UNIFY
atos collaboration solutions

OpenScape Desk Phone CP400
OpenScape Key Module 400
OpenScape Business

User Guide HFA

Provide feedback to further optimize this document to edoku@atos.net.

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

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

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unify.com

Important Notes

⚠	For safety reasons, the telephone should only be supplied with power: • using the original power supply unit, • over a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.
⚠	Never open the telephone! Should you encounter any problems, consult your administrator.
⚠	Use only original accessories. The use of other accessories is hazardous and will render the warranty, extended manufacturer's liability, and the CE and other markings invalid.

Symbols

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

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

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

Software update

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

Care and cleaning instructions

- Never spray the phone with liquids as the penetrating fluids may lead to malfunctions or damage the device.
- Do not use substances such as alcohol, chemicals, solvents, or scouring agents, as these substances may lead to surface damage.

Clean the phone with a soft and slightly damp cloth.

Online documentation

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

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 177.

Installation location information

- The telephone may be operated only using the LAN cabling inside a building. The device should be connected to the IP infrastructure using a shielded LAN cable: Cat-5 for 100 Mb/s or Cat-6 for 1000 Mb/s. In the building installation, make sure that the shield of this cable is earthed.
- The telephone is designed for operation in a protected environment within a temperature range of 5 °C to 40 °C.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat. This is liable to damage the electronic components and the casing.
- Do not install the telephone in bathrooms or shower rooms.

Table of Contents

General information

About this manual

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

If a particular function on your phone is not available to you as described, this may be due to one of the following reasons:
- The function is not configured for you and your telephone. Please contact your system administrator.
- Your communication platform does not feature this function. Please contact your sales partner for information on how to upgrade.

This User Guide is intended to help you familiarize yourself with the OpenScape Desk Phone CP400 and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone CP400. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

This User Guide should be read and followed by every person installing, operating or programming the OpenScape Desk Phone CP400.

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

These operating instructions are designed to be simple and easy to understand. providing clear step-by-step instructions for operating the OpenScape Desk Phone CP400.

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

Icons used in the manual

Tips

▤   Refers to a setting performed via the web-interface.

▐▐▶   Indicates additional important information in relation to handling.

✗   Indicates required intervention by the administrator.

Displays for describing operation
Selected action

Original illustration on display

Step-by-step illustration in the User Guide

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

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

🔔   Incoming call
Andre-Marie Ampere
3336

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

accept 🕽 ▬

OK   The selected function can alternatively be confirmed using the OK key on the navigator (→ page 20).

Action not selected

Illustration on display

Step-by-step illustration in the User Guide

Reject call 😞 ⬛

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

Conversation display

When the phone is idle, the first entry in the conversation list is selected.
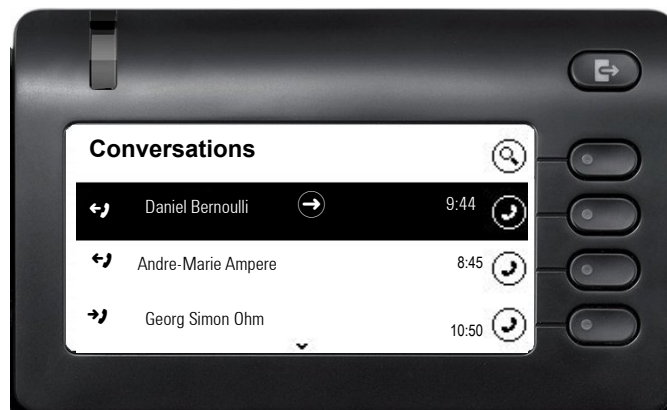
Information displayed for a selected conversation

Daniel Bernoulli ➔ 11:22 ☎
Received call {1} (1:35:50)

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

Daniel Bernoull ➔ ⬛

Confirm the selected conversation with the Softkey to establish the connection or with the ◆ key to open the context menu.
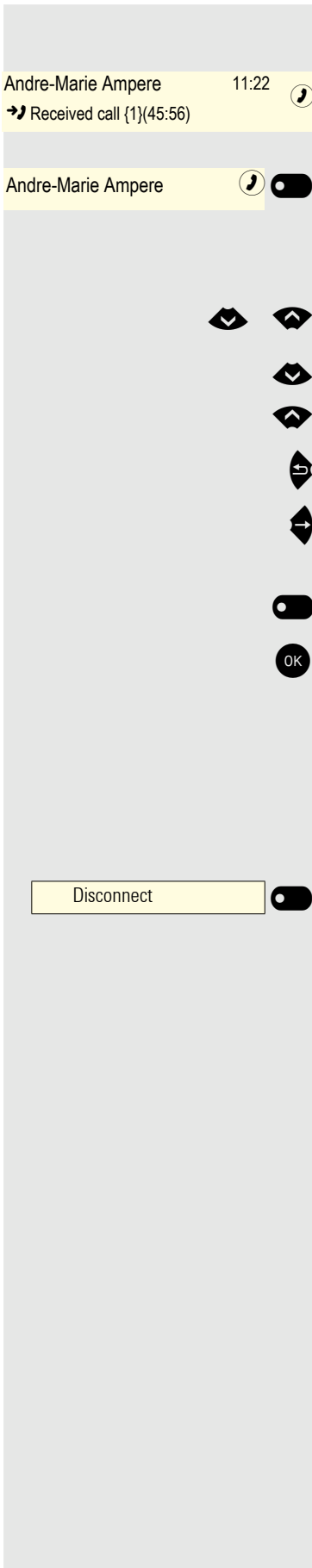
Information displayed for a non-selected conversation

| Andre-Marie Ampere | 11:22 | ☎ |
| → Received call {1}(45:56) | | |

A conversation is displayed in a light color if it is not selected. This description is only used if it aids understanding. This is the usually what is displayed:

| Andre-Marie Ampere | ☎ ▬ |

Call directly with the Softkey to establish the connection.

Navigation and action in lists

⌄ ⌃   Make selection from the list and move entries in the list using the navigator keys.

⌄   Press and hold to skip to the end of the list.

⌃   Press and hold to skip to the start of the list.

↰   Go back.

➡   Open contacts and details. Switch to next lower level.

▬   Execute the Softkey action in the list element. Hold down to program the key.

OK   Performs the same function as with the Softkey but only affects a selected element.

OpenScape Desk Phone CP400 and OpenScape Key Module 400

Functions and phone numbers can be programmed on the keys for the phone and key module.

| Disconnect | ▬ |

The OpenScape Desk Phone CP400 or OpenScape Key Module 400 key shown here is referred to as a Function keys in the User Guide. Note the information on → page 182 with respect to the key labeling.

Service

> The service department can only help you if you experience problems or defects with the phone itself.
> Should you have any questions regarding operation, your specialist retailer or network administrator will be glad to assist you. For queries regarding connection of the telephone, please contact your network provider.

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

Intended use

The OpenScape Desk Phone has been developed as a device for voice transmission and connection to a LAN and should be placed on a desk. 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 the service department regarding faults or problems with the product.

Speakerphone quality and display legibility

• To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear.
  The optimum handsfree distance is approx. 50 cm.
• Proceed as follows to optimize display legibility:
  – Turn the phone and tilt the display so that you have a frontal view of the display while eliminating light reflexes.

Getting to know the OpenScape Desk Phone CP400

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

The user interface of your phone

1	You can make and receive calls as normal using the **handset**.
2	The **graphic display** permits intuitive operation of the phone → page 23.
3	Use the **Menu** key to open the main menu.
4	Use the **navigator** to navigate conveniently through the applications on your telephone → page 20.
5	You can use the Softkeys to activate a function or open a menu → page 19.
6	The audio keys are provided to allow you to optimally configure the audio features on your telephone → page 19.
7	Incoming calls, new voice messages or missed calls are visually signaled via the Signalisie-rungs-LED.
8	The **dial pad** can be used to enter phone numbers and write text → page 21.
9	Use the Out-of-Office / Call Forwarding key to open a menu, for example, in order to set up the variable call forwarding → page 24.
10	Programmable function keys for functions and selected dialing

Ports on the underside of the phone

Power supply unit ⏻

PC 🖳

Network switch ⛓

Country-specific cable

Key module 🔳

Headset

Service interface

Hand-set
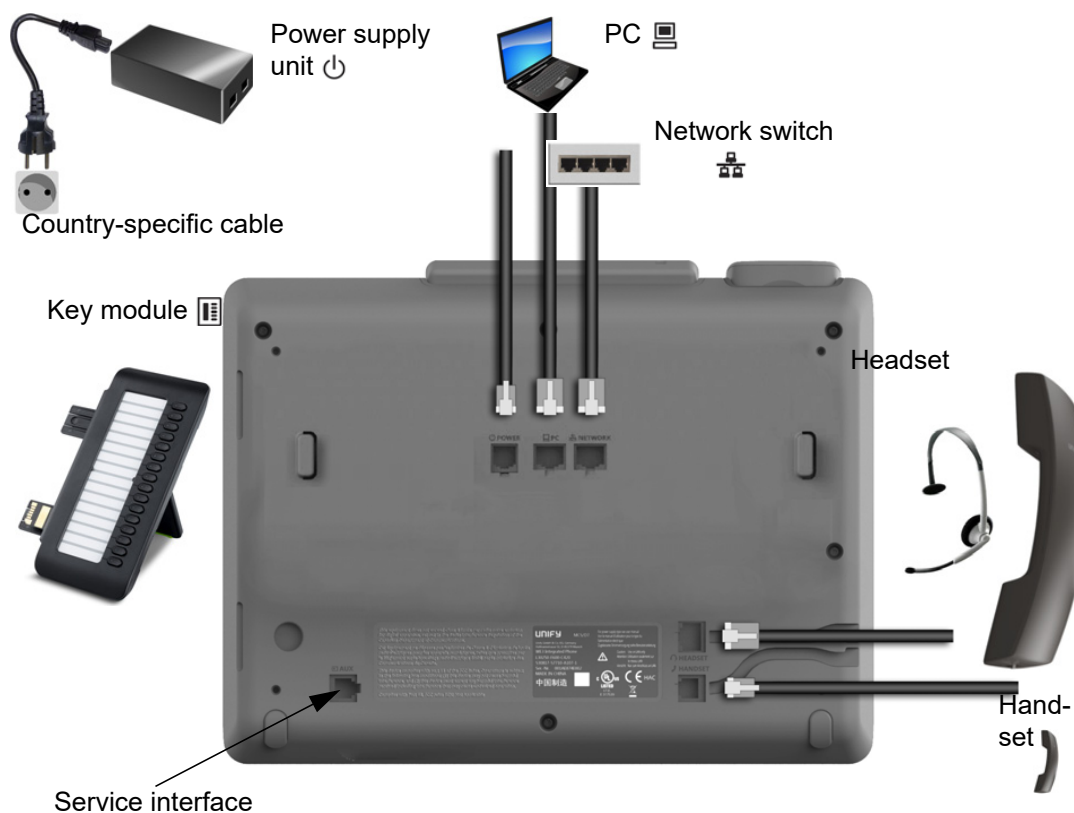
Properties of your OpenScape Desk Phone CP400

Display type	Grayscales Display 240*120 Pixel
Illuminated display	✓
Full-duplex speakerphone function	✓
Headset	✓
10/100/1000 Mbps Switch → page 18	✓
Web-Based Management (WBM)	✓
Notification LED (red/green/orange)	✓
OpenScape Key Module 400 Optional	✓

Using network ports more efficiently

The OpenScape Desk Phone CP400 has a Gigabit Ethernet switch. This means that you can also connect a PC with a Gigabit LAN port to the LAN directly via the phone. The option for connecting the telephone and PC must first be activated on the telephone by your administrator.

Network switch   OpenScape Desk Phone CP400   PC

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

OpenScape Key Module 400

The OpenScape Key Module 400 is a key module attached to the side of the phone that provides an additional 16 programmable Funktionstastes at two levels.
These keys can be programmed and used according to your needs → page 49.

The diagram shows the OpenScape Key Module 400. You can attach up to 2 additional OpenScape Key Module 400 s.

Keys and controls

Softkeys

Key	Function when key is pressed
⬤▬	Activates the function of the left display option or opens another menu. Used in the Team menu as a line key.

Audio controls

Audio keys

Key	Function when key is pressed
🔊 / 🔊	Activate/deactivate the loudspeaker → page 87.
🎧 / 🎧	Activate/deactivate the headset → page 87.
🎤 / 🎤	Activate/deactivate microphone (also for speakerphone mode) → page 90.

Volume

Use the controls to adjust the properties of your phone, e.g. the volume.

Mode keys

You can switch to the relevant application using these keys.

Key	Function when key is pressed
☰	Switch to the main menu → page 23.
↪	Switch to Presence and back → page 24.

Navigator

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

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

Dial pad

Numeric input

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

Softkeys

▮▶ Alphabetic labeling of the dial keys is also useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the telephone spell a name, e.g. 0700 - SAMPLE = 0700 - 726753).

Text input

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

Example: To enter the letter "U" in the "Company" field, press the number 8 ᴛᵁᵛ key on the dial pad twice. All available characters for this key are displayed during input. After a short while, the character in focus is displayed in the input field.
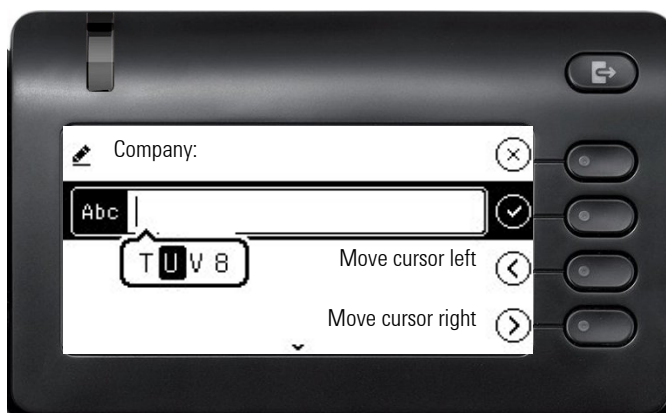
▮▶ If you want to enter a number in an alphanumeric input field, hold down the corresponding key to bypass the character selection.

Complete your input:
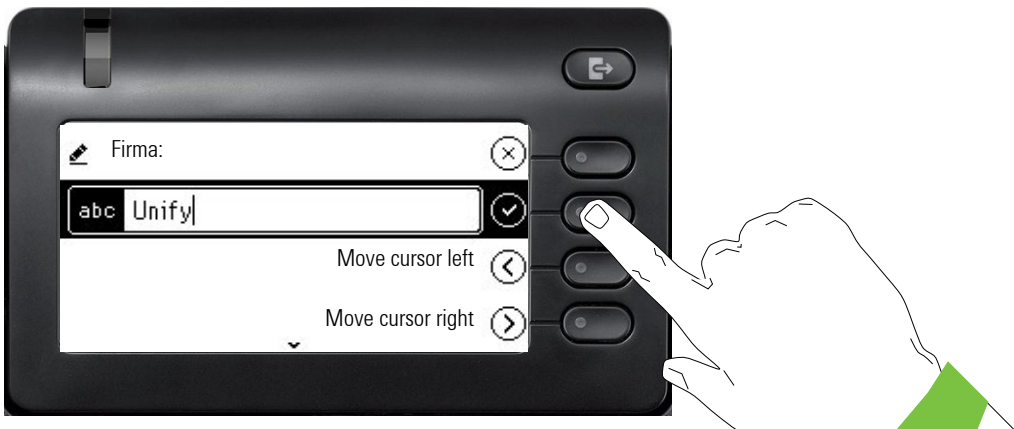
Press the Softkey for ✔ to complete your input.

Character overview (depends on the current language setting)

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
1 ∞	1	␣	;	=	$	\	&	[	]	{	}	%					
2 ABC	a	b	c	2	ä												
3 DEF	d	e	f	3													
4 GHI	g	h	i	4													
5 JKL	j	k	l	5													
6 MNO	m	n	o	6	ö												
7 PQRS	p	q	r	s	7	ß											
8 TUV	t	u	v	8	ü												
9 WXYZ	w	x	y	z	9												
0 +	0	+															
* ☎	.	*	1	#	,	?	!	'	"	+	-	(	)	@	/	:	_
# Abc 123																	

Multi-function keys

Key	Function during text input	Function when held down
* ☎	Type special characters.	• 2 seconds: Ringer off • 3 seconds: Beep sound instead of ring tone
# Abc 123	Switch between uppercase and lowercase text and number entry. • Abc mode • ABC mode • 123 mode	Activate the telephone lock → page 139.
1 ∞	Type special characters (not in 123 mode)	

Graphic display

Your OpenScape Desk Phone CP400 is equipped with a grey scale display → page 17.

Conversations

The conversations list appears in the main menu with the Conversations option and is a collection of contact data and data from the call log. See from → page 30 for detailed information.
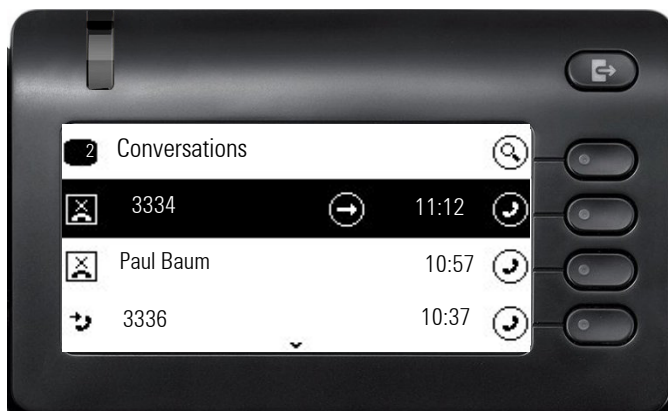
Main menu

Use the ▤ key to access the main menu at any time. The time, day of the week, and date as well as the subscriber's own phone number are displayed. The main menu can do much more, as can be seen from the screenshot. As the name suggests, it is the starting point for the entire menu tree.
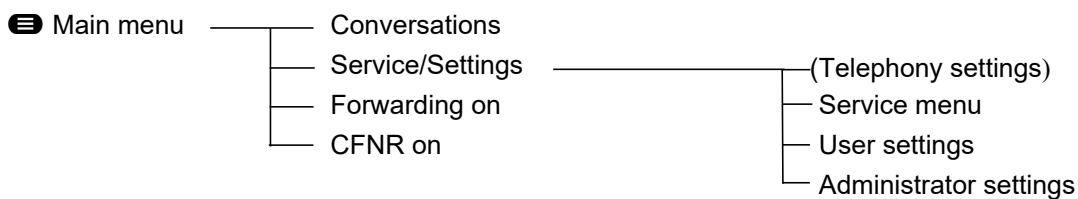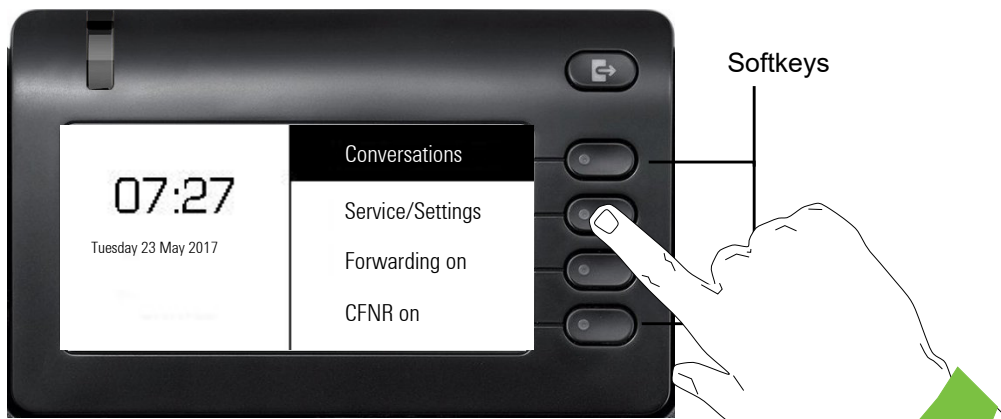
Moreover, different icons represent different situations and options:

Icon	Meaning
⚡̷	The ringer is deactivated → page 22
🔔	The ringer is set to a beep → page 22
⊖	The "Do not disturb" function is activated → page 132
⊶	The phone lock is activated → page 139

Presence

If access is configured as UC user on your phone (ask administrator) and you are logged on to this server → page 170, in the top left of the , for example, you will see the Presence status symbol ⬛ for → page 70.

Out-of-Office / Call Forwarding
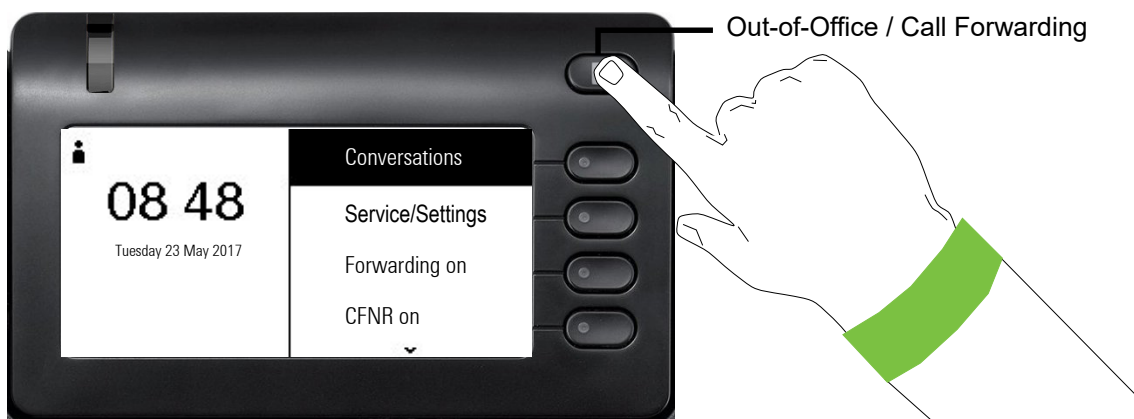
To access the "Presence" menu, press the Out-of-Office / Call Forwarding ⬛ key above the Softkeys. then you will see the following menu:
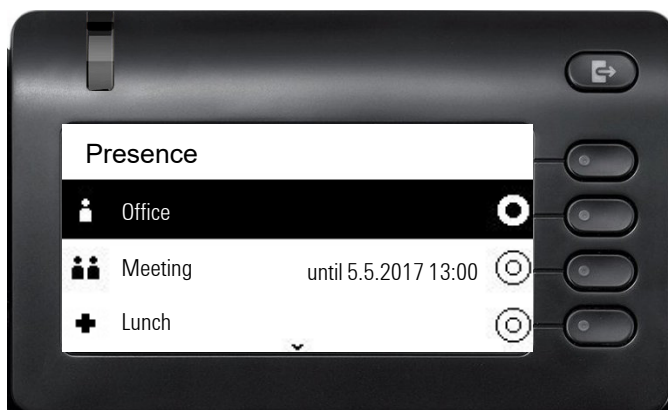
The menu also contains six other options.
• Out of office
• Break
• Sick
• On vacation
• At home
• Do not disturb

In the submenus of the options you can choose from different values for the duration → page 70. Personal Presence via the phone is temporarily suspended with call forwarding or do not disturb.

