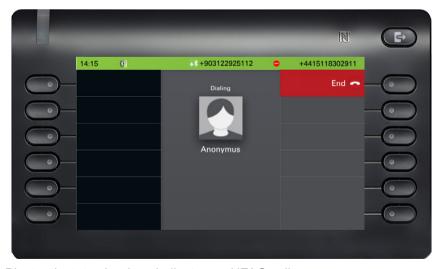
The "Pull audio" button reroutes the audio stream from HFAG back to Open-Scape CP700/CP700X.

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

For more information about how to proceed during a call, see "During the call" → Seite 112.

### Outgoing HFAG call

### **Outgoing Call Dialing**



Bluetooth status bar icon indicates an HFAG call.

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

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

## **Outgoing Call Ringing**



### HFAG call states in Main Menu Screen

### Incoming HFAG call in the Main menu screen



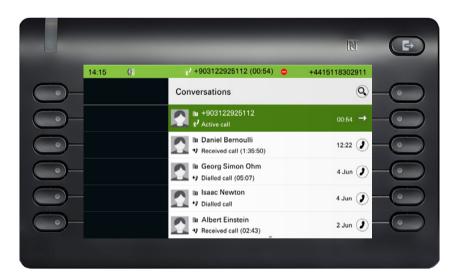
The icon with the Bluetooth rune index indicates incoming HFAG call.

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



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

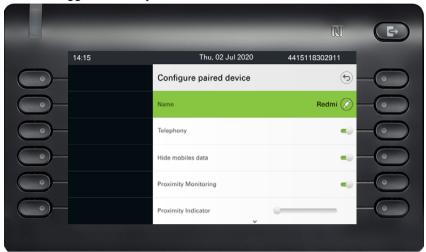
### HFAG call states in Conversations Screen



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

# Anonymous mode

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



# Using Bluetooth keyboard

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

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

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

12:15 == **\*** Thu, 02 Jul 2020 +4415118302911

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

#### Supported languages

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

#### **Navigation keys**

Navigation keys work as following:

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

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

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

# Keyboard pairing modes

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

There are three possible pairing modes supported:

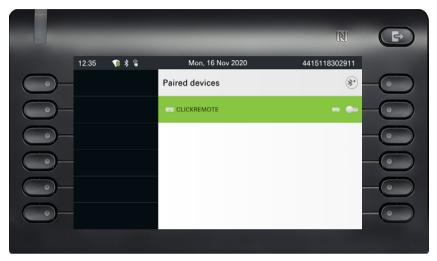
- Simple pairing (passkey entry) if keyboard initiates "simple pairing", PIN is generated by keyboard and CP700 shows this PIN on display and waits until the number is typed on the keyboard.
- Legacy (numeric comparison) if keyboard initiates "legacy" pairing, CP700 generates random number, displays it to user and waits until the number is rewritten on the keyboard.

Just works - if keyboard initiates "just works" pairing, CP700 displays Bluetooth keyboard pairing request and waits until it is confirmed.

# Using Bluetooth "Remote button"

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

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

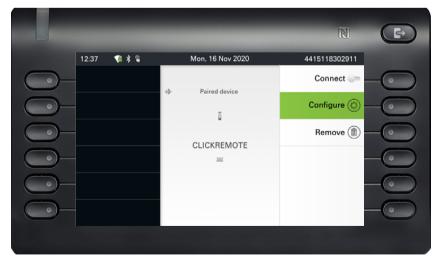


By pressing the Remote button, you can trigger certain action (e.g. under the Function key or on OpenScape Key Module 600) configured by you on your OpenScape CP700/CP700X/700X. You can choose from the following keys:

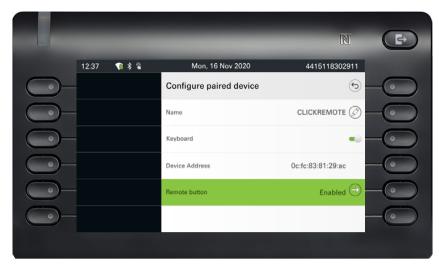
- · Function keys.
- · Key Module keys

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

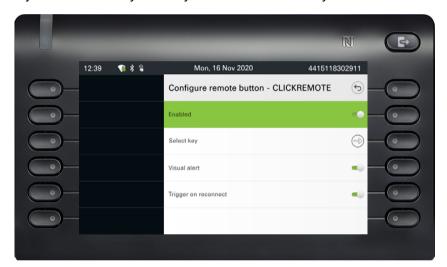
Using the Configuration option leads to the Configuration Menu for that device. The device name is "Selfie" in the screens shown.



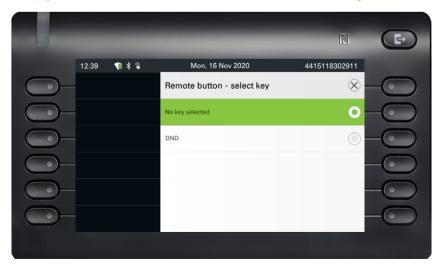
In this Configuration Menu the device can be identified as a Bluetooth Remote button device via the "Remote button" status. The action of the entry allows the Bluetooth Remote button device to be configured.



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

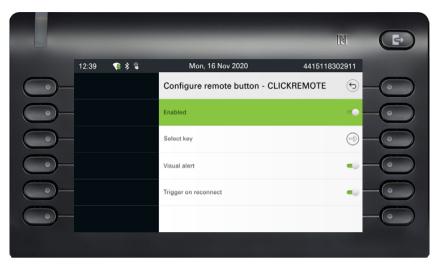


Selecting the "Select key" menu above leads to the screen that allows the Function key for this Bluetooth Remote button device to be configured.



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

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

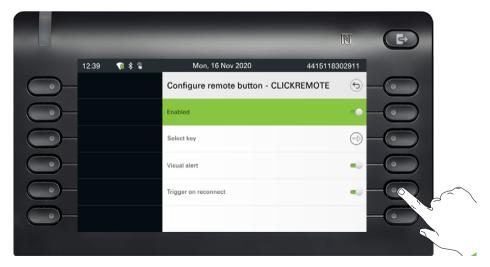


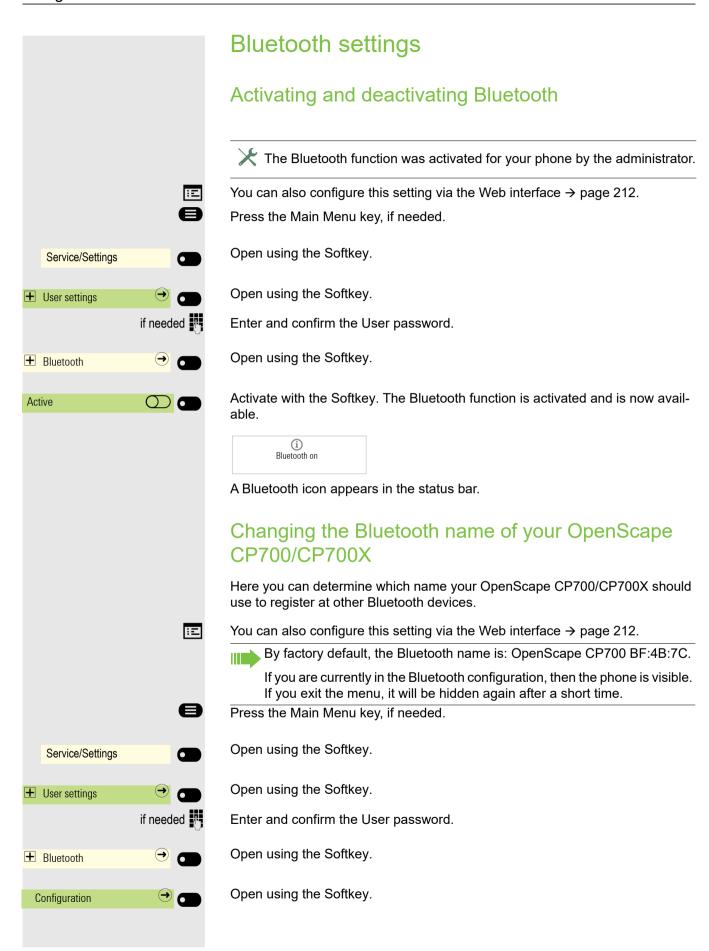
The "Configure remote button" screen now shows the label for the Function key that has been configured to be triggered by this Bluetooth Remote button device.

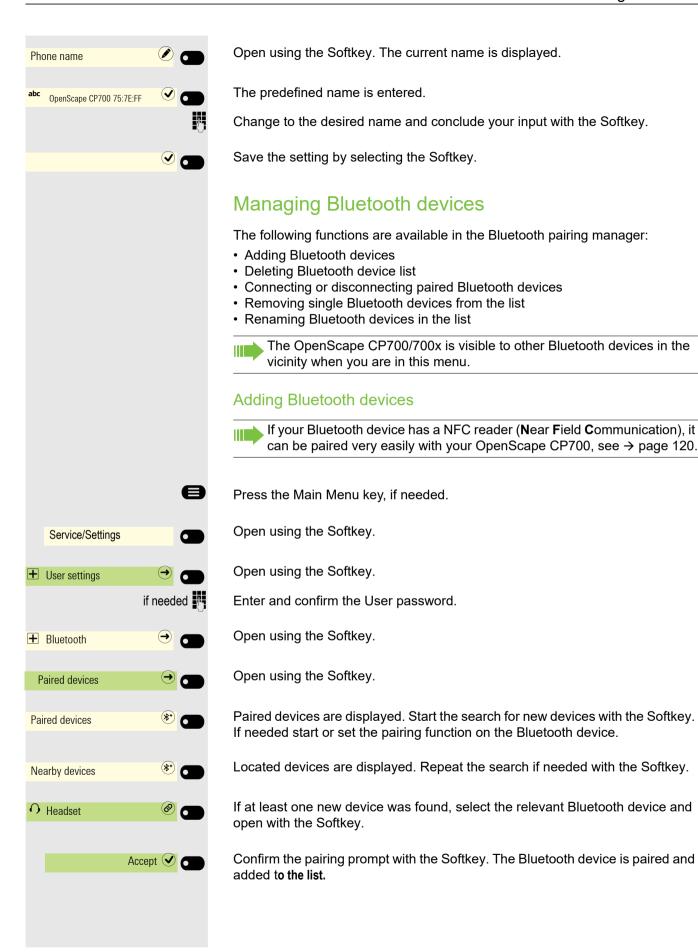
### Trigger on reconnect

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

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









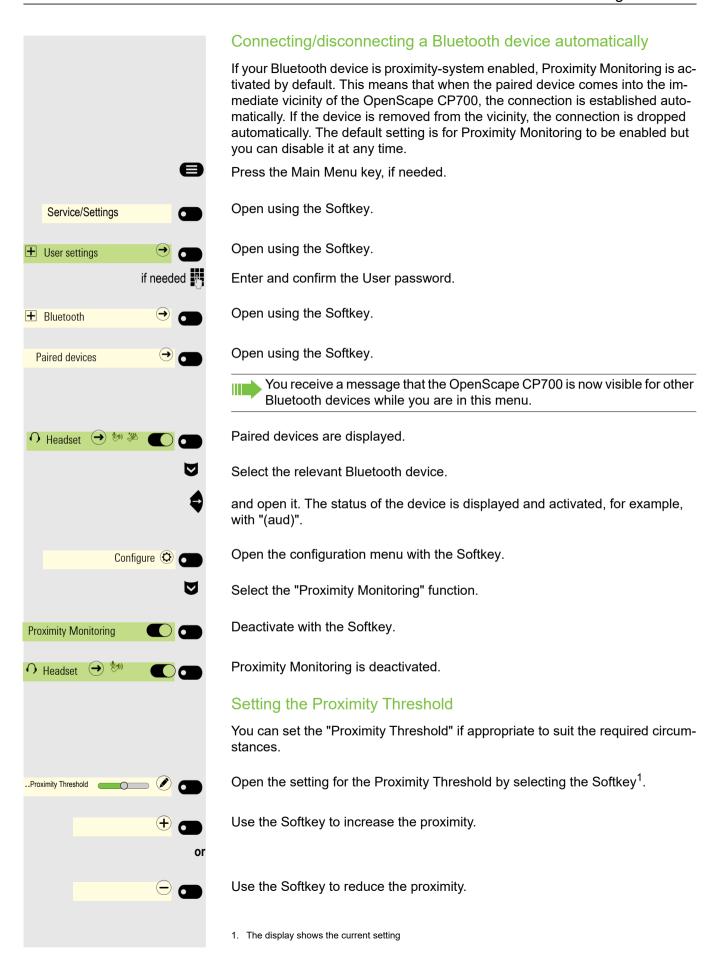
A pairing PIN is requested

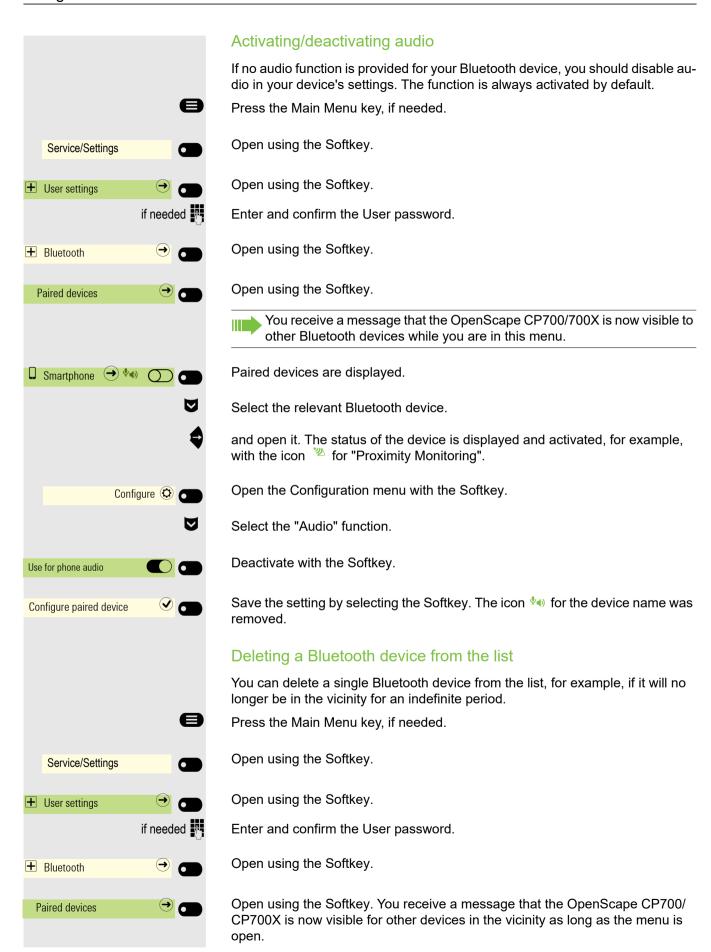
Enter the pairing PIN and confirm with the Softkey. The Bluetooth device is paired and added to the list.

