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OpenScape Desk Phone CP100
OpenScape Business

User Guide HFA

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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Important information

⚠	For safety reasons, the telephone should only be supplied with power: • using the original power supply unit. Reference No.: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK) or • in a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.
⚠	Never open the telephone or a key module. Should you encounter any problems, consult your administrator.
⚠	Use only original accessories. The use of other accessories may be hazardous and will render the warranty, extended manufacturer's liability and the CE marking invalid.

Trademarks

The compliance of the equipment according to EU directives is confirmed by the CE mark. This Declaration of Conformity and, where applicable, other existing declarations of conformity as well as further information on regulations that restrict the usage of substances or affect the declaration of substances used in products can be found in the Unify Expert WIKI at
http://wiki.unify.com under the section "Declarations of Conformity".

All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.

The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition for reuse and recycling of used electrical and electronic equipment.

For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.

The statements quoted above are only fully valid for equipment that is installed and sold in the countries of the European Union and is covered by the European Directive 2002/96/EC. Countries outside the European Union may have other regulations regarding the disposal of electrical and electronic equipment.

Location of the telephone

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

Product support on the Internet

Information and support for our products can be found on the Internet at:
http://www.unify.com/.

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

License information

More information about the EULA and Open Source licenses you can find on the Web interface, section ”Licenses”→ page 92.

Contents

General information

About this manual

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

This document contains general descriptions of the technical options, which may not always be available in individual cases. If a particular function on your phone is not available to you as described, then it cannot be configured for you and your phone – please contact your Administrator.

Icons used in the manual

Tips

Indicates important additional information in relation to handling.

Indicates required intervention by the Administrator.

Displays for describing operation

The keys required for an action, such as ❖   ❖   and the associated display text are illustrated in the column highlighted on the left. The action is described in the main column on the right.

The operating steps are not always illustrated in full in order to improve the legibility of the user guide.

The "Display contrast" option is selected in the example below and then changed.

Selecting and confirming the required option

Required operating steps with display text

Press keys on the left or right side.

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

The required option is selected.

Confirm selected option.

Condensed illustration in the user guide

Press keys on the left or right side.

Select and confirm the option shown (e.g. display contrast).

Setting the required option

Required operating steps with display text

The current value of the option will be displayed following confirmation with more or fewer graduation marks.

Pres keys on the left-hand side to reduce the value of the setting.

Pres keys on the right-hand side to increase the value of the setting.

Condensed illustration in the user guide

Keep pressing the keys until the desired result is set.

Display contrast?

Display contrast?
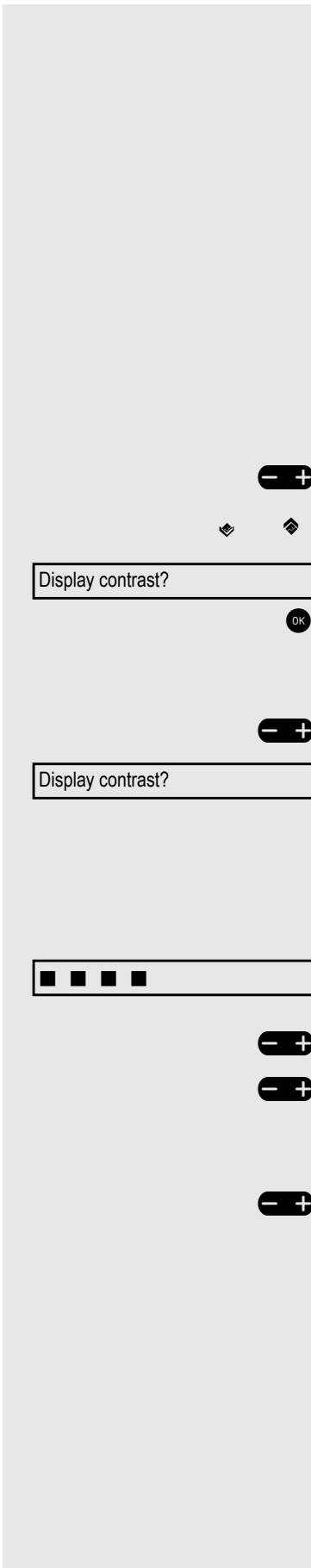
Intended use

The OpenScape Desk Phone phone is a desktop or wall-mounted unit designed for voice transmission and for connection to a LAN. Any other use is regarded as unintended.

Telephone type

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 our service department regarding faults or problems with the product.

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- Proceed as follows to optimize display legibility:
  - Turn the phone to tilt the display to ensure you have a frontal view of the display and avoid light reflexes.
  - Adjust the contrast as required → page 20.

Getting to know the OpenScape Desk Phone CP100

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

The user interface of the phone

1	You can make and receive calls as normal using the **handset**.
2	The **display** permits intuitive operation of the phone, it is realized as a three line display.
3	Incoming calls and others are visually signaled via the Notification LED.
4	You can customize your telephone by assigning phone numbers and functions to the **programmable keys**. Preset default values: • Release • Redial • Callog
5	The **dialpad** can be used to enter phone numbers and write text.
6	You can use the **navigation keys** to navigate conveniently through the various phone functions, applications and configuration menus.
7	Use the **function keys** to launch the following functions: ✉ : the mailbox key retrieves text messages and voicemail. ☰ : the service key opens the Program/Service menu. 🔊 : the speaker key activates/deactivates speakerphone mode. ➖➕ : the WIP key adjusts the volume, brightness or contrast. 🔇 : the mute key switches the microphone on/off. This function is useful to prevent the other party from listening in under certain circumstances, for example when consulting with someone else in the room or in case of annoying background noise.

Display

Your OpenScape Desk Phone CP100 comes with a greyscale LCD display. Adjust the contrast to suit your needs (→ page 20).

Idle mode

If there are no calls taking place or settings being made, your OpenScape Desk Phone CP100 is in idle mode.

Example:

```
                                              ─── Time
 ┌─────────────────────────────┐
 │ 01:53          Mon 13. 5. 2018 ──── Date
 │ ▯▯ 903122921330          ▼ ─── Open the icon for the idle menu
 │ ┌────────┬────────┬────────┐ ─── 3 Free Programmable Keys
 │ │ Release │ Redial │ Callog │
 └─┴────────┴────────┴────────┘
```
Own phone number
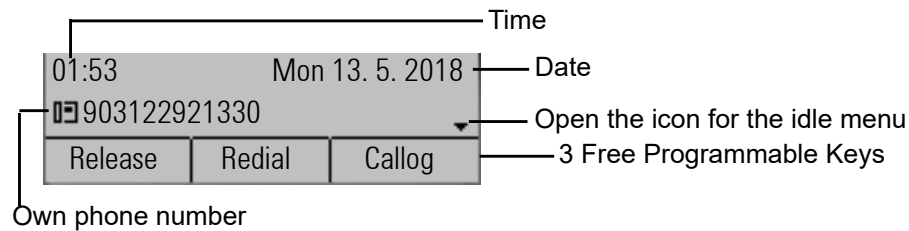
Idle menu

The idle menu opens when you press the Navigator keys ✦ or ✦   → page 16 key in idle mode. You can call up various functions here. The idle menu includes selected functions from the Program/Service menu → page 18.

The idle menu may contain the following entries:

• Callog?
• Forwarding on?
• CFNR on?
• CFSS on?
• Lock telephone?
• Absence text on?
• Silent ringing on?
• Night answer on?
• Trunk FWD on?
• Send Message?
• Phonebook?
• HF answerback on?
• Suppress call ID?
• Waiting tone off?
• DISA internal?
• Security Status?

Programmable function keys

Your OpenScape Desk Phone CP100 has three programmable function keys, which you can re-program with different functions or phone numbers at any time.
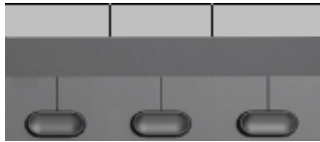
The icons represent the following functions by default:

- Release
- Redial
- Callog

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

- Function keys → page 25
- Selected dialing keys → page 28

Dialpad

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

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

Example: To enter the letter "h", press the number **4 GHI** key on the keypad twice.

Navigation keys

This control allows you to move between input fields, navigate in lists and menus or open the idle menu. You use the **OK** button to confirm options and launch functions:

Key	Functions when key is pressed
◈	Exit idle menu and cancel action
◈	Open the idle menu → page 14 or browse back in the menu from the end
◈	Open the idle menu → page 14 or browse forward in the menu from the start
OK	Perform action

Mailbox

Depending on your communication platform and its configuration (consult your Administrator), you can use the 🖂 key to access messages from services in addition to messages received.

Messages

You can send short text messages to individual internal stations or groups. In idle mode (→ page 14) the following signals alert you to the presence of new messages:

• The indicator starts flashing

Press the 🖂 key.

Voicemail

Press the 🖂 key.

If your system is appropriately configured, you can call the voice mailbox directly and immediately play back the messages saved.

If your telephone is connected to a voicemail system (such as Smart Voicemail), the Notification indicator will flash slowly to alert you to any messages that have arrived.
An appropriate message also appears on the display.

Mute key

The mute key switches the microphone on/off. Press the 🎙 key to enable mute. A notification " ⓘ Mute on" will be shown for a few seconds and the mute is enabled.

ⓘ Mute on		
Release	Redial	Callog

To disable mute, press again the 🎙 key and when the message "Mute off?" is shown, press the ᴏᴋ button.

203 Mute off? ▾		
Release	Redial	Callog

A notification " ⓘ Mute off" will be shown for a few seconds and the mute is disabled.

ⓘ Mute off		
Release	Redial	Callog

Call list

If you are unable to accept an external or internal call, the call attempt is stored in the caller list. Answered calls can also be saved (contact your Administrator).

Your telephone stores up to ten calls in chronological order. Each call is assigned a time stamp. The oldest entry not yet deleted in the list is displayed first. Multiple calls from the same caller do not automatically generate new entries in the caller list. Instead, only the most recent time stamp for this caller is updated and its number incremented.

The caller list is automatically displayed → page 36 in the idle menu → page 14.

▌▌▌➤ Callers with suppressed numbers cannot be saved in the call list.

Information is displayed regarding the caller and the time at which the call was placed.

Example:

Name and/or phone number

PETER 10168
Time/date sent?   ⬍   Key icon
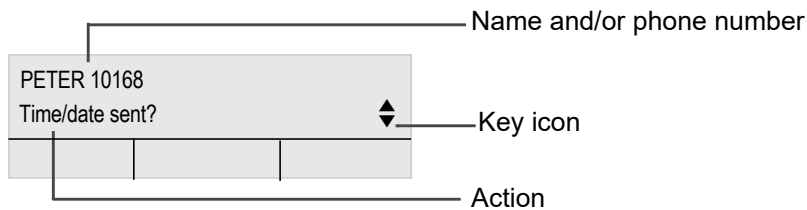
Action

▌▌▌➤ For a description of how to edit the call lists → page 36.

Settings and functions

Press the ⬛ menu key. You can use the Program/Service menu to access your communication system's extensive functions.

▌▌▌➤ You can also access desired settings or functions in the Program/Service menu by entering the relevant code, for example *80 or *7 → page 100.

Example:

Menu title

Service
*7=Use speed dialing?   ⬍
*80=Speaker call?   ⬍
#56=Retrieve call?   ⬍   Further entries are available
*59=Pickup - directed?   ⬍
More features▲
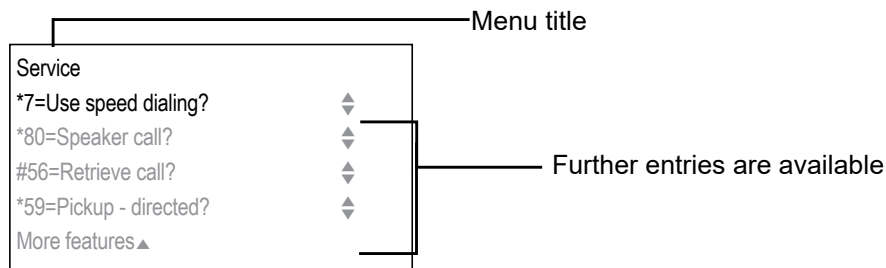
The menu structure consists of two levels. The first line in this structure shows the menu currently selected while the remaining lines show the options for this menu. The arrow next to an entry indicates the availability of additional options for this entry.

Ports on the underside of the phone

Handset

Power supply
(if required)
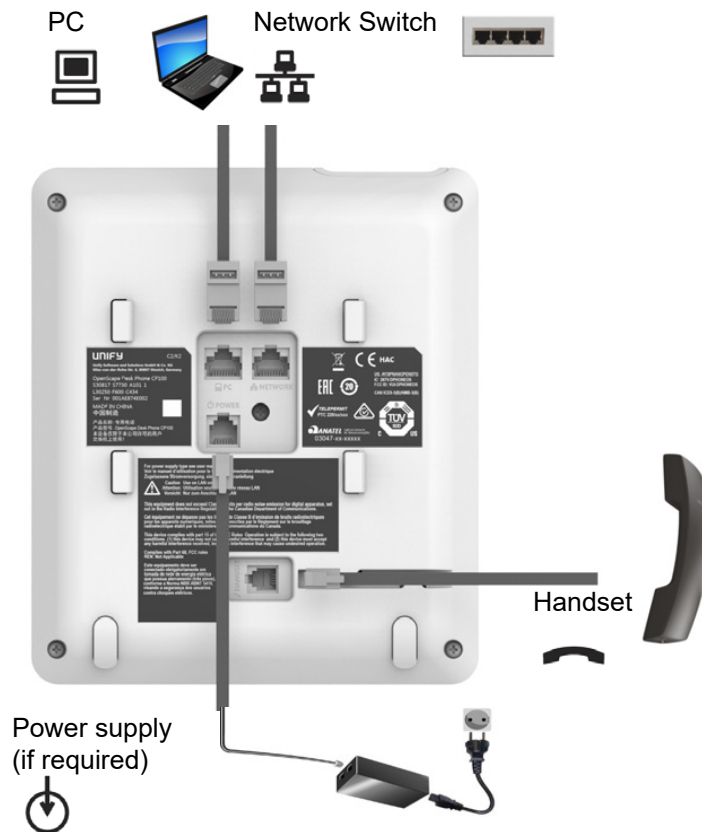
Using network ports more efficiently

The OpenScape Desk Phone CP100 has a built-in Ethernet switch. This means that you can also connect a PC with a 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.

Network switch   OpenScape Desk Phone CP100   PC

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

Telephone settings

Display

Adapt the display of your OpenScape Desk Phone CP100 to suit your personal requirements.

Setting contrast

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

Press the key in idle mode → page 14.

Display contrast?

Select and confirm the option shown.

Change the display contrast. Press the key repeatedly until the desired level is obtained.

OK Save.

Setting the display language

Open the menu → page 18.

More features?

Select and confirm the option shown.

*48= Select language?

Select and confirm the option shown.

15=Spanish?

Select and confirm the language you wish to use (e.g."Spanish") with the **OK** .

Audio

Optimize the audio settings on your OpenScape Desk Phone CP100 for your work environment and according to your personal requirements.

Adjusting the volume during a call

You are conducting a call.

Raise or lower the volume. Keep pressing the key until the desired volume is set.

OK Save[1].

Press the key in idle mode → page 14.

Ringer volume?

Select and confirm the option shown.