If UC is not set, you get a menu for variable call forwarding with the options: Variable: All calls Variable: External calls Variable: Internal calls.
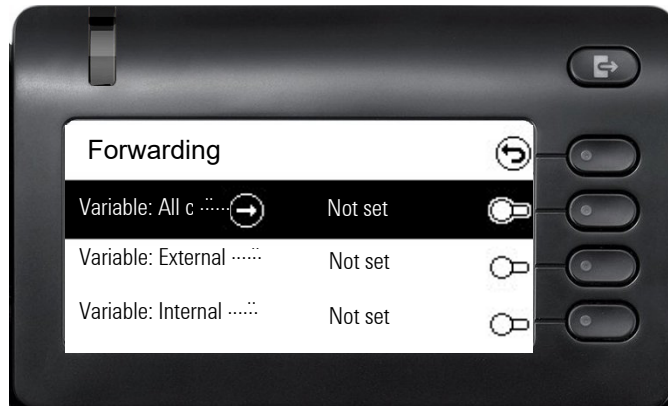
Context-dependent displays

Depending on the situation, the graphic display on your OpenScape Desk Phone CP400 shows different content, to which you can respond intuitively.

Action with Softkey
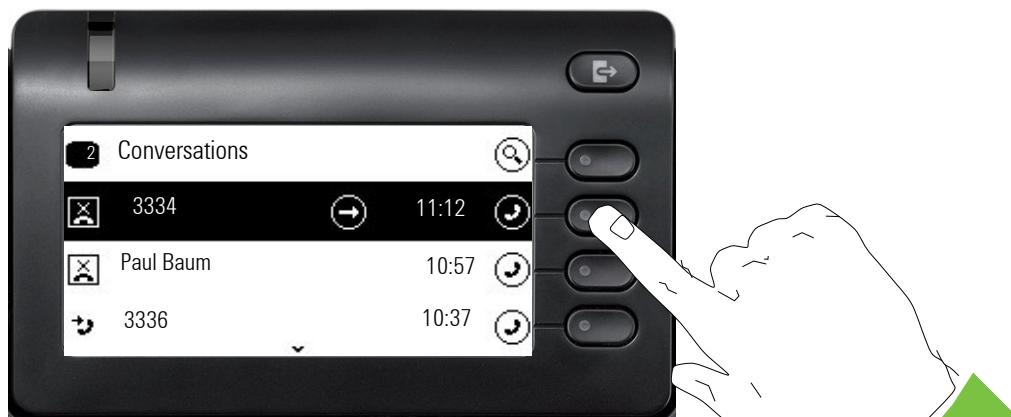
Press the top softkey to start an alphanumeric search → page 38.

Use the Softkey to dial the respective subscriber. You can choose a conversation beforehand using the navigator keys ⌄ and ⌃ and open the details of the conversation with the ◆ key → page 31

Softkeys

Action via dial pad

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

As soon as you enter the first digits, an input field opens for selecting the phone number and you will be shown conversations that match the input to date in the corresponding positions. If the conversation is already shown in the list before your input is complete, you can dial the number immediately using the associated Softkeys → page 31 or start a call with a new number.

Action with navigation key
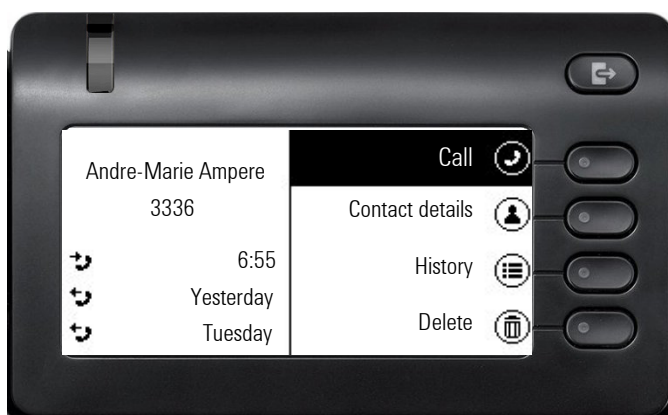
You can open a selected conversation using the navigator's ⬦ key in order to see the associated details → page 26.

Action for Dialog

Choose an option such as "Send information" from the main menu, open it in the of the "" with the input prompt "".

Enter the number of the target participant here,
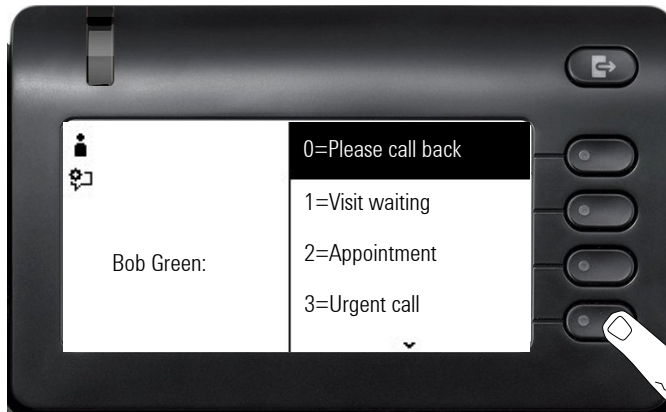
Select the desired option
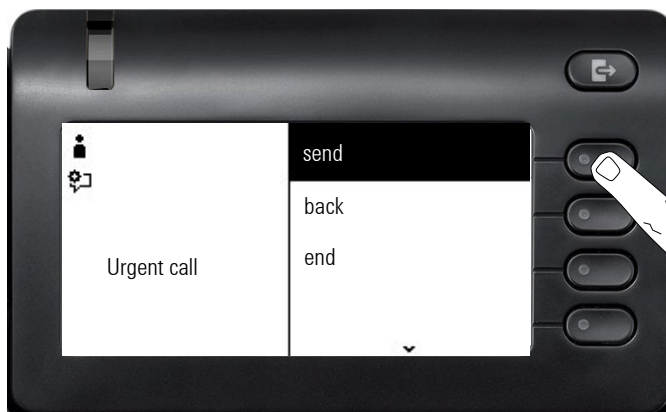
and send the info to the target participant.

Operating your OpenScape Desk Phone CP400

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

> Before looking at the functions and settings, you should set up the User password to protect your phone against unauthorized use → page 137.

Navigating in menus

Activating an application

You can use the mode keys → page 19 to toggle, for example, between the main menu and Conversations or to open the Presence menu.

Browsing lists

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

Opening context menus

If the arrow ➜ appears beside a selected entry, a context menu → page 26 is available for this entry.

Conversations

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

- a previously answered call
- an outgoing call
- a missed call
- a new voicemail
- an Exchange entry following automatic synchronization

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

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

Selected call

The status of a conversation is displayed with an icon.

Icon	Text
⟨ʃ	Active call
☒	Missed call (current)
☒	Missed call (old)
↩ʃ	Dialed call
→ʃ	Answered call
ᴄᴏ	Voicemail
◿↦	Incoming call forwarded towards you by a third party
↱◿	Your call was forwarded
◿↱	You forwarded the call

Opening details of a conversation or conducting a call

You can open a selected conversation using the navigation key ⬍ or start a call using the softkey ⬤ or the navigation key ⓞⓚ . You start a call using the softkey ⬤ if the conversation has not been selected.
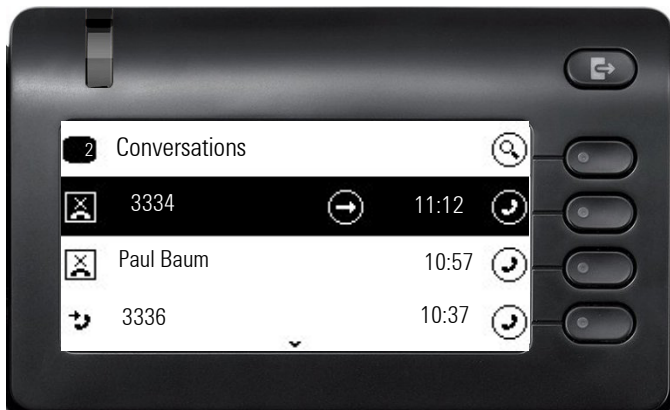
If you open the details of the conversation using the ⬍ key, you will be shown the following:

Editing conversations
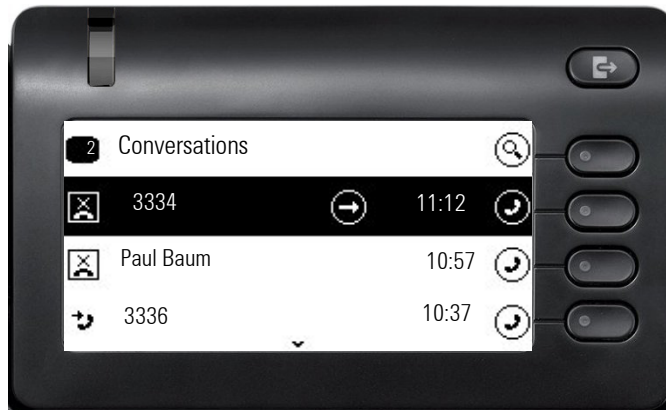
Open the details of the conversation using the ◆ key.

Use the Softkey to open the "Contact details" menu.
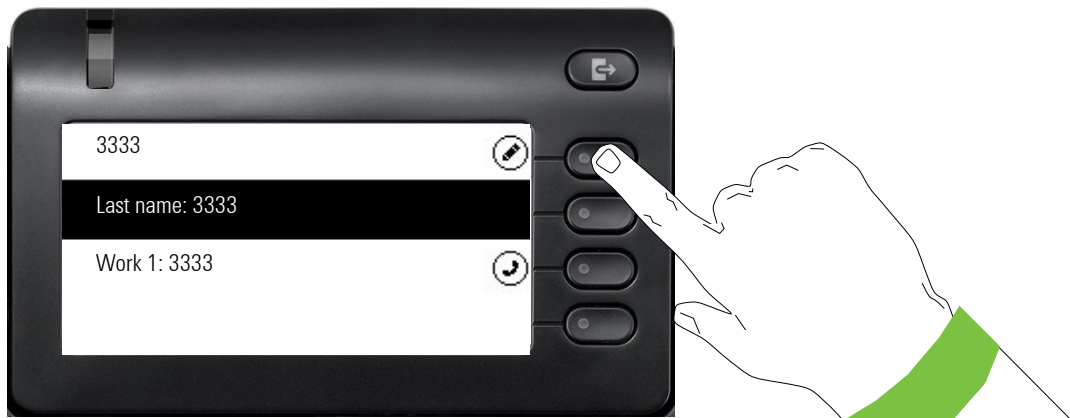
Press the Softkey for ✐ to access edit mode.

You can complete the following fields for a contact:
- Last name:
- First name:
- Work 1:
- Work 1:
- Mobile:
- Home:
- Company:
- Address x:
- Address x:
- Role:
- Email:
- Avatar:
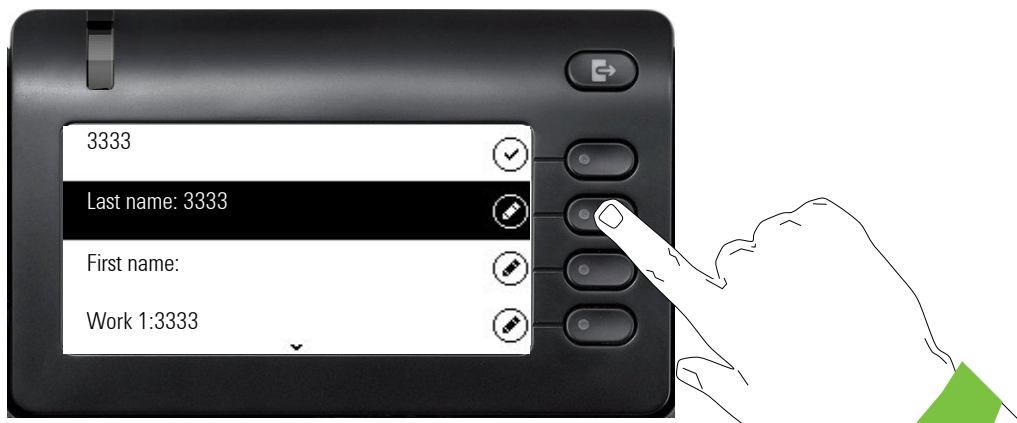
Press the Softkey for ✏ to enter the last name.
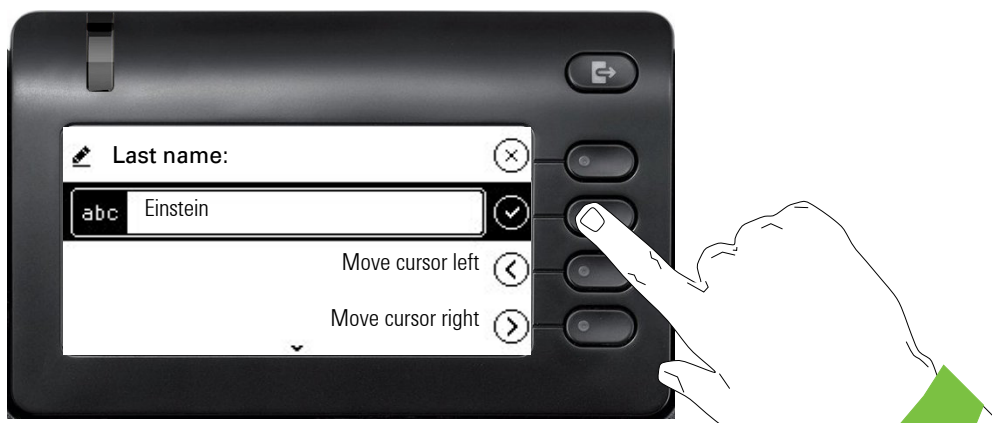
Delete the digits using the ⬑ key and enter the last name. Press the Softkey in the input field to complete input for this field.

Use the ⌄ or ⌃ key to switch, for example, to "First name" and enter the first name here if appropriate.
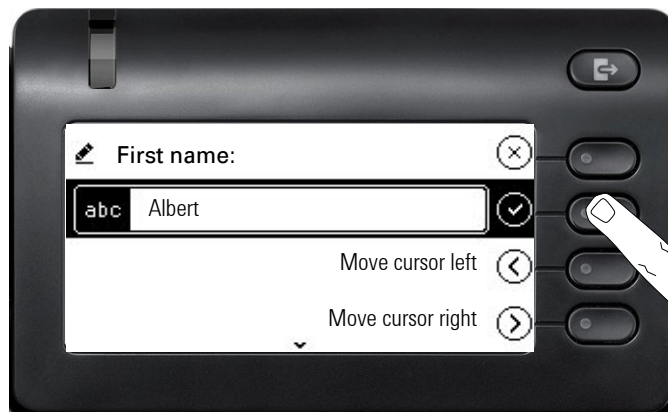
Enter the first name and complete the input for this field with the Softkey.

Save the contact data. You can add missing entries subsequently. The following information is shown on the display, for example, the next time you call this contact:

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

Create a new contact/conversation from scratch

You can create a new contact from the conversation list with no previous history. Navigate to the Conversations screen which can be found at the idle screen.
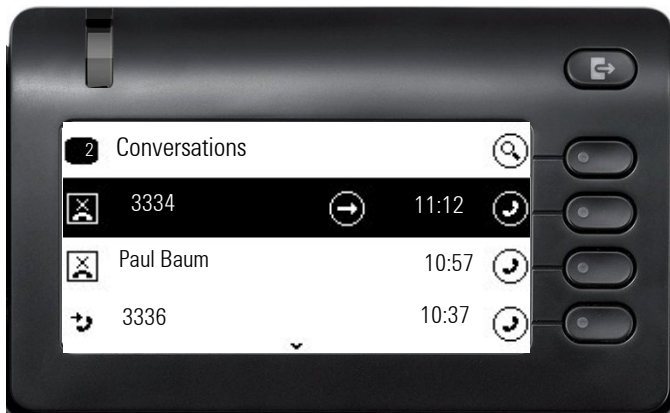
Select the header row of the Conversation List by using the ◆ key and then the Navigator key ◆ can be used to access the Conversation List options.
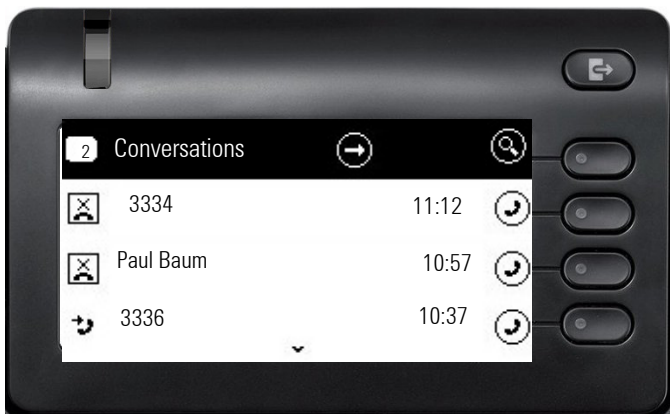
In the List options menu choose the option New conversation.

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

New conversation

Last name::

First name:

Work 1:
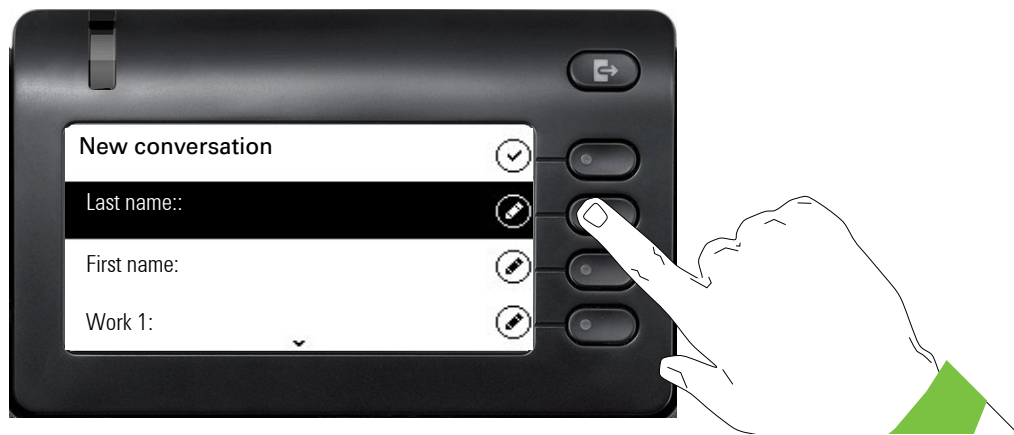
Search conversations or contacts

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

- lift the handset or
- press the speaker key or
- press the headset key

and begin entering the digits.

To search in your conversations list, open an alphanumeric input field by pressing the Softkey for ⊙ ,
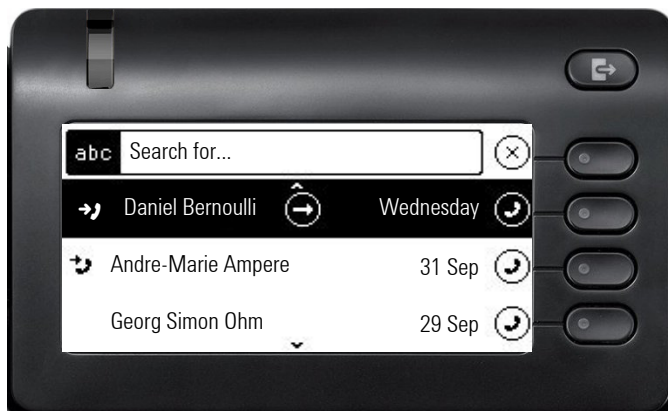
or choose a purely numeric input field for the search by entering a digit.

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

Search for names (alphanumeric string)

• LDAP was not configured by your administrator:

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

The hits are listed chronologically.

• LDAP was configured by your administrator:

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

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

Using special characters to control the search

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

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

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

Examples:

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

Order of conversations

On entry into search mode, the local conversations are ordered by their time stamp, i.e. most recent ones are displayed first. Upon entering a search criteria, the local conversations are listed first and ordered by their time stamp, the most recent ones are displayed first.

The LDAP results are listed after local conversations and are ordered alphabetically A to Z according to their Conversation name. "Alphabetical order" means A-Z order based on the first character in the name/names/topic of the conversation/contact. In the case of people's names, the order is based on the first character of the first name and/or surname as displayed in the conversation list.

Filtering conversations

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

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

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

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

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

Display the history of a conversation

The current history of a conversation is shown directly in the conversation list. The histories of other calls can be viewed in Details or directly with the History option during a call.
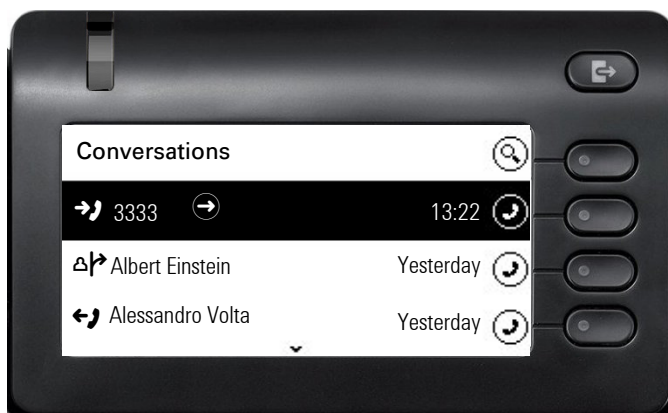
Select a conversation and open the details of this conversation using the ⬦ key.

The latest three histories are shown in the field on the left below the name/number of the subscriber. Press the Softkey for ▤ to view a list of the last 10 possible histories. Then scroll if appropriate using the ⌄ or ⌃ key.

The toggle icon ⟳ at the end of the main line indicates that there is an extra line to display. To access the extra line, highlight the main line and press the Softkey next to it.
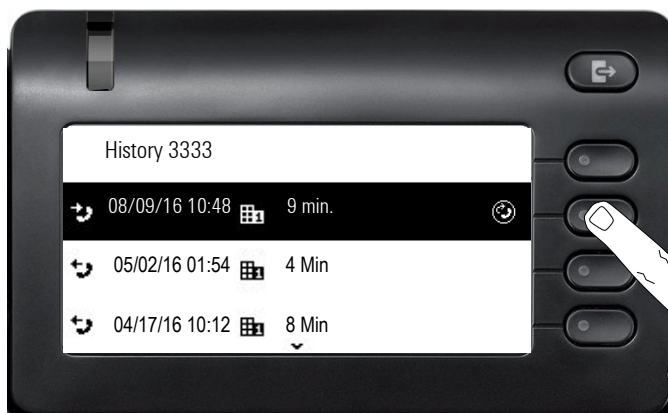
The extra line is highlighted and shows the Forwarding party number in the configured format next to the ⌂↻ icon.

History 3333

⌂↻908876543

05/02/16 01:54   4 Min

04/17/16 10:12   8 Min

Deleting conversations

If you misdial, for example, or cancel dialing prematurely, an entry will still be created in the conversations list. You can delete this entry again immediately. Entries for incoming calls that you no longer need can also be removed from the list.
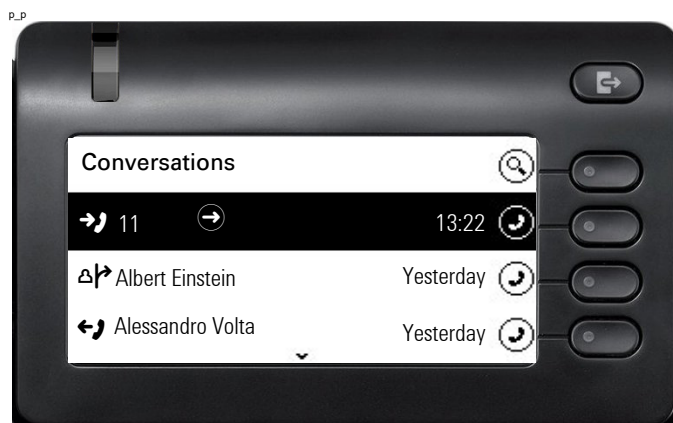
Open the relevant entry using the navigator key ◆.