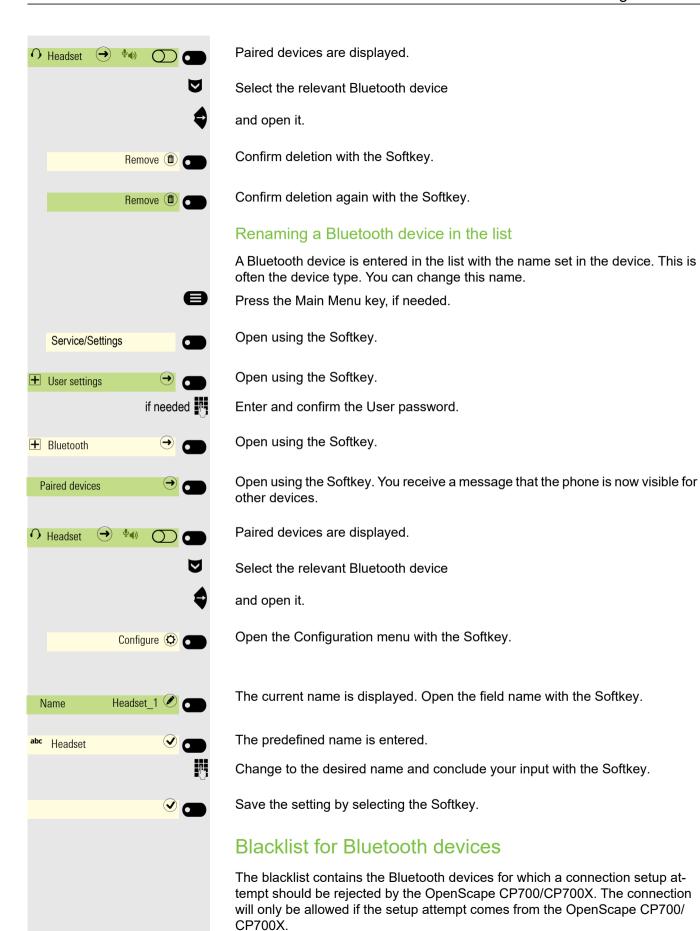
Your OpenScape CP700 is now "paired" with the Bluetooth device, but not yet connected → page 140.

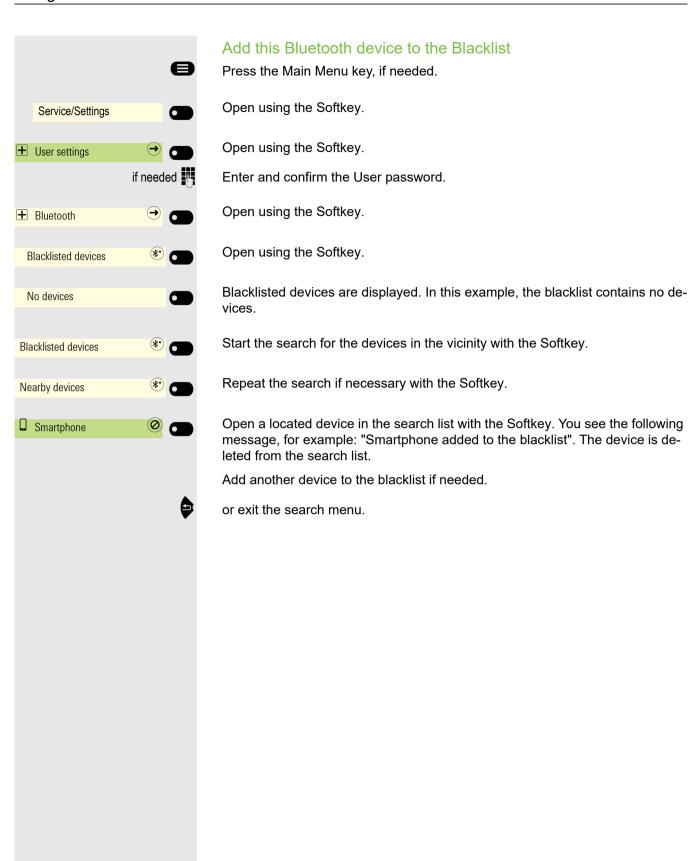


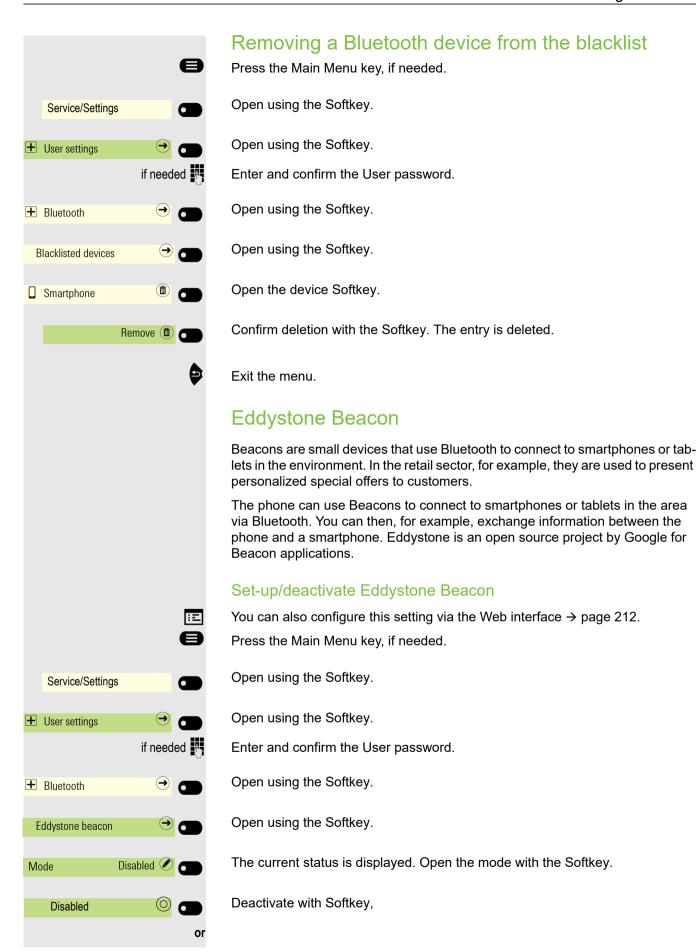
Pairing is only performed the first time contact is established between a Bluetooth device and your OpenScape CP600. If the Bluetooth device is successfully paired, no further access authorization checks are necessary. Instead, each subsequent check uses the previously created link key.



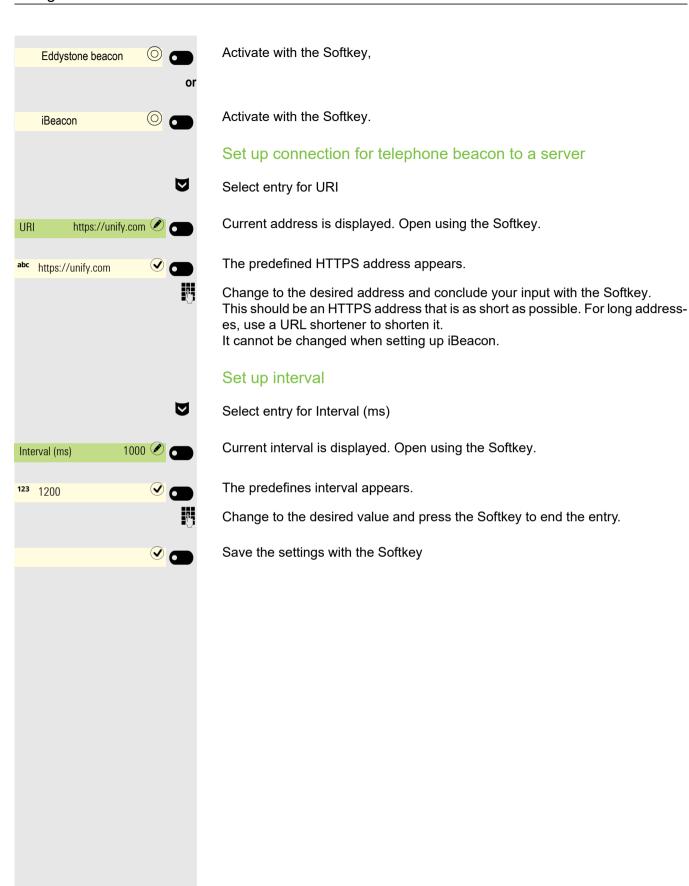








Using Bluetooth 145



# Phoning on several lines (multi-line)

# Line keys

Line keys can be set up on the freely programmable feature keys on an Open-Scape Desk Phone CP700/CP700X. Any key assigned the "Line" function corresponds to a line, and so up to 4 lines can be set up.

A distinction is made here between primary and secondary lines. Each of these line types can be used on a private or shared basis → page 147.

Line keys are set up by the administrator responsible.

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

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



#### **Primary line**

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



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

#### Secondary line

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

# Line usage

#### Private line

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

#### Shared line

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

#### Direct call line

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

#### LED displays for line keys

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



#### **Preview**

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

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

#### **Activating preview**

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

Press the required line key.

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

#### Deactivating preview

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

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

# 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 responsible has determined the order in which incoming calls are directed to line keys.

# Accepting calls in the order provided

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



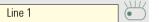
Lift the handset.

or

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.

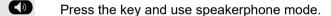


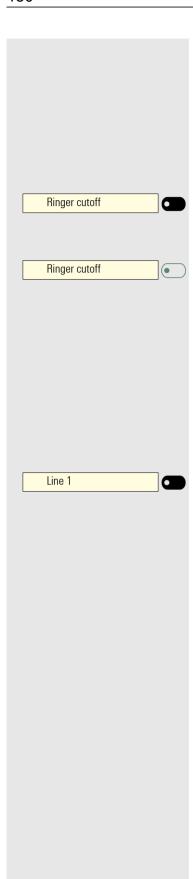
Press the prioritized line key. The caller ID is briefly displayed.



Lift the handset.

or





# Activating/deactivating ringing mode (call)

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

**Prerequisite:** The "Ringer cutoff" Function key has been set by your administrator.

Switch off ringing:

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

Switch on ringing:

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

## Forwarding calls for lines

If you activate call forwarding for an entire line in use → page 147, the line will be forwarded in general, on other phones as well.

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

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

For more information, please see  $\rightarrow$  page 108.

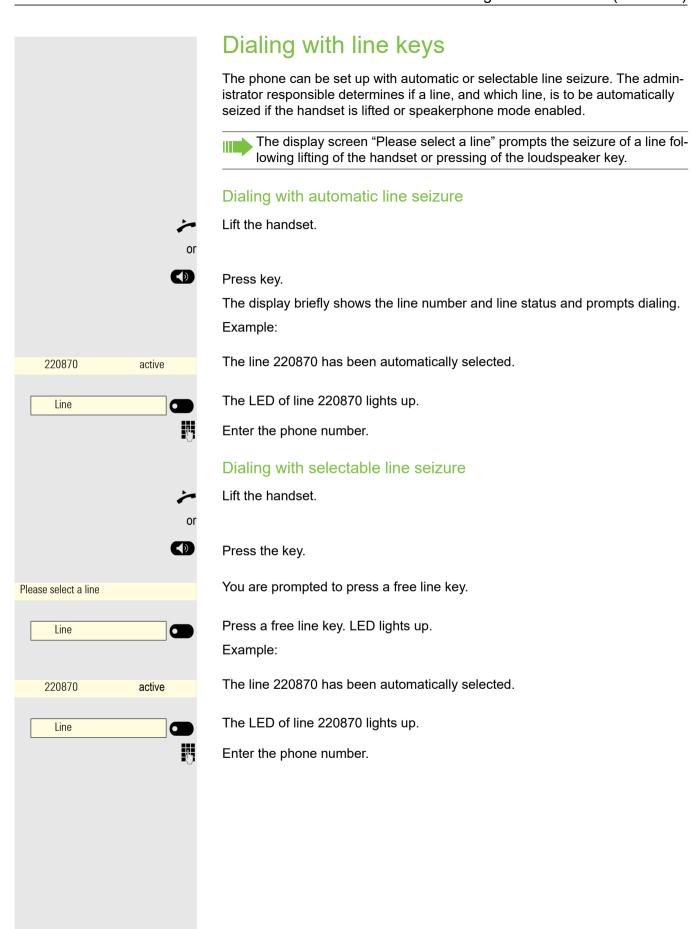


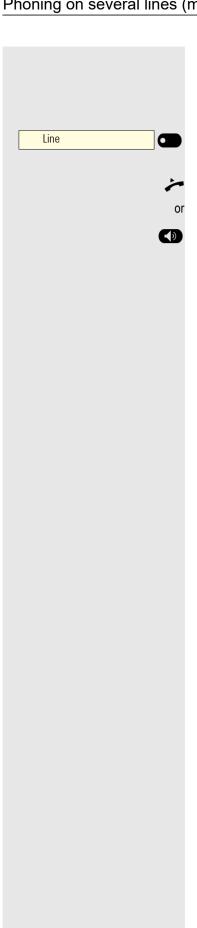
# Ring transfer

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 (call ringing transfer/line) can be programmed by your administrator for every line.