---

1. If you do not save, the original value is reset for the next call.
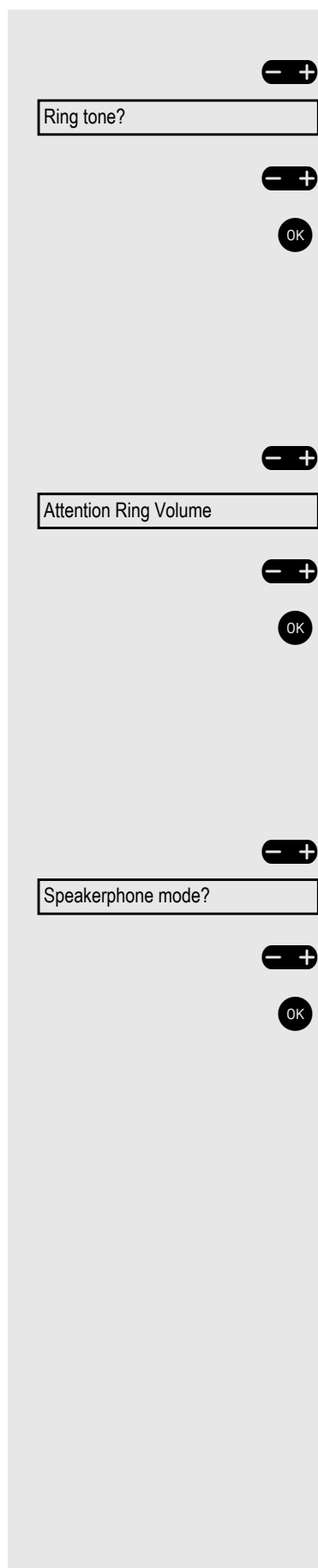
Adjusting the ringer tone

➖➕ Press the key in idle mode → page 14.

Ring tone?　Select and confirm the option shown.

➖➕ Keep pressing the keys until the desired tone is set.

OK Save[1].

Adjusting the attention ring volume

You receive an attention ring, for example, when a second call is imminent → page 47.

➖➕ Press the key in idle mode → page 14.

Attention Ring Volume　Select and confirm the option shown.

➖➕ Keep pressing the key until the desired volume is set.

OK Save[1].

Adjusting the speakerphone to the room acoustics

To help the other party understand you clearly while you are talking into the microphone, you can adjust the telephone to the acoustics in your environment.

➖➕ Press the key in idle mode → page 14.

Speakerphone mode?　Select and confirm the option shown.

➖➕ Keep pressing these keys until the setting you want appears on the screen.

OK Save[1].

---

1. If you do not save, the original value is reset for the next call.

Call settings

Preventing and allowing call waiting (automatic camp-on)

If this function has been configured (ask your Administrator), you can prevent or allow a second call → page 47 from being signaled by automatic camp-on during an ongoing call.

📧   Open the menu → page 18.

#490=Call wait.term.off?

Select and confirm the option shown.

or

*490=Call wait.term.on?

Select and confirm the option shown.

Call waiting tone on/off

You can suppress the advisory tone (approx. every six seconds) for second calls. A single special dial tone then alerts you to the waiting call.

Activating

✦   Open the idle menu → page 14.

Waiting tone on?

Select and confirm the option shown.

Deactivating

✦   Open the idle menu → page 14.

Waiting tone off?

Select and confirm the option shown.

Door opener

Activating the door opener

📧   Open the menu → page 18.

*89=Door opener on?

Select and confirm the option shown.

📟   Dial the entrance phone number.

📟   Enter the five-digit code. Default code = "00000".

or

3=change password?

Select the displayed function and press "OK" to change the code.

1=enable with ring?

Select and confirm the option shown.

or

2=enable w/o ring?

You can also open the door without a doorbell ring.
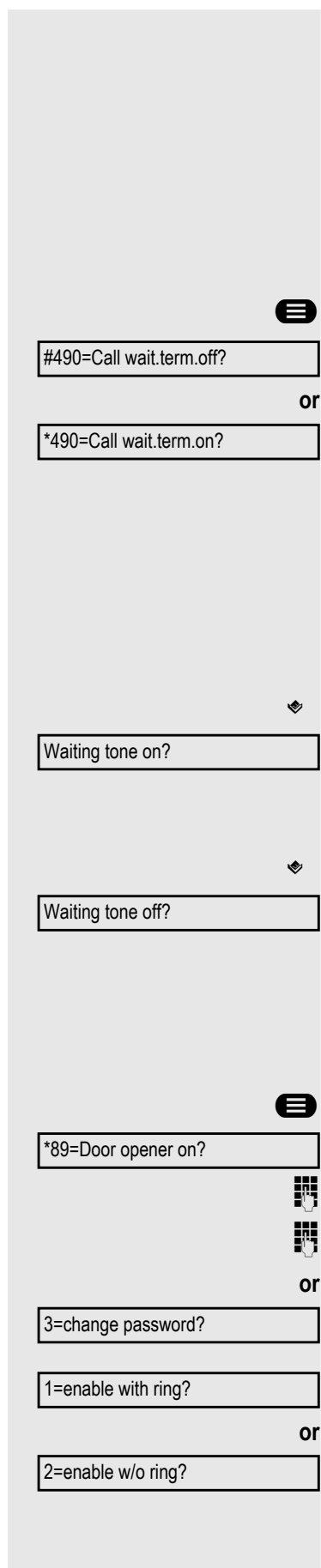
Deactivating the door opener

Open the menu → page 18.

#89=Door opener off?

Select and confirm the option shown.

Configuring a speed-dial key

You can program the keys **0+** to **9wxyz** with ten frequently used phone numbers. How to use the speed-dial keys is described on → page 38.

Open the menu → page 18.

*92=Change Speed Dial?

Select and confirm the option shown.

*▲ Press the key shown.

0+ to **9wxyz** Press the required speed-dial key. If the key is already in use, the programmed phone number or name appears on the screen.

Change?

Confirm the option shown.

First enter the external code and then the external phone number.

Save?

Confirm the option shown.

or If you make a mistake:

Previous?

Select and confirm the option shown. This deletes all numbers entered.

Next?

Confirm the option shown.

or

Change?

Select and confirm the option shown.

or

Delete?

Select and confirm the option shown.

or

End?

Select and confirm the option shown.
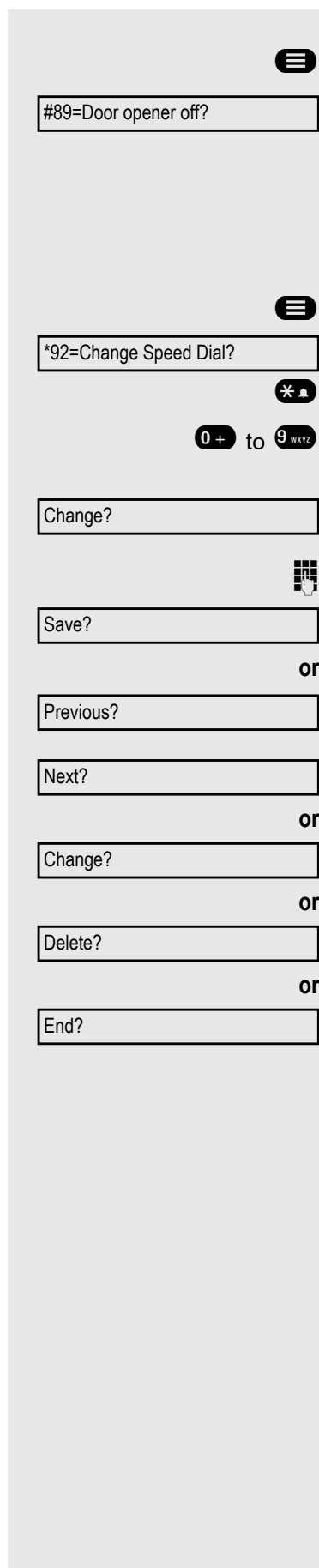
Activating/deactivating the night answer service

When night answer mode is active, for example during a lunch break or after office hours, all external calls are immediately forwarded to a specific internal telephone (night station). The night station can be defined by the Administrator (= standard night answer service) or by you (= temporary night answer service).

Activating

Open the idle menu → page 14.

Select and confirm the option shown.

| Night answer on? |

Confirm the option shown (= standard night answer service).

| *=default? |

or

✱🔺 Enter the code (= standard night answer service).

or

📇 Enter the destination number (= temporary night answer service).

| Save? |

Confirm the option shown.

Deactivating

| Night answer off? |

Select and confirm the option shown.

🔧 The Administrator can also configure an "automatic night answer service" for your phone. The automatic night answer service activates at specific times depending on how it is programmed.
You can deactivate the automatic night answer service or replace it with a night answer service you configured (see above).

Programming the function keys

You can program frequently used functions, phone numbers or procedures onto the function keys on your OpenScape Desk Phone CP100.

Configuring function keys

▓▶ A list of all available functions is displayed, see the overview → page 26.

Example: Configuring the call waiting tone on/off key

Open the menu → page 18.

| *91=Prog. feature key |

Select and confirm the option shown.

Press one of the three keys you want to program with a function.

| Change key |

Confirm the option shown.

| Caller list |

Select and confirm the option shown.

| End? |

Confirm the option shown.

or

| Another key? |

Select and confirm to change this or a different key.

The notification displays → page 15 and → page 26 indicate the status of the function.

Overview of functions

🔧   The available functions depend on your configuration. If a function is
     missing, consult your Administrator.

Saved function with display notification

**Repdial key, Speed dial, Release call, Clear display, Caller List, Call For-
warding, Call Forward. No Reply, Lock Telephone, Lock phone, Do not dis-
turb, Absence text, Silent Ringing, Night service, Forwarding - trunk, Send
message, Callback, Phonebook, HF answerback On/Off, Caller ID Supres-
sion, Waiting tone Off, Call waiting, Enquiry, Toggle/Connect, Conference,
Speaker call, Call key, Trunk group key, Retrieve line, Release trunk, Tem-
porary MSN, Temporary Phone, Mobile Login, Intrude, Park a call, Pickup
- Directed, Pickup - Group, Account code, Show call charges, View call
charges, Timed reminder, DTMF dialing, Trunk flash, Fax details, Ringing
group On, Hold key, Enquiry internal, Trunk key, General call key, Tel. data
service, Data I/O service, UCD, View number of calls, Shift key, DISA intern,
Procedure key, Security status, Redial key**
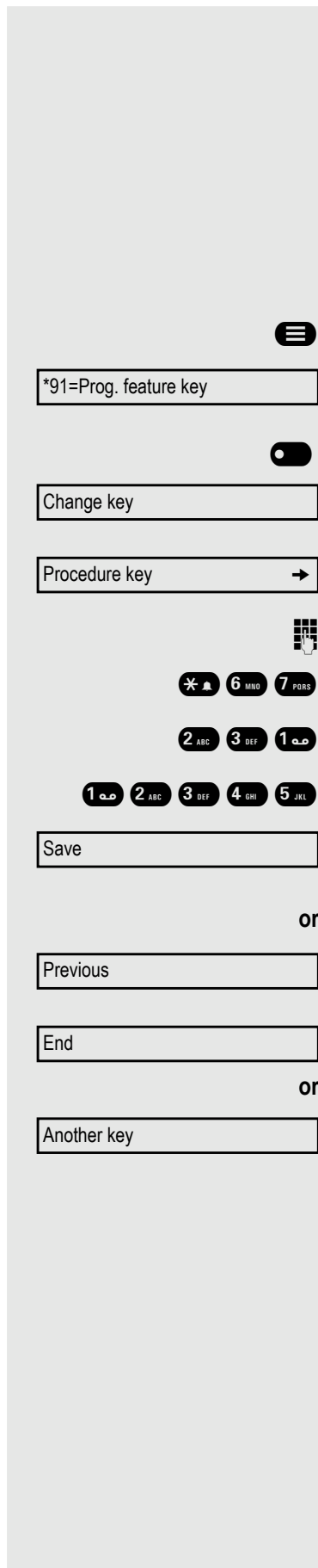
**If any of the set functions is activated, the notification on display will indi-
cate.**

Saved function is not activated:
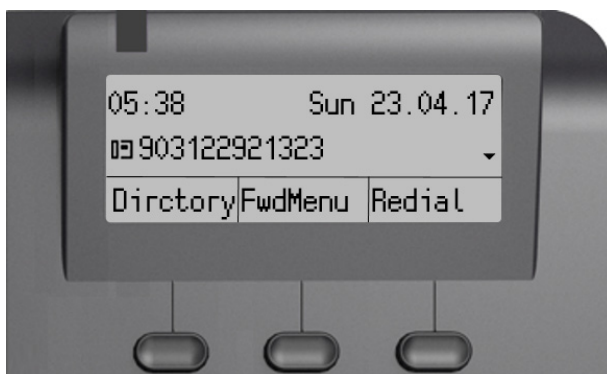
Saved function is activated:
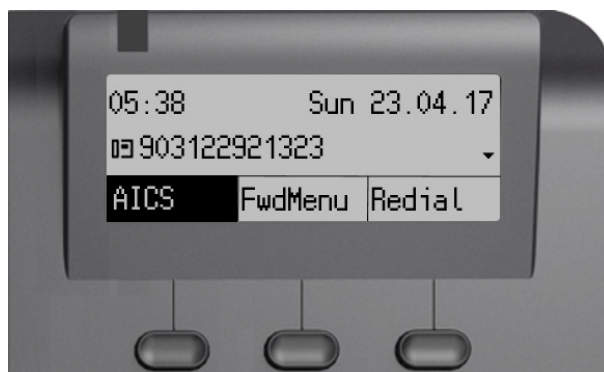
Programming a procedure key

Phone numbers and functions that require further input, i.e. which contain several operating steps, can be saved on a key on your telephone. The Administrator must have granted the appropriate authorization.

For example the function "Associated serv." → page 78 together with the required input (phone number of the phone for which the call is to be made + phone number to be dialed) can be saved on a key.
Phone numbers that require further input can also be saved.

Please see also the information on → page 15.

📱 Open the menu → page 18.

*91=Prog. feature key

Select and confirm the option shown.

⬛ Press one of the three keys you want to program with a procedure.

Change key

Confirm the option shown.

Procedure key ➡

Select and confirm the option shown.

📟 Enter procedure. Example: ***67 231 123456**

✱ 6ᴍɴᴏ 7ᴘǫʀs Code for Dial for

2ᴀʙᴄ 3ᴅᴇꜰ 1 Number of the phone for which the call should be made.

1 2ᴀʙᴄ 3ᴅᴇꜰ 4ɢʜɪ 5ᴊᴋʟ The phone number to be dialed.

Save

Confirm the option shown.

or ## If you make a mistake:

Previous

Select and confirm the option shown. This deletes all numbers entered.

End

Confirm the option shown.

or

Another key
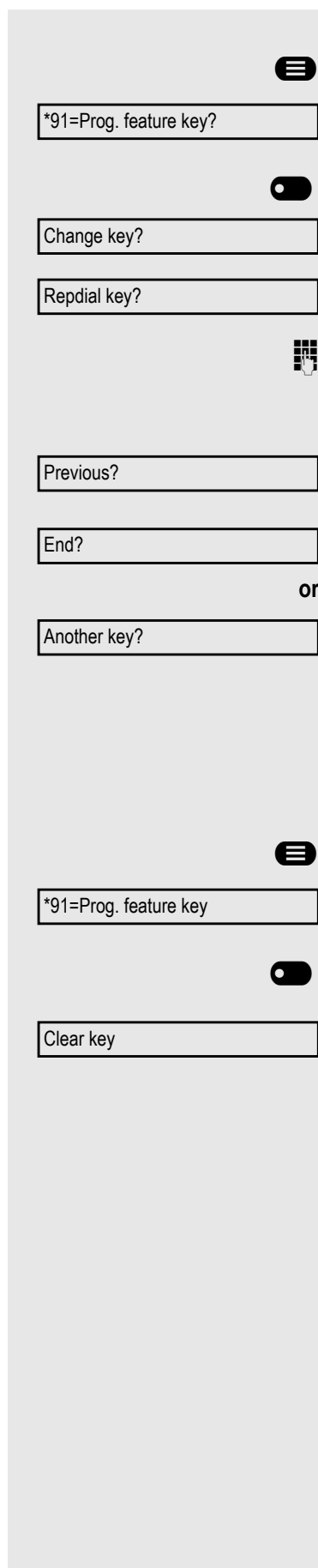
Select and confirm the option shown.