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

UC Journal

You can see detailed Conversations on your phone via the UC Journal. See the settings in chapter UC Journal → page 170

Telephony interface

Telephony view

Incoming call

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

Signalisierungs-LED flashes

Select a function using the Softkey

No function

Incoming call in multicall scenarios

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

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

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

During a consultation

Conference initiation

Submit transfer

Save number

00:21

Tom Bergmann
08967845456
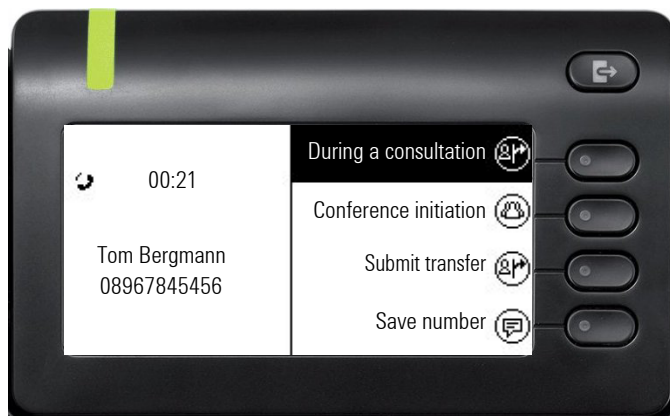
All other incoming calls including the one presented on Incoming call screen are available only in Conversations.

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

1 Conversations

Tom Bergmann   ➝08967845456

Paul Baum   10:57

3336   10:37
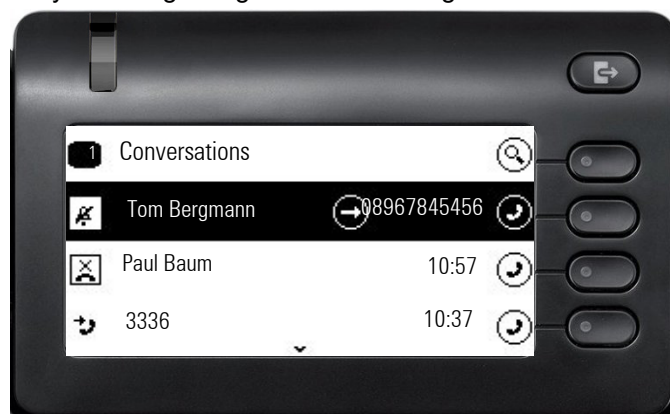
Call handling is very limited in case phone is locked. The Conversation screen is not accessible and there is no Alerting screen. Only incoming call with high priority is shown on Incoming call screen. When another call is signalled, and priority indicator changes, incoming call screen switches to the actual high priority call.

When conducting a call:

Signalisierungs-LED
lights permanently

During a consultation

Conference initiation

Submit transfer

Send information

00:21

Andre-Marie Ampere
3336

Select a function
using the Softkey

Switching to a different menu during a call

Indicates an active call

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

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

Icons in call states

Status icon for calls

Icon	Meaning
♨	The phone rings
♪)	After dialing, the other subscriber's phone rings
⌒)	The call is active.
⌒	The call has been disconnected.
ᵠ)	Your call partner has placed the call on hold.
🔒	The voice connection is secure.
🔓	The voice connection is not secure.

Programmable keys

The OpenScape Desk Phone CP400 and OpenScape Key Module 400 each have 16 keys to which you can assign functions or numbers on two levels.

Increase the number of programmable function or selected dialing keys by connecting an additional OpenScape Key Module 400 → page 18.

Depending on how they are programmed, you can use the keys as:
- Funktionstaste → page 75
- Selected dialing key → page 80
- Line key → page 115
- DSS key → page 118

Your OpenScape Desk Phone CP400 and OpenScape Key Module 400 are delivered with label strips. You can print additional labeling strips using the LabLabeling tool available on the Internet (http: //wiki.unify.com/klt/en_V8.0/device1.htm) or print out labeled strips via the web interface → page 182.

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

Meaning of LED displays on function keys

LED		Meaning of function key
	Off	The function is deactivated.
	LED is flashing[1]	Indicates the status of the function (e.g. green or red).
	On	The function is activated (e.g. green or red).

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

User settings

Use the ⬛ key to open the main menu and then switch to the settings.
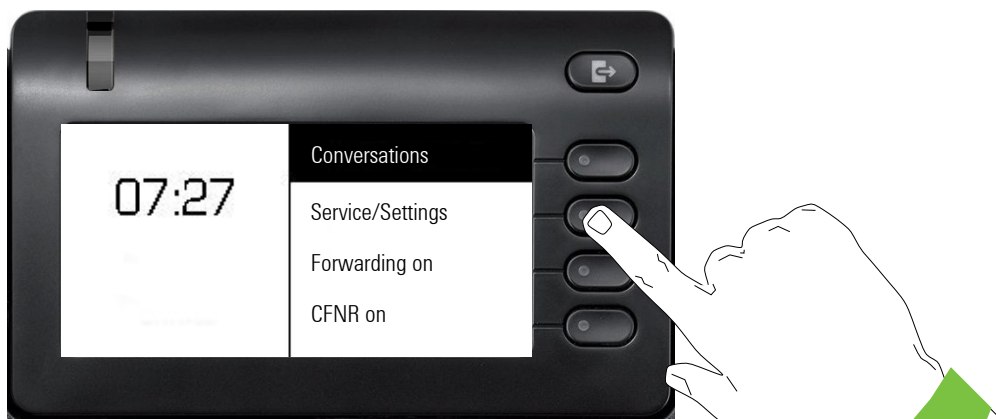
The menu consists of a configuration area both for users and for administrators.
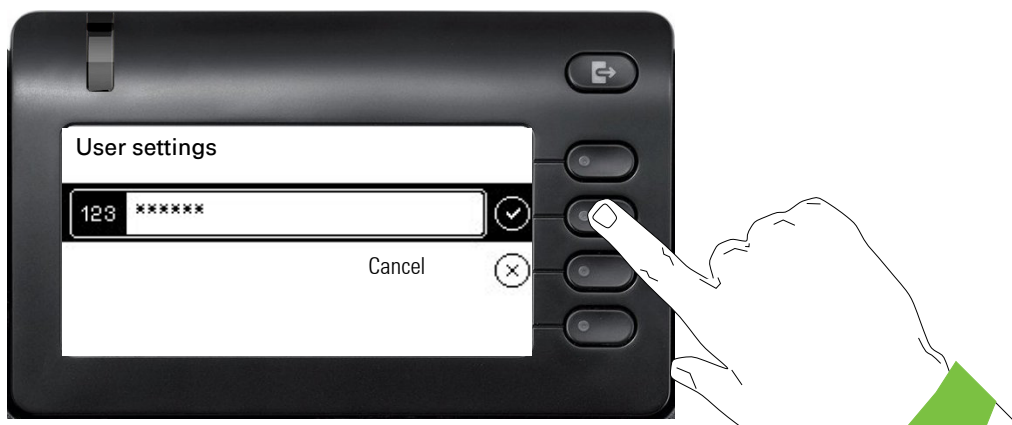
The first time you open the user settings you have to enter the User password → page 137.

Telephony settings

If the administrator has configured this, you can access and adjust basic telephone settings without being asked to use the password.

Use the ▤ key to open the main menu and then switch to the settings.
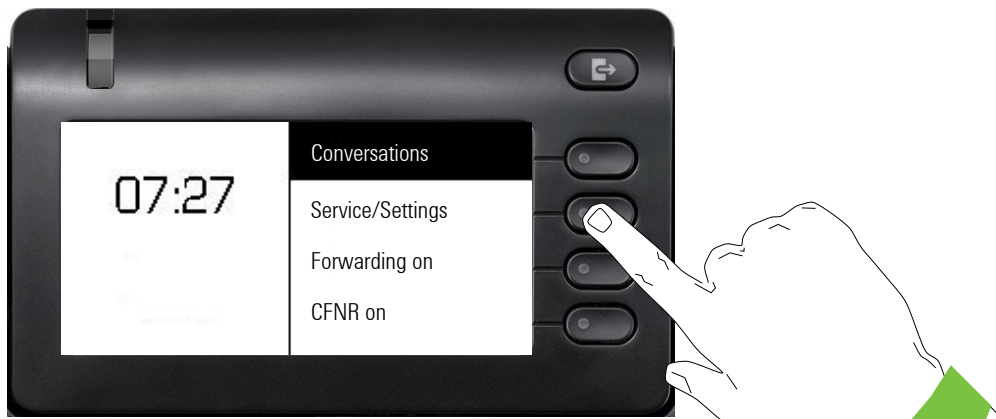
Navigate to "Telephony settings"

The menu consists of the following items:
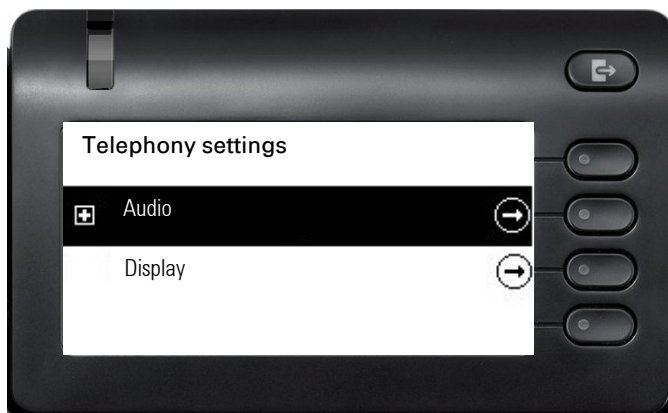
You can edit basic audio and display settings.

User settings

Menu

You can adjust local settings for your OpenScape Desk Phone CP400 using the "User settings" menu.

The menu structure consists of several levels.
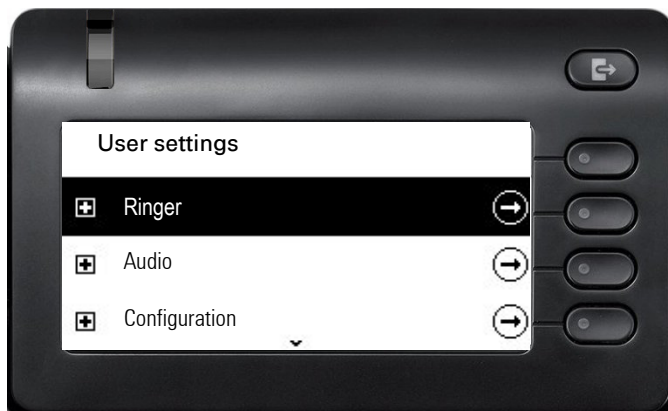
> You can also configure all settings via the **web interface** of your OpenScape Desk Phone CP400 → page 177.

Switches

The menus contain switches for activating and deactivating functions. Example:
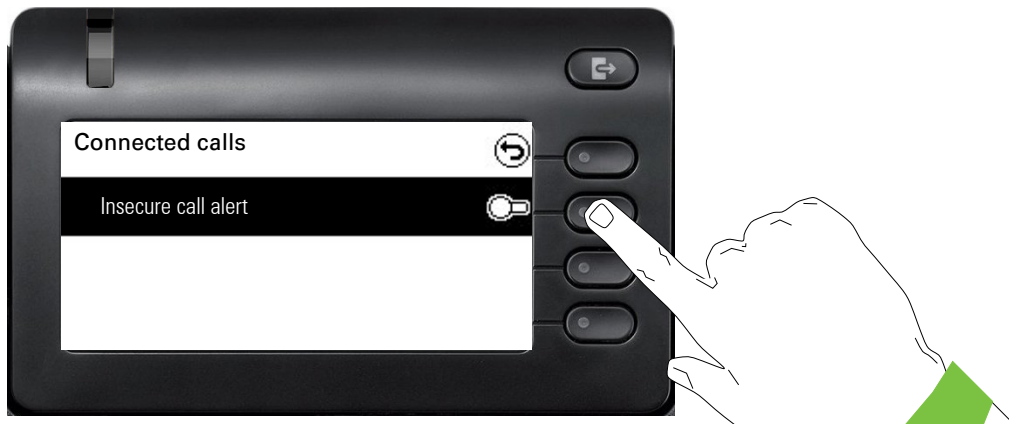
Press the Softkey on "Insecure call alert" to enable the function. The switch is moved to the right. Alternatively you can use the ⌄ and ⌃ keys to select the option and confirm with OK to actuate the switch.
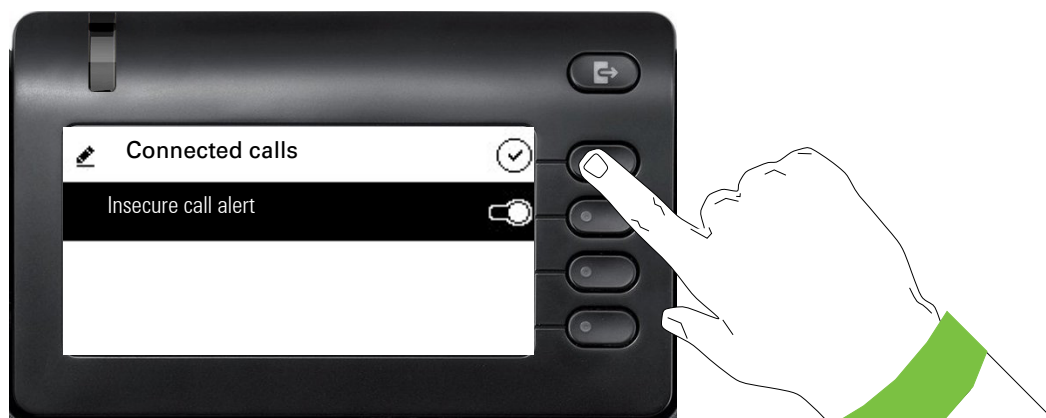
Press the Softkey for ⊘ to save your new setting.

Parameters

You can set values in some submenus.

Press the Softkey for ✎ to open the setting.

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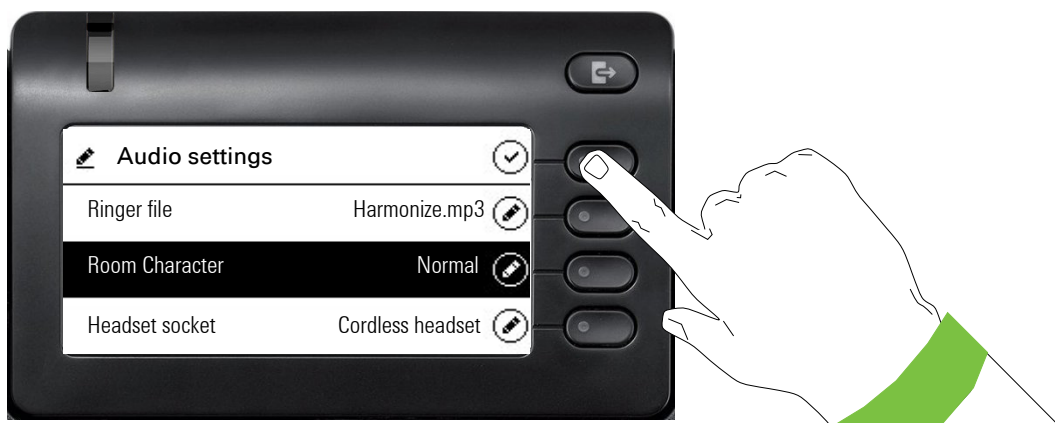
Press the Softkey for ✔ to save your new setting.

Level

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

and open the display menu with the Softkey.
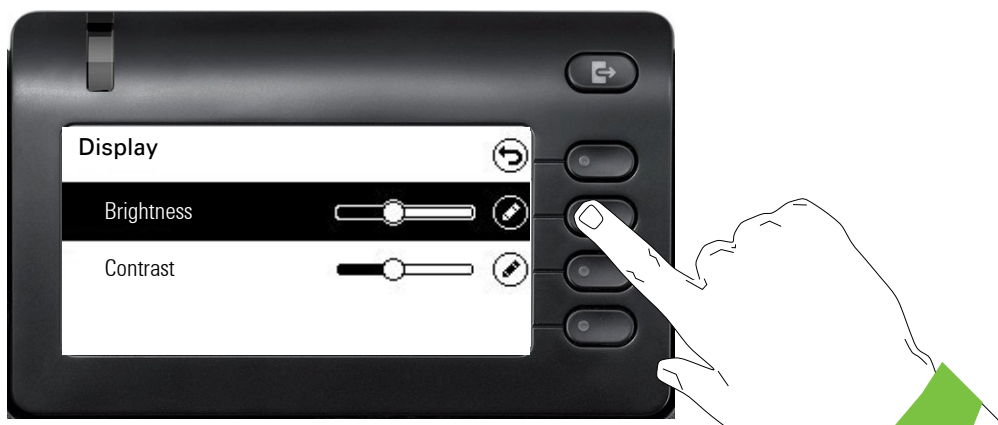
Open the menu for the brightness setting
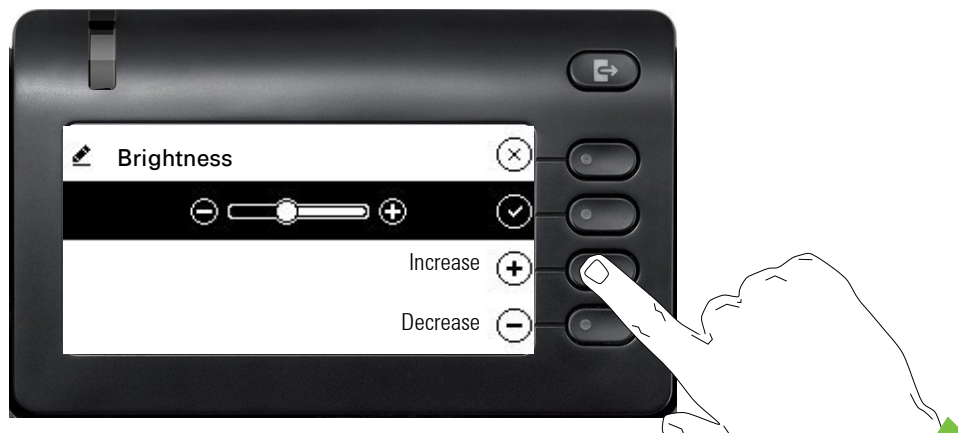
Adjust the brightness to the desired level. Use the ⊖⊕ key to do this. The display is adjusted immediately.
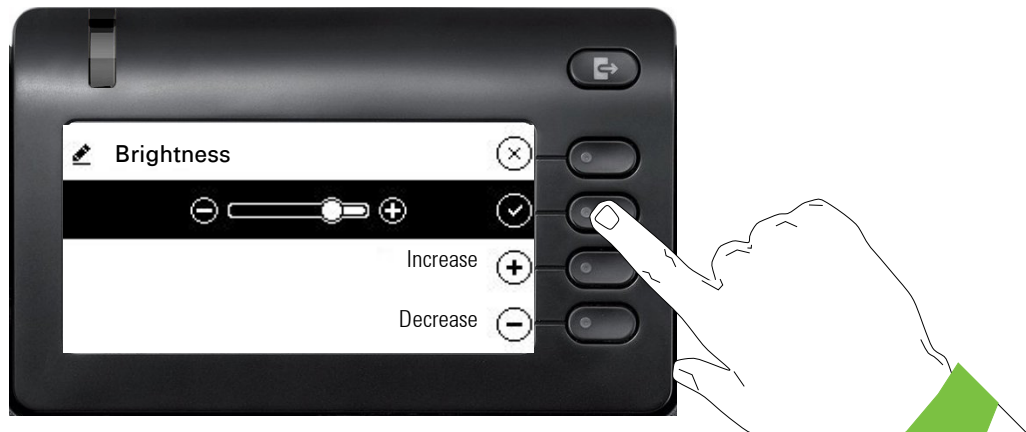
Complete the setting by pressing the Softkey for ✓.

Save your new settings.

Administration

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

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

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

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

Phone setup

Display

Display angle

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

Display brightness

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

▤   You can also configure this setting via the Web interface → page 177

▤   If nec. Press Main Menu key.

Service/Settings   Open using the Softkey

❖   Select "User settings".

⊞ User settings   →   Open using the Softkey

if nec. ▦   Enter and confirm User password.

❖   Select "Phone".

⊞ Phone   →   Open using the Softkey.

or

⊞ Telephony settings   →   If the administrator has configured it, you can access the "Telephony settings" option without being asked to enter a User password.

Display   →   Open using the Softkey

Brightness ⊏━━○━━ ✎   Open using the Softkey[1].

Increase ⊕   Use the Softkey to brighten the display.

or

Decrease ⊖   Use the Softkey to dim the display

or

⊟ ⊞   Adjust using the toggle key

━○━ ✓   Confirm the setting with the Softkey.

1. The phone displays the current setting
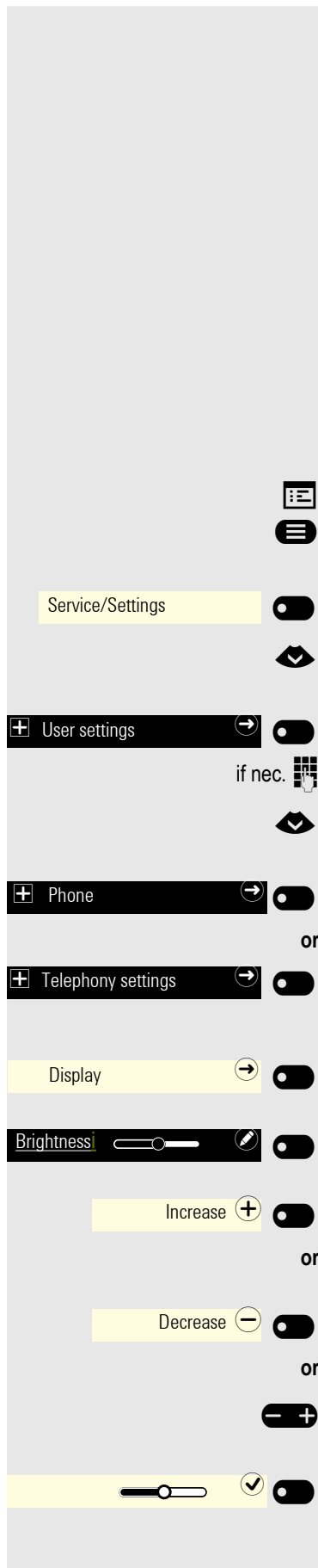
> ✓ ⬤ Save settings.

Select language for user guidance

Change language for user guidance if necessary.

If nec. Press Main Menu key.

Service/Settings

Open using the Softkey.

Service menu

Open using the Softkey.

Select "more features"

more features

and confirm.

Select "Language selection"

Language selection

Confirm.

E.g. select "English"

English

and confirm.
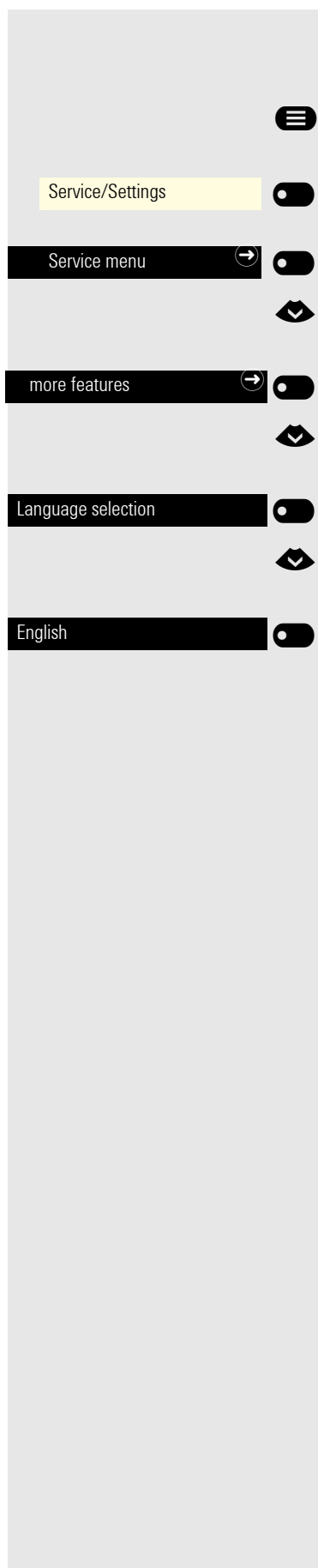
Energy saving mode

Select the inactivity time OpenScape CP 600/600E after which the backlight should be reduced or turned off.