#### Activation

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





# Call waiting with a direct station select (DSS) key

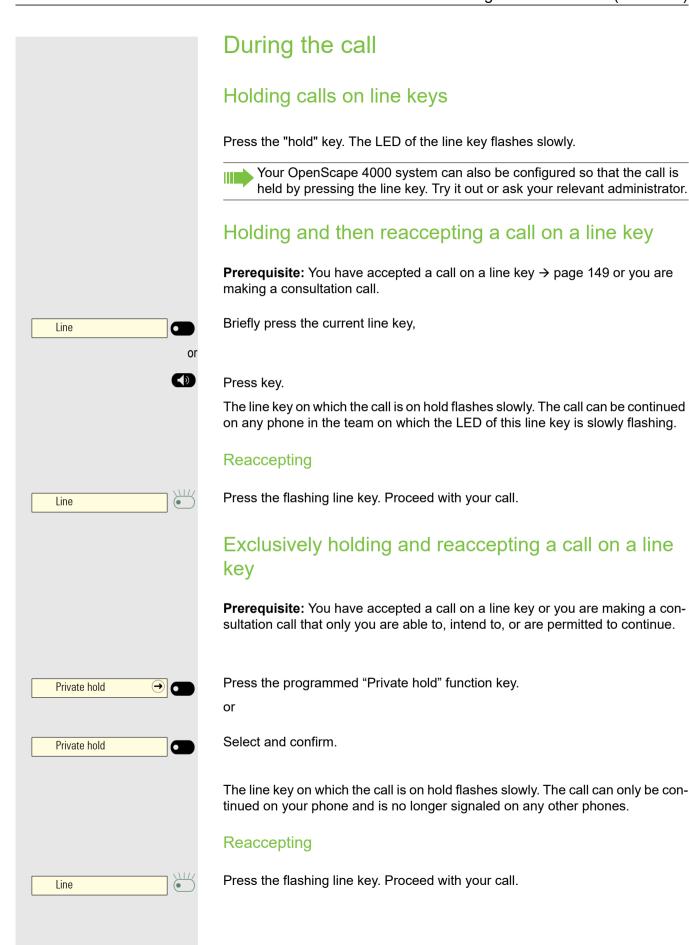
**Prerequisite:** You have set up DSS keys on your phone → page 17. The desired participant's line is busy.

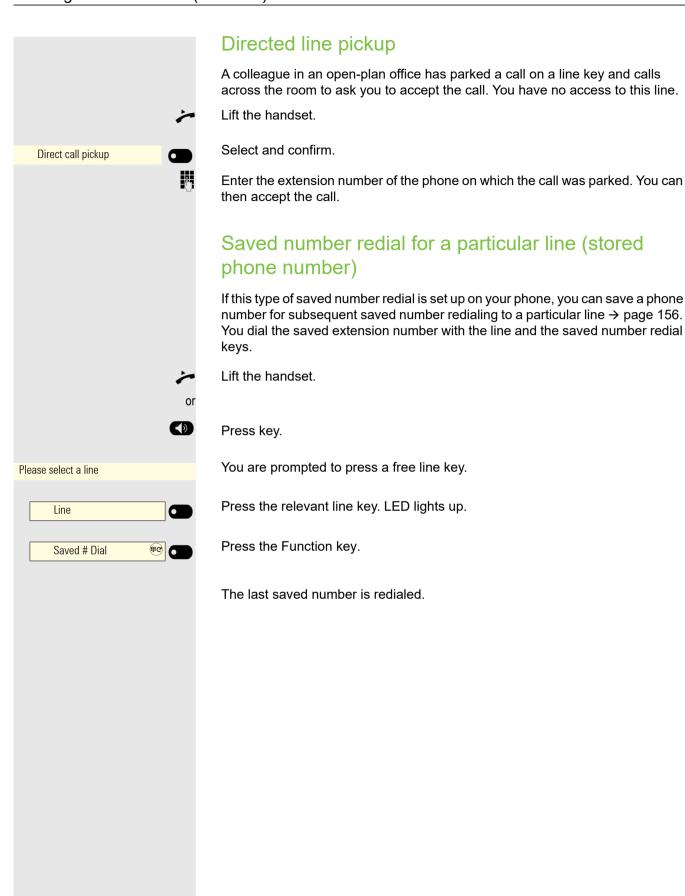
Press the DSS key.

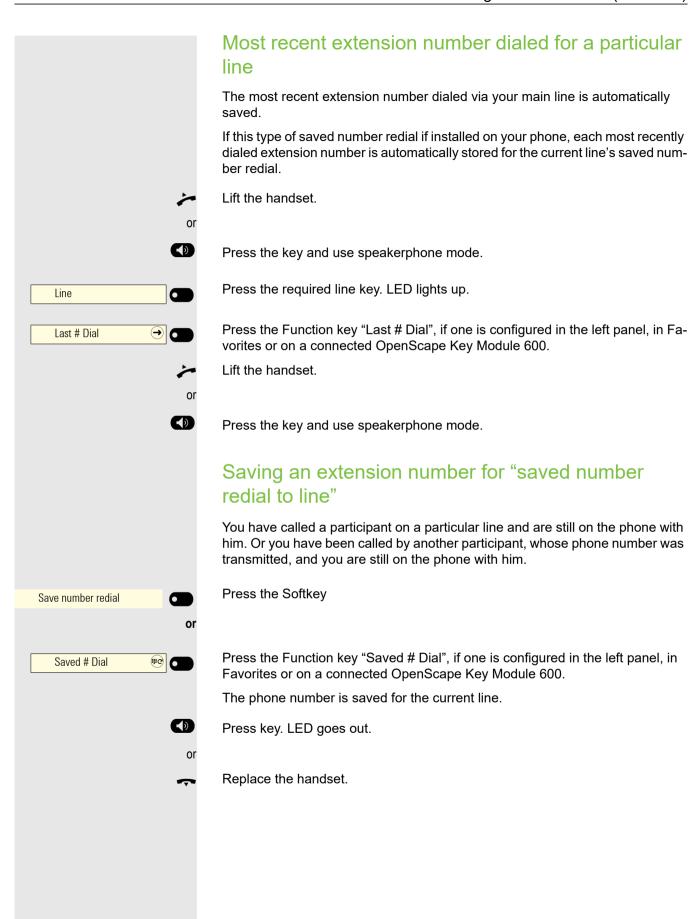
The participant called accepts your call waiting.

Lift the handset.

Press the key and use speakerphone mode.







Call originator

Next entry

Delete

Cancel

# 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, as yet unqueried entries in the mailbox the LED for the MWI key lights up.

Press the MWI key.

Information on the caller is displayed  $\rightarrow$  page 20.

#### Carrying out a callback request

A callback request is displayed.

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

#### Next entry

There is more than one entry.

Select and confirm. The following entry is displayed.

#### Deleting mailbox entries

The relevant entry is displayed.

Select and confirm.

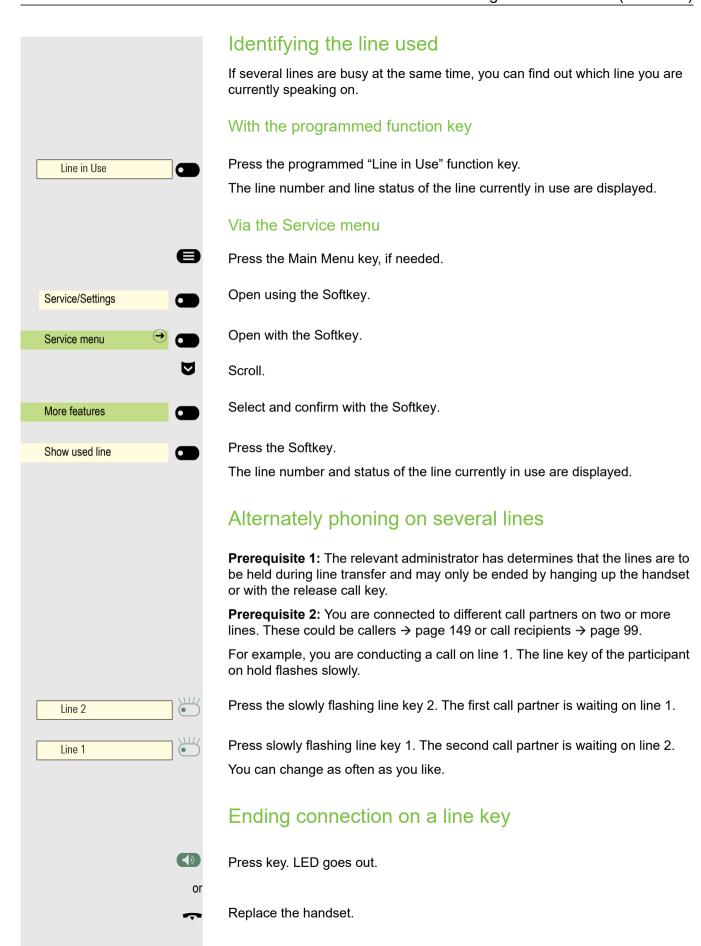
#### Ending mailbox query

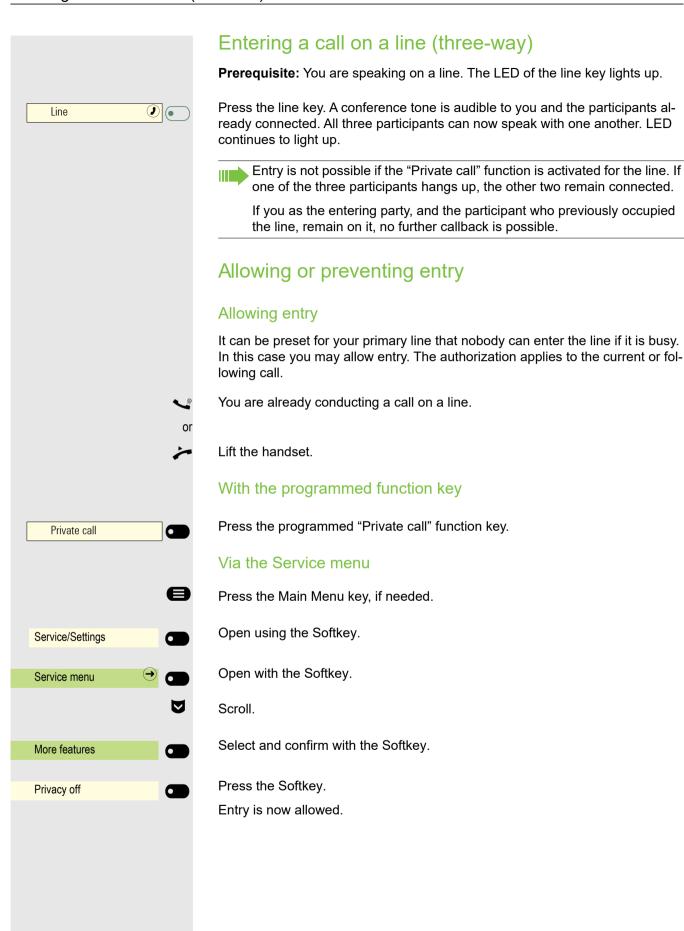
Press key.

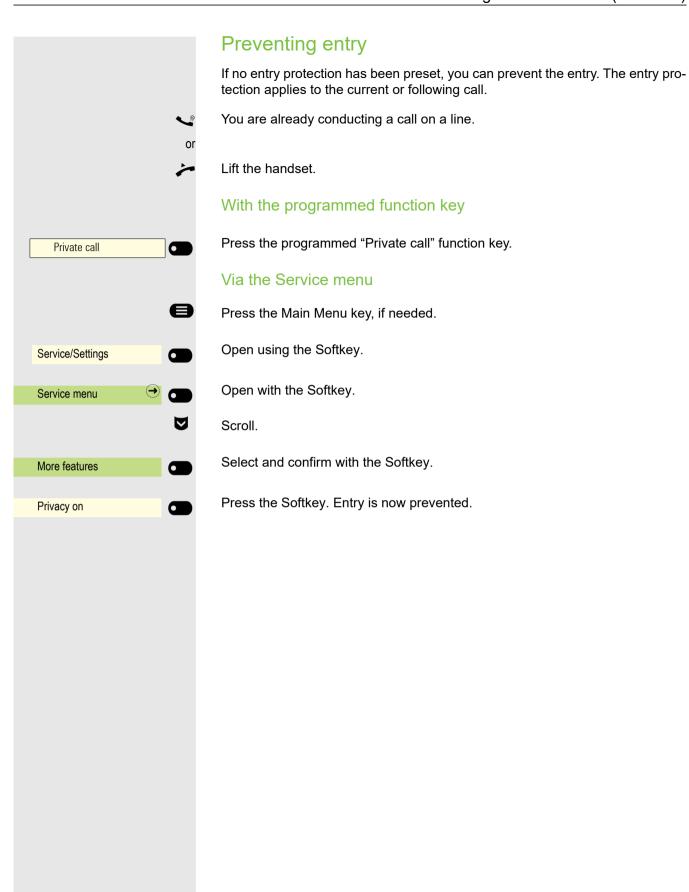
or

Select and confirm.

Entries in the mailbox which are not deleted remain saved. If there are as yet unqueried callback requests, the MWI keycontinues to light up.