> Select the saved procedure by pressing the key.
> Procedures with activatable/deactivatable functions are activated by pressing the button and deactivated by pressing it again.
>
> You can also press the procedure key during a call to automatically send the saved digits as DTMF signals → page 51. For display messages when saving procedures, see → page 93.

Configuring selected dialing keys

Open the menu → page 18.

| *91=Prog. feature key? |

Select and confirm the option shown.

Press one of the three keys you want to program.

| Change key? |

Confirm the option shown.

| Repdial key? |

Confirm the option shown.

Enter the phone number.

If you make a mistake:

| Previous? |

Select and confirm the option shown. This deletes all numbers entered.

| End? |

Confirm the option shown.

or

| Another key? |

Select and confirm the option shown.

> You dial the saved phone number by pressing the key → page 35. You can also save a phone number during a call.

Deleting function key programming

Open the menu → page 18.

| *91=Prog. feature key |

Select and confirm the option shown.

Press the relevant key that you want to delete.

| Clear key |

Select and confirm the option shown.

Making calls

It is strongly advised to read the introductory chapter "Getting to know the OpenScape Desk Phone CP100" → page 12 to gain a better understanding of the steps described here.

Receiving calls

Your Administrator can adjust the ring cadence for external and internal calls for you. In other words, different ring cadences can be set for different internal callers.

The phone number or the name of the caller appears on the display.

Accepting a call via the handset

The phone rings.

📞 Lift the handset[1].

Accepting a call via the loudspeaker (speakerphone mode)

The phone rings.

🔊 Press the key shown.

Picking up a specific call for your colleague

You hear another telephone ring.

☰ Open the menu → page 18.

| *59=Pickup - directed? |

Select and confirm the option shown.

if nec.

| Next? |

Select and confirm until the required station is displayed.

| Accept call? |

Confirm the option shown.

or

⌨ If you know the number of the telephone that is ringing, enter it directly.

---

1. Adjusting the volume → page 12.

Using the speakerphone

A colleague addresses you directly over the speaker with a speaker call. You hear an advisory tone before the announcement. The other party's name or phone number appears on the screen. You can conduct the call with the handset or in speakerphone mode.

➜ Lift the handset and answer the call.

or

Mute off?

Press the "OK" key to confirm your selection and answer the call.

or

🎤 Press the microphone key.

> If handsfree answerback is enabled (see below), you do not need to switch on the microphone - you can answer directly. You can answer immediately in speakerphone mode.
> If handsfree answerback is disabled (default setting), follow the procedure described above. Placing a speaker call to a colleague → page 20.

Enabling and disabling handsfree answerback

✧ Open the idle menu → page 14.

Select and confirm the option shown.

HF answerback on?

or

HF answerback off?

Select and confirm the option shown.

Accepting calls from the entrance telephone and opening the door

If an entrance telephone has been programmed, you can use your telephone to speak to someone at the entrance telephone and to activate a door opener.
If you have the proper authorization (contact your Administrator), you can activate the **door opener**, enabling visitors to open the door themselves by entering a 5-digit code (using a DTMF transmitter or the keypad installed).

Speaking to visitors via the entrance telephone

Prerequisite: The phone is called from an entrance telephone.

➜ Lift the handset within thirty seconds. You are connected to the entrance telephone immediately.

or

➜ Lift the handset after more than thirty seconds.

▦ Dial the entrance phone number.

Opening the door from your telephone during a call from the entrance telephone

Open door?

Confirm the option shown.

Opening the door from your telephone without calling the entrance telephone

▤ Open the menu → page 18.

*61=Open door?

Select and confirm the option shown.

▦ Dial the entrance phone number.

▐▶ Special features must be taken into consideration if your telephone operates with system networking → page 88!

Turning the microphone on and off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the hands-free microphone (see → page 12).

Ending a call

Press the key shown.

or

Replace the handset.

or

Release

Press the key if it is configured.

Making calls

Off-hook dialing

➤ Lift the handset.

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

The called party does not answer or is busy:

➘ Replace the handset.

On-hook dialing

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

> Your system may also be programmed so that you have to press the con-
> figured "internal" key before you dial the internal phone number.
> You then do not have to enter an external code to call the external party
> (automatic trunk seizure/prime line is not active; consult your Administra-
> tor).

The other party answers with speaker:

On-hook dialing: Speakerphone mode.

or

➤ Lift the handset.

The called party does not answer or is busy:

◀») Press the key shown.

Dialing entered/displayed phone numbers

➤ Lift the handset.

or

Dial?

Confirm the option shown.

Correcting phone numbers entered

> A phone number can only be corrected as it is being entered. Phone num-
> bers stored for number redial, for example, cannot be corrected.

Delete number?

Select and confirm the option shown.
The last digit entered in each case is deleted.

🎟 Enter the required digit(s).

Cancel?

or

Canceling en-bloc sending

Select and confirm the option shown.

(◀) Press the key shown. The goes out.

Dialing with selected dialing keys

Prerequisite: You have saved a phone number on a selected dialing key
→ page 28.

Party B

Press the option with the saved phone number.
If the phone number is saved on the second level, press the shift key first.

> You can press the selected dialing key during a call and automatically ini-
> tiate a callback → page 48.

Redialing a number

The last ten external phone numbers dialed are stored automatically.

> If this feature is configured (contact your Administrator), account codes
> entered → page 73 are also saved .

You can redial them simply by pressing a key.

Displaying and dialing saved phone numbers

Redial?

Choose the option shown, if configured.

Next?

Keep confirming until the phone number you want appears.

Call?

Select and confirm the option shown.

Using the caller list

Detailed information, as well as a sample display entry are provided on
→ page 18.

Retrieving the caller list

> ⚒ **Prerequisite:** The Administrator has set up a caller list for your tele-
> phone.

◈   Open the idle menu → page 14.

| Caller list? |

Confirm the option shown.

| Next? |

To view calls, confirm each subsequent call displayed.

Dialing a phone number from the caller list

| Call? |

Select and confirm the option shown.

> ⬛▶ The caller is automatically deleted from the caller list when a connection
> is finally set up.

Displaying the call time

| Time/date sent? |

Select and confirm the option shown.

Displaying caller details

| from? |

Select and confirm the option shown.

Removing an entry from the caller list

| Delete? |

Confirm the option shown.

Ending retrieval

| End? |

Select and confirm the option shown.

         or

☰   Press the key shown.

         or

◀»)   Press the key shown.

Calling a subscriber from the internal system phonebook

The internal system phonebook of your communication system contains all phone numbers and system speed-dial numbers assigned to a name. Consult your Administrator to find out if one was configured for your system.

Prerequisite: Names have been assigned to the phone numbers stored in the system.

➜ Lift the handset.

Phonebook?   Confirm the option shown.

A list with at most the first 50 entries is displayed.

━ ➕ **or** ✹   ◈   Scroll to next or previous entry.

or

📱   Enter the name you want to find, or just the first few letters, using the dialpad and confirm to search for the name ➔ page 16.

if nec.

#️⃣   Delete final letters.

from?   For details, confirm the option shown.

⬅ ◆   Reset the search.

Dialing the required entry

OK   Confirm the option shown.

Making calls using system speed-dial numbers

Prerequisite: You know the system speed-dial numbers (consult your Administrator).

Open the menu → page 18.

Select and confirm the option shown.

*7=Use speed dialing?

Enter a three-digit speed-dial number.

if nec.

Suffix dialing

If necessary, you can suffix-dial additional digits (for example, the user's extension) at the end of the saved phone number.
If this feature is configured, a suffix is automatically dialed (for example, "0" for the exchange) if no entries are made within 4 or 5 seconds.

Dialing with speed-dial keys

Prerequisite: You have configured speed-dial keys → page 23.

Open the menu → page 18.

*7=Use speed dialing?

Confirm the option shown].

Press the key shown.

0+ to **9wxyz** Press the required speed-dial key.

Talking to your colleague with a speaker call

You can place a speaker call to an internal party using the loudspeaker on their telephone.

Open the idle menu → page 14.

Select and confirm the option shown.

*80=Speaker call?

Enter the phone number.

Responding to a speaker call → page 30.
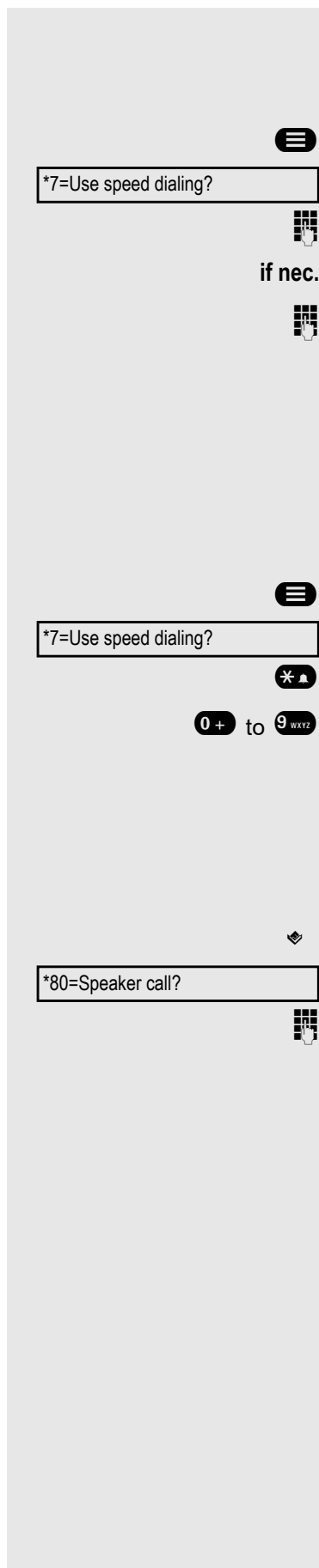
Automatic connection setup (hotline)

If this function is configured (consult your Administrator), the system automatically sets up a connection to a preset internal or external destination.

➔ Lift the handset.
Depending on the setting, the connection is either set up **immediately** or only **after** a preset **period of time**.

Sending a message

You can send short text messages to individual stations or groups of stations with system telephones.

Creating and sending a message

✦ Open the idle menu → page 14.

Send Message?

Select and confirm the option shown.

▦ Enter the internal phone number of the recipient or group.

0=Please callback?

Select predefined text (can be changed by the Administrator) and confirm.

or

0 + … **9 wxyz** Enter the code directly.
The code is shown on your display with the corresponding message.

or

Enter message text?

Select and confirm the option shown.

▦ Text entry (up to 24 characters) → page 16.

if nec.

 # Abc 123 Delete final letters.

* ▲ Switch between uppercase and lowercase.

1 ⌫ Insert spaces.

Send?

Confirm the option shown.

> Transmitted text messages are saved as callback requests on system telephones with no display and on pulse or tone dialing telephones.

Displaying and deleting messages you have sent

Prerequisite: The recipient has not yet accepted a sent message.

✦ Open the idle menu → page 14.

View sent message?

Select and confirm the option shown.
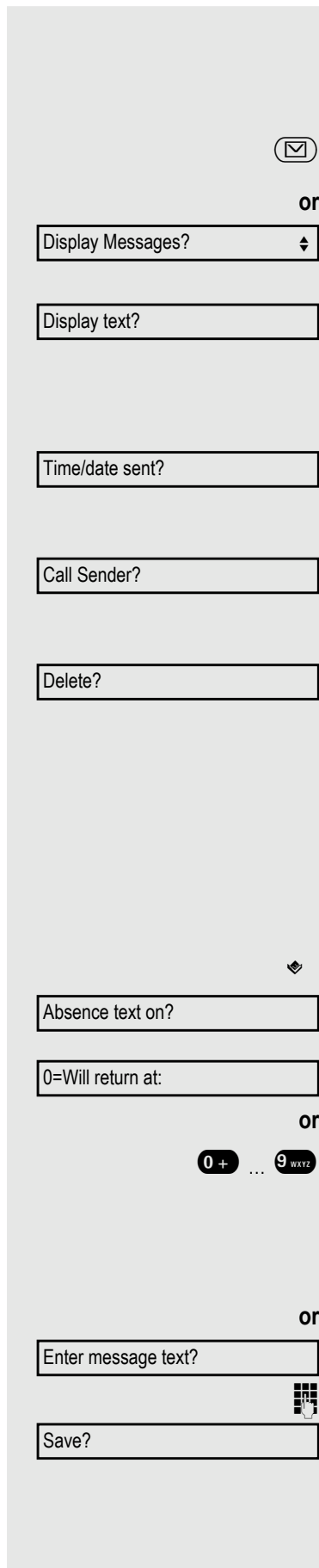
Display text?

Confirm the option shown.

The text message is displayed.

Delete?

Select and confirm the option shown.

The message is deleted.
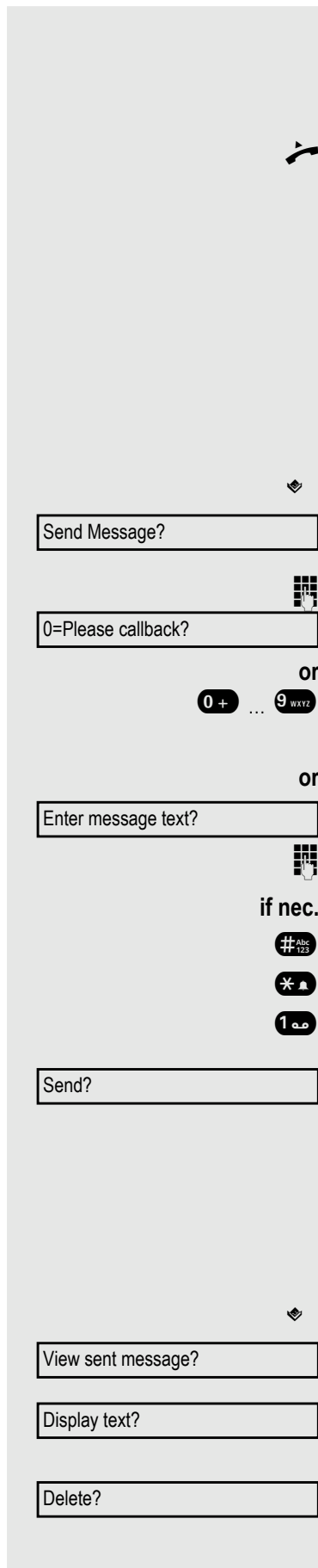
Viewing and editing incoming messages

Pay attention to the notes on → page 17.

✉ Press the key shown.

or

Display Messages? ⬍

Confirm the option shown.

The sender's caller ID appears on the display.

Display text?

Confirm the option shown.

The text message appears on the display.

Viewing the transmission time

Time/date sent?

Confirm the option shown.

Calling the sender

Call Sender?