You can select the following time combinations for "dim/switch off backlight":
- 1 minute/5 minutes
- 5 minutes/20 minutes
- 30 minutes/2 hours
- 45 minutes/4 hours
- 60 minutes/8 hours

▤ You can also configure this setting via the Web interface → page 177.

▤ If nec. Press Main Menu key.

Service/Settings	Open using the Softkey.
⊞ User settings →	Open using the Softkey.
if nec. ▦	Enter and confirm the User password.
▼	Select "Phone".
⊞ Phone →	Open using the Softkey.
Energy saving mode →	Open using the Softkey
Enable after 5 minutes ✎	Open using the Softkey[1].
▼	Select the new time in the list
30 minutes 2 hours ◉	Using the Softkey, confirm the new background lighting timing settings.
✓	Save the setting with the Softkey.

---

1. The phone displays the current setting

DSS/Keyset indication

Every DSS key on your phone or on a connected OpenScape Key Module 400 has a LED indication to reflect the key status.

You can choose between two styles of the DSS/ Keyset indication: either the default OpenStage style or the CP style. For more information on these styles, see section "LED displays for DSS keys" → Page 118.

You can also configure this setting via the Web interface → page 177.

If nec. Press Main Menu key.

Service/Settings	Open using the Softkey.
+ User settings	Open using the Softkey.
if nec.	Enter and confirm the User password.
	Select "Phone".
+ Phone	Open using the Softkey.
Display	Open using the Softkey.
DSS/Keyset indication OpenStage style	Open using the Softkey[1].
	Select the other style.
CP style	Using the Softkey, confirm the new DSS/Keyset indication.
	Save the setting with the Softkey.
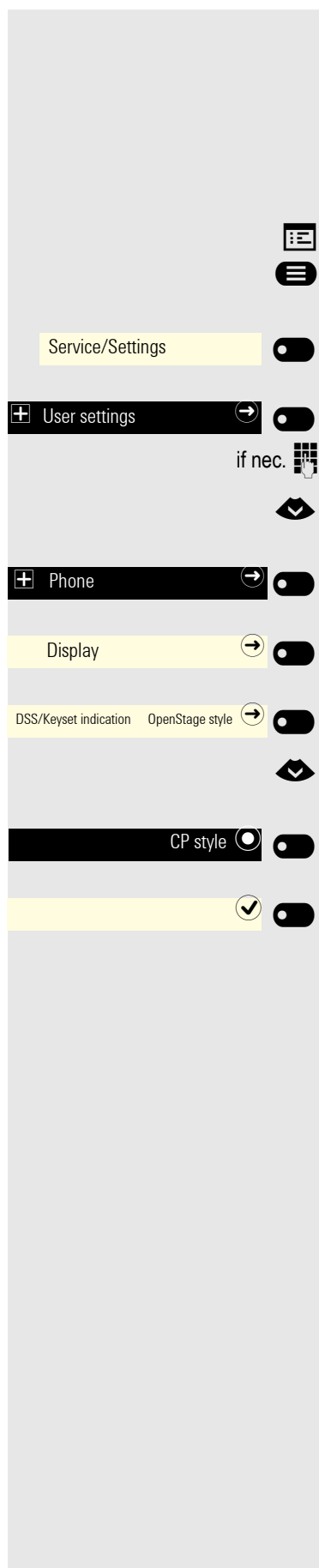
1. The phone displays the current setting
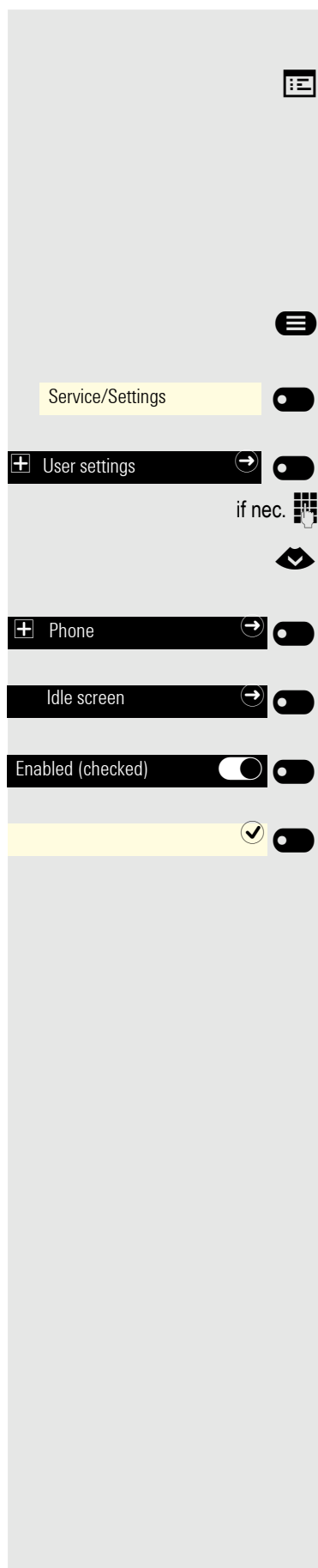
Idle screen

📧 You can also configure the screensaver settings via the Web interface→ page 177.

Idle screen activate

Activate a Idle screen for phone idle mode.

▬ If nec. Press Main Menu key.

Service/Settings ▬   Open using the Softkey

⊞ User settings ⊕ ▬   Open using the Softkey.

if nec. ▦   Enter and confirm the User password.

❤ Select "Phone".

⊞ Phone ⊕ ▬   Open using the Softkey.

Idle screen ⊕ ▬   Open using the Softkey.

Enabled (checked) ▬   Activate with the Softkey .

⊘ ▬   Save the setting by selecting the Softkey.
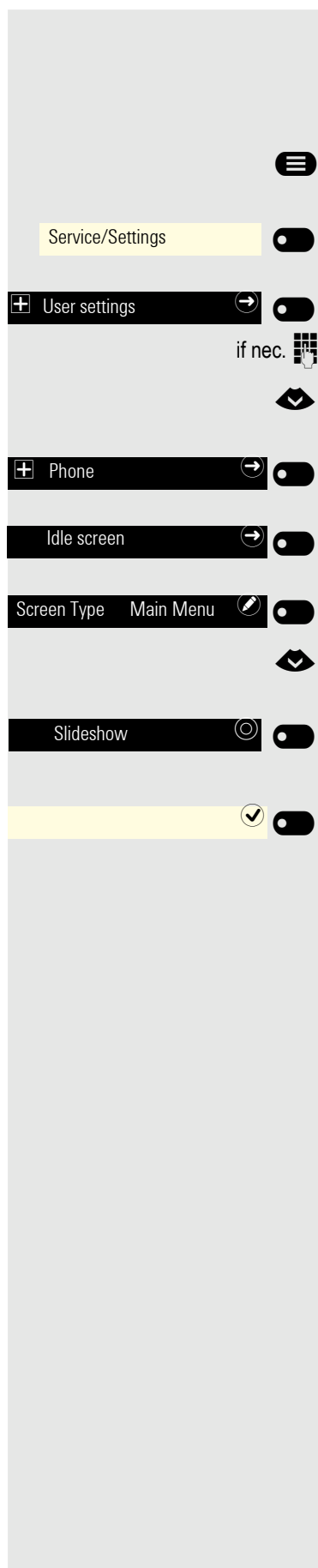
Setting the screen type for Idle screen

The idle screen will display either the Main Menu or a time and date display moving across that screen. The background is grayed out behind the time and date display. The default is the Main Menu.

If nec. Press Main Menu key.

Service/Settings

Open using the Softkey

☰ User settings

Open using the Softkey.

if nec. Enter and confirm the User password.

Select "Phone".

☰ Phone

Open using the Softkey.

Idle screen

Open using the Softkey.

Screen Type   Main Menu

Open using the Softkey[1].

Select another option

Slideshow

Confirm with Softkey to e.g. set the time and date display moving across the screen.

Save the setting by selecting the Softkey.

---

1. The phone displays the current setting

Automatic Idle screen start

Select the length of inactivity before the OpenScape CP 600/600E should automatically activate the Idle screen.

You can set the following times:
- 0 minutes (deactivated)
- 5 minutes
- 10 minutes
- 20 minutes
- 30 minutes
- 60 minutes
- 120 minutes

≡   If nec. Press Main Menu key.

Service/Settings   Open using the Softkey

⊞ User settings   Open using the Softkey.

if nec. ▦   Enter and confirm the User password.

❤   Select "Phone".

⊞ Phone   Open using the Softkey.

Idle screen   Open using the Softkey.

Wait time (minutes)   20 ✎   Open using the Softkey[1].

❤   Select the new time in the list

30 ◉   Confirm with the Softkey to set the new time.

✓   Save the setting with the Softkey.

---

1. The phone displays the current setting

Audio

Change connection volumes

Change the following settings:

• Handset volume
• Speaker volume
• Headset volume
• Call loudspeaker volume

You can also adjust volume settings from the user menu→ page 165.
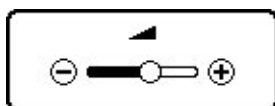
Set volume louder or quieter. Press the buttons until you reach the desired volume.

Adjust ringer volume while idle or while ringing

You can also adjust volume settings from the user menu → page 165.
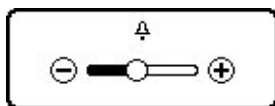
Press the button until you reach the desired volume.

Deactivate the ringer

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

Deactivation

*a Hold down the key until the "Ringer off" icon appears on the display.

```
          ⌀
       Ringer off
```

Activation

*a Hold down the key until the "Ringtone off" icon goes out on the display.

```
          ♩
       Ringer on
```

Mute active ringer

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

If you want to change the ringer mode, see the section "Deactivation" → Page 66 and "Activation" → Page 66.

Activate alert tone

You can turn the ringtone off and instead select a short one-off alert tone.

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

```
          ♩$^1$
     Activate alert tone
```
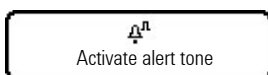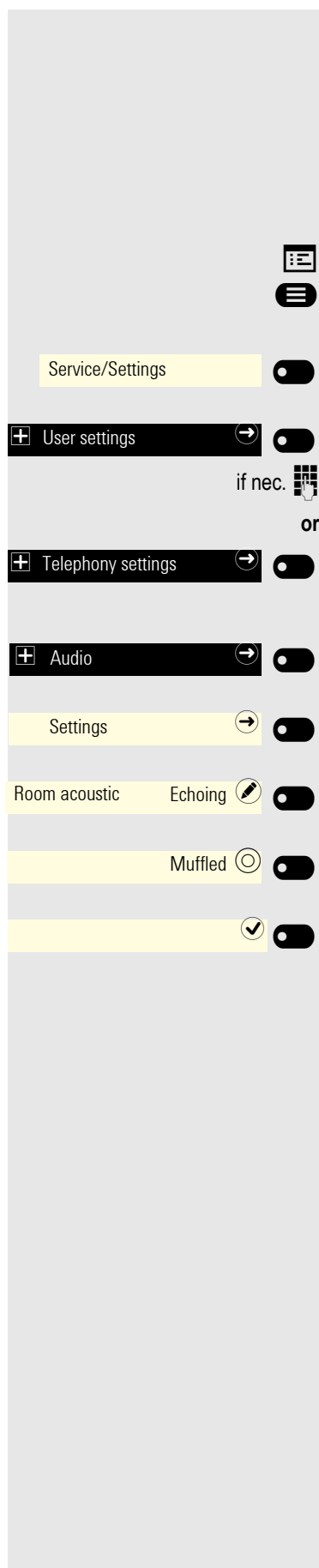
Room acoustics

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

- Normal
- Echoing
- Muffled

▤ You can also configure this setting via the Web interface → page 177.

▤ If nec. Press Main Menu key.

Service/Settings	Open using the Softkey.
⊞ User settings →	Open using the Softkey
if nec.	Enter and confirm the User password.
or	
⊞ Telephony settings →	If the administrator has configured it, you can access the "Telephony settings" option without being requested to enter a User password.
⊞ Audio →	Open using the Softkey
Settings →	Open using the Softkey
Room acoustic Echoing ✎	Open using the Softkey[1].
Muffled ◎	Use the Softkey to set to Muffled, for example.
✓	Save the setting by selecting the Softkey.

---

1. The phone displays the current setting
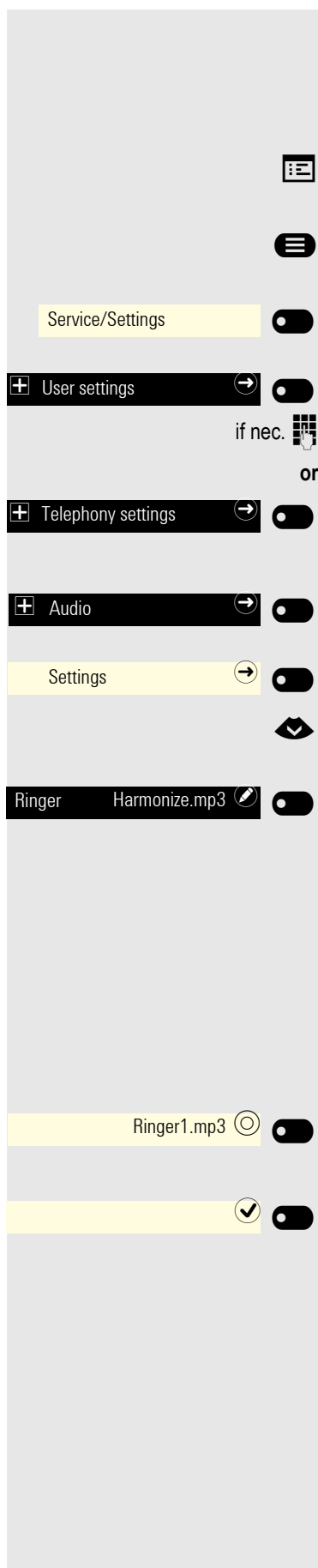
Ringtone

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

▤   You can also configure this setting via the Web interface → page 177).

▬   If nec. Press Main Menu key.

Service/Settings   ▬   Open using the Softkey.

⊞ User settings   → ▬   Open using the Softkey

if nec. ▥   Enter and confirm the User password.

or

⊞ Telephony settings   → ▬   If the administrator has configured it, you can access the "Telephony settings" option without being requested to enter a User password.

⊞ Audio   → ▬   Open using the Softkey

Settings   → ▬   Open using the Softkey

❖   Switch to Ringtone.

Ringer   Harmonize.mp3 ✎ ▬   Open using the Softkey[1].

You will be offered the following default options:
• Sample
• Harmonize.mp3
• Ringer1.mp3
• Ringer2.mp3
• Ringer3.mp3
• Ringer4.mp3
• Ringer5.mp3
• Ringer6.mp3

Ringer1.mp3 ◎ ▬   Confirm with the Softkey to switch. You will immediately hear the associated ringer melody.

✔ ▬   Save the setting with the Softkey.

---

1. The phone displays the current setting

Setting headset port use

You can also configure this setting via the Web interface → page 177.

If nec. Press Main Menu key.

Open using the Softkey.

Service/Settings

Open using the Softkey

⊞ User settings

if nec. Enter and confirm the User password.

or

⊞ Telephony settings If the administrator has configured it, you can access the "Telephony settings" option without being requested to enter a User password.

⊞ Audio Open using the Softkey

Settings Open using the Softkey

Select the headset port

Headset port Open using the Softkey[1].

You will be offered the following options:

• Wired headset
• Cordless headsetr
• Conference device

Wired headset Confirm with the Softkey to switch

Save the setting with the Softkey.

---

1. The phone displays the current setting

Set up Presence

Presence status set-up

Once you have used the Out-of-Office/Call forwarding ⬅️ key to call up the Presence menu → page 24, you can set your current Presence status. You can choose from the following options and set the duration:

- **Office**
  - Select variants
    - Office
    - CallMe

- **Meeting**
  - Meeting – Return after
    - 30 minutes
    - 1 hour
    - 2 hours
    - All day

- **Sick**
  - Sick – Return after
    - All day
    - 2 days
    - 3 days
    - 1 week

- **Lunch break**
  - Lunch break – Return after
    - 20 minutes
    - 30 minutes
    - 1 hour
    - 45 minutes

- **At home**
  - At home – Return after
    - All day
    - 2 days
    - 3 days
    - 4 days

- **Out of Office**
  - Out of Office - Reurn after
    - 30 minutes
    - 45 minutes
    - 1 hour
    - All day

- **On vacation**
  - On vacation – Return after
    - All day
    - 1 week
    - 2 weeks
    - 3 weeks

- **Break**
  - Break – Return after
    - 10 minutes
    - 15 minutes
    - 20 minutes
    - 30 minutes

- **Do not disturb**
  - Do not disturb – Return after
    - 30 minutes
    - 1 hour
    - 2 hours
    - 4 hours

If you set the Presence status to:

- At home
- On vacation
- Sick
- Do not disturb

any callers will be redirected to a media server. Depending on the status, the caller will receive a message with the reason for and period away, and the option to leave a message.

With the Presence status

- Meeting
- Lunch break
- Out of Office
- Break

there is no call-forwarding and the caller therefore does not receive a message.
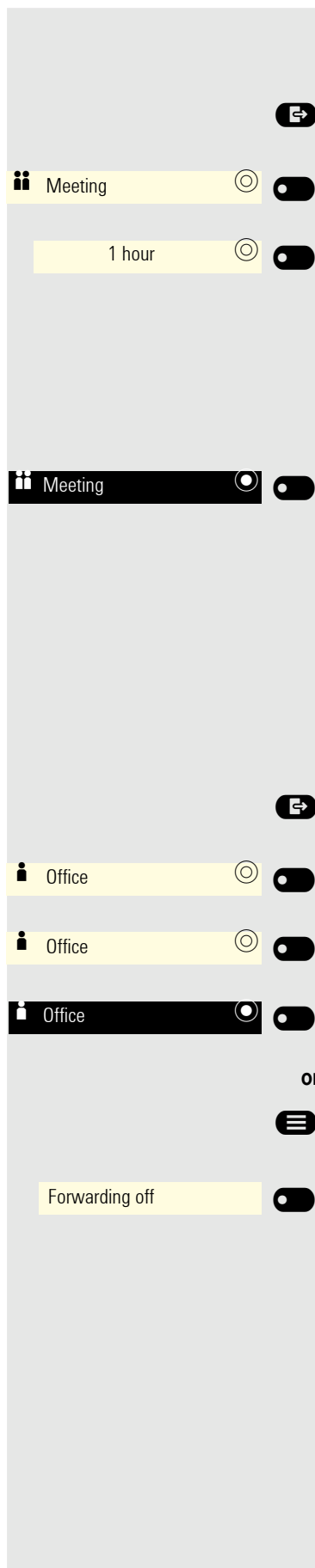
Example Meeting

Set your absence duration for a Meeting:

▣ Press the key shown

ⅱ Meeting ◎ ⬤ Open using the Softkey.

1 hour ◎ ⬤ Press Softkey to select one hour, for example. You will receive confirmation such as, for example:

> ⓘ
> Presence changed in
> meeting until 11:35
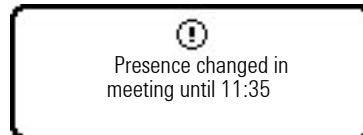
ⅱ Meeting ◉ ⬤ The setting is displayed.

The Presence icon for Meeting on your phone's idle screen changes accordingly. The status is reported to "MyPortal" and appears with your user information.

Switch off away status

You can delete your away status and, if necessary, also call-forwarding to the media server, by setting the Presence status in the Presence menu to Office or, if necessary, switching off call-forwarding.

▣ Press the key shown

▪ Office ◎ ⬤ Open using the Softkey.

▪ Office ◎ ⬤ Confirm with Softkey.

▪ Office ◉ ⬤ The setting is displayed. The Presence icon in the idle menu changes accordingly. The "MyPortal" status is also adjusted.

or if call-forwarding to the media server is switched on.

▤ If nec. Press Main Menu key.

Forwarding off ⬤ Confirm.

Call settings

Rejecting/accepting second call (call waiting)

If installed (ask technician responsible), you can prevent/allow a second call
→ page 107 from being automatically signaled as a call waiting during a conversation.

If nec. Press Main Menu key.

Service/Settings

Open using the Softkey.

Service menu

Switches

Open using the Softkey.

Select and then

select "Automatic call wait off"

Automatic call wait off

and confirm,

or

Automatic call wait on

select and confirm.

Activating/deactivating call waiting

You can suppress the call waiting tone (approx. every six seconds) for second
calls. A one-off special dialing tone will then acoustically signal the second call.

Activate signal tone

If nec. Press Main Menu key.

Waiting tone on

Press Softkey .

Switch off signal tone

If nec. Press Main Menu key.

Waiting tone off
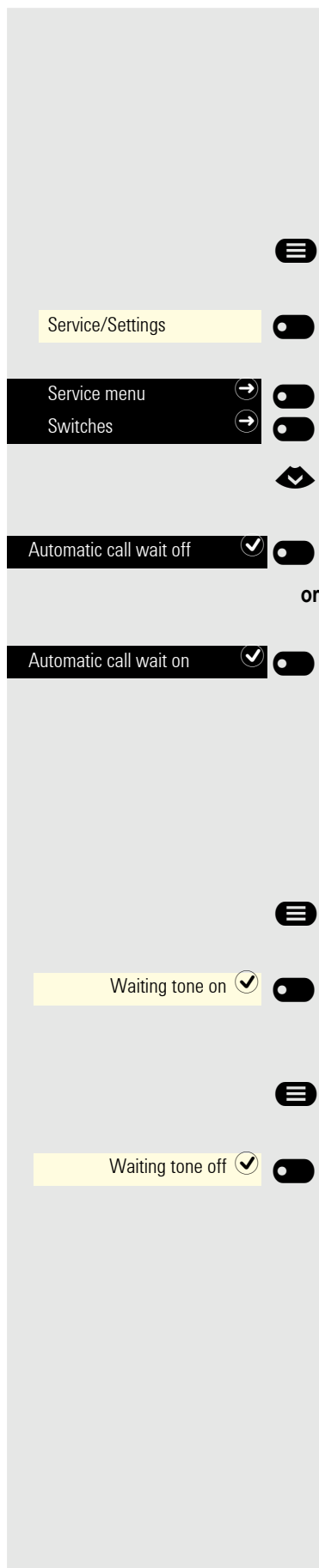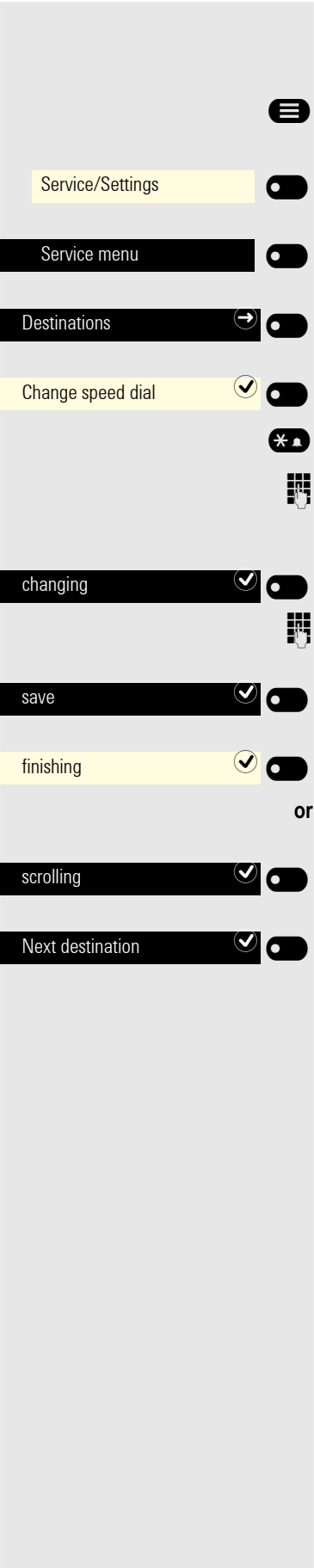
Press Softkey .