# Request silent monitor or Line 1 Ring transfer •

#### Witness or tape connection

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



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

**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. "Private call" must be deactivated.

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

The "witness" lifts the handset,

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

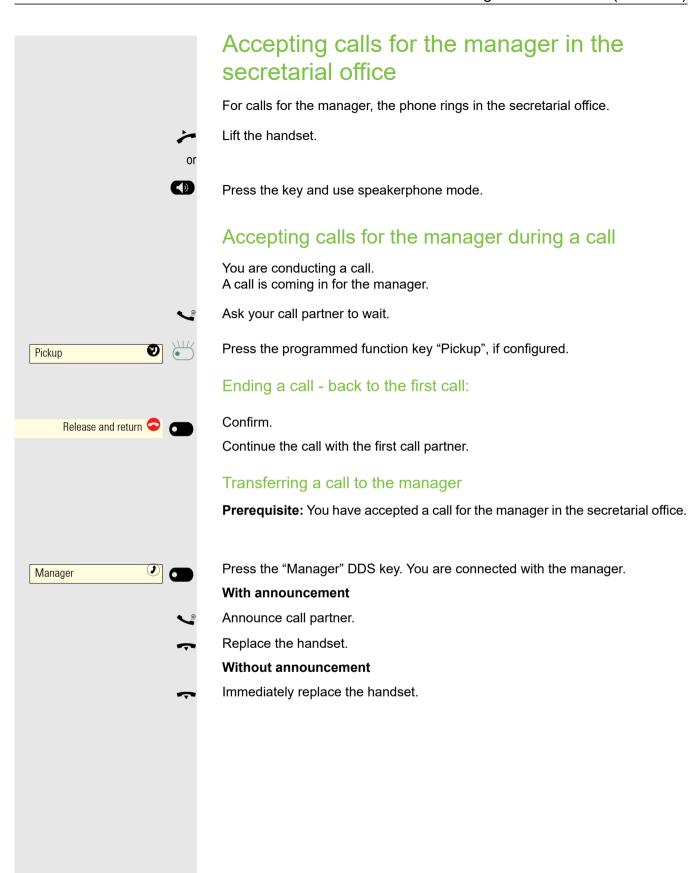
The "witness" can now listen in to the call unnoticed.

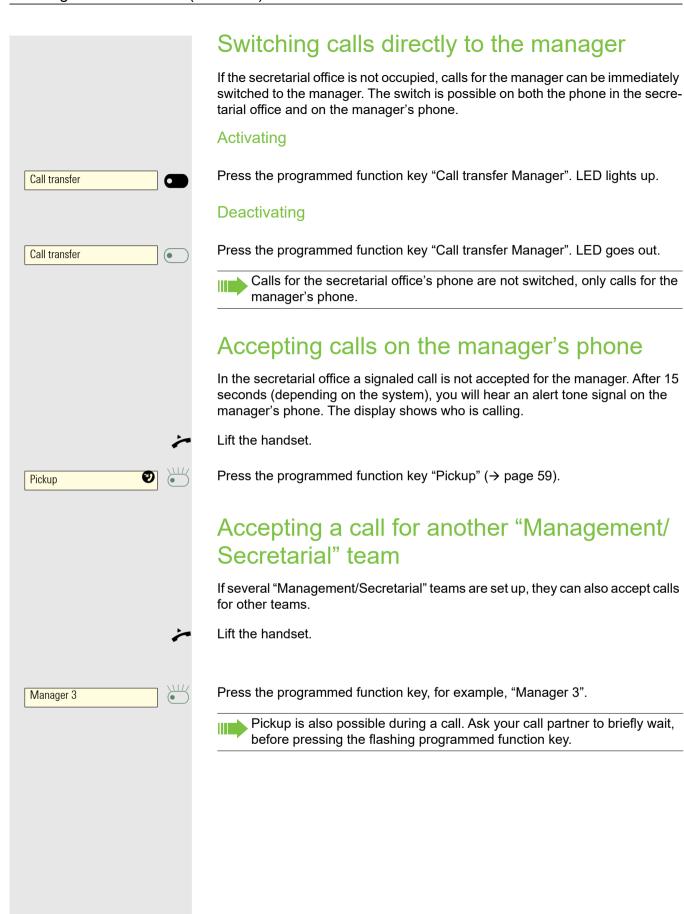


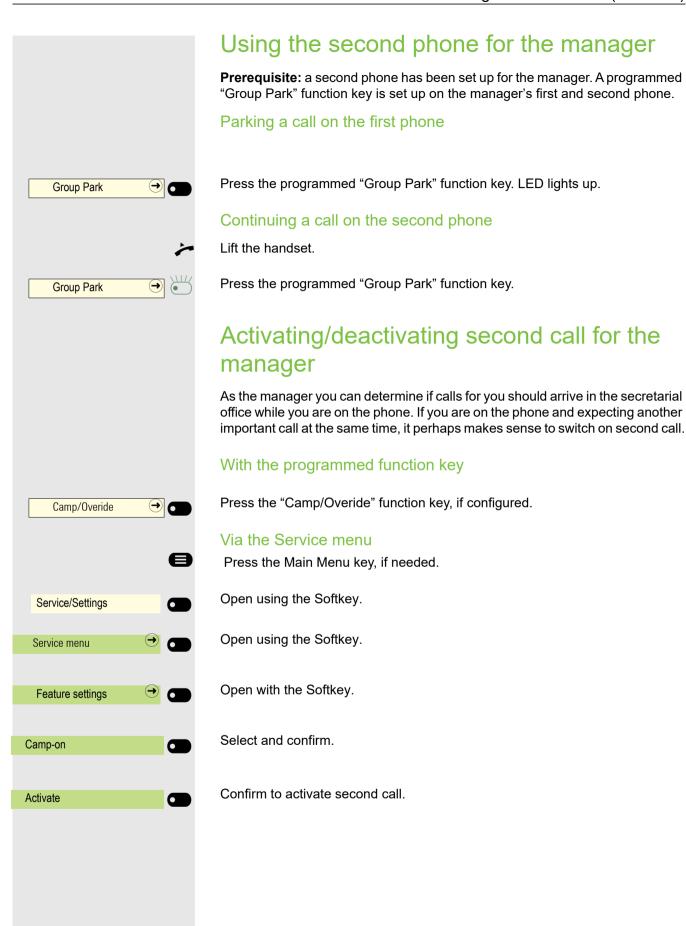
Only the "witness" can end the silent monitoring by hanging up or pressing the line key.

#### Deactivating

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







# Using buzz function

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

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

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

# Messenger calls

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

# Setting a representative for the secretarial office

You can forward calls for the manager that come into the secretarial office to another phone. For this you must set up a programmed "Representative" function key. This works as described in chapter "Programmable Keys" → Page 14 (here Representative).

#### Activating representative:

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

#### Deactivating representative:

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



(•

Representative

# Other settings and functions Save appointments Appointment function You can arrange for your phone to call you to remind you of an appointment. For this to happen, you need to save the desired times of the calls. This is possible for the next 24 hours. Save reminders Press the Main Menu key, if needed. Open using the Softkey. Service/Settings Open with the Softkey. Service Menu $\nabla$ Scroll Select and confirm with the Softkey. Reminder It is shown, whether an reminder is saved or not. First reminder: Confirm. Other reminder: Select and confirm. New reminder Enter a 3 or 4-figure time, e.g. 845 for 8:45AM or 1500 for 3:00PM. Confirm. Save Delete saved reminder Press the Main Menu key, if needed. Open using the Softkey. Service/Settings Open with the Softkey. Service Menu $\nabla$ Scroll. Select and confirm with the Softkey. Reminder A saved reminder is displayed. Confirm if you have saved several reminders. Next reminder



Select and confirm.

Press the Softkey.

# Using timed reminders

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

The phone rings.

Press the key twice.

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, this will be repeated five times before the appointment is deleted.

Service/Settings

Service Menu

PIN / COS

PIN 1

# 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 4000-system (also on telephones of interlinked OpenScape 4000-systems, e.g. at other company locations). Then you can use the other phone

- · calling with cost allocation,
- · dial with project assignment,
- · Check your mailbox,
- · Use a phone number stored on your phone for redial,
- · Enter 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 4000-system. For other OpenScape 4000-systems in the network, you need a network-wide PIN.

Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Select "PIN / COS".

Open with the Softkey.

Confirm.

#Abc 123

or

If you have several PINs and you want to use another, select another PIN.

#### Applies in own OpenScape 4000 area

Enter your own phone number and press the hash key.

Enter the internal PIN and press the hash key.

The network applies in your own and other OpenScape 4000-systems

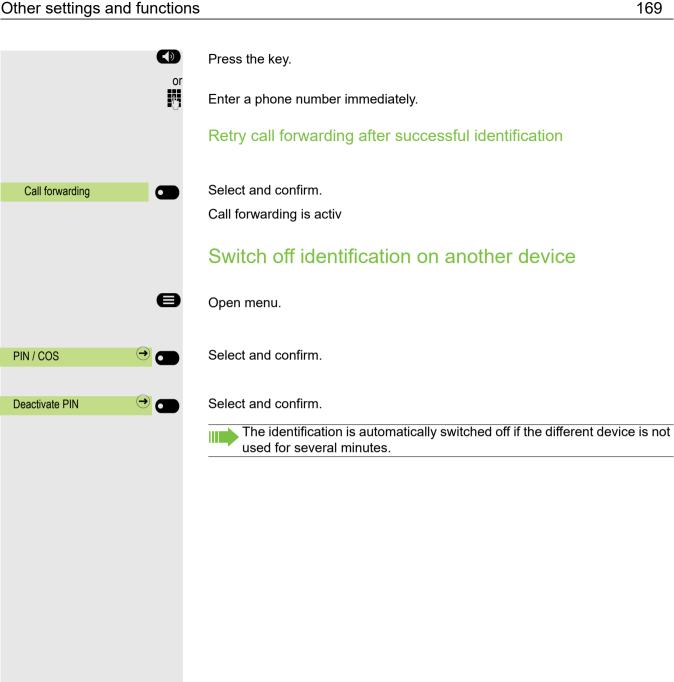
Enter the 2-digit node code for your own OpenScape 4000-system (ask responsible administrator).

Enter your own 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" appears on the display.



# Set your own connection to another phone (Mobility)

You can route the connection of your telephone to a different telephone with most of the functions and features (number, key assignment, authorizations). The "home phone" is disabled and the "guest phone" becomes "your" phone. The original connection of the "guest phone" is also deactivated, therefore a call forwarding key should be set up for its phone number beforehand → page 108. The re-route remains in place until you log out of the "guest telephone" again. The re-route can also be implemented for the entire network.

## Mobility variants

There are two variants available for mobility:

- Basic
- · Data privacy

Configuration is carried out by the technician.

#### **Basic**

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

- · Key assignment
- Authorizations
- Call forwarding

In addition, outstanding messages or texts are signaled.

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

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

#### Data privacy

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

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

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

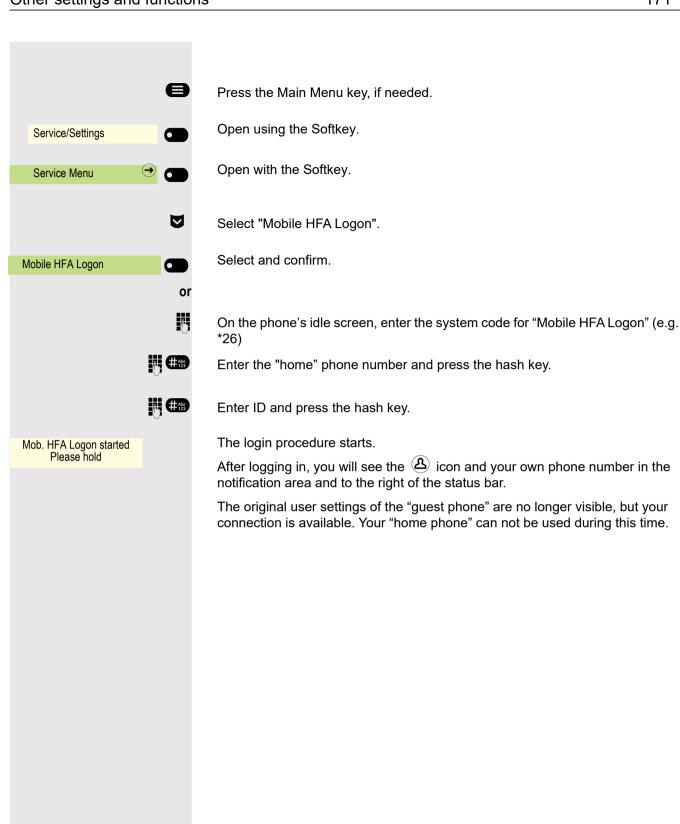
An empty conversation list is available to you which will be automatically deleted again after logging off from this phone.

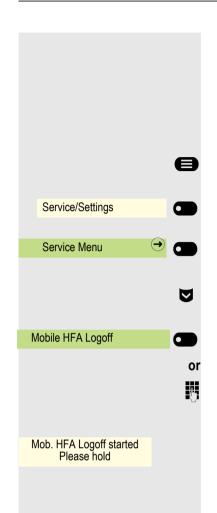
# Connect to "guest telephone"

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



**Prerequisite:** A mobile connection with your own number and an ID has been set up for you (ask relevant Administrator).





Cancel mobility

# Connect to "home phone" again

#### Log off via the "guest phone"

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

Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Select "Mobile HFA Logoff".

Select and confirm.

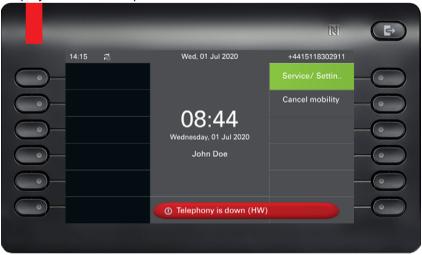
On the phone's idle screen, enter the system code for "Mobile HFA Logoff" (e.g. \*25)

The logoff 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".

Display on the "Home phone".



Select and confirm.

If your responsible administrator has activated the "Mobility password", you are prompted to enter it now.



Please enter the "mobility password".