Select and confirm the option shown.

Deleting messages

Delete?

Select and confirm the option shown.

Leaving an absence text

You can leave messages/absence text on your phone's display for internal call-ers who wish to contact you in your absence.
When you receive a call, the message appears on the caller's display.

✧ Open the idle menu → page 14.

Absence text on?

Select and confirm the option shown.

0=Will return at:

Select predefined text (can be changed by the Administrator) and confirm.

or

0 + … **9 wxyz** Enter the code directly.
The code is shown on your display with the corresponding message.

▯▶ Predefined messages with a colon can be completed by entering a digit.

or

Enter message text?

Select and confirm the option shown.

🔡 Enter message (up to 24 characters) → page 16.

Save?

Confirm the option shown.

Deleting absence text

Open the idle menu → page 14.

Absence text off?

Select and confirm the option shown.

Assigning a phone number (not for U.S.)

If this function has been configured (consult your Administrator), you can selectively assign a specific number (DID number) to your telephone before making an external call. The assigned number then appears on the called party's display.

Open the menu → page 18.

*41=Temporary MSN?

Select and confirm the option shown.

Enter the DID number you wish to use.

Dial the external phone number.
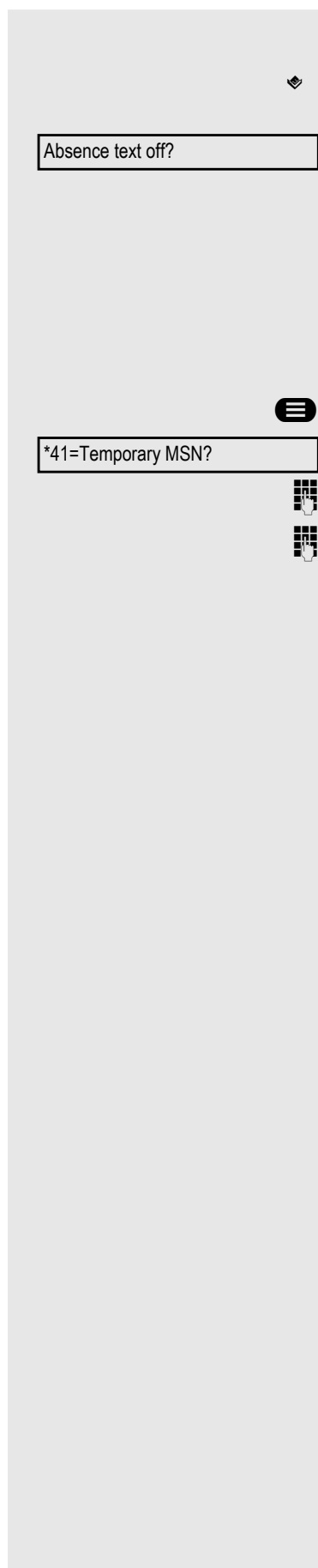
Forwarding calls

Using variable call forwarding

You can immediately forward internal or external calls to different internal or external telephones (destinations). (External destinations require special configuration in the system.)

When call forwarding is active, a special dial tone sounds when you lift the handset.

If DID DTMF is active (consult your Administrator), you can also forward calls to this destination. Destinations: Fax = 870, DID = 871, Fax DID = 872.

If you are a call forwarding destination, your display will show the phone number or the name of the forwarding party on the upper line and that of the caller on the lower line.

Special features must be taken into consideration if your telephone operates with system networking → page 86!

Open the idle menu → page 14.

| Forwarding on? |

Select and confirm the option shown.

| 1=all calls? |

Confirm the option shown.

or

| 2=external calls only? |

Select and confirm the option shown.

or

| 3=internal calls only? |

Select and confirm the option shown.

Enter the destination phone number.

| Save? |

Confirm the option shown.

| all to: <x> 100168 |

The phone number or the name of the forwarding destination is displayed. The notification of the call forwarding flashes on the destination phone.

Deactivating call forwarding

Open the idle menu → page 14.

| Forwarding off? |

Select and confirm the option shown.

Using call forwarding no reply

Calls that are not answered after three rings (=default, can be adjusted by the Administrator) or that are received while another call is ongoing can be automatically forwarded to a specified telephone.

📧 Open the menu → page 18.

| More features? |

Select and confirm the option shown.

| *495=CFNR on? |

Select and confirm the option shown.

📱 Enter the destination phone number.

- Enter the internal phone number for internal destinations
- Enter the external code and the external phone number for external destinations

| Save? |

Confirm the option shown.

Deactivating call forwarding no reply

📧 Open the menu → page 18.

| More features? |

Select and confirm the option shown.

| #495=CFNR off? |

Select and confirm the option shown.

| Delete? |

Confirm the option shown.

or

| End |

Select and confirm to return to idle mode and not deactivate call forwarding.

▶ If CFNR is activated, "CFNR on" appears briefly on the display after you hang up.
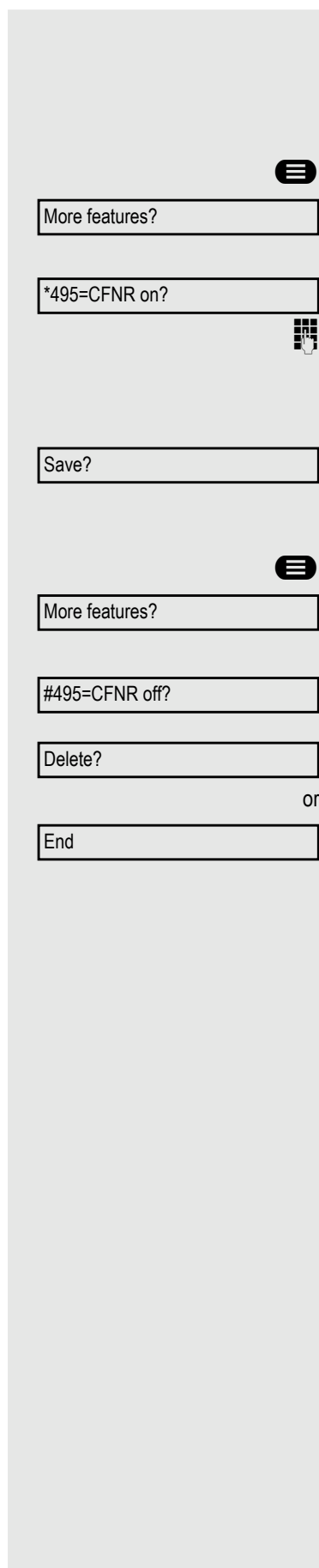
Using callback

You can request a callback if the internal station called is busy or if nobody answers. This also applies for external calls via exchanges. This feature saves you from having to make repeated attempts to reach the user.
You receive a callback

- When the other party is no longer busy
- When the user who did not answer has conducted another call

> When configured (consult your Administrator), all callback requests are automatically deleted overnight.

> The Programmable Feature key Callback has to be configured.

Saving a callback

Prerequisite: You have reached a busy line or no one answers.

Callback?

Confirm the option shown.

Accepting a callback

A user for whom a calback was saved is now no longer busy or has meanwhile made a call. Your telephone now rings and the following message appears on the display "Callback: ...".

➤ Lift the handset.

or

◼◗ Press the key shown.

or

Answer?

Select and confirm to accept the callback.

Viewing and deleting a saved callback

♦

Open the idle menu → page 14.

View callbacks?

Select and confirm the option shown.

Display next?

Select and confirm to display additional entries.

Deleting a displayed entry

Delete?

Confirm the option shown.

Ending retrieval

End?

Select and confirm the option shown.

or

≡

Press the key shown. The notification goes out.

or

◀⃰

Press the key shown. The notification goes out.

During a call

Switching to speakerphone mode

Prerequisite: You are conducting a call via the handset.

◀)) ☏   Hold down the key and replace the handset. Then release the key and continue the call[1].

U.S. mode

If the country setting is set to U.S. (consult your Administrator), you do not have to hold down the loudspeaker key when replacing the handset to switch to speakerphone mode.

◀))   Press the key shown.

☏   Replace the handset. Proceed with your call.

Switching to the handset

Prerequisite: You are engaged in a call in speakerphone mode.

☏ **and** ☏   Lift the handset. Proceed with your call. The handsfree microphone is switched off.

Open listening in the room during a call

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

Prerequisite: You are conducting a call via the handset.

Activating

◀))   Press the key shown. The handsfree microphone remains switched off.

Deactivating

◀))   Press the key shown.

Using call waiting (second call)

You can still be reached by a caller even if you are already conducting a call. An advisory tone and the message "From: <x>" on the display alert you to the second call.
You can ignore or accept the second call.
Before you accept the second call, you can end the first call or place it on hold for subsequent retrieval.
You can block the second call or the advisory tone → page 22.

Prerequisite: You are engaged in a phone call and hear an advisory tone (every six seconds).

Ending the first call and answering the waiting call

⌢ Replace the handset. Your phone rings.

➤ Answer the second call. Lift the handset.

Placing the first call on hold and answering the second call

Call waiting?

Select and confirm the option shown.

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

Ending the second call and resuming the first one

Quit and return?

Confirm the option shown.

or

⌢ Replace the handset.

to 23189 Coco

Call the first party again.

➤ Lift the handset.

Saving a phone number

You can save your call partner's phone number for subsequent redialing from the caller list → page 36.

Prerequisite: You are conducting a call.

Save number?

Select and confirm the option shown.

Calling a second party (consultation)

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

Enquiry?

Confirm the option shown.

Calling a second party:

📟 Enter the phone number of the party to whom you want to transfer the call.

or Select the number from the caller list, see → page 36.

or Select the number from the phonebook, see → page 37.

Return to the first party, the second party does not answer:

Return to held call?

Confirm the option shown.

or ## End the consultation:

Quit and return?

Select and confirm the option shown.

Switching to the held party (alternating)

Toggle/Connect?

Select and confirm the option shown.

Transferring a call

If the person you are speaking to wants to speak to another colleague of yours, you can transfer the call to that colleague.

Enquiry?

Confirm the option shown.

📟 Enter the phone number of the party to whom you want to transfer the call.

📞 Announce the call, if necessary.

Start transfer?

Confirm the option shown. The person you were speaking to is now connected to the desired party.

📞 Replace the handset.

Parking a call

You can park up to ten internal and/or external calls. Parked calls can be displayed and picked up on another telephone. This feature is useful if you want to continue a call at another phone for example.

Prerequisite: You are conducting a call.

Open the menu → page 18.

*56=Park a call?

Select and confirm the option shown.

0+ ... 9wxyz

Enter the number of the park position (0 – 9) and make a note of it. If the park position number you entered is not displayed, it is already in use; enter another one.

Retrieving a parked call

Prerequisite: One or more calls have been parked. The phone is idle.

Open the menu → page 18.

#56=Retrieve call?

Select and confirm the option shown.

0+ ... 9wxyz

Enter the park position number you noted earlier.
If the park slot number you enter is not in use, you cannot retrieve the call.

> If a parked call is not picked up, the call is returned to the telephone from where it was parked (recall) after a specific period of time.

Holding a call

You can place a call partner on hold. The call partner hears music on hold.

Hold

Press the key with option shown, if configured.

> The hold key has to be configured as one of the FPKs.
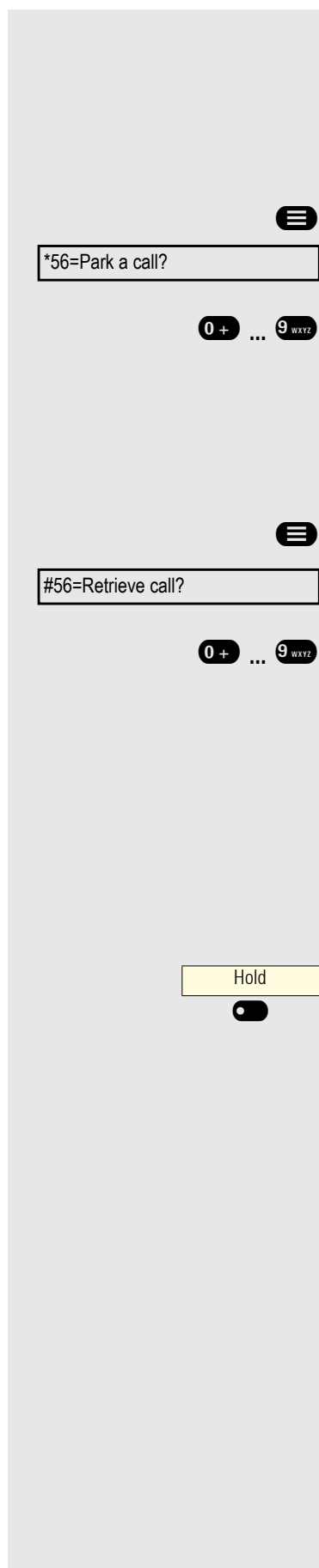
Conducting a conference call

In a conference call, you can talk to as many as four other parties at the same time. These may be internal or external users.

> You can only add parties to or remove them from a conference if you initiated the conference.

📱

Call the first party.

Start conference? ⬍

Select and confirm the option shown.

📱

Call the second party. Announce the conference.

Conference? ⬇

Select and confirm the option shown.

An advisory tone sounds every 30 seconds to indicate that a conference is in progress (can be disabled, consult your Administrator).

If the second party does not answer

Return to held call?

Confirm the option shown.

Adding up to five parties to a conference

Add party?

Confirm the option shown.

📱

Call the new party. Announce the conference.

Conference?

Select and confirm the option shown.

Forming a conference

Prerequisite: You are conducting a consultation call (→ page 48).

Conference?

Select and confirm the option shown.

Removing parties from the conference

View conf parties?

Select and confirm the option shown. The first party is displayed.

Next?

Confirm as often as required until the desired party appears.

Remove party?

Select and confirm the option shown.

Leaving a conference

Select and confirm the option shown.

Withdraw?

or

➤ Replace the handset if this feature is configured (consult your Administrator).

End conference

Select and confirm the option shown.

End conference?

or

➤ Replace the handset if this feature is configured (consult your Administrator).

Activating tone dialing/DTMF suffix dialing

You can transmit **d**ual-**t**one **m**ultifrequency (DTMF) signals to control devices such as an answering machine or automatic information system.

Open the menu → page 18.

*53=DTMF dialing?

Select and confirm the option shown.

You can use the keys **0+** through **9 wxyz**, ***▲** and **# Abc** to transmit DTMF signals.

> Ending the call also deactivates DTMF suffix dialing.
> Your system may be configured so that you can start DTMF suffix-dialing immediately after setting up a connection.

Making calls in the team/executive/secretary configuration

If configured (consult your Administrator), you belong to a team of subscribers with multiple lines. Your phone features trunk or line keys (MULAP keys)
→ page 53.

Lines

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis → page 52.

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 phone number are signaled on this line.

Secondary line

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

Private line

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

Shared line

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

Direct call line

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

Line seizure

Line seizure must be configured (consult your Administrator). If automatic line seizure is configured, a line is automatically assigned when you lift the handset or press the speaker key.

Line/trunk keys

The programmable keys on multi-line phones function as line or trunk keys. Every key programmed as a line key (key label: TransferTrk) corresponds to one trunk with the result that you can configure up to three trunks in OpenScape Desk Phone CP100.

As a team member, you can independently program the following functions on keys → page 25:
- Direct destination selection
- Group call on/off
  (not available on executive phone in an executive / secretary team)
- Ring transfer on/off
  (only in an executive/secretary team)

You can also program a key with the function "Forward Line" (call forwarding) for each line.