Set up speed-dial keys

From keys **0 +** to **9 wxyz** you can select ten saved speed dial numbers.

≡   If nec. Press Main Menu key.

Service/Settings   ⬤   Open using the Softkey.

Service menu   ⬤   Open using the Softkey.

Destinations ⊕ ⬤   Confirm.

Change speed dial ✓ ⬤   Confirm

*☎   Press key.

▦   Press the required speed-dial key. When the relevant key is selected, the associated phone number is displayed.

changing ✓ ⬤   Confirm.

▦   Enter the external code and then the external phone number.

save ✓ ⬤   Confirm

finishing ✓ ⬤   Confirm to forget the function

or

scrolling ✓ ⬤   Confirm

Next destination ✓ ⬤   Confirm to search and verify another key.

Switch night answer on and off

In night answer mode, for example, during lunch breaks or after office hours, all external calls can be forwarded to a particular internal telephone (night station). The night station can be defined by the relevant technician (= default night service) or by you (= temporary night service).

≣ If nec. Press Main Menu key.

Open using the Softkey.

| Service/Settings |

Open using the Softkey.

| Service menu ⮕ |

Confirm.

| Switches ⮕ |

Activation

❤ Select "Night answer on"

and confirm.

| Night answer on ⮕ |

Confirm to switch on night answer.

| *=standard ✓ |

or ## Deactivation

❤ Select "Night answer off"

and confirm to switch off night answer.

| Night answer off ⮕ |

Furthermore, the technician can set up "automatic night answering". Depending on the programming, night answering will be automatically turned on for your phone at selected times.
You can switch off or switch off the automatic night answering through deactivation or one of your own night answering settings.
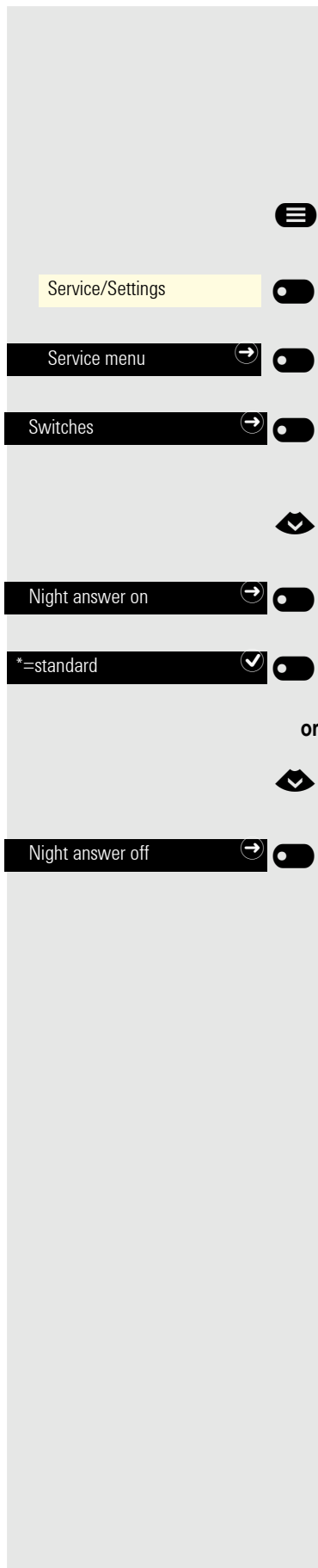
Programming function keys

Your can assign to the keys of your OpenScape Desk Phone CP400 or OpenScape Key Module 400 frequently used functions, numbers or services. On the second level you can only save destination phone numbers.

The keys can be programmed in three ways:

- Hold selected key for a long period
- Call up using Service menu
- Call up via user settings

The following is a description of the set up through holding a selected key.

Function keys setup

See also the information in → page 49.

Example: "Disconnect key" set up

Hold down the Function keys of the phone or of the OpenScape Key Module 400, which is to have a function assigned to it, until the Key Programming Menu is displayed.

Select "Assign telephone function"

Assign telephone function   Confirm.

Modifying keys   Confirm.

Select "Calls:"

Calls   Confirm.

Release key   Confirm. The key is programmed.

You can also change the default key label.

See also the notes on → page 182.

Select "Key labelling "

Key labelling   Confirm.

changing   Confirm.

Change text.

save   Confirm to save input.
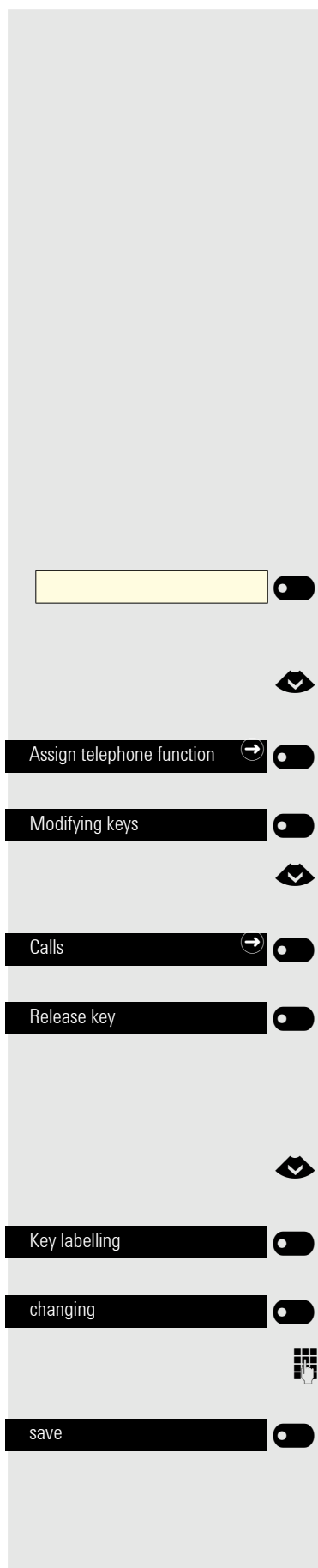
Finish procedure

finishing ⬛

Confirm to forget the change.

Function overview

The functions are classified under the following menus:

• Destinations
• Switches
• PIN and authorization
• Calls
• more features

> The selection of order functions depends on configuration. Consult the relevant technician if you are missing a function. Hereinafter the keys are referred to as OpenScape Desk Phone CP400 and/or OpenScape Key Module 400.

LED displays for saved functions

Forwarding, Forwarding in department, Forwarding MULAP, Night answer, Do not disturb, Telephone lock, Response text, Silent ringing, Direct answer on/off, Group call on/off, Block phone number, Call waiting released, Waiting tone off, Ring transfer executive/secretary, Recording, Door release on/off, Group ringing, Layer switching, Universal Call Distribution (Available on/off, postprocessing on/off), Night destination on/off, MULAP conference Released by::

Saved function is deactivated.

Saved function is activated.

Callback:
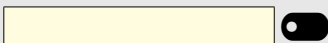
You have not registered a callback.
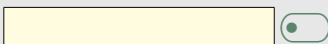
You have registered a callback.

Call number (internal), Direct station selection (DSS):
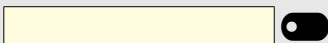
Party not using phone.
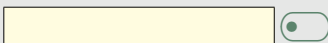
Party using phone or has enabled do-not-disturb.
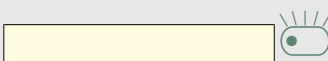
Fast flashing – I am being called, please accept.
Slow flashing – Another party is being called and has not yet accepted.

Call keys, general call keys, Line key, MULAP key, Assign call number:
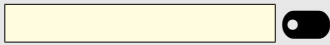
No call on current line.

Active call on current line.
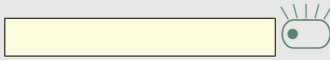
Fast flashing – Call on current line, call pickup is possible through key selection.
Slow flashing – Call on current line on hold.

Direction keys:
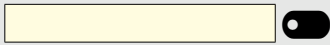
At least one line is free.

All lines in this direction in use.

Check costs:
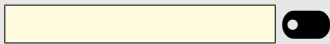
There have been no fee-based connections since the last query was made.
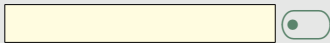
Since the last query was made there have been fee-based connections.

Forwarding, Forwarding MULAP:
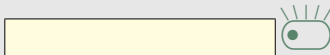
Slow flashing – Your line is the destination for a forwarded call.

Fax/answering machines information.:
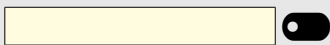
No incoming fax or message on answering machine.
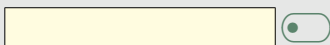
Incoming fax or message on answering machine.

Show calls in queue:
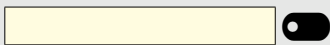
No callers waiting.
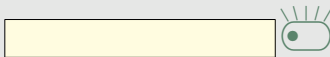
Fast flashing – Caller waiting (certain number has been exceeded).
Slow flashing – Caller waiting (certain number has been reached).

DATA I/O Service:
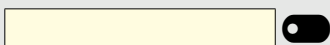
No connection to an application.
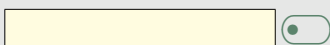
Active connection with an application.
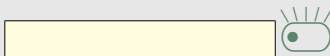
Slow flashing – Connection with application temporarily suspended.

Following functions saved to keys have no LED function:
Call number (external), Procedure key, Tracing a call, Fast access, Disconnect, Management function, Central code lock, Send message, Accept call waiting (camp-on), Toggle/connect, Conference, Speaker call, Reconnect, Ln, Line queuing, Activate line, Temporary phone, Override, Parking a call, Call pickup, directed, Call pickup in pickup group, Project code, Show call charges, Paging, Answering, Appointment, Door opener, DTMF dialing, Signal key, Audio baby monitor, Internal consultation, Consultation, associated dialing, assoc. Services, Telephone data service, Mobile login, Discreet calling .

Set procedure key

You can save phone numbers and functions which require additional input, and therefore more operating steps, to your phone. The relevant Administrator must have the corresponding license.

For example, the "assoc. Services" function → page 151 along with the relevant input (the phone number of the phone to be dialed + the phone number to be dialed) can be saved to a key.
Phone numbers that involve further input can also be stored.

See also the notes on → page 75.

Hold down the Function keys of the phone or of the OpenScape Key Module 400, which is to have a function assigned to it, until the Key Programming Menu is displayed.

❤ Select "Assign telephone function"

Confirm.

Assign telephone function →

Confirm.

Modifying keys

❤ Select "more features"

and confirm.

more features →

❤ Select "Procedure key"

Confirm

Procedure key →

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

*▲ **6 MNO** **7 PQRS** Code for Assoc. dialing

2 ABC **3 DEF** **1 ↻** Phone number of phone to be dialed

1 ↻ **2 ABC** **3 DEF** **4 GHI** **5 JKL** phone number to be dialed.

save Confirm to save input.

finishing Confirm to complete the process.

or
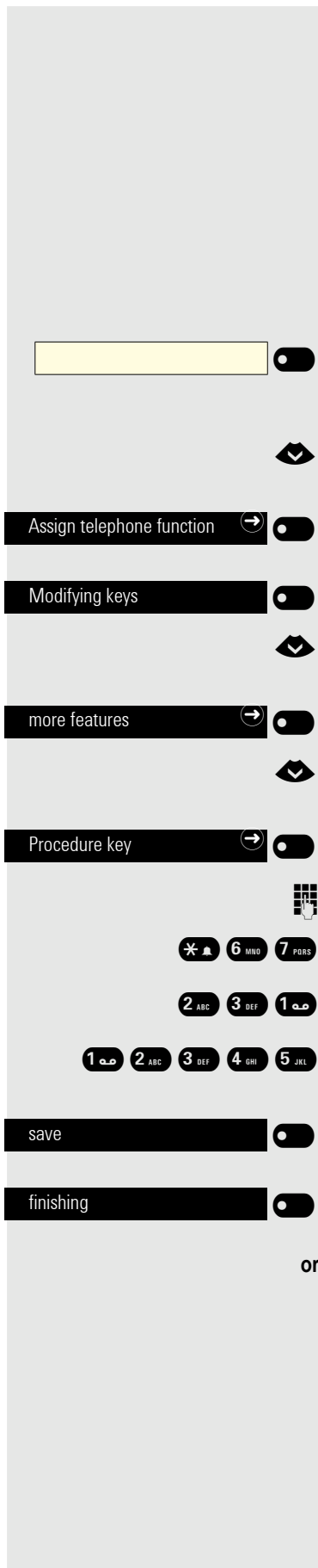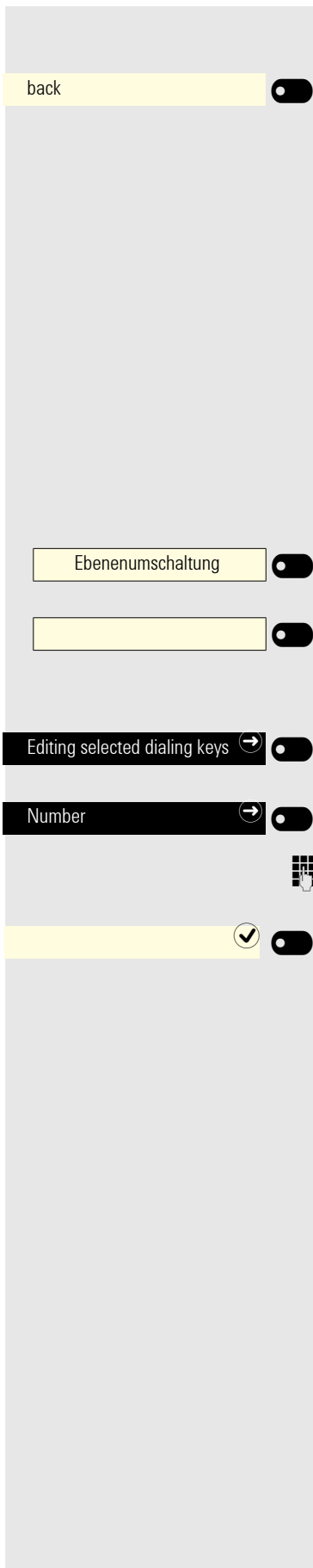
If you have mistyped:

back

Select and confirm. All digits entered are deleted. Re-enter the value and save the result.

▌▶   Select the saved procedure with a keystroke.
     For procedures with on/off functions, switch the function on with a keystroke and off again with another.

     You can also operate the procedure key during a call, which will automatically send the saved figures MFV signals → page 113. Display notifications during procedure saving → page 180.

Direct destination select key configuration

If you want to set up a direct destination select key on the second level of the OpenScape Desk Phone CP400 and/or OpenScape Key Module 400, you can switch to this level beforehand.

Ebenenumschaltung

If necessary, switch to the second level

Hold down the Function keys of the phone or of the OpenScape Key Module 400, which is to have a function assigned to it, until the Key Programming Menu is displayed.

Editing selected dialing keys →

Confirm.

Number →

Confirm

Enter the phone number and confirm.

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

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

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

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

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

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

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

A conversation may have more than one phone numbers for its contact. To be able to select a phone number other than the default, highlight the conversation and press the ➜ button.
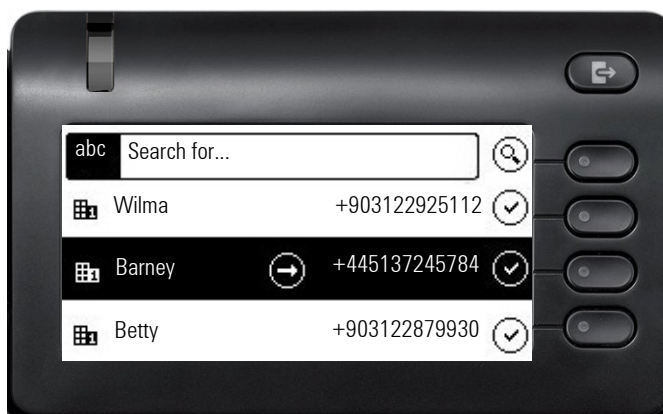
From the screen with the available phone numbers, choose a phone number by pressing the Softkey next to it.

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

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

Deleting key programming

Ebenenumschaltung ●	If necessary, switch to the first level
Release key ⊖ ●	Hold down the Function keys of the phone or of the OpenScape Key Module 400, which is to have a function assigned to it, until the Key Programming Menu is displayed.
❤	Select "Assign telephone function"
Assign telephone function ⊖ ●	Confirm.
❤	Select "Key, delete"
Key, delete ●	Confirm. The key's programming is deleted.
finishing ●	Confirm to complete the process.
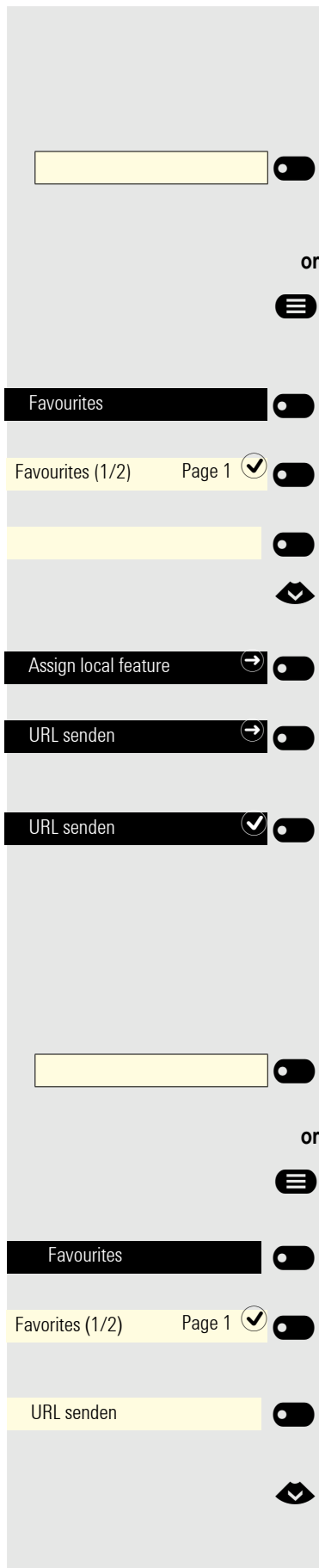
How to program a local feature

Example: "URL senden" set up

Hold down the Function keys of the phone or of the OpenScape Key Module 400, which is to have a function assigned to it, until the Key Programming Menu is displayed.

or

If nec. Press Main Menu key.

Favourites

Open using the Softkey.

Favourites (1/2)   Page 1

Select desired page (1 to 4).

Press and hold the Function keys to be programmed.

Select "Assign local feature"

Assign local feature

Confirm.

URL senden

Confirm.

URL senden

Confirm. The key is programmed.

How to delete a local feature

Example: "URL senden" delete

Hold down the Function keys on the OpenScape Key Module 400 to be deleted until the key programming menu is displayed.

or

If nec. Press Main Menu key.

Favourites

Open using the Softkey.

Favorites (1/2)   Page 1

Select desired page (1 to 4).

URL senden

Hold down the Function keys that has been programmed for the URL senden in order to delete it.

Select "Delete local feature"

Delete local feature ➜ 🔘
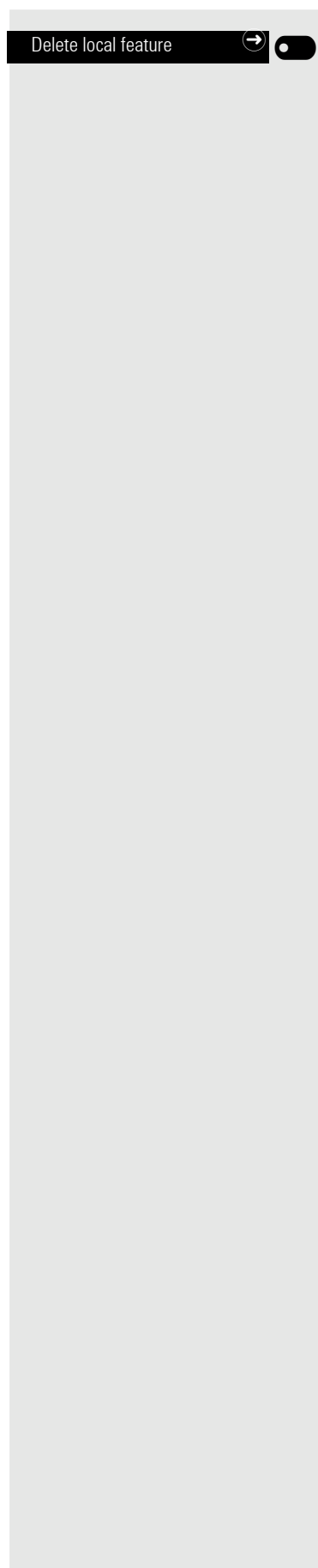
Confirm. The key indicating the local feature is deleted.

How to program a function key with Send URL functionality

Configuration

Hold down the Function keys of the phone or of the OpenScape Key Module 400, which is to have a function assigned to it, until the Key Programming Menu is displayed.

or

If nec. Press Main Menu key.

Favourites

Open using the Softkey.

Favourites (1/2)   Page 1 ✓

Select desired page (1 to 4).

Press and hold the Function keys to be programmed.

Select "Assign local feature"

Assign local feature

Confirm.

URL senden

Confirm.

URL senden

Confirm. The key is programmed.

Activation

After the key is programmed, the LED lights amber to indicate that the key is busy, so another key press in that state will have no action.

After successful HTTP response from the web server, the LED lights green for 3 seconds and a success notification appears. You can now control remote server actions from your CP phone.

After unsuccessful HTTP response from the web server, the LED lights red for 3 seconds and a failure notification appears.
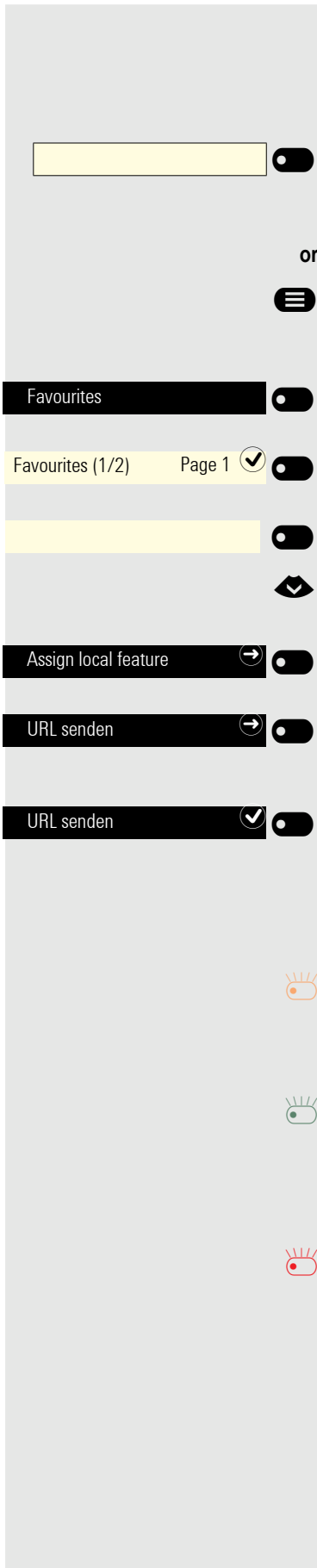
Making calls

▐▌▶ To better understand the steps described here, it is recommended you read the introductory chapter "Getting to know the OpenScape CP 600/600E" → page 16 .