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

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

# Transfer connection to next phone

If you want to transfer your connection from the first "guest phone" to a second "guest phone", log in to the second "guest phone" (see → page 170).

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

# OpenScape 4000 as house call system (intercom system)

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

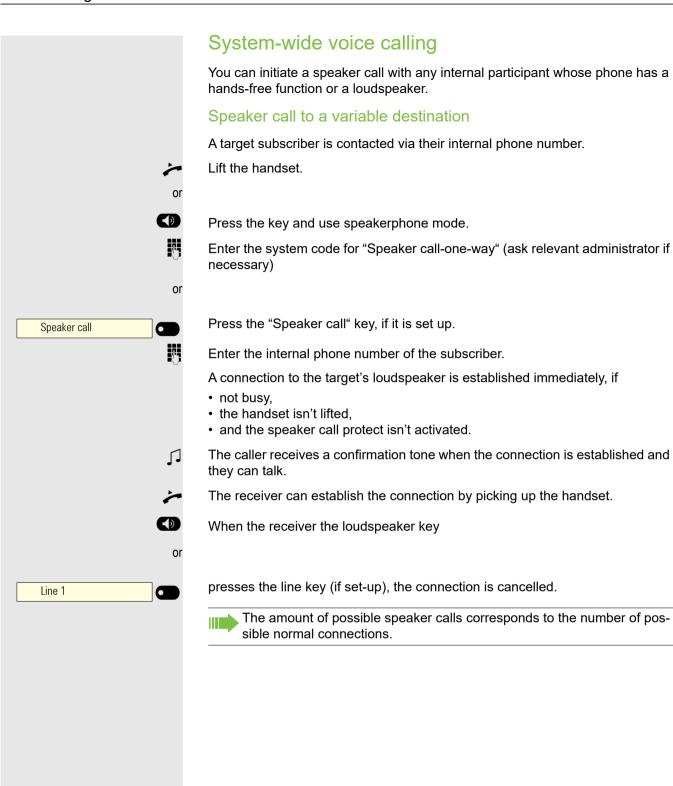
- · System-wide voice calling
  - to a variable destination
  - to a fixed destination
- · Speaker call in a group
  - to a variable destination
  - to a fixed destination
- · Intercom within a group
  - to a variable destination
  - to a fixed destination
- · Announcement to all members of a management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

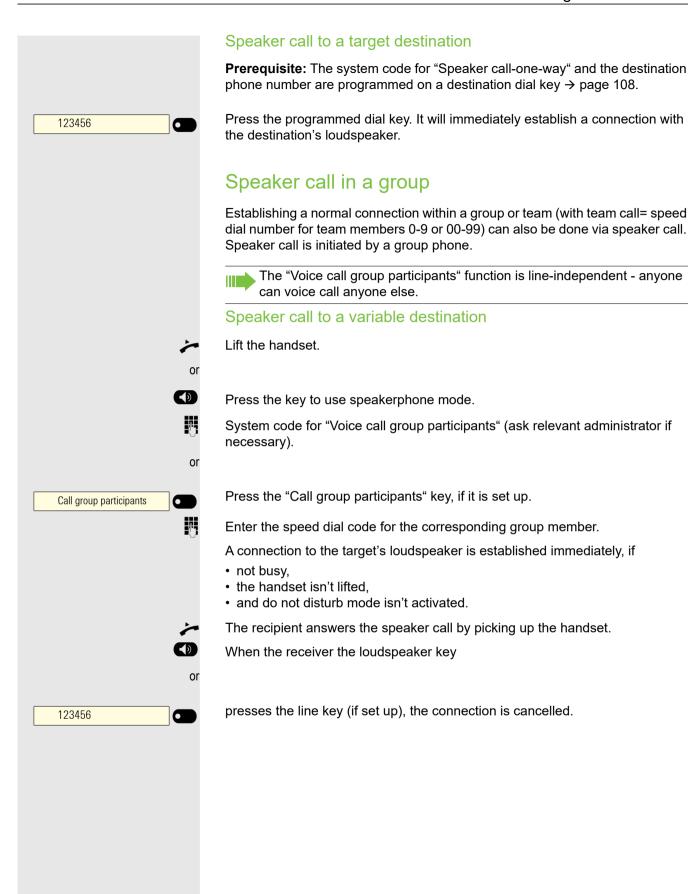
You can cancel the voice calling or the announcement by placing the handset on hold, or resuming the call during a consultation.

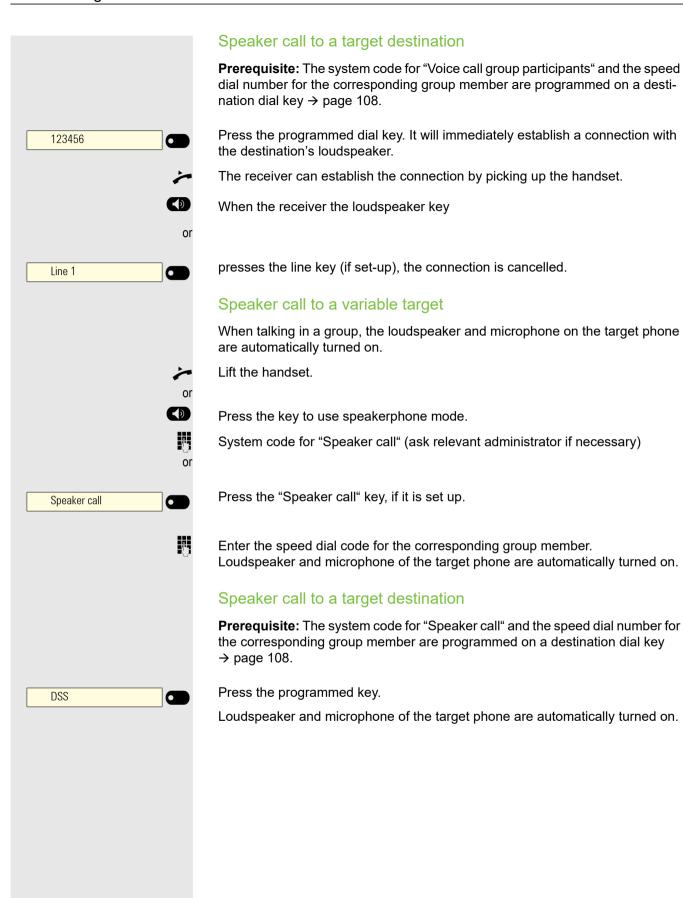


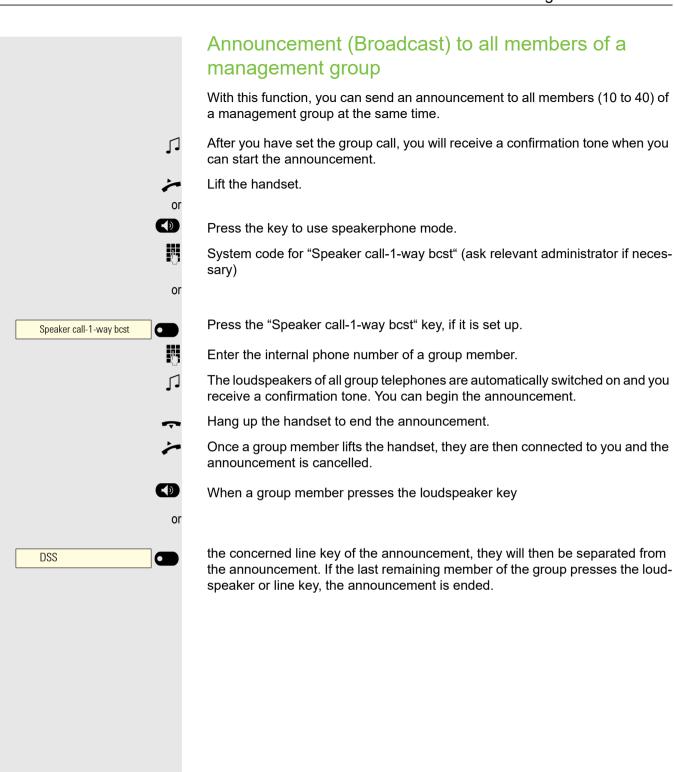
For all functions, ensure that the Speaker call protect of the concerned phones is switched off → page 196.

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

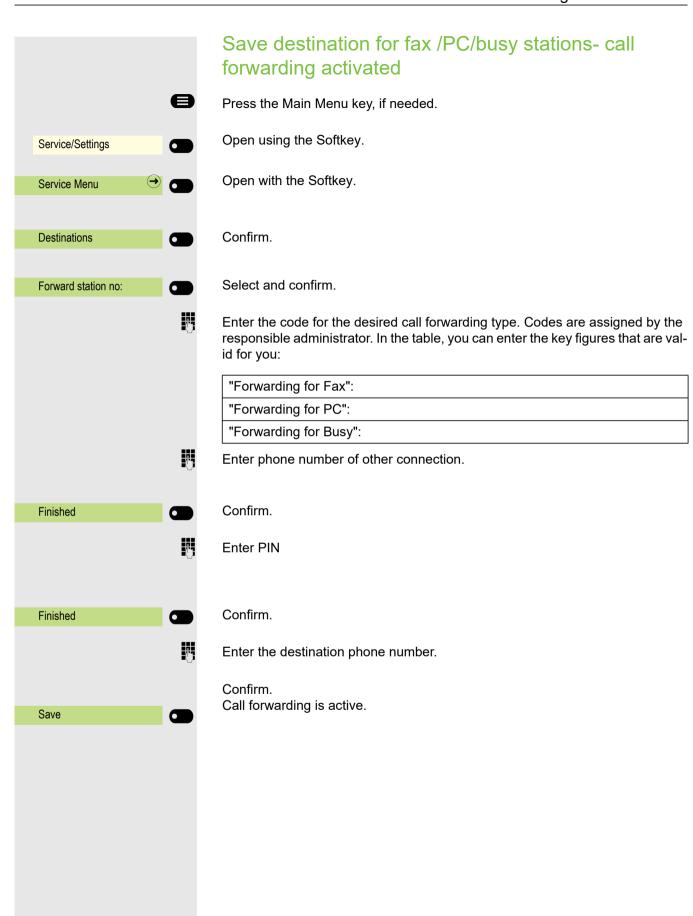


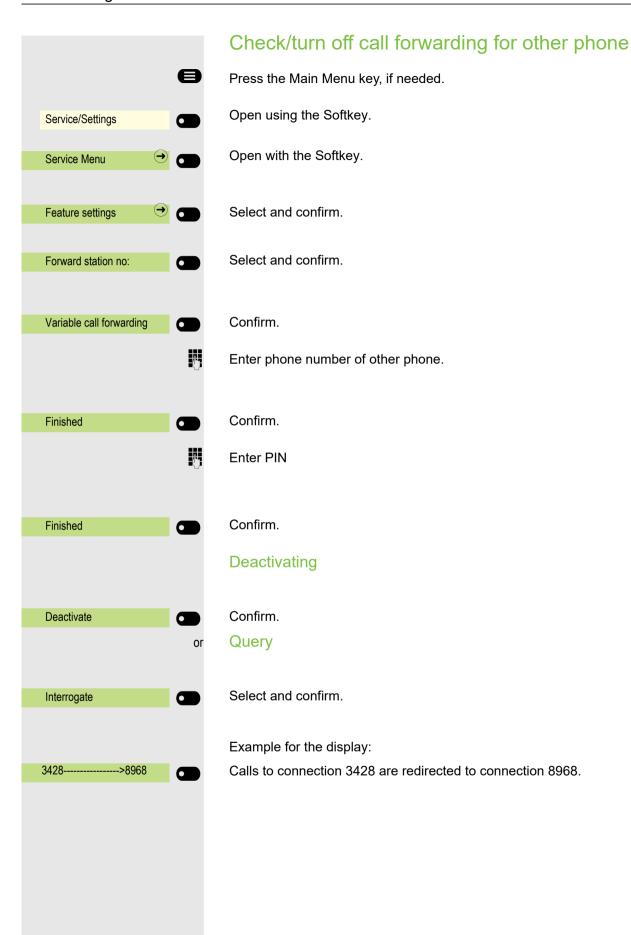


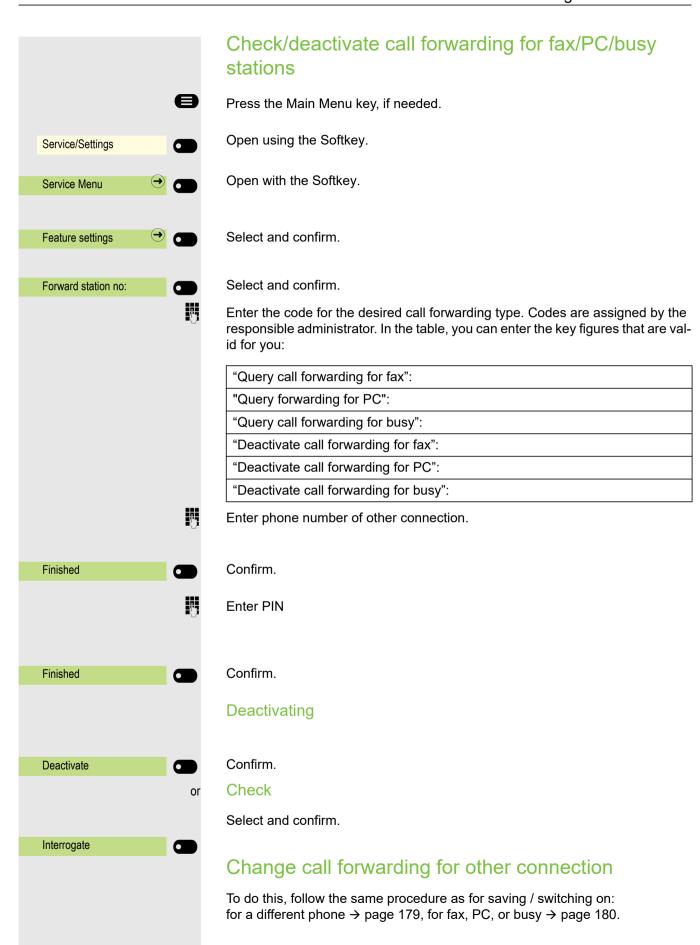




# Forward calls for another connection You can save, turn on, query, and turn off call forwarding for another phone, fax, or PC connection from your own phone. To do so, you must know the PIN of the connection or the authorization "Call forwarding for external connection". In both cases, the responsible administrator of your system will help you. Save destination for other phone - Activate call forwarding Press the Main Menu key, if needed. Open using the Softkey. Service/Settings Open with the Softkey. Service Menu Confirm. **Destinations** Select and confirm. Forward station no: Variable call forwarding Confirm. Enter phone number of other phone. Finished Confirm. **Enter PIN** Confirm. Finished Enter the destination phone number. Save Select and confirm. Call forwarding is active.