Notification on display

The display of the status label will be controlled by the state of the key. Line or function key can be pulsing or inverted similar to a LED.

| My line | Line 2 | Line 3 |

LED	Meaning
Off	– The line is in idle mode.
Red quick pulsing[1]	– Incoming call on the line. – The line is on "Hold".
Red solid	– The line is busy.

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

Accepting calls with the line keys

Prerequisite: Your phone rings and/or a text key label flashes quickly.

Line

Press the line key above which the text label flashes quickly or is shown inverse.

Lift the handset.

or

On-hook dialing: Speakerphone mode.
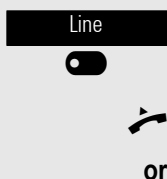
Dialing with line keys

Press the free line key you wish to use to establish the connection.

Dial the phone number.

If the party answers: Lift the handset.

or   On-hook dialing: Speakerphone mode.

Placing a call on hold on a line key and retrieving the held call

Prerequisite: You are conducting a call via one of your group's trunks.

Holding

Press the "Hold" key, if configured.

Hold

if nec.

Replace the handset.

or

Release

Press the "Release" key, if configured.

Depending on the configuration (consult your Administrator), this may be necessary so other team members can also pick up the call on hold.

Retrieving the call

Line

Press the line key, above which the text label is flashing slowly or is shown inverse.

Making calls on multiple lines alternately

Prerequisite: You are conducting a call via one of your group's trunks. Another line key is flashing.

Line

Press the line key above which the text label is flashing or is shown inverse. The first call party is on hold on the other trunk.

Line

Press the line key above which the text label is flashing slowly or is shown inverse. The second call party is on hold.

You can switch between lines as often as you wish. Press the line key flashing slowly each time.

MULAP privacy release

If configured (consult your Administrator), you can program a key on your phone with the function "Privacy Release" → page 25.

If you program this key, you do not have to use the menu to set up a conference. Your team partner only has to press the flashing line key associated with your trunk on his or her phone to immediately join the conference.

📞   You are conducting a call.

Priv Release   Press the key shown, if configured.

Up to three team members can now join the conference.

Prerequisite: The trunk on which you are speaking is configured on the other phone as a line key.

Line   Press the line key above which the text label is flashing or is shown inverse.

Direct destination selection keys

Each team member has a direct destination selection key for every other team member.

This means that each team member can be reached directly by other team members at the touch of a button.

In contrast to a name key, a DDS key indicates the status of the other extension via the notification.

Understanding notification messages on DDS keys

The notification on the DDS key is off - the team member is not conducting a phone call.

or

The text label on the DDS key is lighting or shown inverse – the team member is conducting a phone call or has activated do not disturb.

or

The text label on the DDS key is flashing **quickly** or shown inverse - a call has arrived for you and needs to be answered.

or

The text label on the DDS key is flashing **slowly** or is shown inverse – a caller is trying to reach another member of your team, who has not yet answered.

Calling a team member directly
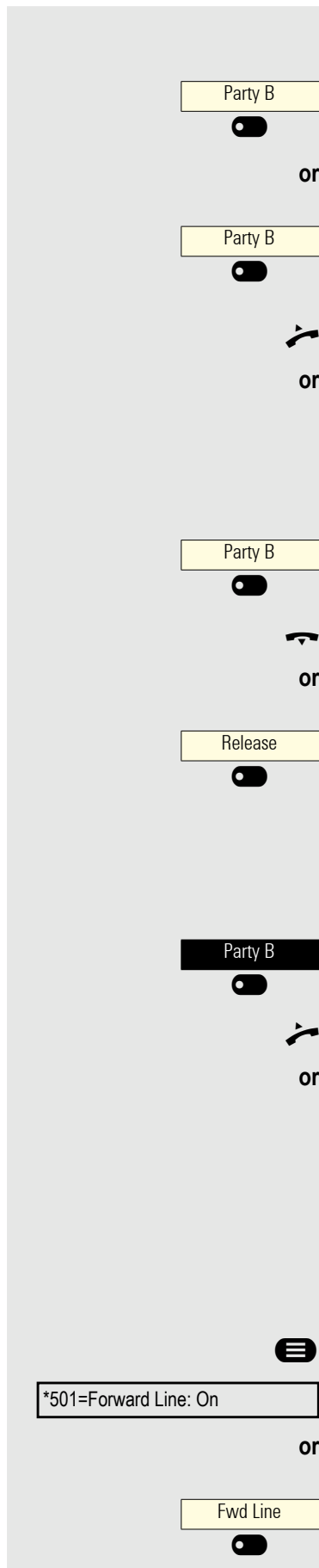
Party B

Press the DDS key.

or

Party B

If the team member you wish to reach is conducting another call, the DDS key on your telephone lights up. You can also make calls in this case if the call waiting function is permitted for the other member of the team (automatic camp on).

➤ If the party answers: Lift the handset.

or On-hook dialing: Speakerphone mode.

Transferring a call in progress

Party B

Press the DDS key and announce the call if necessary.

➤ Replace the handset.

or

Release

Press the "Release" key, if configured.

Picking up a call for another team member

Party B

Press the flashing DDS key or line key.

➤ Lift the handset.

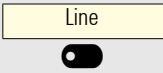**or** On-hook dialing: Speakerphone mode.

Forwarding calls on trunks
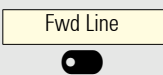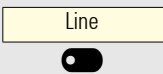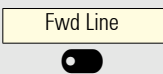
You can immediately forward internal and/or external calls to your lines to different internal or external telephones (destinations).
If you activate call forwarding for a line, this will apply to all line keys of your group for this line.

☰ Open the menu → page 18.

*501=Forward Line: On

Select and confirm the option shown.

or

Fwd Line

If available, press the key shown. (You have not saved the "Fwd Line" key in full, i.e. no forwarding type and destination → page 25).

Line ◖▪	Press the required line key.
or	
▓	Enter the required trunk number.
12345: ...	Confirm the trunk number.
1=all calls	Select and confirm the option shown.
or	
2=external calls only	Select and confirm the option shown.
or	
3=internal calls only	Select and confirm the option shown.
▓	Enter the destination phone number.
Save?	Confirm the option shown.
or	
Fwd Line ◖▪	If available, press the key shown. (You have saved the call forwarding type and destination on the "Fwd Line" key, → page 25.)

Deactivating call forwarding

▤	Open the menu → page 18.
#501=Forward Line: Off	Select and confirm the option shown.
Line ◖▪	Press the required line key.
or	
▓	Enter the required trunk number.
or	
Fwd Line ◖▪	If available, press the key shown.

▮▶ If you have activated call forwarding for a trunk, a special dial tone sounds when the line is seized.

Understanding notification messages on the "CFW MULAP"

Fwd Line

The notification for the "Fwd Line" key is off – call forwarding is not active for this trunk.

or

Fwd Line

The notification for the "Fwd Line" key is on – call forwarding is active for this trunk.

or

Fwd Line

The notification for the "Fwd Line" key flashes **slowly** or is shown inverse - the trunk is the destination of call forwarding.

Transferring calls directly to the executive phone

Normally, all calls for the executive are audibly signaled only by the secretary phone.
You can set audible signaling so calls are only signaled acoustically by the executive phone or by a second phone assigned to it.

Prerequisite: There is a key programmed with the function "Ring Transfer" on your phone.

Activating

Ring Transfer
⬛

Press the key shown. The notification lights up.

or

☰ Open the menu → page 18.

*502=Ring Transfer: On?

Select and confirm the option shown.

Line
⬛

Press the required line key.

or

▦ Enter the required trunk number.

Deactivating

Ring Transfer
⬛

Press the key shown. The notification goes out.

or

☰ Open the menu → page 18.

#502=Ring Transfer: Off?

Select and confirm the option shown.

Line
⬛

Press the required line key.

or

▦ Enter the required trunk number.
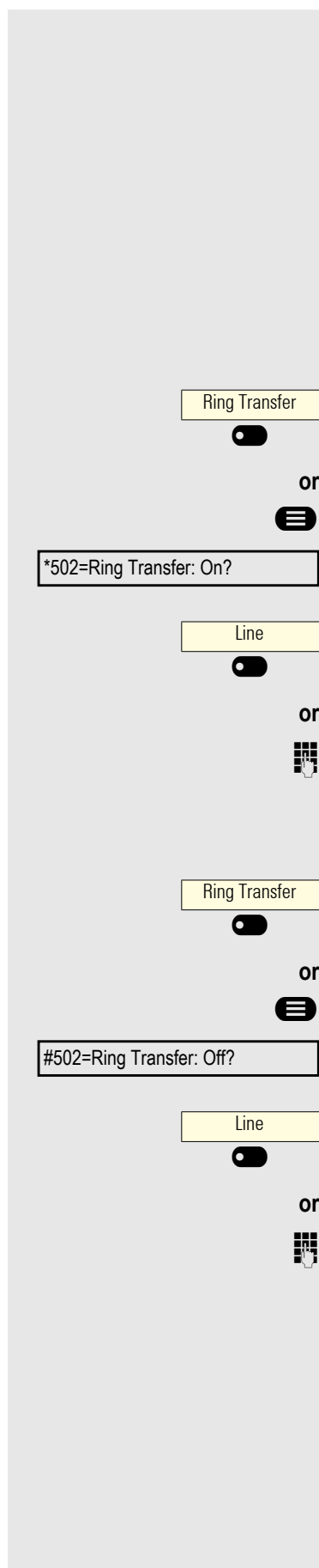
Group call/hunt group

If configured (consult your Administrator), your telephone is part of a team. The team consists of internal phones that are able to use certain functions.

Activating/deactivating a group call

> Special features must be taken into consideration if your telephone operates with system networking via LAN → page 85!

If configured (consult your Administrator), you belong to one or more groups of stations, which can be reached via hunt group or group call phone numbers. Incoming calls are signaled one after the other (= hunt group) or simultaneously (= group call) on all phones in the group, until a group member answers the call.

Each station in the group can still be reached via its own phone number.

You can activate and deactivate the audible signal for a hunt group, group call or individual trunks in a group.

You are part of a hunt group or call group

Open the idle menu → page 14.

| Leave hunt group? | Select and confirm the option shown. |

or

| Join hunt group? | Select and confirm the option shown. |

| Hunt group IN/OUT | Press the key shown. |

or

| Hunt group IN/OUT | Press the key shown. |

You belong to multiple groups

Open the idle menu → page 14.

| Leave hunt group? | Select and confirm the option shown. |

or

| Join hunt group? | Select and confirm the option shown. |

| Hunt group IN/OUT | Press the key shown. |

or

| Hunt group IN/OUT | Press the key shown. |

| 301 X Group name | If an "X" appears between group/trunk number (such as 301) and group name, the audible tone is active for this group or trunk. |

or

301   Group name

No "X" means that the audible tone is deactivated.

Next?

Confirm the option shown. The next group/trunk number is displayed with a group name.

or

Leave hunt group?

Select and confirm the option shown.
The audible tone for the group/trunk displayed is deactivated.

or

Join hunt group?

Select and confirm the option shown.
The audible tone for the group/trunk displayed is activated.

or

#=Leave all groups?

Select and confirm the option shown.
The audible tone for all groups and trunks is deactivated.

or

*=Rejoin all groups?

Select and confirm the option shown.
The audible tone for all groups and trunks is activated.

> If you have activated the audible tone for another group/trunk or deactivated the audible tone for all groups/trunks you belong to, you will hear a special dial tone when you lift the handset.

Picking up a call for another member of your team

You can use your own telephone to pick up calls for other telephones in your team, even while on a call (call pickup groups; consult your Administrator).

In contrast to the DDS function, you do not need to have programmed a DDS key in this case, see Seite 57.

Prerequisite: Your telephone rings briefly. "Call for:" appears on the upper display line with the phone number or name of the originator. The phone number or name of the caller appears on the lower line.

Pickup - group?

Confirm the option shown.

Ringing group

You can have calls for your telephone signaled audibly at up to five other internal phones. The phone that answers the call first receives the call.

> Special features must be taken into consideration if your telephone operates with system networking via LAN → page 88!

Saving, displaying and deleting telephones for the ringing group

Open the menu → page 18.

*81=Ringing group on?

Select and confirm the option shown.

Follow the display prompts (enter the internal phone number).

> If your phone belongs to a ringing group, your display will show the phone number or the name of the initiator on the upper line and that of the caller on the lower line.

Removing all telephones in a call ringing group

Ringing group off?

Select and confirm the option shown.

Uniform Call Distribution (UCD)

If configured (consult your Administrator), you may belong to a group of users (agents), to which calls are distributed.
An incoming call is always assigned to the agent idle the longest.

Logging on and off at the beginning and end of your shift

Open the menu → page 18.

UCD?

Select and confirm the option shown.

*401=Log on?

Confirm the option shown.

or

#401=Log off?

Select and confirm the option shown.

To log on, enter your identification number ("Agent:"). Contact your Administrator to find out what it is.

Logging on and off during your shift

Open the menu → page 18.

UCD?   ↕

Select and confirm the option shown.

#402=Not available?

Confirm the option shown.

or

*402=Available?

Select and confirm the option shown.

Requesting and activating wrap-up time

You can request/activate wrap-up time to ensure you have enough time to wrap up the last call. Your phone is excluded from call distribution for a set period or until you log back on.

Open the menu → page 18.

UCD?

Select and confirm the option shown.

*403=Wrap up on?

Confirm the option shown.

or

#403=Wrap up off?

Select and confirm the option shown.

Turning the night service on and off for UCD

Open the menu → page 18.

UCD?

Select and confirm the option shown.

*404=UCD night on?

Confirm the option shown.

or

#404=UCD night off?

Select and confirm the option shown.

Displaying the number of waiting calls

Open the menu → page 18.

UCD?

Select and confirm the option shown.

*405=Calls in queue?

Confirm the option shown.

Privacy/security

Turning Silent Ringing on and off

If you do not wish to take calls, you can activate the ringer cutoff or silent ringing function. Calls are only identified by **one** ring signal and they are shown on the display.

Activating

✧ Open the idle menu → page 14.

Silent Ringing?

Select and confirm the option shown.

Deactivating

✧ Open the idle menu → page 14.

Silent Ringing?

Select and confirm the option shown**.**

Turning do not disturb on and off

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the busy tone, external callers are connected to another phone, which you can specify (consult your Administrator).

Activating

▤ Open the menu → page 18.

More features?

Select and confirm the option shown.

DND on?

Select and confirm the option shown.

Deactivating

▤ Open the menu → page 18.
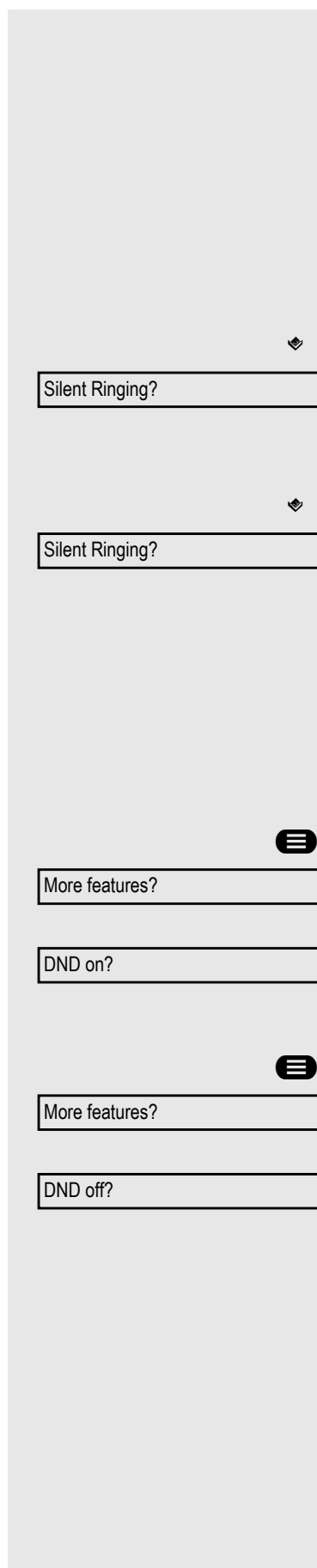
More features?