Receiving a call

🔧 Your Administrator can change the call patterns of the external and internal calls for you. I.e. particular call patterns can be established for particular internal callers.

The phone number or name of the caller is shown on the display.

Answering a call via the handset

The phone rings.

➤ Lift handset[1].

Answering a call via the loudspeaker (speakerphone)

The phone rings.

🔊 Press key. LED lights up[1].

or

accept 📞 ▭ Press the Softkey shown

Answering a call via the headset

Requirement: A headset is connected.

The phone rings. The 🎧 key flashes.

🎧 Press key[1].

Rejecting a call

You can reject a call you do not wish to accept. The call is then sent to another definable phone (consult relevant Administrator).

Decline call 😕 ▭ Press the Softkey shown.

---

1. Set volume → page 165.

Picking up calls directed to colleagues

You hear another telephone ringing.

Call pickup, directed →	

Press the Function keys of the OpenScape Key Module 400.

or

If nec. Press Main Menu key.

Service/Settings	

Open using the Softkey.

Service menu →	

Open with softkey.

Calls →	

Confirm.

Select "Call pickup, directed".

Call pickup, directed?	

Confirm.

Party	

Select and confirm the party whose call you wish to pick up.

or

Enter the phone number.	

Confirm

Enter the phone number of the ringing phone. You can pick up the call.

Using the loudspeaker

You will be spoken to directly by a colleague via the loudspeaker. Before this happens you will hear a notification tone. The partner's name or phone number is shown on the display. You can answer directly with the handset or via speakerphone .

Lift the handset and answer.

or

Microphone on	

Confirm.

or

Press the illuminated microphone key.

> If handsfree is enabled (see below) you must not switch on the microphone when answering a message. You can answer immediately via the speakerphone.
> If handsfree is disabled (default), proceed as described above. Speak directly to your colleagues → page 94.

Enabling/disabling handsfree

📧 If nec. Press Main Menu key.

❤ Select "Handsfree answerback on" or "Handsfree answerback off".

Handsfree answerback 　🔘　Confirm.

or

Handsfree answerback 　🔘　Confirm.

Switching the microphone on/off

To prevent the other party from listening in while you consult with someone in your office, for example, you can temporarily switch off the handset microphone or the handsfree microphone (see → page 16)

Exiting a call

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

or

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

or

Replace the handset.

or

Release key	→

Press the key if it is set up.

Dialing/Calls

You make a call by entering the phone number of the relevant party using the dial pad or by searching for this party in the permanent Conversations list. Conversations include:

- Dialed and received calls
- Parties from Circuit
- Parties from Exchange
- Parties from a company-wide directory.

Off-hook dialing

➤ Lift the handset.

🔍 The input field in Conversations is opened in numeric mode.

123 Dialing a number...

📞 Internally: enter the phone number.
Externally: Enter external code and phone number.

123 082631565

OK Confirm when the complete number has been entered.

or

Peter Maier The desired contact is shown in the list. Confirm with the Softkey. The connection is set up.

Party not answering or is engaged:

➤ Replace the handset.

Dialing with handset on-hook

📞 Enter digits on the dial pad

or

🎧 Press the key if a headset is connected.

or

🔊 Press key.

123 🔍 The input field in Conversations is opened in numeric mode.

📞 Internally: Enter or complete the phone number.
External: Enter or complete the external code and phone number.
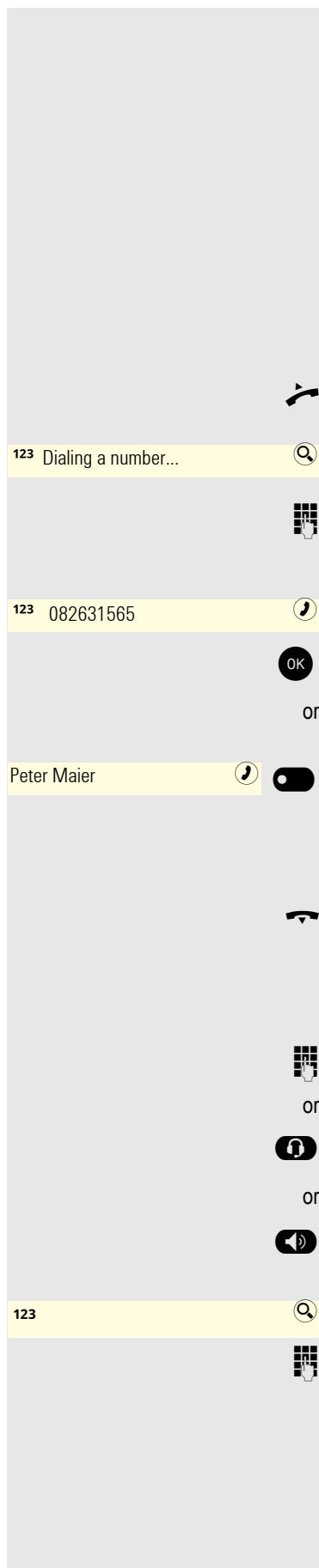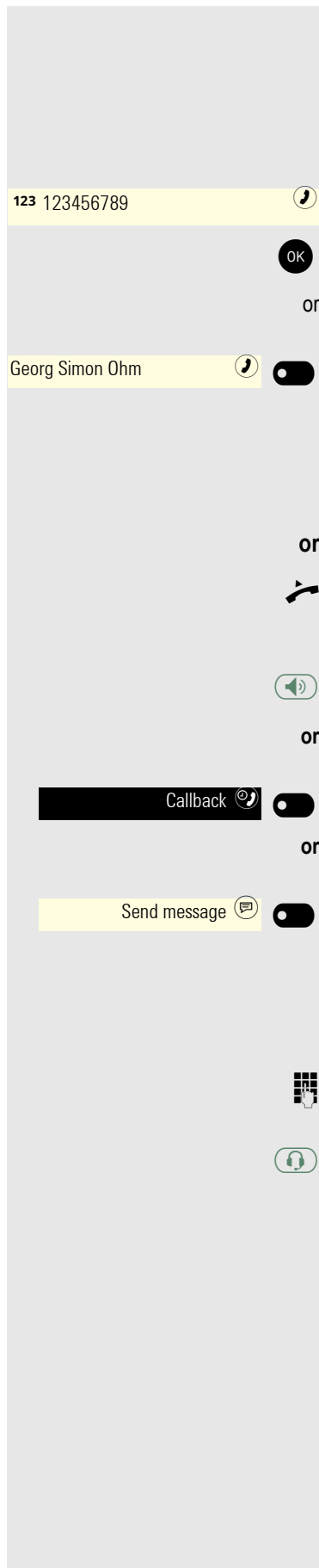
> Your system can also be programmed so that you have to press the con-
> figured "Internal" key before dialing an internal phone number.
> Before dialing an external phone number, you do not then have to dial an
> external code (automatic line seizure is activated; ask relevant Administ-
> rator).

123 123456789

OK

or

Confirm when the complete number has been entered.

Georg Simon Ohm

The desired conversation is shown in the list. Confirm with the Softkey. The connection is set up.

The party answers over the loudspeaker:

On-hook dialing: Speakerphone mode.

or

➤ Lift the handset.

Party not answering or is engaged:

Press key. LED goes out.

or

Callback   Press Softkey to arrange a callback (see also → page 104).

or

Send message   Press Softkey to send a message (see also → page 95).

Dialing with headset connected

Requirement: The headset is connected.

Internally: enter the phone number.
External: Enter external code and phone number.

The headset key illuminates.

The connection is set up as soon as you finish your input.

Dialing from conversations

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

or search by entering the phone number or name.

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

| Georg Simon Ohm | → | ☎ | ▬ |

or

| Georg Simon Ohm | ☎ | ▬ |

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

Dialing with the direct destination select keys

Requirement: You have saved a phone number to a direct destination select (DDS) key → page 80.

If necessary, switch to the second level

| Ebenenumschaltung | ▬ |

Press the key with the saved phone number.

| Party B | → | ▬ |

⏩ You can also use the direct destination select (DDS) key during a conversation, → page 108 a query will automatically be initiated.

Redialing

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

Calling back a missed call

Contacts who have tried to reach you are identified accordingly in the conversations list and appear at the top of the list, marked by a relevant icon. In addition to the menu name, i.e. Conversations, the number of missed calls is shown against a red background → page 30.

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

☰ If nec. Press Main Menu key.

| Conversations | ▬ |

Open using the Softkey.

| Daniel Bernoulli | → | ☎ | ▬ |

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

Dialing with system speed dial numbers

Requirement: You know the system speed dial numbers (ask your relevant Administrator).

123 *7   ☎
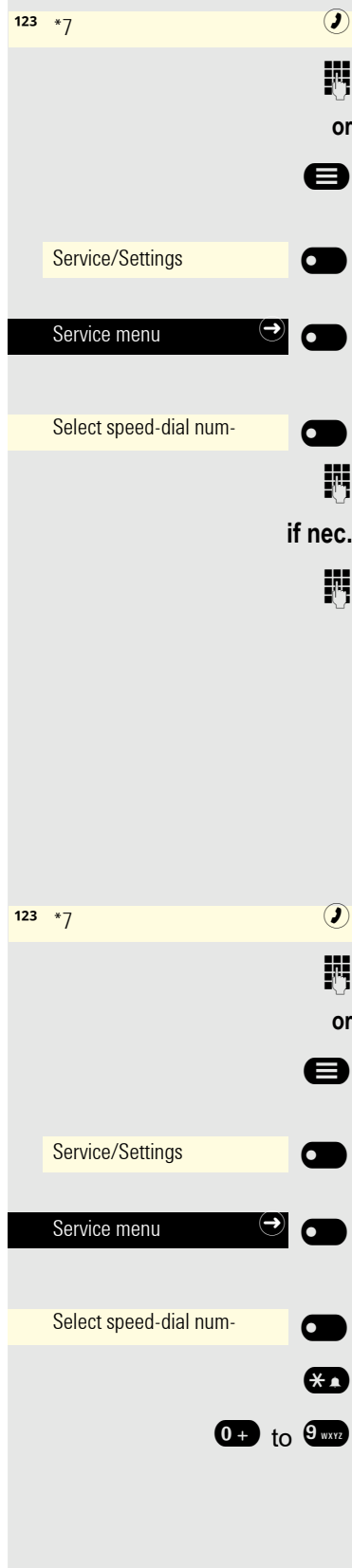
📟   Enter and confirm code *7 for "Select speed-dial number" .

or

☰   If nec. Press Main Menu key.

Service/Settings   ▬   Open using the Softkey.

Service menu   ⟶ ▬   Open with softkey.

Select speed-dial num-   ▬   Open with softkey.

📟   Enter 4-digit speed dial number.

if nec.   Post-dialing

📟   Depending on needs, you can post-dial further numbers in addition to the saved phone number (e.g. direct dialing to the party).
If set up, post-dialing will automatically take place if you do not select any further numbers within 4 to 5 seconds (e.g. "0" for headquarters).

Dialing with speed dial keys

Requirement: You have set up the speed dial keys → page 73.

123 *7   ☎

📟   Enter and confirm the code *7 for "Select speed-dial number" .

or

☰   If nec. Press Main Menu key.

Service/Settings   ▬   Open using the Softkey.

Service menu   ⟶ ▬   Open with softkey.

Select speed-dial num-   ▬   Open with softkey.

✱⌂   Press key.

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

Speaking directly to a colleague via the loudspeaker

You can place a speaker call to an internal party via the loudspeaker on his/her telephone.

📧 If nec. Press Main Menu key.

Service/Settings ⬮ Open using the Softkey.

Service menu → ⬮ Open with softkey.

Select speed-dial num- ⬮ Open with softkey.

❤ Select "Speaker call".

Speaker call ⬮ Confirm.

🎹 enter the phone number.

⚡ React to Speaker call → page 88.

Automatic connection setup/hotline

If configured (ask relevant Administrator), following lifting the handset, a connection to a determined internal or external destination will be setup automatically.

➜ Lift the handset.
Depending on the setting, the connection will be established either **immediately** or **after** a pre-determined **time** .

Sending a message (text message)

You can send short text messages to individual parties or groups of users with system phones.

Creating and sending messages

📧 If nec. Press Main Menu key.

❤ Select "Send message"

Send message 🗩 ⬮ Open using the Softkey. The Functions dialog opens.

🎹 Enter internal phone number of the receiver or group.

❤ Select "pre-defined message" (editable from the Administrator)

0=Callback request ⬮ and confirm.

or

0+ … **9wxyz** Directly enter the dialing code.
The codes are provided to you with the associated message in the display.

or
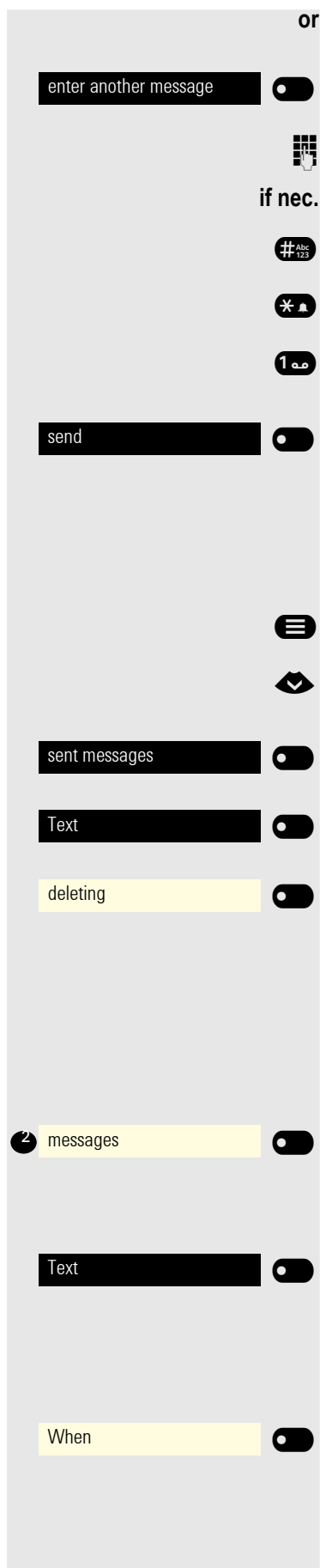
enter another message 〔━●〕   Select and confirm.

📱   Text input (maximum of 24 characters) → page 21.

if nec.

〔#ᴬᵇᶜ₁₂₃〕   Delete last letters.

〔✳🔔〕   Switch between uppercase and lowercase.

〔1ᴏ〕   Insert blanks.

send 〔━●〕   Confirm.

> ▦➤ On system phones without display, and on pulse or tone dialing phones, sent messages are saved as callback requests.

Delete/display sent message

📧   If nec. Press Main Menu key.

◆   Select "sent messages"

sent messages 〔━●〕   Open using the Softkey. The Functions dialog opens.

Text 〔━●〕   Confirm. The message is displayed.

deleting 〔━●〕   Confirm. The message is deleted.

View and edit message received

Please note the instructions on → page 104.

The notification LED flashes red. The "messages" option is displayed with the number on the idle screen.

② messages 〔━●〕   Press Softkey to open the messages list

In the Notification area at "**Message from:**" the first party who sent a message is displayed.

Text 〔━●〕   Confirm.

The message text appears in the Notification area e.g. "Please bring coffee".

Time of transmission

When 〔━●〕   Confirm.
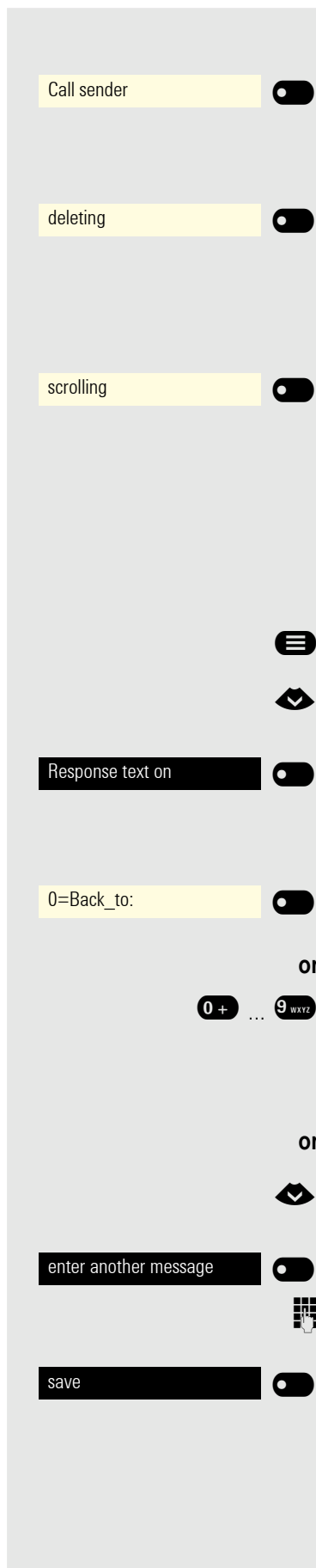
Call sender

`Call sender` ⬤   Confirm.

Delete message

`deleting` ⬤   Confirm.

Move to next message

`scrolling` ⬤   Confirm if even more messages are available.

Leaving a message/advisory text

You can leave messages/advisory texts on the display of your phone for internal callers who want to reach you when you are unavailable.
The message appears on the display of the caller during a call. The advisory text is also displayed on the Notification area of the Main Menu.

⬛   If nec. Press Main Menu key.

❤   Select "Response text on"

`Response text on` ⬤   Open using the Softkey. The Functions dialog opens.

Predefined message

`0=Back_to:` ⬤   Select and confirm predefined message (can be changed by relevant Administrator).

or

0+ ... **9 wxyz**   Directly enter the code for a predefined message (if known).

> Predefined messages with colons can be expanded with character input e.g. 12:30 (enter colon with #).

or   ### Own message

❤   Select "enter another message"

`enter another message` ⬤   and confirm

🖮   Enter text (maximum 24 characters).

`save` ⬤   Confirm

Deleting the advisory message

If nec. Press Main Menu key.

Select "Response text off"

Response text off Confirm.

Assign phone number (not for U.S.)

If configured (ask relevant Administrator), before dialing an external phone number you can assign a particular phone number in a targeted manner (direct dialing number) to your telephone connection. The assigned number then appears on the called party's display.

If nec. Press Main Menu key.

Service/Settings Open using the Softkey.

Service menu Open with softkey.

Calls Open with softkey.

Assign call number Confirm.

Enter the direct dialing number you wish to dial.

Dial external number.

Forwarding calls

Using variable call forwarding

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

> If call forwarding is activated, a special dialing tone plays upon lifting the handset.
>
> With active MFV direct dialing (ask relevant Administrator) you can also forward calls there. Destinations: Fax = 870, Direct dialing = 871, Direct-fax dialing = 872.
>
> If you are the destination for a forwarded call, you will see the phone number or name of the forwarding user on the Notification area of the display (first line) and those of the caller below it.

> If your phone is part of a system network, you must take note of special features→ page 161!

Configure forwarding via the Forwarding Menu

Requirement: The Presence menu is not available → page 70

Open the Forwarding menu.

> In the menu you immediately have an overview of which forwarded calls are currently set up. You can access this menu via user settings.

| Variable: All | No desti- | |

Confirm.

or

| Variable: External | No desti- | |

Confirm.

or

| Variable: Internal | No desti- | |

Confirm.

| Destination | |

Open the destination editor with Softkey

| **123** 3335 | |

Enter destination phone number on the dialing pad.

Enter destination phone number. Complete your entry with the Softkey.
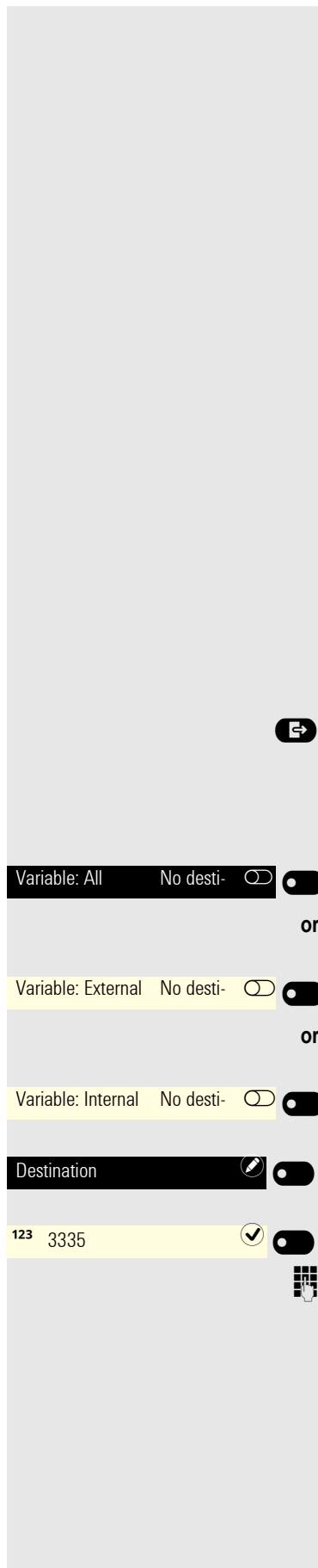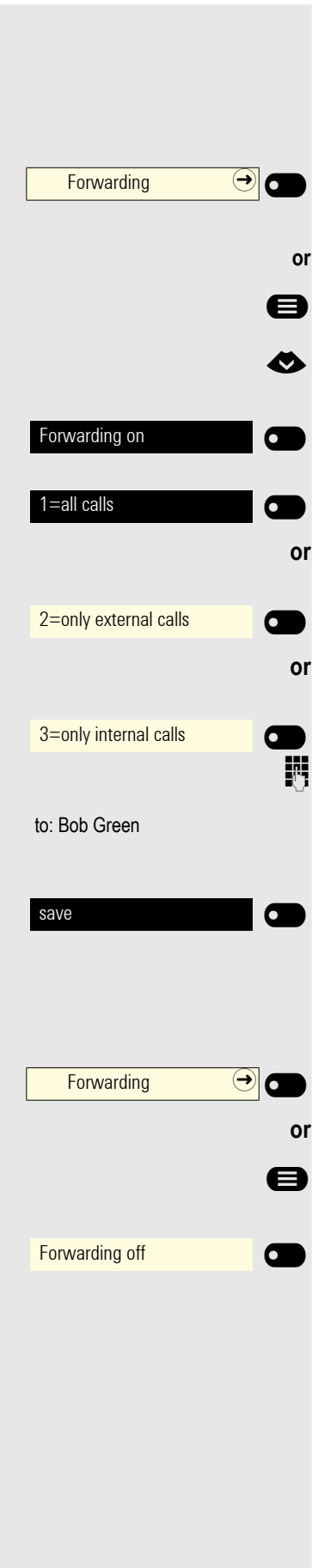
Activate forwarding with key

The advantage of a configured key is that a phone number does not need to be entered anew each time. The programmed key already contains a destination. You can therefore configure several keys with different forwarding destinations.

| Forwarding | → | ▬ |

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

or

Configure forwarding via the idle menu

▤   If nec. Press Main Menu key.