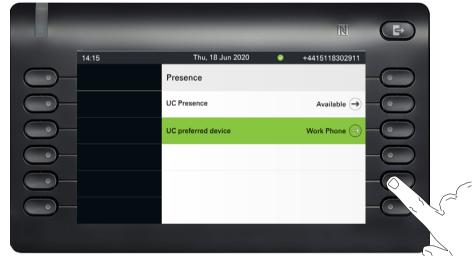




# Control OpenScape UC preferred device settings from phone

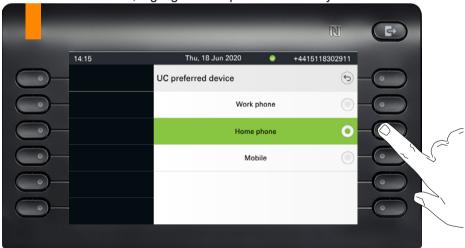
You can easily control and modify your UC preferred device from your CP phone. Press the Presence key to open the Presence menu. Your selected preferred device is shown next to the UC preferred device option.

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



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

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



The LED state will change to amber color if the UC preferred device is not the The UC preferred device for incoming and outgoing calls will always be the same when configured via the CP phone.

ONS (One Number Service) device, otherwise it will stay off.

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

**Favorites** 

Favorites (1/2)

Assign local feature

Direct Video

Camera 1

## Watching a video stream through a camera

You can open a video stream by using a camera e.g. from the door phone and watch a real-time video on your CP700/700X telephone device, when the administrator has configured your device. This enables you to monitor your place.

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

## How to program a camera

## Example: Programming your door phone's camera

Prerequisite: Direct Video has been enabled by your administrator.

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

Hold down the Function key in the left panel or on a connected OpenScape Key Module 600 to which you want to assign the camera until the programming prompt is displayed.

If you want to use a Function key in the Favorites menu:

Press the Main Menu key, if needed.

Open using the Softkey.

Select desired page (1 to 2).

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

Select "Assign local feature".

Confirm.

or

 $\overline{\mathbf{v}}$ 

or

Page 1

Confirm.

Confirm. The key is programmed.

See also at  $\rightarrow$  page 96 that explains how to set up a local feature.

#### How to activate/ deactivate the camera

**Prerequisite**: Direct Video has been enabled by your administrator.

When you have configured a programmable key for the camera in the left panel or on a connected OpenScape Key Module 600 , you can press the relevant key to turn the camera on.

If you have used a Function key in the Favorites menu:



Press the Main Menu key, if needed.

Open using the Softkey.

Select desired page (1 to 2).

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

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



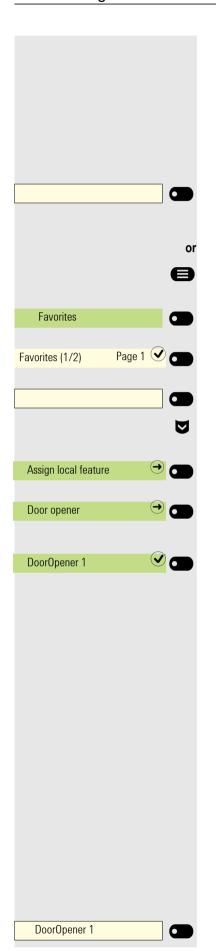
To deactivate the video, click the Softkey next to the camera icon.



You will return back to the idle screen of your telephone device.

## LED displays for camera keys

LED	Meaning
	LED off: the camera is in idle mode.
•	LED lights green: Video stream active
	LED lights orange: In progress.
•	<b>LED lights red:</b> Failure, contact your administrator if the problem persists.



## Door opener

## Activating the Door opener

Prerequisite: Door opener has been enabled by your administrator.

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

See also at  $\rightarrow$  page 96 that explains how to set up a local feature.

Long press the Function key in the left panel or hold down the Function key on a connected OpenScape Key Module 600 to which you want to assign the DoorOpener function, until the programming prompt is displayed.

Press Main Menu key, if needed.

Open using the Softkey.

Select desired page (1 to 2).

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

Select "Assign local feature"

Confirm.

Confirm.

Confirm. The key is programmed.

## LED displays for door opener keys

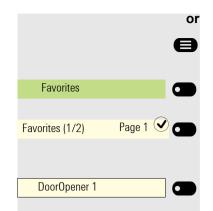
LED	Meaning
	LED off: The door opener is in idle mode.
•	LED lights green: Door opened
	LED lights orange: In progress.
•	<b>LED lights red:</b> Failure, contact your administrator if the problem persists.

## Opening the door without receiving a call

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

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

Press the Function key in the left panel or on a connected OpenScape Key Module 600 to which the Door opener function has been assigned.



Press Main Menu key, if needed.

Open using the Softkey.

Select desired page (1 to 2).

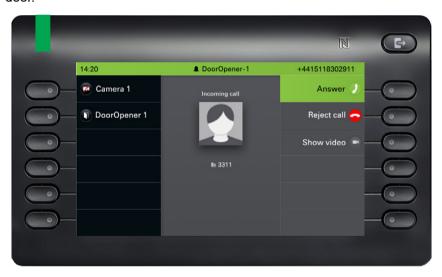
Press the Function key to which the Door opener function has been assigned. The door opens. In case there is a problem with the communication with the door, you will see a pop-up message on your device screen.

## Receiving a call from the door phone

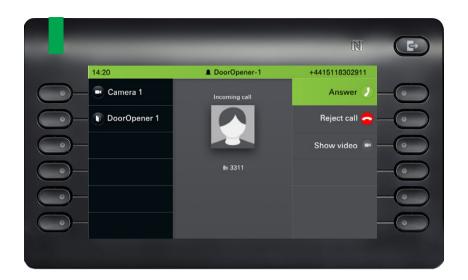
**Prerequisite**: Door opener has been configured by your administrator. Since you have a door phone with an embedded camera, direct video has to be enabled by the administrator too.

If the service engineer has set up a door phone and your administrator has configured it, you can speak to the visitors and activate the door opener from your CP700 phone.

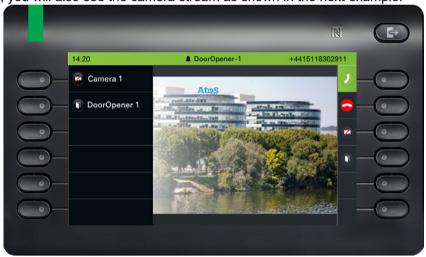
When someone rings the door bell, you will receive an incoming call from the door.



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



If your administrator has enabled automatic video for your door opener (default) , you will also see the camera stream as shown in the next example:



## Speak with a visitor over the door terminal

Prerequisite: Phone is called from the door phone.

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

Press key

or

or

Answer 2

Confirm with the Softkey to answer the call.

You can now talk with your visitors.

## Rejecting a call from the door phone

Confirm with the Softkey. The call is rejected.



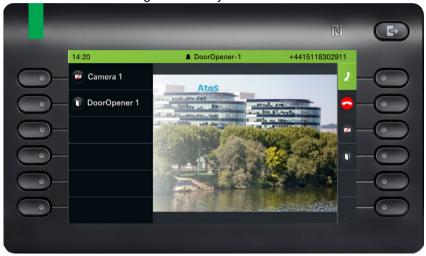
## Open a video stream before answering a door phone call

**Prerequisite:** Telephone is called from the door phone. The door opener and the direct video has been configured by the administrator.

You can watch the video stream of your entrance before opening the door.

Confirm with the Softkey.

You can see the following screen on your device.



When you have configured more than one camera you will see the following screen. Press the Softkey next to the arrow to see the video screen of another camera.



The telephone continues ringing. Press the Softkey next to 

to answer the

Since you answer the call your OpenScape Desk Phone CP700 screen changes as follows:



Press the Softkey next to the video icon to turn the video off. Alternatively press the Function key you have configured for the camera. See also at  $\rightarrow$  page 184. The video turns off. You can turn it on again.

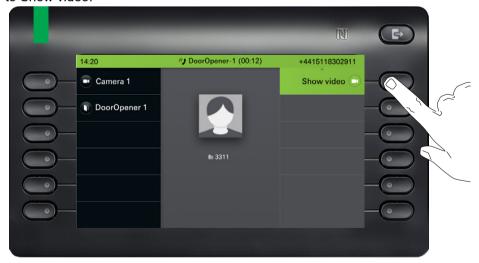
Press the Softkey next to the door icon to open the door.

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

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

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

Navigate using the down arrow **a**t your next screen until you find the option to Show video.



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

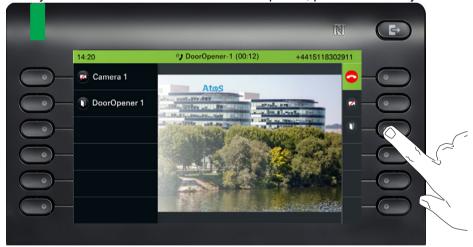


Press the Softkey next to the video icon to turn the video off. Alternatively press the Function key you have configured for the camera. See also at  $\rightarrow$  page 184. Your video turns off. You can turn the video on again.

Press the Softkey next to at to end the call.

## Opening the door

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



the door to open it.

## Ending a call from the door phone

Replace the handset.

0

Press the key

# Special functions for parallel call (ONS)

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

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



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

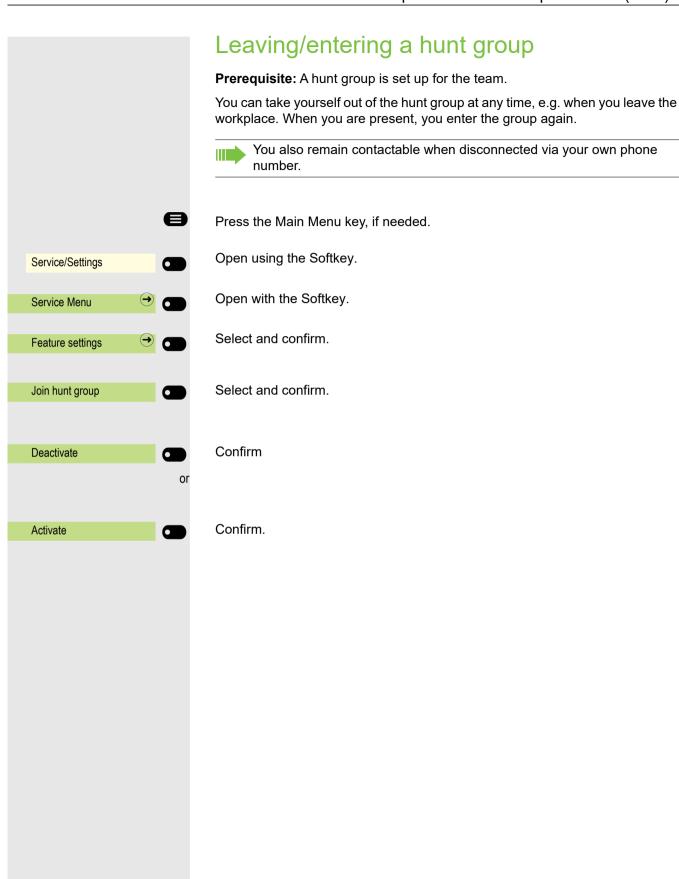
If **A**, **B** or **C** are called then all the phones in the ONS group will ring. If **A**, **B**, or **C** is busy, all phones in the ONS group are busy (busy tone for a caller from outside the ONS group). Within the ONS group, the phones can be reached with their original call numbers.

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

- Call waiting → page 116
- Call forwarding → page 108
- Do not disturb → page 195
- Mailbox (MWI) → page 157
- Callback → page 111
- Conversations → page 37



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



## Private / Security

## Activating/deactivating do not disturb

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



If your phone belongs to an ONS group (parallel calls → page 193), please note the following special features:

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

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



Press the Main Menu key, if needed.



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

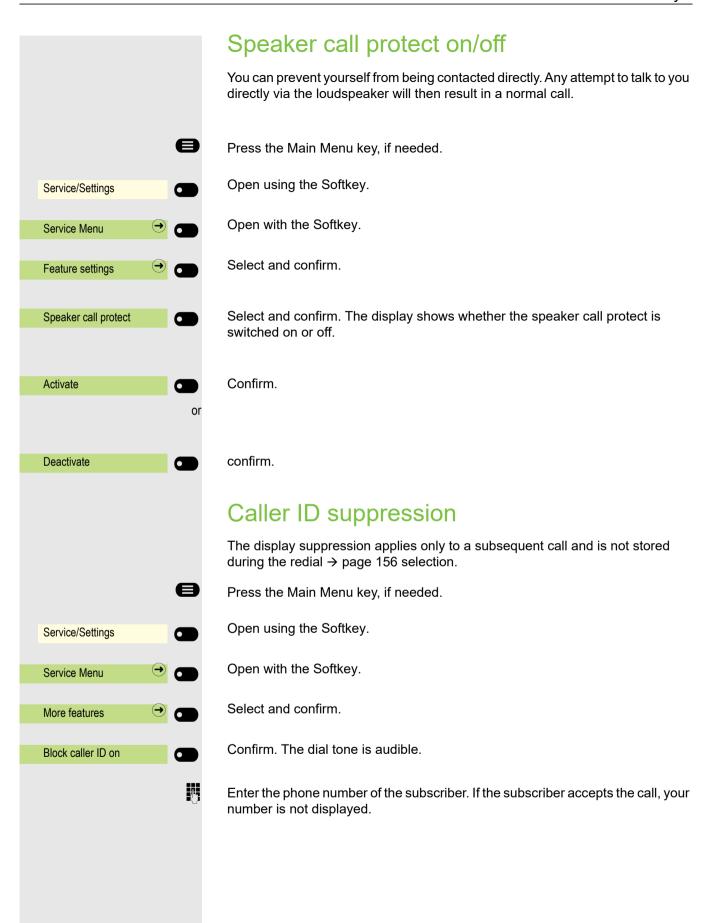


Press the Softkey again to switch mode.