Select and confirm the option shown.

DND off?

Confirm the option shown.

⫸ When you lift the handset, you will hear a special tone (continuous buzzing) reminding you that "Do not disturb" is activated.

Authorized internal callers automatically override the DND feature after five seconds.

Caller ID suppression

You can prevent your phone number or name from appearing on the displays of external parties you call. The feature remains active until you deactivate it.

Activating

◈

Open the idle menu → page 14.

Suppress call ID?

Select and confirm the option shown.

Deactivating

◈

Open the idle menu → page 14.

Restore caller ID?

Select and confirm the option shown.

> 🔧 Your Administrator can activate/deactivate caller ID suppression for all phones.

Locking the telephone to prevent unauthorized use

You can prevent unauthorized parties from accessing certain functions on your phone during your absence, for example you can prevent external phone numbers being dialed or your mailbox being accessed. Consult your Administrator to determine which functions are locked.

Locking the phone

◈

Open the idle menu → page 14.

Lock telephone?

Select and confirm the option shown.

> ▐▶ When the phone is locked, a special dial tone sounds when the handset is lifted. Internally, users can make calls as normal.
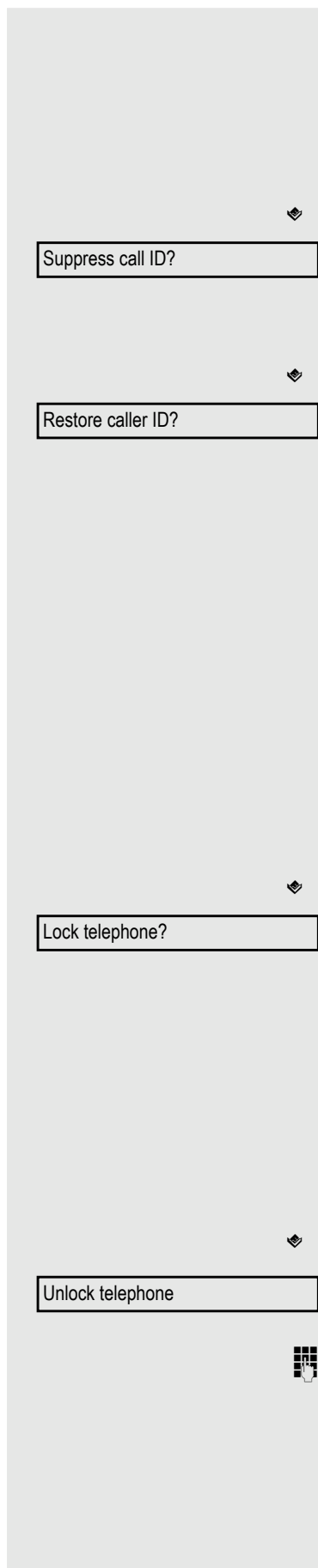>
> Your phone can also be locked or unlocked by an authorized party → page 69.

Unlocking the phone

◈

Open the idle menu → page 14.

Unlock telephone

Select and confirm the option shown.

▦

Enter code (lock code) → page 69.

Locking another telephone to prevent unauthorized use

If configured (consult your Administrator), you can lock and unlock other telephones to prevent unauthorized access.

If a phone user locks his or her phone and forgets the PIN code, you can use this function to unlock the phone again.

▤ Open the menu → page 18.

*943=Telephone Lock?

Select and confirm the option shown.

▥ Enter the internal phone number of the phone you wish to lock/unlock.

*=lock phone?

Confirm the option shown.

or

#=unlock phone?

Select and confirm the option shown.

Saving your PIN code

Enter a PIN code to select the functions

- for locking the telephone to prevent unauthorized use → page 68
- for using another telephone like your own → page 75

You can save this code.

▤ Open the menu → page 18.

*93=Change PIN?

Confirm the option shown.
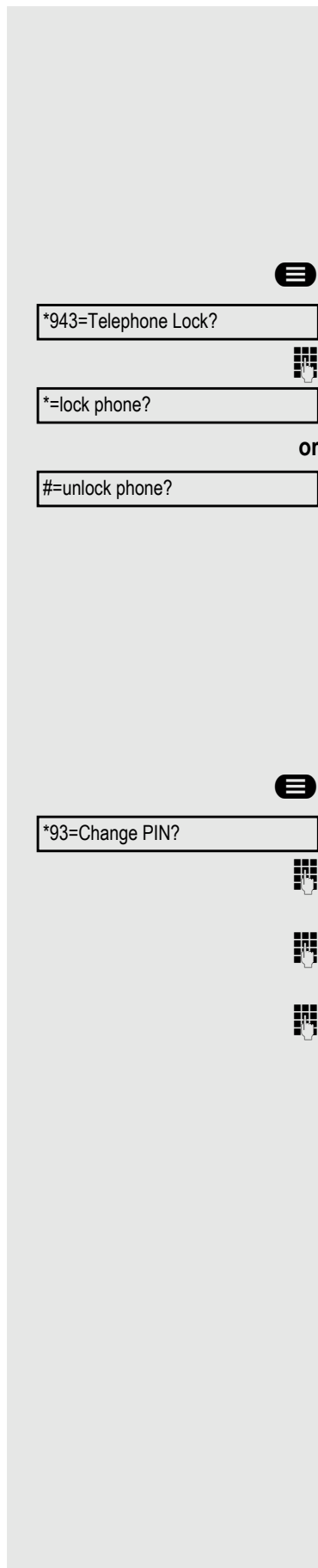
▥ Enter the current five-digit code.
If you have not yet set a PIN, use "00000" the first time.

▥ Enter the new code.

▥ Re-enter the new code.

> ✎ If you forget your code, consult your Administrator, who can reset your code to "00000".

User password

Your User password protects your individual configurations.

The administrator may have configured the following settings:

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

Your administrator can tell you about the rules for what and how many characters can or must be used in the password.

Changing the password

The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password protected.

The User password can be modified via the WEB-Interface → page 91.

Other settings and functions

Call charges

Displaying call charges (not for U.S.)

For the current call:

> If you want to display call charges as they occur during a chargeable call, your Administrator must request this option from the network operator. Call charge display must be requested from the network operator and configured by the relevant Administrator.

Depending on the setting, call charges are displayed during or after a call. Depending on the network operator, free external calls are also displayed. The message "Free of Charge" appears on the screen either before or during the call.
If the cost indication facility has not been installed, the display will show the dialed phone number and/or the duration of the telephone call.

> If a call is forwarded, call charges are assigned to the destination of the call transfer operation.

For all calls and for the last call

Connection charges for the last chargeable call made are displayed first. After five seconds, the accumulated connection charge (total) is displayed.

Open the menu → page 18.

*65=Show call charges?

Select and confirm the option shown.

Displaying call charges for another telephone (not for U.S.)

If configured (consult your Administrator), you can also display and print information on chargeable calls for other phones.

Prerequisite: You have programmed the function "View call charges" on a key → page 25.

The notification indicates that you have conducted a chargeable call since the last time you viewed the charges.

View call charges ◗	Choose the option shown. Chargeable calls are displayed.
Next	Press to display further chargeable calls.
Print	Select and confirm the option shown.
or	
Delete	Select and confirm the option shown.
or	
Add'l information	Select and confirm the option shown.
or	
End	Select and confirm the option shown.

Dialing with call charge assignment

You can assign external calls to certain projects.

Prerequisite: Your Administrator has defined account codes for you.

📋 Open the menu → page 18.

`*60=Account code?`   Select and confirm the option shown.

📱 Enter the account code.
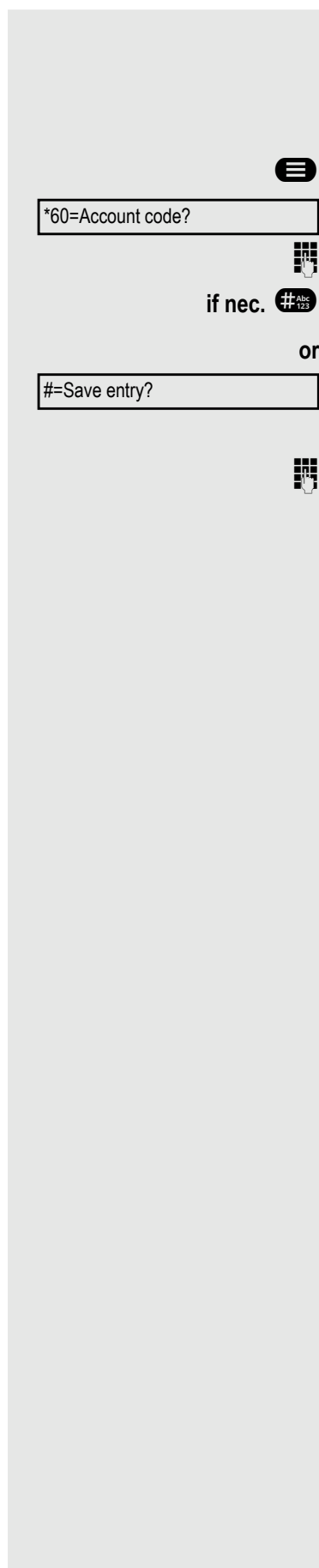
if nec. #️⃣ Press this key.

or

`#=Save entry?`   Confirm the option shown.

Required depending on the configuration; consult your Administrator.

📱 Enter the external phone number.

> You can also enter the account code in the same way during an external call.

Appointment reminder function

You can configure your phone to call you to remind you about appointments → page 74. You have to save the required call times to do this. You can enter a single appointment that will take place in the next twenty-four hours or you can enter a daily recurring appointment.

Saving a timed reminder

Open the menu → page 18.

*46=Alarm call on?

Confirm the option shown.

Enter a 4-digit time such as 0905 for 9.05 (=9.05 a.m.) or 1430 for 14.30 (=2.30 p.m.).

If nec. **2**_{ABC} **or** **7**_{PQRS}

If the selected language is "US English" (settings → page 20) you can enter the code 2 for "am" or 7 for "pm" (default = "am").

One time only?

Confirm the option shown.

or

Daily?

Select and confirm the option shown.

Save?

Confirm the option shown.

Deleting and checking a saved appointment

Open the menu → page 18.

#46=Alarm call off?

Confirm the option shown.

Delete?

Confirm the option shown.

or
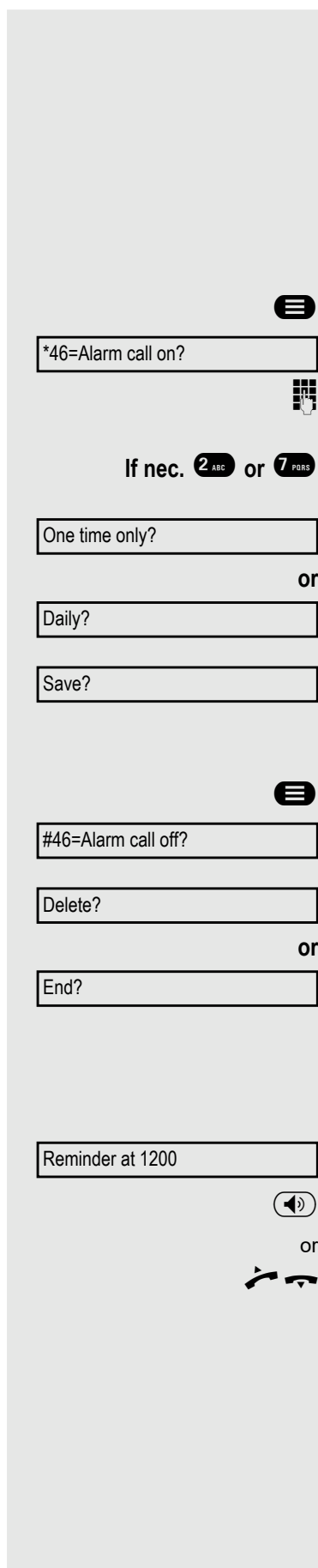
End?

Select and confirm the option shown.

Using timed reminders

Prerequisite: You have saved a reminder → page 74. The saved time arrives.

The phone rings. The appointment time is displayed.

Reminder at 1200

Press the key twice.

or

Lift the handset and replace it again.

If you do not answer the timed reminder, it is repeated five times and then deleted.

Using another telephone like your own for a call

Other parties can temporarily use your phone like their own for an outgoing call.

📧 Open the menu → page 18.

| *508=Temporary Phone? |

Select and confirm the option shown.

📱 Enter the phone number of the other user.

📱 Enter the other user's code → page 69.

if nec.

| Change PIN? |

If the other user has not set a PIN, he or she is prompted to do so on his or her phone.

📱 Dial the external phone number.
This state is canceled as soon as the call is ended.

Logging on to the "guest telephone"

Log on to the "guest telephone" with a mobile phone number. The telephone behaves like your own in terms of cost allocation, key programming, call forwarding, etc.

🔧 **Prerequisite:** A mobile connection with a dedicated phone number and password has been configured for you (consult your Administrator). The "Mobile Login" key is configured on your OpenScape Desk Phone if appropriate.

📧 Open the menu → page 18.

| Mobile Login? |

Choose the option shown.

or If a key is not configured

📱 Enter the code (e.g. *9419) for "Mobile Login Log on", (see → page 100).
You see the prompt "New number".

📱 Enter the mobile phone number.
You are prompted to enter the "Code for **nnn**" (e.g. 834):

if nec. 📱 Enter the code and confirm.

or

#️⃣ Press the key shown.

or

| Entry complete |

Confirm the option shown.

The logon procedure begins.

Your mobile phone number will appear on the left of the display when you are correctly logged on → page 14.
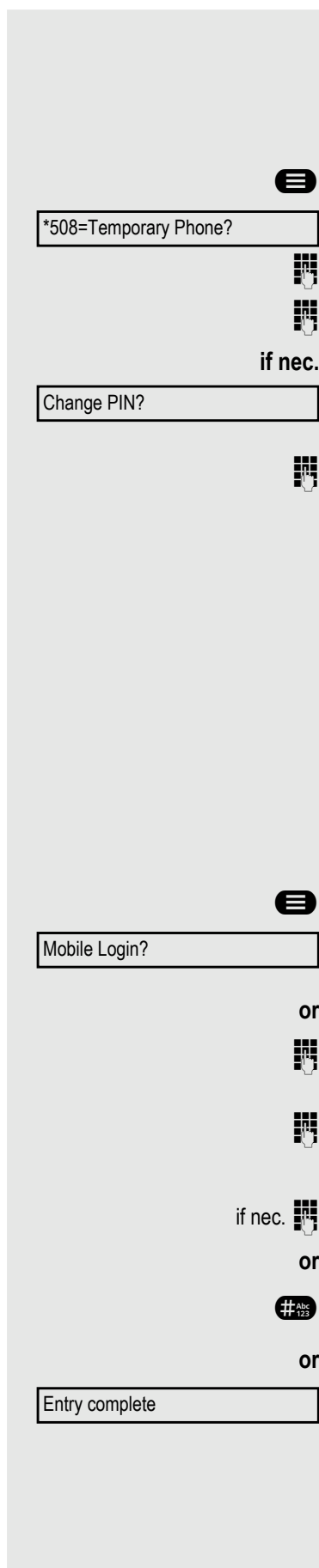
If you want to move your connection from the first "guest telephone" to a second "guest telephone", log on to the second "guest telephone" in the usual fashion (see → page 75).