❤   Select "Forwarding on".

| Forwarding on | ▬ |

Confirm. The Functions dialog opens.

| 1=all calls | ▬ |

Confirm.

or

| 2=only external calls | ▬ |

Confirm.

or

| 3=only internal calls | ▬ |

Confirm.

▦   Enter destination phone number.

to: Bob Green

The phone number or name of the forwarding destination is displayed in the Notification area.

| save | ▬ |

Confirm.

The call forwarding key LED flashes on the destination phone.

Deactivate forwarding via the key

| Forwarding | → | ▬ |

Press the key if it is set up. The LED goes out.

or

Deactivate forwarding via the idle menu

▤   If nec. Press Main Menu key.

| Forwarding off | ▬ |

Confirm.

Deactivate forwarding via the Forwarding Menu

Requirement: The Presence menu is not available → page 70

📤 Open the Forwarding menu.

Variable: All   0123456 ⬤

Confirm. Forwarding is deactivated and the destination deleted.

or

Variable: External   0123456 ⬤

Confirm. Forwarding is deactivated and the destination deleted.

or

Variable: Internal   0123456 ⬤

Confirm. Forwarding is deactivated and the destination deleted.

Using call forwarding if no response

Calls which are not answered after three rings (=default, adjustable via Administrator) or calls which are incoming while you are on the phone can be automatically forwarded to a phone you have predetermined.

after time to   →

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

or

☰ If nec. Press Main Menu key.

◆ Select "CFNR on".

CFNR on

Confirm. The Functions dialog opens.

🔢 Enter destination phone number.
• Enter the internal phone number for internal destinations
• For external destinations, enter the external code and the external phone number

after time to: Bob Green

The phone number or name of the forwarding destination is displayed on the Notification area.

save
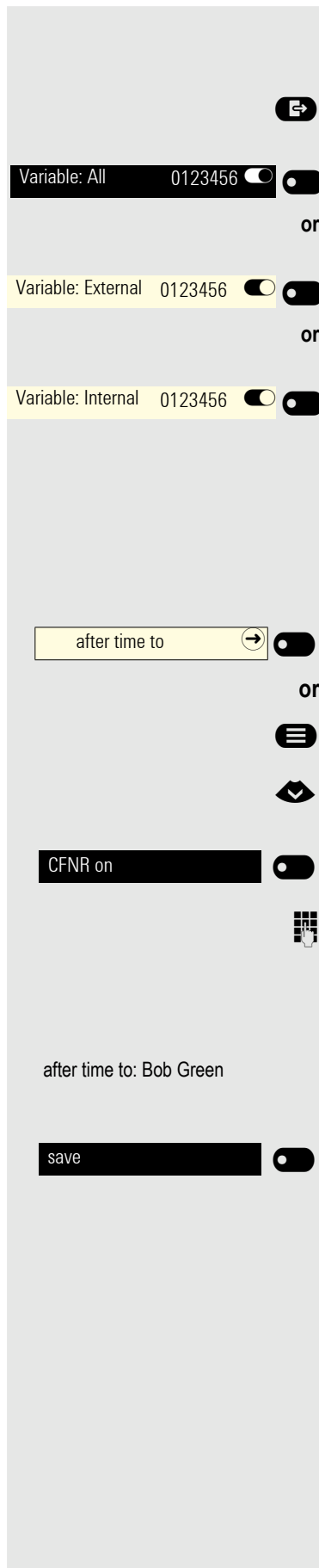
Confirm.

CFNR off

after time to ➔ ⬛

Press the key if it is set up. The LED goes out.

or

☰

If nec. Press Main Menu key.

CFNR off ⬛

Confirm.

deleting ⬛

Confirm.

or

finishing ⬛

Select and confirm to return to idle mode and keep call forwarding on.

> If call forwarding is turned on upon no response, when you put the handset down, "CFNR on" appears on the display for a short period of time.

Trunk FWD on

The advantage of a configured key is that the type of trunk forwarding does not have to be selected anew each time. The programmed key already contains the type of trunk call forwarding. You can therefore configure several keys with different forwarding types.

Frwrdng. Office → ●	Press the key if it is set up. The LED lights up.
or	## Configure forwarding via the idle menu
☰	If nec. Press Main Menu key.
❧	Select "Forwarding on".
Call forwarding to office ●	Confirm. The Functions dialog opens.
1=immediately ●	Confirm.
or	
2=unanswered calls ●	Confirm.
or	
3=if busy ●	Confirm. A destination is requested in the Functions dialog.
▥	Enter destination phone number.
save ●	Confirm.

Deactivate forwarding via the key

Frwrdng. Office → ●	Press the key if it is set up. The LED goes out.
or	## Deactivate forwarding via the idle menu
☰	If nec. Press Main Menu key.
Call forwarding to office ●	Confirm.
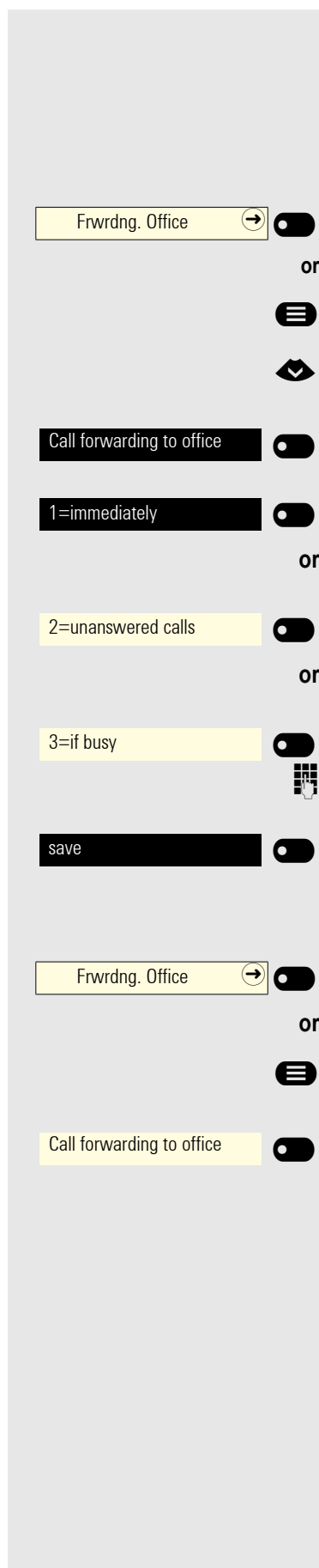
Using callback

If a called internal connection is engaged or nobody answers, a callback can be requested. This is also the case for external calls via telephone exchanges. Repeated call attempts can thereby be avoided.
You receive the callback

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

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

Save callback

Requirement: A connection called is engaged or nobody answers.

Callback   Confirm.

Accept callback

A party for whom a callback has been saved is now no longer engaged or has phoned in the meantime. Your phone now rings.

➤ Lift the handset.

or

◀ Press key. LED lights up.

or

accept   Confirm to accept the callback.

Check/delete saved callback

If nec. Press Main Menu key.

Select "Callback requests"

Callback requests	

Confirm.

Show next entry	

Confirm, if nec., to display further entries.

Delete displayed entry

deleting	

Confirm.

End query

finishing	

Confirm,

or

Press key.

or

Press key. LED goes out.

During the call

Switchingto speakerphone mode

Requirement: You are conducting a call via the handset.

🔊 ☎ Hold down the key and replace the handset, then release the key and continue the call.

US mode

If the country setting is set to US (ask relevant Administrator), you do not have to hold down the loudspeaker key when replacing the handset to switch to speakerphone mode.

🔊 Press key.

☎ Replace the handset. Continue call.

Switch to handset

Requirement: You are conducting a call in speakerphone mode.

☎ **and** ☎ Lift the handset. Continue call. The speakerphone microphone is deactivated.

Open listening in the room during the call

You can involve other people in the room in the call. Tell your call partner that you are switching on the loudspeaker.

Requirement: You are conducting a call via the handset.

Activation

🔊 Press key. LED lights up. The speakerphone microphone remains deactivated.

Deactivation

🔊 Press key. LED goes out.

Using second call (call waiting)

If you are making a phone call, you remain available to another caller. A notification tone and the "Call: <x>" on the screen inform you of 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 also suppress the second call or notification tone → page 72.

Requirement: You are making a call and hear a notification tone (approx. every six seconds).

End the first call and accept the second call

⌒ Replace the handset. Your phone rings.

↗ Accept second call. Lift the handset.

Place the first call on hold and accept second call

Accept call waiting ✆ ▮ Confirm. You are connected with the second caller. The first caller is placed on hold.

End the second call, resume the first call

end and back ✆ ▮ Confirm

or

⌒ Replace the handset.

accept ✆ ▮ Recalling the first party. Confirm.

or

↗ **Lift the handset.**
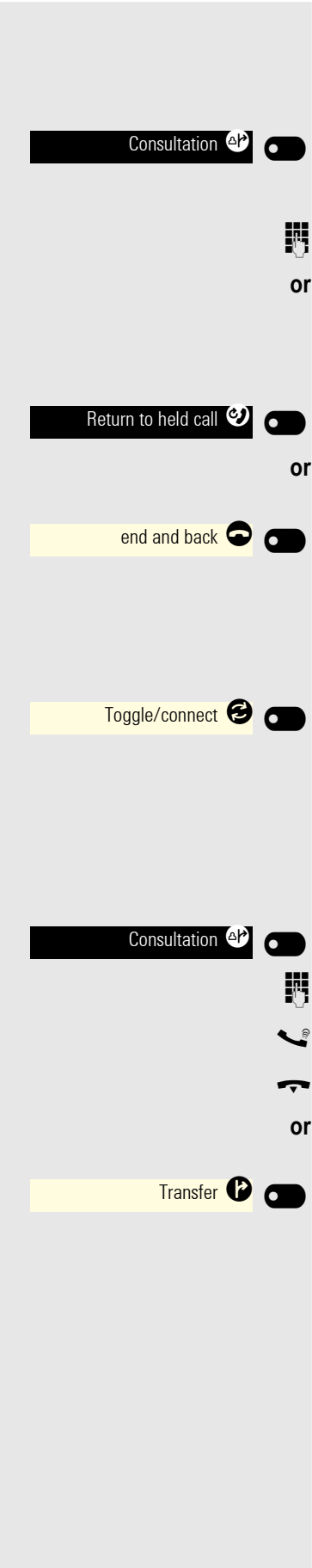
Calling a second party (consultation)

You can phone a second party during a call. The first party waits.

Consultation 🔲

Confirm.

Call the second party:

📱 Enter the number of the desired party.

or Select from the conversation list.

Back to the first party, second party not answering:

Return to held call 🔲

Confirm.

or End consultation call:

end and back 🔲

Confirm

Switching to the party on hold (toggling)

Toggle/connect 🔲

Confirm

Transferring a call

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

Consultation 🔲

Confirm.

📱 Enter the number of the desired party.

📞 Announce call if nec.

📞 Replace the handset.

or

Transfer 🔲

Confirm

Parking a call

You can park up to 10 internal and/or external calls. You can resume a parked connection at another phone. In this way you can, for example, continue a call on another phone.

Requirement: You are conducting a call.

Parking a call ⟶	Press the Function keys of the OpenScape Desk Phone CP400 or OpenScape Key Module 400, if configured.
or	
☰	If nec. Press Main Menu key.
Service/Settings	Open using the Softkey.
Service menu ⟶	Open with softkey.
Calls ⟶	Confirm.
❤	Select "Parking a call".
Parking a call	Confirm.
0+ ... 9wxyz	Enter and note a parking position number between 0 and 9. If the parking position number entered is not picked up, it is already occupied; please enter another number.

Picking up a parked call

Requirement: At least one call has been parked. The phone is idle.

Parking a call ⟶	Press the Function keys of the OpenScape Desk Phone CP400 or OpenScape Key Module 400, if configured.
or	
☰	If nec. Press Main Menu key.
Service/Settings	Open using the Softkey.
Service menu ⟶	Open with softkey.
Calls ⟶	Confirm.
❤	Select "Retrieve call".
Retrieve call	Confirm.
0+ ... 9wxyz	Enter the desired (noted) parking position number. If the parking position number entered is not occupied, you cannot accept the call.

> If a parked call is not picked up, after a certain time it returns to where it was parked (= recall).

Call holding

You can place a call partner on hold. He/she hears a hold tune.

Holding   ⊙   Press the Function keys of the OpenScape Desk Phone CP400 or OpenScape Key Module 400, if configured.

You can now, for example, initiate or end a consultation call.

Recall

Once you hang up, a callback takes place after a preset time.

accept   Confirm party recall.

Being put on hold

They are taken from your call partner and correspondingly noted in the Notification area.

⁗ External call holding

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

or

Send message   Press Softkey to, if nec., send a message (see also → page 95)

Hold a conference

▓▶ The call is reestablished by pressing the function key again.

In a conference call, you can speak with up to seven other call partners at the same time. It can involve external and internal parties.

▓▶ Only as the initiator of the conference can you connect and disconnect parties.

▓ Call the first party.

Start Conference 👤 ⬤ Confirm

▓ Call a second party. Announce conference.

Conference 👤 ⬤ Confirm.

or

Conference ➡ ⬤ Press the Function keys of the OpenScape Desk Phone CP400 or OpenScape Key Module 400, if configured.

A notification tone signals every 30 seconds that a conference is ongoing (can be deactivated, ask relevant Administrator).

If the second party doesn't reply

Return to held call 🕗 ⬤ Confirm.

Expand conference to up to five parties

Expand conference 👤⁺ ⬤ Confirm.

▓ Call the new party. Announce conference.

Conference 👤 ⬤ Confirm.

or

Conference ➡ ⬤ Press the Function keys of the OpenScape Desk Phone CP400 or OpenScape Key Module 400, if configured.

Connecting call partners to a conference

Requirement: You are on a consultation call (→ page 108).

Conference 👤 ⬤ Confirm.

or

Conference ➡ ⬤ Press the Function keys of the OpenScape Desk Phone CP400 or OpenScape Key Module 400, if configured.
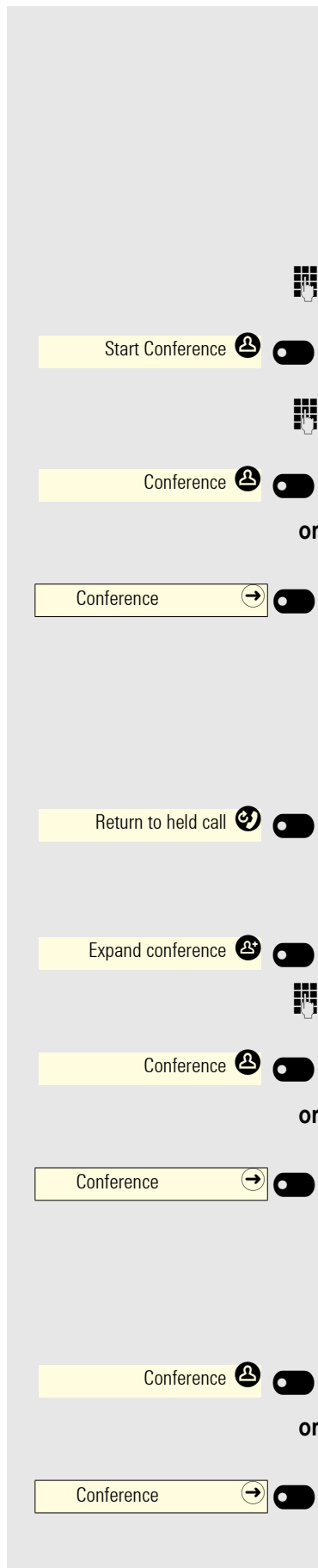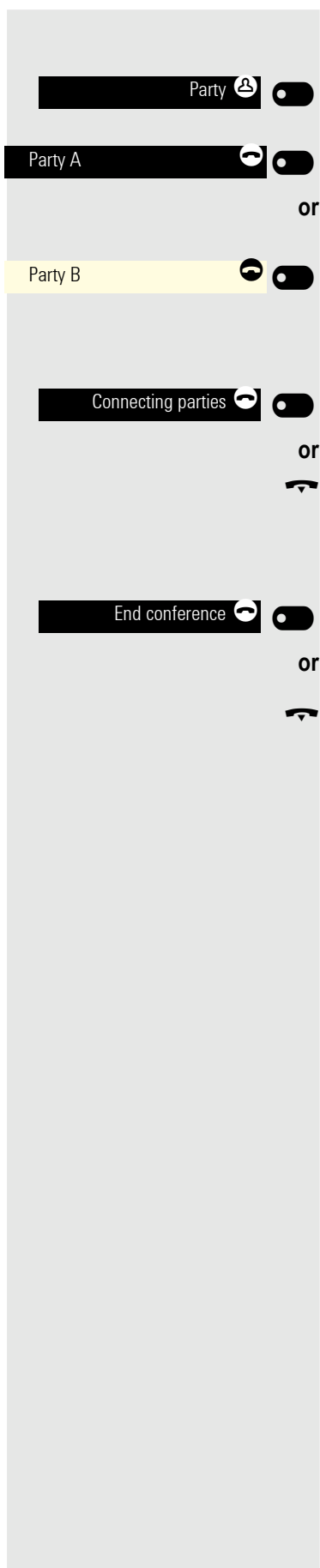
Disconnect participants from the conference

Party Confirm. The parties are displayed.

Party A Confirm to, for example, disconnect Party A.

or

Party B Confirm to, for example, disconnect Party B.

Leave conference

Connecting parties Confirm.

or

Replace the handset, if configured (ask relevant Administrator).

End conference

End conference Confirm.

or

Replace the handset, if configured (ask relevant Administrator).

Carrying out DTMF suffix dialing/tone dialing

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

☰ If nec. Press Main Menu key.

Open using the Softkey.

Service/Settings

Open with softkey.

Service menu ➔

Open with softkey.

Calls ➔

❦ Select "DTMF dialing".

Confirm.

DTMF dialing

You can now send out DTMF signals with the keys $\boxed{0+}$ to $\boxed{9_{wxyz}}$, $\boxed{*\triangle}$ and $\boxed{\#_{123}^{Abc}}$.

> When ending the connection the DTMF suffix dialing is also ended.
> Your system can be configured so that DTMF suffix dialing can begin immediately following connection setup. You can also configure a key for DTMF dialing.

Rollover

You can set up the volume for all notifications, which occure during your call. For more information, see "Volumes" → Page 165

Making calls in the team/manager's office/admin office

If configured (ask relevant Administrator), you will belong to a team of members with multiple lines. Line/trunk keys (MULAP keys) → page 115 are available on your phone.

Lines

A distinction is made here between primary, secondary, and phantom lines. Each of these line types can be used on a private or shared basis → page 114.

Primary line

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

Secondary line

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

Private line

A line that is only 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 sharing the line.

Direct call line

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

Line seizure

Line seizure depends on configuration (ask the relevant Administrator). If the automatic line seizure is configured, a line is automatically assigned upon lifting the handset or pressing the loudspeaker key.

Line/trunk keys

On a MultiLine phone the freely programmable keys function as line/trunk keys. Every key configured as a "line/trunk key" (key marking: Ln: X) corresponds to a line.

As a team member, you yourself can assign the following functions to keys
→ page 75:

- Direct station selection (DSS)
- Group call on/off
  (not for main phone in the management/administration team)
- Call transfer on/off
  (only in management/administration team)

Otherwise, you can assign a key with the "MULAP forwarding" (call forwarding) function for each line.

LED display on line/trunk keys

LED		Meaning
⬛	dark	– the line is in idle mode.
☀	flashes[1]	– Incoming call on the line – Hold reminder is activated – the line is on "Hold".
⬤	On	– the line is busy

1 Flashing keys are represented by this icon in this manual, without reference to the frequency of flashes. The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.

Accepting calls on the line/trunk keys

Requirement: Your phone rings and/or the line/trunk key flashes quickly.

| Ln | → ☀ | Press quickly flashing line/trunk key on the OpenScape Desk Phone CP400 or OpenScape Key Module 400. |

↰ Lift the handset.

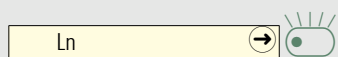**or** On-hook dialing: Speakerphone mode.

Dialing with line/trunk keys

| Ln | → ⬛ | Press the free line/trunk key of the OpenScape Desk Phone CP400 or OpenScape Key Module 400 via which you wish to establish your connection. |

🔢 Dial phone number.

↰ If the participant answers: Lift the handset.

or On-hook dialing: Speakerphone mode.
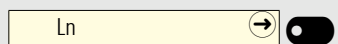
Hold a call on a line/trunk key and then accept again

Requirement: You are conducting a call via one of your group's lines.

Holding

| Holding   → |

Press the key if it is set up.

if nec.

☎   Replace the handset

or

| Disconnect   → |

Press the key if it is set up.

As required per configuration (ask relevant Administrator), so that other team members can also accept the call on hold.

Accept again

| Ln   → |

Press the slowly flashing line/trunk key.

Alternately phone on several lines

Requirement: You are conducting a call via one of your group's lines. Another line key flashes.

| Ln   → |

Press the flashing line/trunk key. The first call partner is waiting on the other line.

| Ln   → |

Press the slowly flashing line/trunk key. Second call partner waiting.

You can change as often as you like. Press the slowly flashing line key.

MULAP conference release
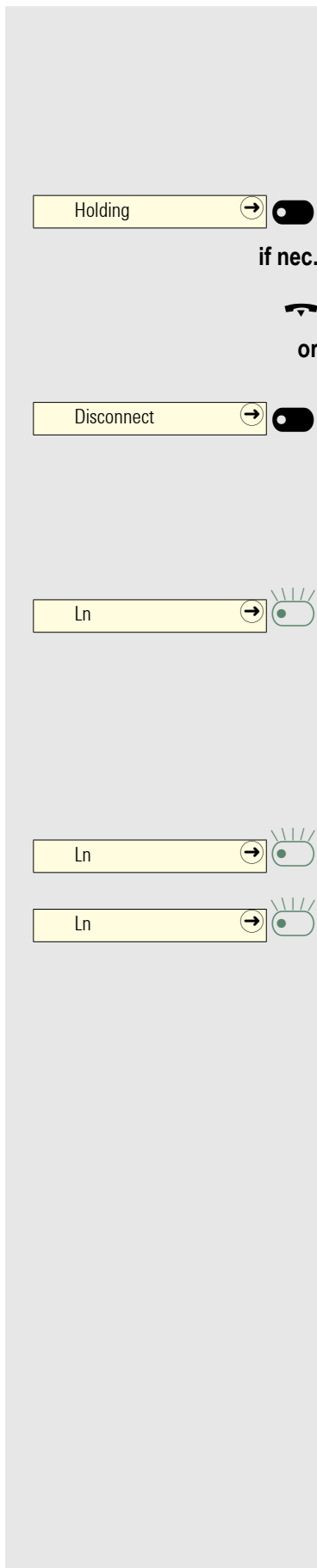
If authorized (ask relevant Administrator), you can assign the "MULAP conference Released by:" function to a key on your phone → page 75.

Setting up a conference via the menu is no longer required in this case. Your team partner simply has to press the flashing line/trunk key for your line on his/her phone and can then immediately take part in the conference.

✆ You are conducting a call.

Disconnect → Press key. LED lights up.

Up to 3 team members can now enter the conference.

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

Ln → Press the flashing line/trunk key.

Direct station selection keys

Each team member has a DDS key for every other team member.

As a result, each team member is directly accessible to the other team members by the simple press of a key.

Unlike a name key, a DSS key signals to you the status of the other extension via the LED.

LED displays for DSS keys

There are two styles of DSS key status indication via LED: the OpenStage style (default) and the CP style.