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

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



## User password

With your User password you protect your user settings. You can also use the User password to fully lock your phone → page 199.

## The administrator may have configured the following settings:

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



The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password protected (see also → page 198).

You can also configure this setting via the Web interface  $\rightarrow$  page 212.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Change user password."

Open using the Softkey

Open using the Softkey

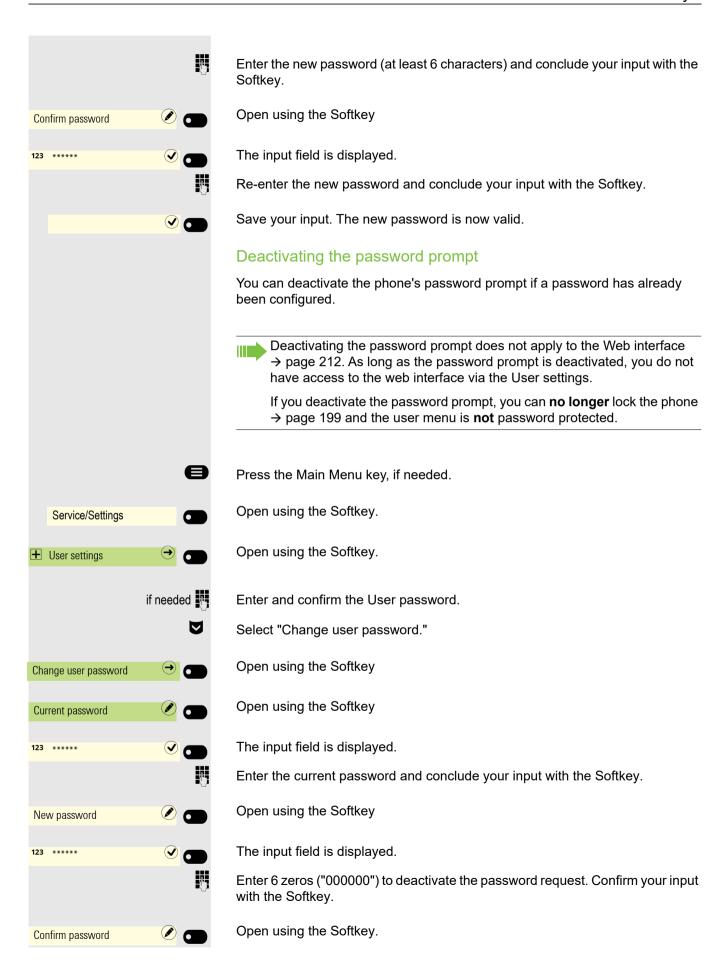
The input field is displayed.

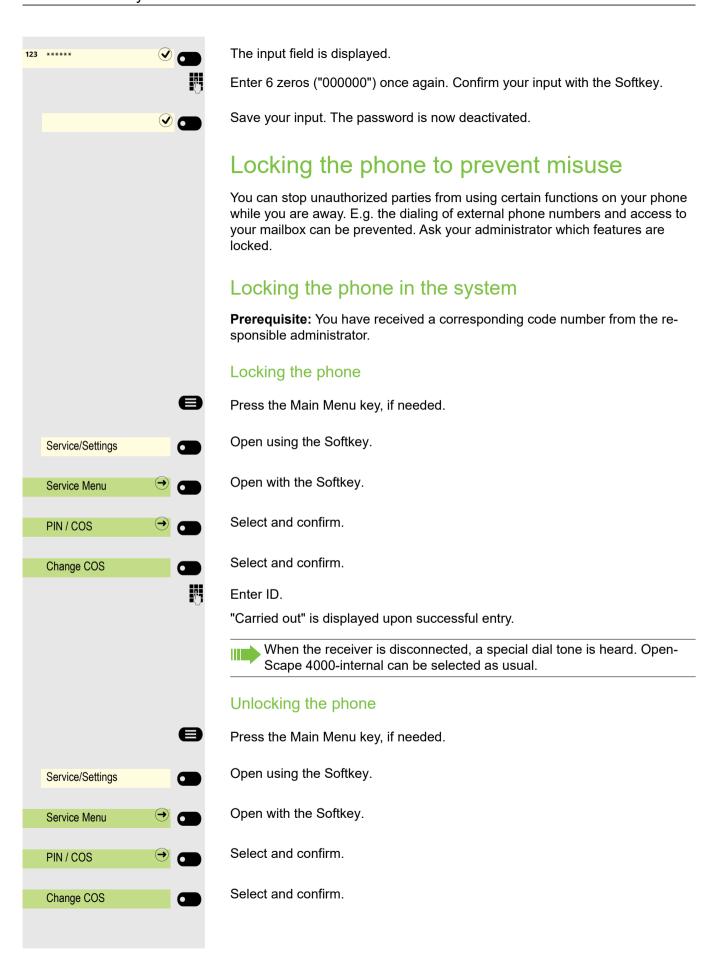
Enter the current password and conclude your input with the Softkey.

Open using the Softkey.

The input field is displayed.









Enter ID.

"Carried out" is displayed upon successful entry.

## Lock local phone

## Locking the phone

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

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



You can only lock the phone if you set a User password → page 197. The password for this must **not** be the default setting "000000." Check, if necessary, whether the phone lock function has been activated for you by the administrator.

## Activating the phone lock



Hold down the key until the "Lock phone" message appears.





Press the Softkey to activate the lock.

## Dialing an emergency number

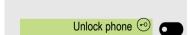
If an emergency number is entered on the phone by the administrator, Emergency call appears on the display for selection when you have activated the lock. You can also enter the emergency number via the dialpad.

The emergency call numbers pre-configured by the administrator can be called at any time via the dialpad in the locked state.



The number will be dialed automatically without pressing the button. An empty option on the screen will be shown, therefore if you accidentally press the button, the call will not be canceled.

## Unlocking the phone



**-**○ Phone locked

The display shows "Phone locked".

Press the Softkey.

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

or



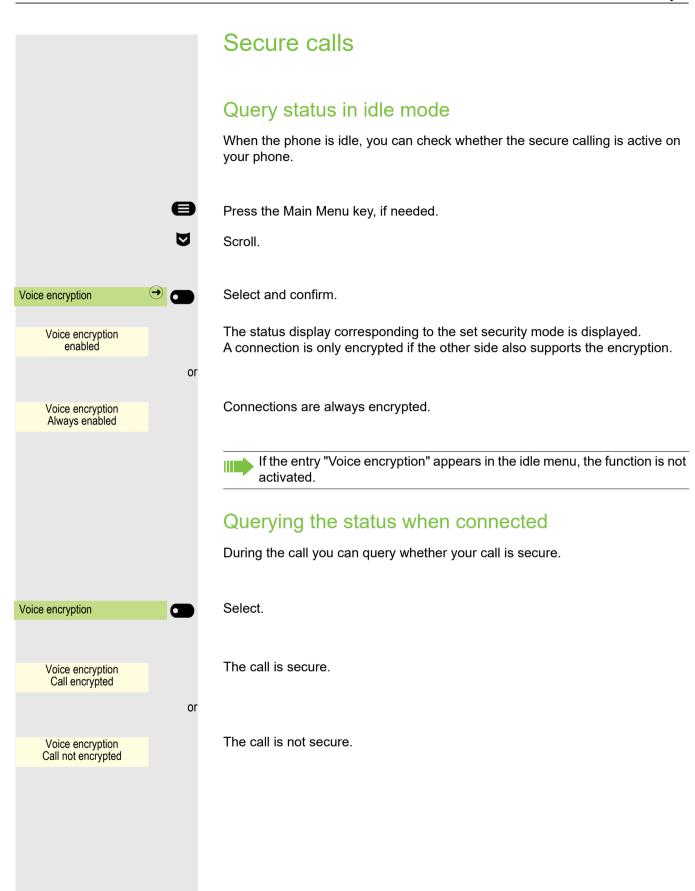
Press the Softkey.

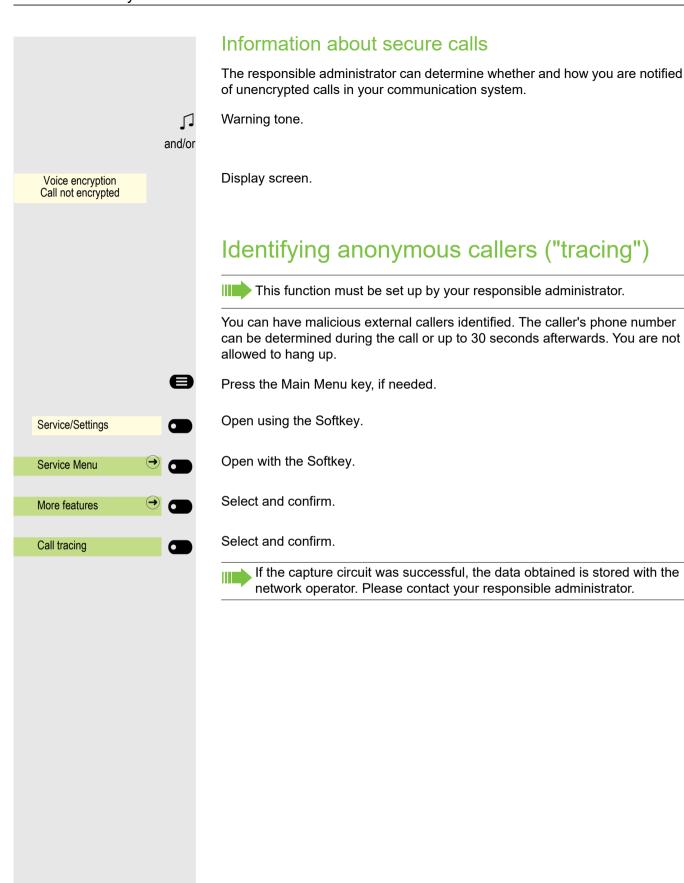


Enter the administrator password if you do not know the User password. Confirm with the Softkey. The phone is unlocked if the password is correct.



If the telephone is locked, an emergency number entered by the administrator can be input using the dial pad or dialed with the Emergency call option. If the phone is locked, selected dialing keys (see → page 59) cannot be used. This also applies if the emergency number is saved on this key.





## Local phone settings **Audio settings Volumes** Set the volume here, for instance, for the loudspeaker, handset, or headset. You can preset different volumes for the following microphones and signals in ten levels: · Loudspeaker · Ringer sound Handset Headset Handsfree Rollover · Warning tone You can also configure this setting via the Web interface → page 212. Press the Main Menu key, if needed. Open using the softkey Service/Settings Open using the softkey. **±** User settings if needed Enter and confirm the User password. Open using the softkey. + Audio Open using the softkey. Volumes E.g. open the Ringer sound with the softkey<sup>1</sup>. Ringer **+ a** Use the softkey to increase the volume. or Use the softkey to decrease the volume Adjust using the toggle key Confirm the setting with the softkey. Save the setting. 1. The display shows the current setting

## Set local ringtones

## Select and configure call type

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

- 1: Internal
- · 2: External
- 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 → page 212.

Press the Main Menu key, if needed.

Open using the softkey

Open using the softkey.

Enter and confirm the User password.

Open using the softkey.

Open using the softkey.

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

Open using the softkey.

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

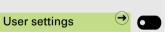
Save the setting.

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







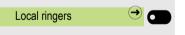






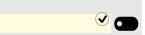












# Service/Settings User settings if needed H Ringer sound Ringer HiPath 🕙 Mode Local ringer

## Ringer mode

With both Ringer mode options

- HiPath
- Local ringer

determine who generates the ringtone on the phone. With the "HiPath" setting the system emits the ringer type and the related ringer, which you can adjust later  $\rightarrow$  page 204.

If "local ringer" is selected, the phone sends the ringtone type and then you determine which ringtone should ring for the respective ringtone type in the "local ringtone" menu yourself  $\rightarrow$  page 205.

You can also configure this setting via the Web interface  $\rightarrow$  page 212.

Press the Main Menu key, if needed.

Open using the softkey

Open using the softkey.

Enter and confirm the User password.

Open using the softkey.