If you now log on to a different telephone with your PIN, without having logged off from the other telephone, you will be logged off automatically.

Logging off from the "guest telephone"

If you no longer need your connection on the "guest telephone" or if you want to switch to another telephone, log off from the "guest telephone".

▤ Open the menu → page 18.

Mobile Login?

Choose the option shown.

or If a key is not configured

▦ Enter the code (e.g. *9419) for "Mobile Login Log off", (see → page 100). The logoff procedure begins.

The "guest telephone" is now available again with its original phone number, features and functions. Any call forwarding instruction set can now be deleted.

Fax details and message on answering machine

If a fax or answering machine is connected to your system and you have assigned the "Fax details" function to a programmable key → page 25, you will be notified on the display when a fax or a message has been received.

Deactivating signaling

≡ Open the menu → page 18.

Fax details

Choose the option shown.
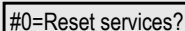
Resetting services and functions (system-wide cancellation for a telephone)

A general reset procedure is available for initiated functions. The following functions are deleted, if enabled:

• Forwarding on
• Absence text on
• Ringing group on
• Suppress call ID
• Waiting tone off
• DND on
• Silent Ringing on
• Display Messages
• View callbacks

≡ Open the menu → page 18.

#0=Reset services?

Select and confirm the option shown.

Activating functions for another telephone

If configured (consult your Administrator), you can activate and deactivate the following functions for other phones (Associated serv.):

- DND on/DND off, code *97/#97 → page 67
- Forwarding on, code *11, *12, *13/#1 → page 42
- Lock telephone/Unlock telephone, code *66/#66 → page 68
- Ringing group on, code *81/#81 → page 62
- Absence text on/Absence text off, code *69/#69 → page 40
- Join hunt group/Leave hunt group, code *85/#85 → page 62
- Reset services, code #0 → page 77
- Night answer on/Night answer off, code *44/#44 → page 24
- Alarm call on/Alarm call off, code *46/#46 → page 74

☰   Open the menu → page 18.

`*83=Associated serv.?`

Confirm the option shown.

▦   Enter the internal phone number of the phone for which you wish to activate the function.

▦   Enter the code (for example, *97 for DND on).

For any additional input, follow the instructions on your display.

Using system functions from outside DISA (Direct Inward System Access)

If configured (consult your Administrator), you can use an external phone like an internal station to set up an outgoing external connection via your OpenScape Business. You can also activate or deactivate the following system functions:

- Reset services, code #0 → page 77
- Forwarding on/Forwarding off, code *1/#1 → page 42
- Lock telephone/Unlock telephone, code *66/#66 → page 68
- Change PIN, code *93 → page 69
- Send Message/Display Messages, code *68/#68 → page 39
- Absence text on/Absence text off, code *69/#69 → page 40
- Ringing group on/Ringing group off, code *81/#81 → page 62
- Join hunt group/Leave hunt group, code *85/#85 → page 62
- Suppress call ID/Restore caller ID, code *86/#86 → page 68
- Waiting tone off/Waiting tone on, code *87/#87 → page 22
- Open door, code *61 → page 31
- Door opener on/Door opener off, code *89/#89 → page 22
- DND on/DND off, code *97/#97 → page 67
- Silent Ringing on/Silent Ringing off, code *98/#98 → page 67
- Use speed dialing, code *7 → page 38
- Associated serv., code *83 → page 78

Prerequisite: Your phone supports tone dialing (DTMF) or you can switch your phone to tone dialing. The phone is not connected to OpenScape Business.

🎹 Establish a connection to OpenScape Business. Enter the phone number (consult your Administrator).

🎹 Wait for the continuous tone (if necessary, switch phone to tone dialing) and enter the internal phone number assigned to you and the corresponding PIN code.

#️⃣ Enter the code (only required if programmed in the system).

🎹 Wait for the dial tone and enter the code, for example *97 for DND on. If necessary, make further entries; refer also to the user guide for dial pulse/DTMF phones.

or

🎹 Dial the external phone number.

> You can only perform one function/establish one outgoing connection at a time.
> The connection is cleared as soon as the function is successfully activated.
> In the case of an external call, the connection is cleared as soon as one of the call partners hangs up.

Controlling connected computers/programs/telephone data service

If this function has been configured (contact your Administrator), you can control connected computers or programs running on them, such as hotel services or information systems, from your telephone.

Prerequisite: You have set up a connection.

📋 Open the menu → page 18.

*42=Tel. data service?

Confirm the option shown. For entering data, you are guided by the connected computer. However, depending on the configuration (consult your Administrator), you have to enter your data in one of the following two ways:

Input in en-bloc mode:

0 + ... 9 wxyz Enter data.

 # Abc 123 Complete entry.

or

Entry complete?

Confirm the option shown.

or ## Input in online mode:

The connected computer processes your entries directly.

 # Abc 123 Enter the code.

0 + ... 9 wxyz Enter data.

Paging persons (not for U.S.)

If radio paging equipment (PSE) is connected to your system (consult your Administrator), you can locate people via their pocket receivers. Pocket receivers signal a call request to the person you want to page. This person can then answer the page at the nearest phone.

Paging persons

To ensure that you can be found, you must have enabled a ringing group
→ page 64, call forwarding → page 42 or call forwarding-no answer (service technician) to the internal phone number of your PSE.
A call request is signaled automatically.

Responding to a page request

➤ Lift the handset.

* 5 JKL 9 wxyz Enter the code.

📱 Enter own phone number.
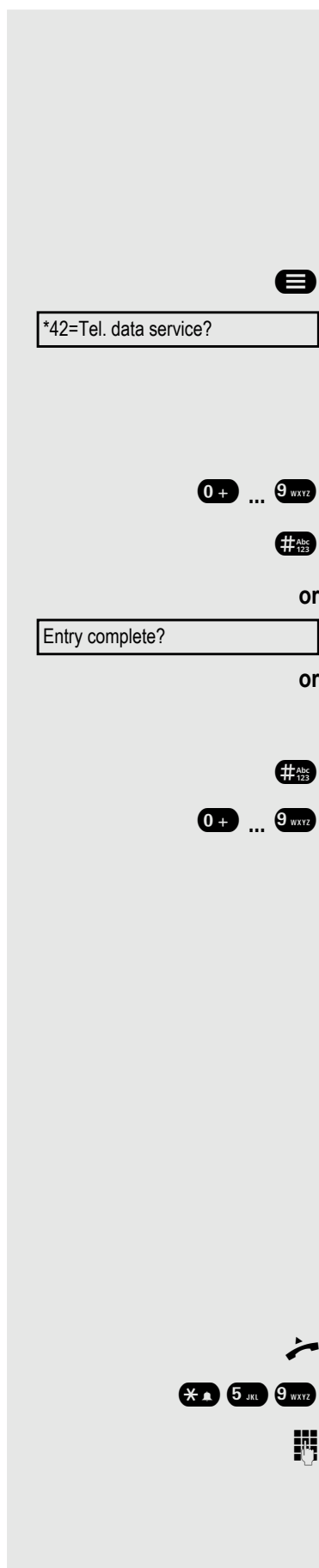
Diagnostic data

This information overview in the user area of the service menu provides you with information on the current configuration of the telephone:

Press the key shown.

Benutzer

Select and confirm the option shown.

if nec. ⌨   Enter and confirm the user password.

Diagnostic information

Select and confirm the option shown.

You see a numbered list of telephone parameters with the current settings.

You can see a more structured view of the list via the WEB-Interface → Seite 138:

Example:

Diagnostic.information		
2021-10-13 11:24:32		
01	SIP Server	10.12.70.16
02	SIP Port	5060
03	SIP Registrar	10.12.70.16
04	SIP Registrar Port	5060
05	SIP Gateway	0.0.0.0
06	SIP Gateway Port	5060
07	SIP Transport	TCP
08	TLS Renegotiation	Secure (RFC5746)
09	SIP local port	5060
10	Server features	No
11	DNS Results	None
12	MultiLine	No
13	Keyset Lines	None
14	Backup Active	Yes
15	Backup Proxy	0.0.0.0
16	Use secure calls	No
17	SRTP.Status	Disabled
18	SIP Server Cert. Check	No Certificate Check
19	Software Version	V1R8.7.214 SIP 210927
20	Display Message	None
21	Last Restart	1-10-2021 19:17:58
22	Memory free	55169K free
23	Protocol Mode	IPv4_IPv6
24	IPv4 IP Address	10.12.138.14
25	IPv4 subnet Mask	255.255.255.0
26	IPv4 default route	10.12.138.1
27	Primary DNS	10.12.0.2

Diagnostic.information		
28	Secondary DNS	172.25.4.22
29	IPv4 Route 1 - IP	None
30	IPv4 Route 1 - gateway	None
31	IPv4 Route 1 - mask	None
32	IPv4 Route 2 - IP	None
33	IPv4 Route 2 - gateway	None
34	IPv4 Route 2 - mask	None
35	IPv6 address	None
36	IPv6 prefix length	None
37	IPv6 global gateway	None
38	IPv6 link local address	None
39	IPv6 Route 1 - destination	None
40	IPv6 Route 1 - prefix length	None
41	IPv6 Route 1 - gateway	None
42	IPv6 Route 2 - destination	None
43	IPv6 Route 2 - prefix length	None
44	IPv6 Route 2 - gateway	None
45	MAC Address	001ae875e054
46	LLDP	Yes
47	VLAN Discovery	LLDP-MED
48	DHCPv4	Yes
49	DHCPv4 re-use	No
50	DHCPv6	Yes
51	lan.port.status	100 Mbps full duplex
52	lan.port.speed	0
53	pc.port.speed	0
54	pc.port.mode	0
55	PC port autoMDIX	No
56	VLAN-ID	None
57	QoS Layer 2	Yes
58	QoS Layer 2 Language	5
59	QoS Layer 2 Signaling	3
60	QoS Layer 2 Standard	0
61	QoS Layer 3	Yes
62	QoS Layer 3 voice	EF / 46
63	QoS Layer 3 Signaling	AF31 / 26

Diagnostic.information		
64	LLDP-MED Operation	Sent: Wed Oct 13 11:24:31 2021
		Chassis ID TLV Data .Subtype = Network address .IANA_TYPE = IPv4 Address .ID = 10.12.138.14
		Port ID TLV Data .Subtype = MAC address .ID = 00:1A:E8:75:E0:54
		TTL TLV data .seconds = 120
		System Caps TLV Data .Supported = Bridge, Telephone, .Enabled = Telephone,
		MAC_Phy config TLV data .Auto-set supported = Yes .Auto-set enabled = Yes .PMD = 0x6c00 .PMD1 = 10BASE-T half duplex mode .PMD2 = 10BASE-T full duplex mode .PMD3 = 100BASE-TX half duplex mode .PMD4 = 100BASE-TX full duplex mode .MAU = 100BaseTXFD : 0x10
		LLDP-MED Caps TLV Data .Caps - LLDP-MED = Yes .Caps - Network Policy = Yes .Caps - Location ID = No .Caps - Extended Power Mdi PD = Yes .Caps - Extended Power Mdi Pse = No .Caps - Inventory = No .Type = Endpoint Class III
		Network policy (Voice) TLV data .Policy unknown = Yes .Tagged = No .VLAN ID = 0 .Layer 2 priority = 5 .DSCP = 46
		Network policy (Voice Signalling) TLV data

Diagnostic.information		
65	NG911 Position	Disabled
66	FIPS enabled	No
67	Media.Negotiation	Single IP
68	ICE connectivity pairs max	10
69	ICE connectivity max timer	5000
70	ICE gathering timeout	5000
71	ICE gathering Ta timer	20
72	ICE connectivity Ta timer	20
73	ICE connectivity Tr timer	15000
74	ICE connectivity RTO timer	100
75	Device Certificate	Not installed
76	Installed Certificates	Secure file transfer Not installed Secure send URL Not installed Secure SIP server Not installed Secure 802.1x Not installed LDAP via TLS Not installed Secure DMS server Not installed Secure XSI server Not installed Secure auto configuration server Not installed
77	DMS Client Status	Configuration already in sync
78	Device Certificate	Installed

> Use the top and down arrows to scroll down and view all of the diagnostic information for entries that are displayed in two lines (i.e. DMS Client Status.)

Special networking functions

If your telephone is operating in an environment in which multiple OpenScape Business are interconnected, you are conducting a call via the network.

In this instance, you must note certain particularities for some functions. These are described in this section.

Leaving hunt group/group call

Prerequisite: You are part of a hunt group/group call → page 62 in another OpenScape Business.

✧   Open the idle menu → page 14.

DISA internal?

Select and confirm the option shown.

⌨   Enter the (DISA) phone number of the other OpenScape Business.

OK or **#₁₂₃**   Confirm your entry.

⌨   Enter the (DISA) phone number of your phone.

OK or **#₁₂₃**   Confirm your entry.

Leave hunt group?

Select and confirm the option shown.

or

Join hunt group?

Select and confirm the option shown.

You belong to multiple groups associated with another OpenScape Business

⌨   Enter the group number for "directed joining/leaving".
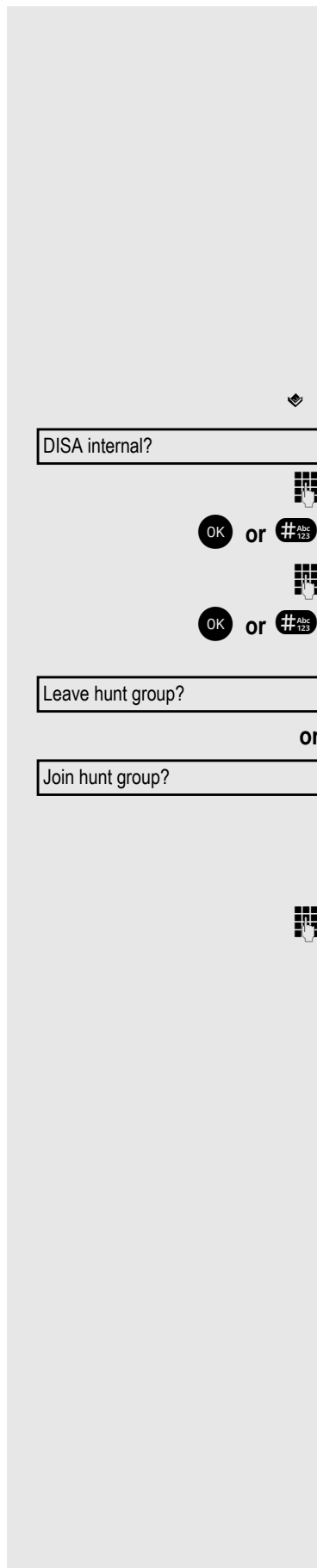
Setting up "follow me" call forwarding

You can activate/deactivate call forwarding → page 42 for your phone from other phones in the network.

❦ Open the idle menu → page 14.

Select and confirm the option shown.

DISA internal?

📞 (DISA) phone number of your OpenScape Business.

OK or **#₁₂₃** Confirm your entry.

📞 Enter the (DISA) phone number of your phone.

OK or **#₁₂₃** Confirm your entry.

Activating

❦ Open the idle menu → page 14.

Select and confirm the option shown.

Forwarding on?

Confirm the option shown.

1=all calls?

or

Select and confirm the option shown.

2=external calls only?

or

Select and confirm the option shown.

3=internal calls only?

📞 Enter the destination phone number.

Confirm the option shown.

Save?

Deactivating

❦ Open the idle menu → page 14.

Select and confirm the option shown.

Forwarding off?

Using night answer

If authorized (contact your Administrator), you can also define telephones in other OpenScape Business systems as the night answer destination → page 24.

◈ Open the idle menu → page 14.

| DISA internal? |

Select and confirm the option shown.

📟 Enter the (DISA) phone number of the OpenScape Business to which the night answer phone is connected.

OK or **#₁₂₃** Confirm your entry.

📟 Enter the (DISA) phone number of the phone you wish to use to activate/deactivate night answer.

OK or **#₁₂₃** Confirm your entry.

Activating

◈ Open the idle menu → page 14.

| Night answer on? |

Select and confirm the option shown.

📟 Enter the destination phone number (= temporary night answer service).

| Save? |

Confirm the option shown.

Deactivating

◈ Open the idle menu → page 14.

| Night answer off? |

Select and confirm the option shown.

Ringing group

You can have calls for your telephone signaled audibly at external telephones or at telephones in other OpenScape Business systems → page 64.

Saving, displaying and deleting telephones for the ringing group

Open the menu → page 18.

*81=Ringing group on?	Select and confirm the option shown.
Add ext to group?	Select and confirm the option shown.
or	
Add another ext?	Select and confirm the option shown.
or	
Display/Clear?	Select and confirm, then follow the operating instructions.

Enter the phone number.

#=Entry complete?	Confirm the option shown.
Save?	Confirm the option shown.
End?	Select and confirm the option shown.

Removing all telephones in a call ringing group

Open the idle menu → page 14.

Ringing group off?	Select and confirm the option shown.

Opening a door

If this feature is configured (contact your Administrator), you can also activate the door opener → page 31 from other OpenScape Business systems.

Open the idle menu → page 14.

DISA internal?	Select and confirm the option shown.

Enter the (DISA) phone number of the OpenScape Business where the relay is to be activated.

OK or #ᴬᵇᶜ Confirm your entry.

Enter the (DISA) phone number of the phone you wish to use to control the door opener.

OK or #ᴬᵇᶜ Confirm your entry.

Open door?	Select and confirm the option shown.

Dial the entrance phone number.

Testing the phone

Testing the phone's functionality

You can test your phone's functionality.

Prerequisite: The phone is in idle mode.

Open the menu → page 18.

More features?

Select and confirm the option shown.

*940=Phone test?

Select and confirm the option shown.

If everything is functioning correctly:
- All notifications on the phone flash
- Your phone number is displayed
- All pixels are active on the display
- The ring tone is audible

Checking the key assignment

You can check the key assignment on your phone to determine which functions are assigned to which keys.

Open the menu → page 18.

*91=Prog. feature key

Select and confirm the option shown.

Press any key. The key assignment is displayed.

End

Select and confirm the option shown.
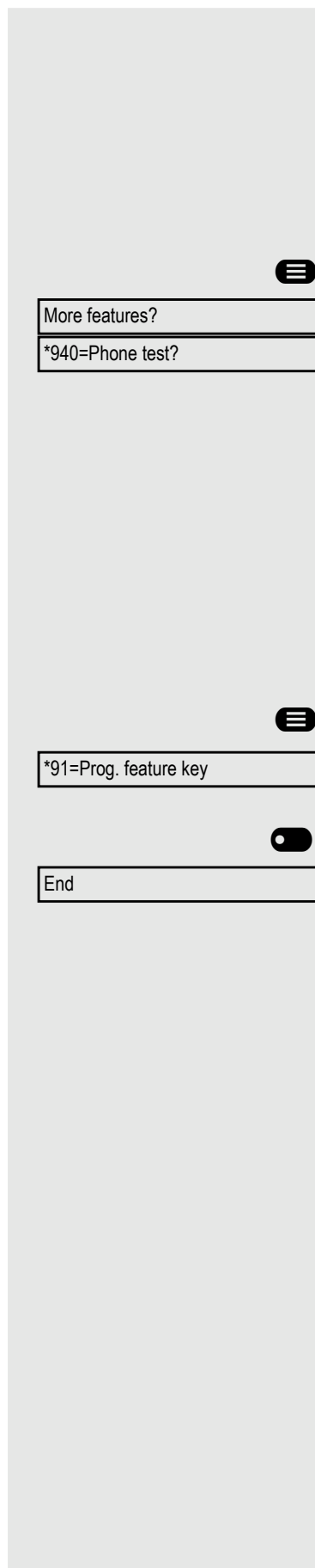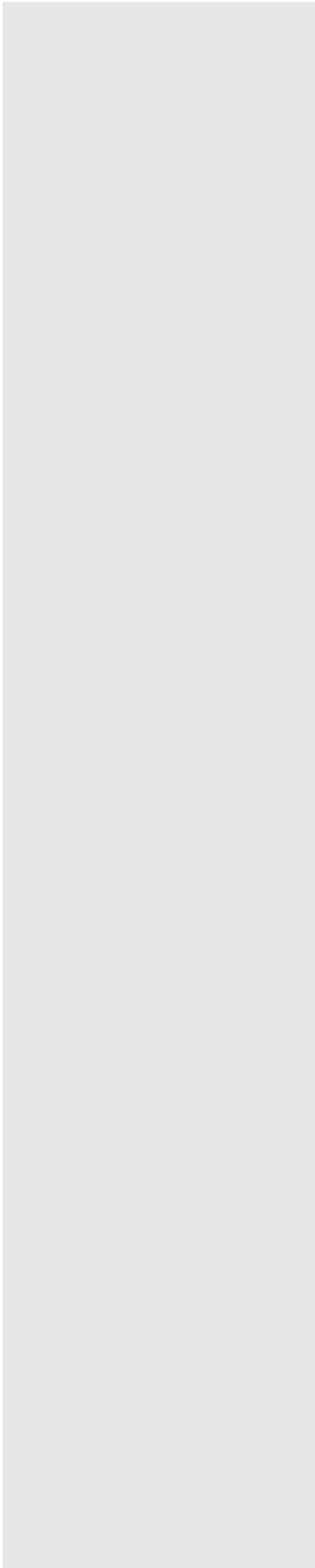
Web interface (WBM)

General

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

Launching the web interface

Ask your Administrator about the IP address, the web interface address and how to connect the telephone to the network.

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 → page 70 the first time you call up the web interface. You must log in with this password the next time you want to open the User settings.

Administrator Settings

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

User Pages

The web interface homepage opens once you have entered and confirmed the phone's IP address.

1. Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
2. Click a menu entry to open the corresponding form.
3. Make the desired changes.
4. Click the corresponding button to save or discard your changes.

Button functions

• "Login": Log in to the phone after you have entered the user password
• "Submit": Apply changes
• "Reset": Reset original values
• "Logout": Log out from the phone

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.

User menu

All settings in the user menu of the web interface can also be made via the user menu on the telephone.

User settings

User login ☏ → page 70

Password

Fixing problems

Responding to error messages

Incorrect entry.

Possible causes:

Station number is incorrect.

Possible reactions:

Enter correct station number.

Access denied.

Possible causes:

Locked function selected.

Possible reactions:

Apply to the Administrator for authorization for relevant function.

Feature not available.

Possible causes:

Dialed a non-existent station number. Called phone is unplugged.

Possible reactions:

Enter correct station number. Call this station again later.

Number cannot be dialed

Possible causes:

Dialed your own station number.

Possible reactions:

Enter correct station number.

Troubleshooting

Pressed key does not respond:

Check if the key is stuck.

Telephone does not ring:

Check whether the "Do not disturb" function is activated on your telephone (→ page 67). If so, deactivate it.

You cannot dial an external number:

Check whether your telephone is locked.
If the phone is locked, enter your PIN to unlock it → page 68.

To correct any other problems:

First consult your Administrator. If the problem still cannot be resolved, the administrator has to contact Customer Service.
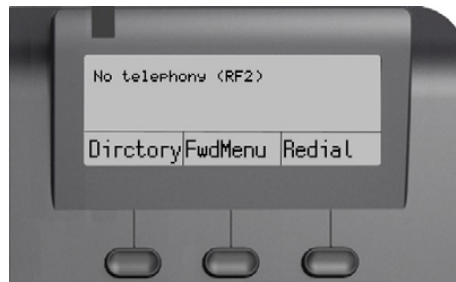
Repair and recycling concept, extending performance capability

This section includes additional user instructions in accordance with the basic award criteria for the Blue Angel eco-label pursuant to RAL-UZ 150. Obligations for Unify arising from this section are only valid in Germany.

Recycling and disposal of equipment in the OpenScape Desk Phone family

Return of OpenScape Desk Phone waste equipment.

a) Legal and other foundations

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

- EU Directive 2002/96/EC (WEEE),
- the German "Act Governing the Sale, Return and Environmentally Sound Disposal of Electrical and Electronic Equipment" (ElektroG),
- the criteria of the Blue Angel RAL UZ 150 for "Corded Voice-Over IP Telephones".

b) Separate collection according to ElektroG

Users of electrical and electronic equipment are obliged to collect waste equipment separately and

supply for proper disposal.

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

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

In addition to the legal requirements governing take-back of electrical and electronic equipment, Unify Software and Solutions GmbH & Co. KG takes back the OpenScape Desk Phones telephones introduced on the market in Germany and manufactured after March 2014. Insofar as no direct collection of this waste equipment has been agreed, the OpenScape Desk Phone end-of-life telephones can be returned free of charge to the following address:

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

d) Reuse, recycling and recovery

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

Reuse:

The waste equipment is repaired and refurbished and introduced into the spare parts cycle where it is then reused.

Recycling and recovery of OpenStage equipment that is no longer usable:

the equipment is roughly disassembled and introduced into various recovery operations prior to further treatment. The various metals are separated using special shredder equipment for electronic scrap. Copper and precious metals are processed by refining. Aluminum and iron are separated and supplied for melting.

Repair reliability and spare part supply

Unify Software and Solutions GmbH & Co. KG guarantees repair support and spare part supply for up to 5 years following product discontinuation of the OpenScape Desk Phone telephones.

Extending performance capability

The functionality of all OpenScape Desk Phone telephones can be extended fundamentally by means of software updates.

Please contact your administrator/system support if necessary in this respect or your sales partner at Unify Software and Solutions GmbH & Co. KG.

Index

Overview of functions and codes (alphabetical)

The following table lists all available functions, as shown on the display. Any programmed functions (consult your Administrator) can be activated interactively (select and confirm) or via the Program/Service menu (select and confirm or enter a code).

Functions (=display)	... Inter-actively ⌃ ⌄	... via Service ▤ → page 18 ⌃ ⌄	Code	... using key
Call waiting	✓	✓	*55	X
Waiting tone off	✓	✓	*87	X
Waiting tone on	✓	✓	#87	X
Call wait.term.on		✓	*490	X
Call wait.term.off		✓	#490	X
Release				X
Caller list	✓	✓	#82	X
Save number	✓	✓	*82	X
DND on	✓	✓	*97	X
DND off	✓	✓	#97	X
UCD				
Log on		✓	*401	X
Log off		✓	#401	X
Available		✓	*402	X
Not available		✓	#402	X
Wrap up on		✓	*403	X
Wrap up off		✓	#403	X
UCD night on		✓	*404	X
UCD night off		✓	#404	X
Calls in queue		✓	*405	X
Absence text on	✓	✓	*69	X
Absence text off	✓	✓	#69	X
Associated serv.		✓	*83	X
Associated dial		✓	*67	X
Override	✓	✓	*62	X
Room monitor		✓	*88	X
Data I/O Service			*494	X
Reset services		✓	#0	X
Speaker call		✓	*80	X
HF answerback on	✓	✓	*96	X
HF answerback off	✓	✓	#96	X

Functions (=display)	... Inter-actively	... via Service [icon] → page 18	Code	... using key
DISA				
DISA internal	✓	✓	*47	X
Discreet Call			*945	X
Shift Key (Layer)				X
Phone test		✓	*940	
Trace call		✓	*84	X
Temporary Phone		✓	*508	X
Join hunt group	✓	✓	*85	X
Leave hunt group	✓	✓	#85	X
IN hunt group	✓	✓	*85*	X
OUT of hunt group	✓	✓	#85#	X
Hotline				
Send Message	✓	✓	*68	X
View sent message	✓	✓	#68	X
Display Messages	✓	✓	#68	X
Mailbox				X
Keypad dialingl		✓	*503	
Conference	✓	✓	*3	X
Start conference	✓			
Add party	✓			
End conference	✓	✓	#3	
View conf parties	✓	✓		
Remove party	✓	✓		
Drop last conf. partyn			*491	
Show call charges (own telephone)		✓	*65	X
View call charges (third-party telephone)				X
Use speed dialing		✓	*7	X
Speed dial (station speed dial)		✓	*7*	X
Change Speed Dial (station)		✓	*92	X
Reserve trunk	✓			X
Toggle/Connect	✓	✓	*2	X
DTMF dialing		✓	*53	X
Mute on		✓	*52	X
Mute off		✓	#52	X
Mobile Login Log off			#9419	X
Mobile Login Log on			*9419	X
Night answer on	✓	✓	*44	X
Night answer off	✓	✓	#44	X

Functions (=display)	... Interactively 🔼 🔽	... via Service 🖂 → page 18 🔼 🔽	Code	... using key
Park a call		✓	*56	X
Retrieve call		✓	#56	
Page - Pickup directed in 100				
Answer page (not for U.S.)		✓	*59	
Account code		✓	*60	X
Enquiry	✓			X
Return to held call	✓	✓	*0	
Quit and return	✓	✓	*0	
Transfer/Accept	✓			
Set Callback	✓	✓	*58	X
View callbacks/Delete	✓	✓	#58	
Suppress call ID	✓	✓	*86	X
Restore caller ID	✓	✓	#86	X
Temporary MSN (not for U.S.)	✓	✓	*41	X
Ring Transfer: On		✓	*502	X
Ring Transfer: Off		✓	#502	X
Ringing group on		✓	*81	X
Ringing group off		✓	#81	X
Silent Ringing on	✓	✓	*98	X
Silent Ringing off	✓	✓	#98	X
Trunk flash (flash)		✓	*51	X
Select language		✓	*48	
Lock telephone	✓	✓	*66	X
Unlock telephone	✓	✓	#66	X
Change PIN		✓	*93	
Phonebook	✓	✓	*54	X
Tel. data service			*42	
Alarm call on		✓	*46	X
Alarm call off		✓	#46	X
Door opener on		✓	*89	X
Door opener off		✓	#89	X
Open door		✓	*61	X
Transfer	✓			
Pickup - directed		✓	*59	X
Pickup - group	✓	✓	*57	X
Accept call	✓			

Functions (=display)	... Inter- actively ❖ ❖	... via Service ▤ → page 18 ❖ ❖	Code	... using key
Forwarding on	✓	✓	*1	X
1=all calls	✓	✓	*11	X
2=external calls only	✓	✓	*12	X
3=internal calls only	✓	✓	*13	X
Forwarding off	✓	✓	#1	X
CFNR on		✓	*495	X
CFNR off		✓	#495	X
Redial				X
Retrieve line		✓	*63	X
Telephone Lock		✓	*943	X