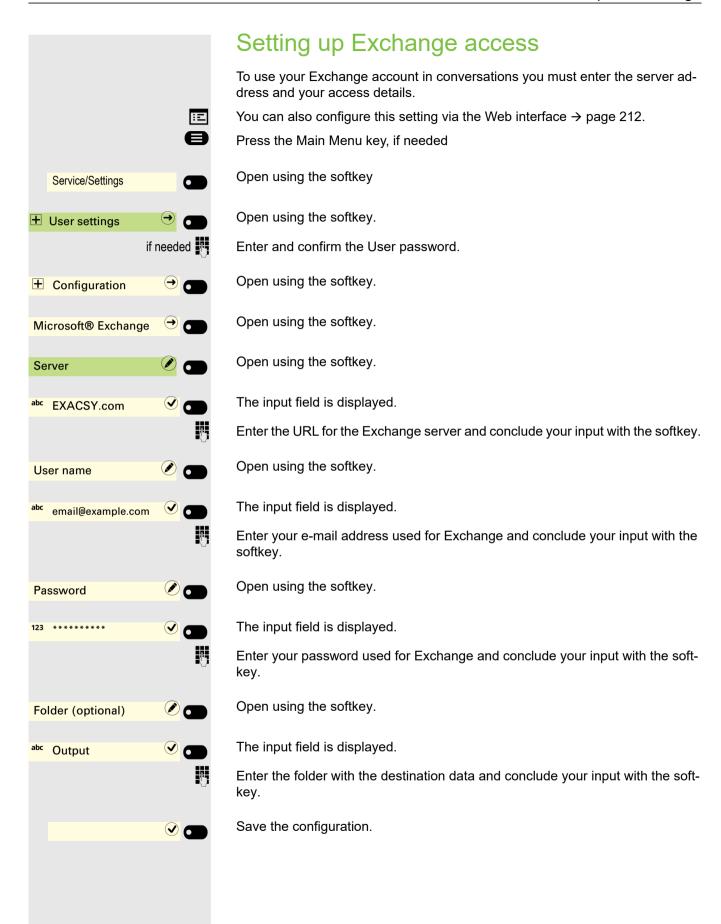
Open using the softkey.

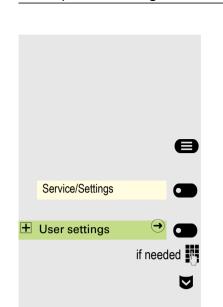
Open using the softkey.

Confirm with the softkey to set "Local ringer".

Save the setting.







**Network information** 

## Displaying network information

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

Press the Main Menu key, if needed.

Open using the softkey

Open using the softkey.

Enter and confirm the User password.

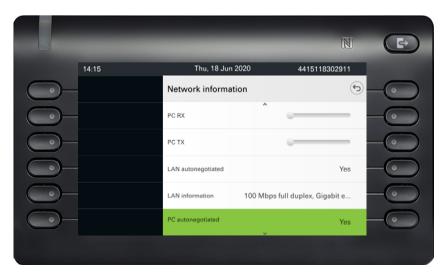
Select the "Network information" menu.

Open using the softkey.

You can browse the following overview:



Scroll



Scroll

V



## **☑** Scroll

**DNS name:** Name or number of telephone.

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

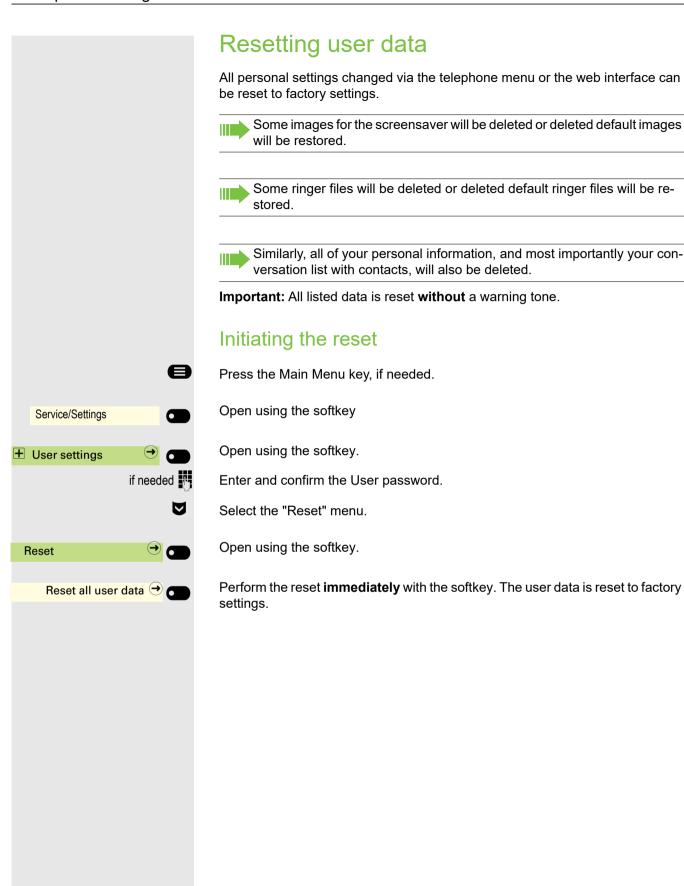
**IPv4 address**: Display of the IP address or name that was assigned to the phone in the network.

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

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

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

**LAN information/PC information:** [10|100|1000] Mbit/s: Data transfer rate of the network or PC interface. If an interface is not in use, **Link down** is displayed.



## Web interface

## General

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

## Launching the web interface



For more information on the IP address, the web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → page 209.

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

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

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

or

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

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



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

You will be prompted to configure a user password the first time you call up the web interface 
→ page 197. You must log in with this password in future every time you want to open the User pages.

#### 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.

## Administrator pages

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

## User pages

All entries under the user menu on the web interface can also be found under the user menu on the telephone  $\rightarrow$  page 73.



You will be prompted to configure a user password the first time you call up the web interface 
→ page 197. You must log in with this password in future every time you want to open the User pages.

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

#### **Button functions**

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

## User menu

## User Login

Password → page 197

- Current password
- New password
- Confirm password

#### Ringer

- Local ringers
  - Call type 

    → page 205
    - Internal call
      - Ringer sound
      - Pattern melody
      - Pattern sequence
    - External
      - Ringer sound
      - Pattern melody
      - Pattern sequence
    - Buzz
      - Ringer sound
      - Pattern melody
      - Pattern sequence
    - Rollover
      - Ringer sound
      - Pattern melody
      - Pattern sequence
    - Single alert
      - Ringer sound
      - Pattern melody
      - Pattern sequence
    - Multiple alert
      - Ringer sound

- Pattern melody
- Pattern sequence
- Special 1
  - Ringer sound
  - Pattern melody
  - Pattern sequence
- Special 2
  - Ringer sound
  - Pattern melody
  - Pattern sequence
- Special 3
  - Ringer sound
  - Pattern melody
  - Pattern sequence
- Attention
  - Ringer sound
  - Pattern melody
  - Pattern sequence
- Unspecified
  - Ringer sound
  - Pattern melody
  - Pattern sequence
- US DSN-Precedence
  - Ringer sound
  - Pattern melody
  - Pattern sequence
- US DSN-Routine
  - Ringer sound
  - Pattern melody
  - Pattern sequence
- Emergency
  - Ringer sound
  - Pattern melody
  - Pattern sequence
- Ringer mode ( → page 205)
  - OpenScape
  - Local ringer

#### **Audio**

- Audio settings
  - Ringer → page 85
  - Pattern melody
  - Pattern sequence

  - Headset socket → page 86

#### Configuration

- Outgoing calls
  - Autodial delay (seconds)
  - Block dialling
- Forwarding 
  → page 108
  - All calls
  - Favourites / recently used
  - Direct destination
  - Busy
  - Favourites / recently used
  - Direct destination

- No reply
- Favourites / recently used
- Direct destination
- Fixed forwarding allowed
- Favourites / recently used
- Direct destination
- Forward external calls allowed
- Favourites / recently used
- Direct destination
- Forward internal calls allowed
- Favourites / recently used
- Direct destination
- Forward busy/no answer calls allowed
- Favourites / recently used
- Direct destination
- Connected calls
  - Insecure call alert
- Bluetooth
  - Configuration
    - Active
    - Bluetooth addres
    - Phone name
    - Keyboard
  - Beacon
    - Mode
    - URI
    - UUID
    - Major
    - Minor
    - Interval (ms)
- UC credentials
  - UC user name
  - UC password
  - Allow UC Journal
- - Server
  - User name
  - Password
  - Folder to sync (optional)
- OpenScape UC
  - Serve
  - Username
  - Password

#### **Phone**

- - Brightness
  - Key module contrast
  - Key module brightness
  - KM module text level
  - DSS/Keyset indication
- Inactivity
  - Screen type
  - Idle time (mins)
  - Slide time (secs)
- - Activate after

- Backlight dimBacklight off

## File transfer → page 79

- Slideshow imagesRingtones
- Contacts transfer

## **Diagnostic information**

## Fixing problems

## Responding to error messages on the display

Incorrect input Possible causes:

Number is not correct.

Possible response:

Enter correct number.

No authorization Possible cause:

Locked function attempted.

Possible response:

Apply for authorization to execute function from manager.

Currently not possible Possible cause:

Dialing a non-existent number. Phone you are trying to reach is not in use.

Possible response:

Enter correct number. Call again later.

Phone number invalid Possible cause:

Own number entered.

Possible response:

Enter correct number.

Key memory is full Possible cause:

External phone number memory space in system currently full.

Possible response:

Try again later.

Conflict on another level Possible 1st cause:

If "Delete other level" shows in menu:

You have tried to save a function or internal phone number with LED-display using a key on an already occupied level (e.g. an external phone number).

## Possible response:

Confirm "Delete other level" to save the phone number/function.

#### Possible 2nd cause:

If "Clear LED support" shows in menu:

You have tried to save a number without LED-display or an external number using a key that already has an internal number with LED-display.

## Possible response:

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

## Pressed key does not respond:

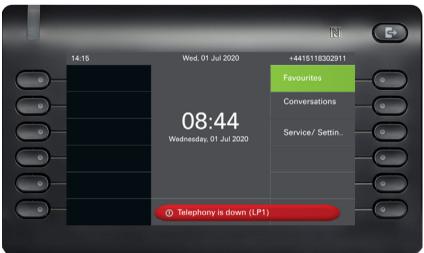
Check if the key is stuck.

## Phone doesn't ring when called:

Check if your phone is on silent (the ringer off icon appears on the status bar → page 30). If so, activate the ringer again.

## To correct any other problems:

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



## Contact partner in case of problems

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

 Key terms
 219

Key terms	Conversations 37
Troy torrio	search, 45
A	D
Accept arranged call 167	Data privacy 170
Accepting a call	Deactivating the password 198
with line keys 149	Deactivating the user password 198
Administration 73	Deleting a contact 52, 53
Announcement 74	Dial plan 200
Applications	Dialing
Opening the context menu 36	with line keys 152
Selecting an entry 36	with redialing 105
Applications menu 73	Dialpad 24
Assign free keys 91	Direct station selection (DSS) keys
Assigning function keys	Answering a call 100
Function 91	Call waiting 153
Audio controls 21	Display icons
В	Connection status 58
Background lighting 75	Do not disturb 195
Beacon 144	Door terminal 189
Bluetooth 120	DTMF dial tone (Tone dialing) 117
NFC 120	E
C	Eddystone Beacon 144
Call	Emergency call 200
Door terminal 189	Emergency number 200
Forwarding 108	Entry protection 159
holding 114	Exchange 208
Incoming 99	Exclusive parking 154
transfer 115	External code 103
Call encrypted 202	F
Call forwarding 108	Fax messages 157
Call not encrypted 202, 203	Fixed Function keys 21
Call transfer to the manager 163	Forwarding 108
Call waiting	For another connection 179
accept 116	For Fax or PC 180
Callback 111	Forwarding calls
Calling departments 103	for lines 150
CE marking 3	Function keys
Central speed dial numbers 88	Display function 66
Change password 197	G
Changing the user password 197	General information 11
Connection options 19	Graphic display 27
Consult 115	Icons for connection status 58
Contact, deleting 52, 53	H
Context-dependent displays 33	Holding 114, 154
Conversation	_
Accept 99	House call system 174 I
Ending 102	I Icons
Parking a call 113	Connection status 58
Retrieving a parked call 113	Connection status 90
<i>Θ</i> 1	

220 Key terms

TD 10 1 1 100	G
ID entered for other phone 168	Set-up 74
Identifying the line 158	Phone programming 74
Insecure call alert 207	Phone Settings 74
Intercom system 174	Picking up a call
K	(Team) 100
Key modules 20	post-dialing
Keys	Tone dialing DTMF 117
assign 91	Presence 28
program 91	Primary line 146
L	Private 195
LED displays 66	Private line 147
Line keys 147	Procedure
Level 70	programming a key 92
Line key 66	Program free keys 91
Line keys 146	Programmable keys 26, 59, 66
Accepting a call 149	Programming free keys 91
Allowing/blocking entry 159	Provides hands-free listening 99
dialing with 152	R
Phoning with more than one	Redial 105
participant 158	Representative (secretarial office) 165
Three-party conference 159	Ringer off 83
Line usage 147	S
M	Safety notes 3
Making calls 103	Save appointments 166
Making external calls 103	Second call (manager) 164
Menu "Users" 213	Second phone (manager) 164
Messenger call 165	Secondary line 146, 209
Microphone 102	Secure Call 202
Missed calls 106	Call encrypted 202
Mobility 170	Call not encrypted 202
Mobility variants 170	Connection status 203
N	Status query 202
NFC 120	Tips 203
0	Secure connection 202
One Number Service	Security 195
Mailbox (MWI) 157	Service menu 73
Open listening 112	Setting headset port 86
OpenScape Desk Phone CP600	Shared line 147
Provides hands-free listening 112	softkey 33
OpenScape Key Module 600 20	Softkeys 21
Operating steps	Speaker call 74, 175
programming a key 92	Speakerphone mode
Operation notes 3	Function 99, 112
P	Tips 99
Parameters 69	Speed dial
Park (call) 113	Central 88
Parking 154	Switches 68
Phone	System-wide voice calling 175
1 110110	System wide voice canning mo

Key terms 221

```
T
Telephony interface
   SingleLine 55
Three-party conference 159
Toggle/connect 115
Tone dialing 117
Transfer (call) 115
U
Unsecure connection 202
User interface 17
User menu 213
User support 16
Using a mini switch 20
Using network ports more efficiently 20
Using secure calls 202
   Call encrypted 202
   Call not encrypted 202
   Connection status 203
   Status query 202
   Tips 203
V
Variable call forwarding 108
Voicemail 157
W
Web interface 212
```