OpenStage style (default)

LED		Meaning
⬛	Off	– The team member's phone is idle – The team member's phone is logged off.
⬤	Green, steady	– The team member is phoning
🔆	Green, flashing quickly[1]	– The team member is being called, please accept. – The team member has activated DND. – Another team member is being called and has not yet answered.
	Green, flashing slowly	– You are on call with the team member and you have placed the call on hold.

1   Flashing keys are represented by this icon in this manual, without reference to the frequency of flashes. The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.

CP style

LED		Meaning
⬛	Off	– The team member's phone is idle – The team member's phone is logged off.
🔴	Red, steady	– The team member's phone is busy – The team member's phone is on hold by another station – You are calling the team member's phone.
🔴	Red, flashing	– The team member has activated DND
	Green, blinking	– The team member is calling you.
🔆	Green, flashing[1]	– The team member's phone is being called by another station – A waiting call is signaled on the team member's phone and the call is from another station
🟠	Amber, steady	– You are on call with the team member and you have placed the call on hold.

1   Flashing keys are represented by this icon in this manual, without reference to the frequency of flashes. The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.
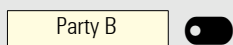
If you want to change to the CP style of the DSS key status indication via LED, see → page 61.

Directly call team members

Party B ⬛	Press the DSS key.
Party B → ⬛	LED

or
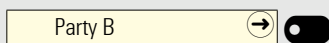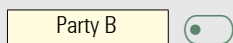
Party B ⬤	If the desired team member is on the phone, the DSS key on your phone lights up. In this case you can still call if second calling (call waiting) is permitted to team members.
Party B → ⬤	LED
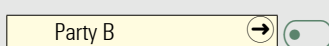
➤ If the participant answers: Lift the handset.

or On-hook dialing: Speakerphone mode.

Transferring an existing call
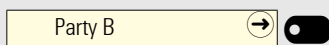
Party B → ⬛	Press direct station select (DSS) key, if nec. announce call.

➤ Replace the handset.

or
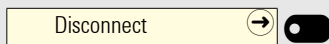
Disconnect → ⬛	Press disconnect key.

Pick up call for another member
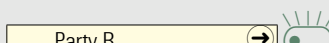
Party B → ⬤	Press the blinking direct station select (DSS) key or line/trunk key.

➤ Lift the handset.

or On-hook dialing: Speakerphone mode.

Forwarding calls for lines

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

If nec. Press Main Menu key.

Service/Settings   Open using the Softkey.

Service menu   Open with softkey.

Destinations   Open with softkey.

Select "Frwrdng. MULAP on".

Frwrdng. MULAP on   Confirm.

or

Fwd. MULAP   If available, press the key. (You have incompletely saved the "Fwd. MULAP" key without type and destination of the forwarding → page 75).

Ln.   Press desired line/trunk number.

or

Enter and confirm the desired line/trunk number.

1=all calls   Confirm.

or

Select "2=only external calls".

2=only external calls   Confirm

or

Select "3=only internal calls".

3=only internal calls   Confirm.

Enter destination phone number.

save   Confirm.

or

Fwd. MULAP   If available, press the key. (You have also saved the type and destination of the forwarding to the "Fwd. MULAP" key, → page 75.)
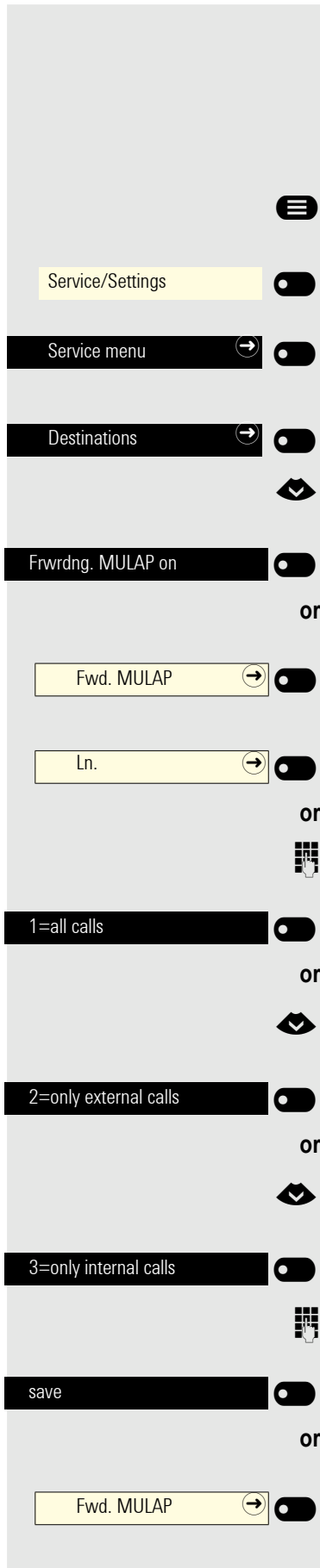
Deactivate call forwarding
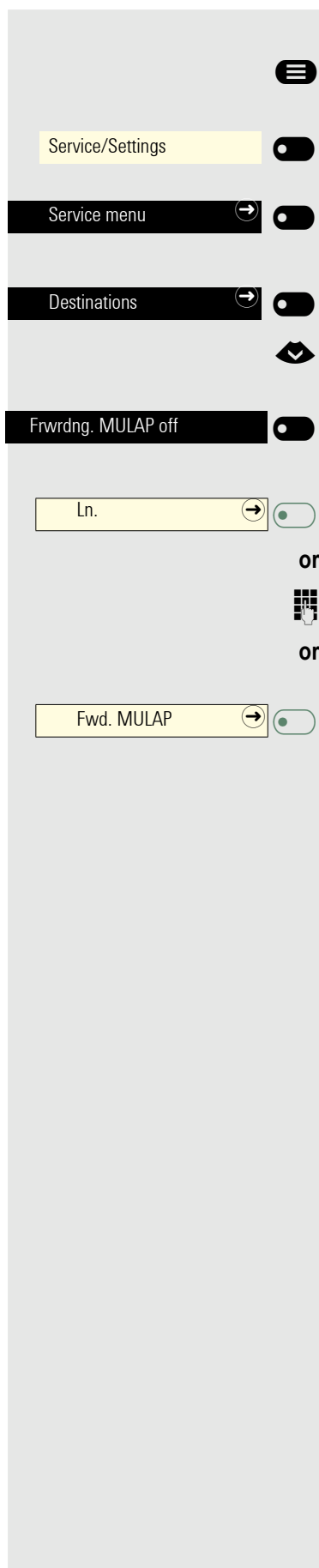
≣ If nec. Press Main Menu key.

Service/Settings ⬤ Open using the Softkey.

Service menu ➔ ⬤ Open with softkey.

Destinations ➔ ⬤ Open with softkey.

❤ Select "Frwrdng. MULAP off".

Frwrdng. MULAP off ⬤ Confirm.

Ln. ➔ ⬤ Press desired line/trunk number.

or

🔢 Enter the desired line/trunk number.

or

Fwd. MULAP ➔ ⬤ If available, press the key.

> ▐▶ If call forwarding is activated for a line, a special dial tone rings when occupied.

Call Forwarding information display on Idle Screen

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

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

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

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

> Call forwarding destination is displayed only on the Main/Idle screen and not in active call screen.
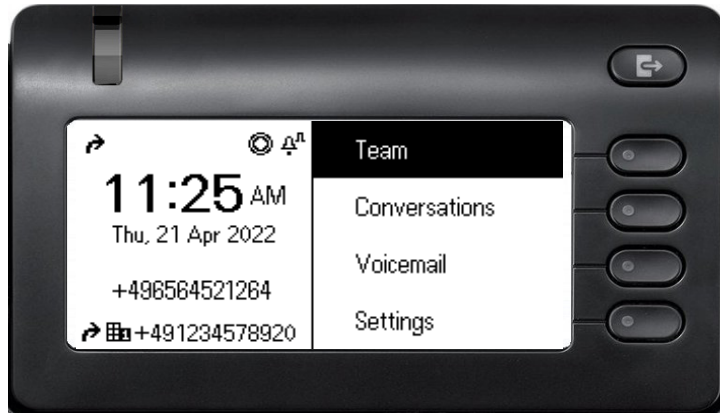
Understanding LED notifications for the key "MULAP forwarding"
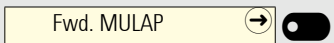
| Fwd. MULAP | ⊕ | ⬛ | LED on the "Fwd. MULAP" is dark – no call forwarding active for this line. |

or
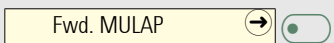
| Fwd. MULAP | ⊕ | ⬤ | LED on the "Fwd. MULAP" lights up – call forwarding active for this line. |

or
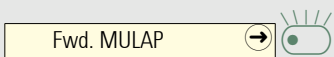
| Fwd. MULAP | ⊕ | ⬤ | LED on the "Fwd. MULAP" flashes **slowly** – line is the destination of a forwarded call. |

Forwarding calls directly to the manager

All calls for the manager are usually only acoustically signaled in the admin office.
You can set the acoustic signaling so that the calls are only acoustically signaled on the main phone or on an assigned second phone.

Requirement: On your phone there is a key assigned with the "Ring transfer executive/secretary" function.

Activation

| Ring transfer executi- ➔ | Press key. LED lights up. |

or

If nec. Press Main Menu key.

| Service/Settings | Open using the Softkey. |

| Service menu ➔ | Open with softkey. |

| Destinations ➔ | Open with softkey. |
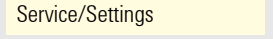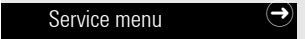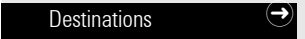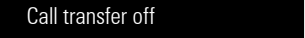
Select "Call transfer on".

| Call transfer on | Confirm. |

| Ln. ➔ | Press desired line/trunk number. |

or

Enter the desired line/trunk number.

Deactivation

Ring transfer executi- → ⬤	Press key. LED goes out.
or	
☰	If nec. Press Main Menu key.
Service/Settings ⬤	Open using the Softkey.
Service menu → ⬤	Open with softkey.
Destinations → ⬤	Open with softkey.
❦	Select "Call transfer off".
Call transfer off ⬤	Confirm.
Ln. → ⬤	Press desired line/trunk number.
or	
⌨	Enter the desired line/trunk number.

Group call/hunt group

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

Group call on/off

If your phone is connected to a system network via LAN, pay attention to specific features → page 160!

If this has been configured (ask relevant Administrator), you will belong to one or more groups of members who can be reached via a hunt group or group call phone number.
Calls are signaled on all telephones in the group either in succession (=hunt group) or simultaneously (=group call), until a member of the group answers the call.

Every party in the group can also remain available under his/her own phone number.

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

You belong to a hunt group or the group call

If nec. Press Main Menu key.

Select "Group calls off".

Confirm.

Group calls off

or

Select "Group calls on".

Confirm.

Group calls on

or

Group call on/off →

Press key.

or

Group call on/off →

Press key.

You belong to multiple groups

⊟   If nec. Press Main Menu key.

❤   Select "Group calls off".

| Group calls off | ⬛ |

Confirm.

or

❤   Select "Group calls on".

| Group calls on | ⬛ |

Confirm.

or

| Group call on/off | → | ⬛ |

Press key.

or

| Group call on/off | → | ⚪ |

Press key.

In the Notification area of the display you can see if a selected group is active or inactive.

| 301 X Group names |

If an "X" appears between the group/line number (e.g. 301) and the group name, the call is active for this group/line.

or

| 301 Group names |

No "X" means that the call is deactivated.

| scrolling | ⬛ |

Confirm to select another group/line number.

or

| Group calls off | ⬛ |

Confirm. The call is deactivated for the displayed group/line.

or

| Group calls on | ⬛ |

Confirm. The call is activated for the displayed group/line.

or

| #=All groups off | ⬛ |

Confirm. The call is deactivated for all groups/lines.

or

| *=All groups on | ⬛ |

Confirm. The call is activated for all groups/lines.

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

Pick up call for colleague in the team

You can pick up calls for phones within a team (Call pickup group; ask relevant Administrator), on your phone; also during a call.

In contrast to the direct station select function, you do not need any configured direct station select (DSS) to do this, see Page 118.

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

Call pickup in pickup　　　Confirm to pick up the call for your colleagues.

Connecting call

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

> If your phone is connected to a system network via LAN, pay attention to specific features → page 163!

Saving/displaying/deleting phone for group ringing

If nec. Press Main Menu key.

Service/Settings　　　Open using the Softkey.

Service menu　　　Open with softkey.

Destinations　　　Open with softkey.

Select "Group ringing".

Group ringing　　　Confirm.

Connect Tln　　　Confirm.

Enter the internal phone number of the party to be added. The party name is displayed.

save　　　Confirm.

if nec.

connect further Tln　　　Confirm to add further parties.

or

display/delete　　　Confirm to display or delete parties.
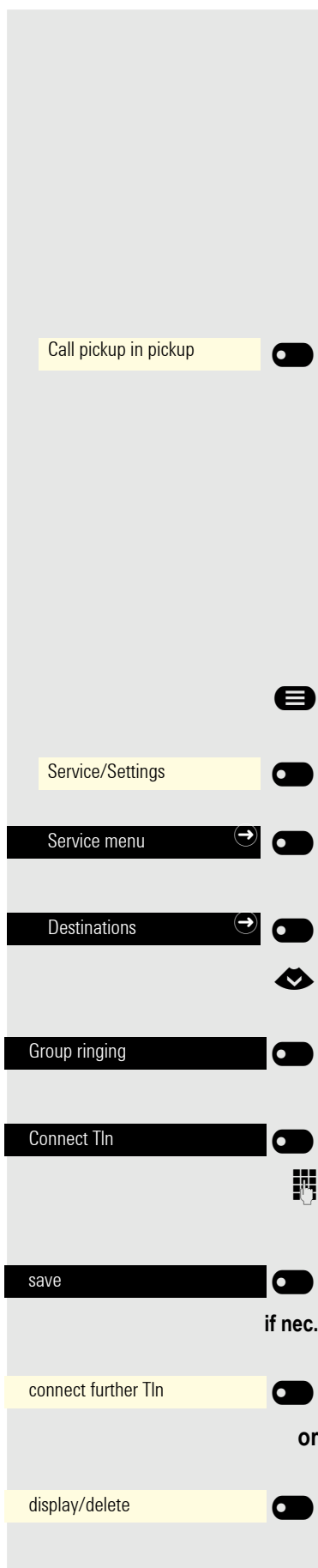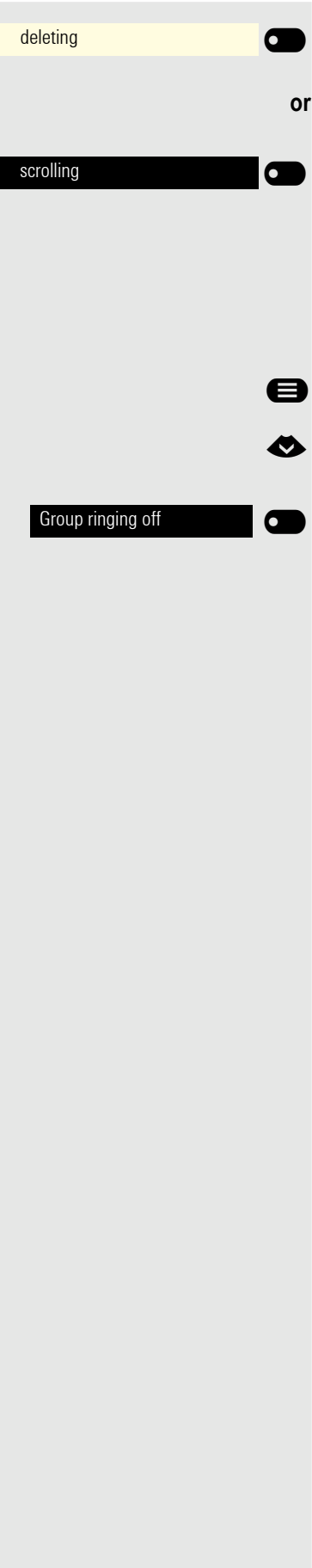
deleting	⬤▬	Confirm to, for example, delete the currently displayed party from the ringing group.

or

scrolling	⬤▬	Confirm to select another party.

▮▮▮➡ If your phone is connected to a ringing group, you can see the phone number or name of the initiator on the display (top row) and that of the caller (bottom row).

Delete from all ringing group phones

☰ If nec. Press Main Menu key.

❤ Select "Group ringing off".

Group ringing off	⬤▬	Confirm.

Calls on Universal Call Distribution (UCD)

If configured (ask relevant Administrator), you will belong to a group of members (agents) to whom calls will be assigned.
An incoming call is always delivered to the agent who has been idle the longest.

Login/logout at beginning/end of use

If nec. Press Main Menu key.

Service/Settings Open using the Softkey.

Service menu Open with softkey.

Destinations Open with softkey.

Select "Universal Call Distribution".

Universal Call Distributi- Open with softkey

Log on Confirm.

or

Log off Confirm.

Enter your identification number ("Operator") when logging in (ask relevant Administrator).

Log in/out during working hours

If nec. Press Main Menu key.

Service/Settings Open using the Softkey.

Service menu Open with softkey.

Destinations Open with softkey.

Select "Universal Call Distribution".

Universal Call Distributi- Open with softkey.

not available Confirm.

or

Available Confirm.
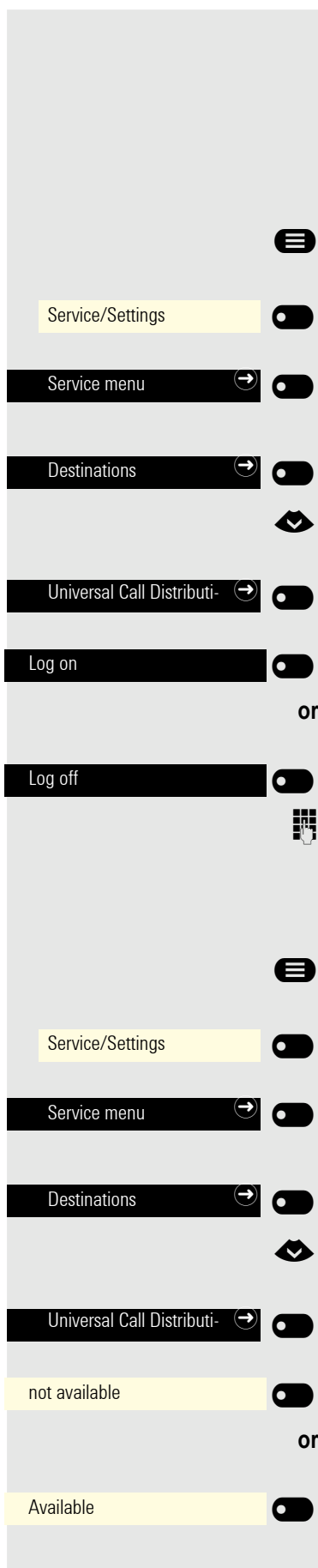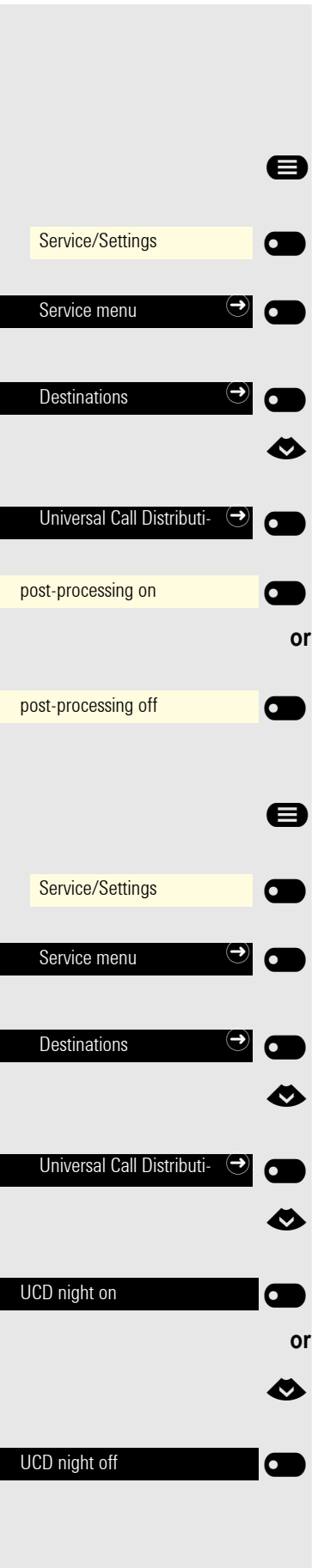
Requesting/activating post-processing time

If you want to follow-up on your last call without being disturbed, you can re-
quest/activate a post-processing time. Your phone is removed from the call dis-
tribution for a set amount of time, or until you log back in.

≡ If nec. Press Main Menu key.

Service/Settings ▭   Open using the Softkey.

Service menu →▭   Open with softkey.

Destinations →▭   Open with softkey.

❖   Select "Universal Call Distribution".

Universal Call Distributi- →▭   Open with softkey

post-processing on ▭   Confirm.

or

post-processing off ▭   Confirm.

Activating/deactivating night service for Universal Call Distribution

≡ If nec. Press Main Menu key.

Service/Settings ▭   Open using the Softkey.

Service menu →▭   Open with softkey.

Destinations →▭   Open with softkey.

❖   Select "Universal Call Distribution".

Universal Call Distributi- →▭   Open with softkey

❖   Select "UCD night on".

UCD night on ▭   Confirm.

or

❖   Select "UCD night off".

UCD night off ▭   Confirm.

Query the number of waiting calls

🔘 If nec. Press Main Menu key.

Service/Settings 🔘 Open using the Softkey.

Service menu ➔ 🔘 Open with softkey.

Destinations ➔ 🔘 Open with softkey.

◈ Select "Universal Call Distribution".

Universal Call Distributi- ➔ 🔘 Open with softkey

Calls in queue 🔘 Confirm.

Private sphere/security

Activating/deactivating idle function

If you do not wish to take calls, you can activate idle mode. Calls are only displayed via **one** call symbol and on the display.

Activating/deactivating

If nec. Press Main Menu key.

Select "Silent mode on"

Silent mode on

Confirm.

or

Select "Silent mode off"

Silent mode off

Confirm.

Activating/deactivating do not disturb

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the busy tone, while external callers reach another pre-defined phone (ask relevant Administrator).

Activating/deactivating

If nec. Press Main Menu key.

Select "DND on"

DND on

Confirm.

or

Select "DND off"

DND off

Confirm.

A special dial tone (whirring continuous tone) reminds you that DND is on when you lift the handset.

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

Caller ID suppression

You can stop your phone number or name from appearing on the display of those you phone externally. This remains active until you reverse it.

Activation

If nec. Press Main Menu key.

Select "Block phone number"

Block phone number

Confirm.

Deactivation

If nec. Press Main Menu key.

Select "Forward phone number"

Forward phone number

Confirm.

> The relevant Administrator can activate/deactivate phone number suppression for all phones.

Security

Protecting the phone from misuse

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

Locking the phone

If nec. Press Main Menu key.

Select "Lock phone"

Lock phone   Confirm. The Functions dialog opens.

Enter code (lock code) → page 136.

> In locked mode a special dial tone rings when you lift the handset. You can dial internal numbers as usual.
>
> Your phone can also be (un)locked from an authorized station → page 135.

Unlocking the phone

If nec. Press Main Menu key.

Select "Open phone"

Open phone   Confirm. The Functions dialog opens.

Enter code (lock code) → page 136.

Locking a different phone to prevent misuse

If configured (ask relevant Administrator), you can lock other phones against un-
authorized use and then unlock them.

If the phone user has locked his/her phone and forgotten his/her personal lock
code, you can unlock the phone using this function.

If nec. Press Main Menu key.

Open using the Softkey.

| Service/Settings |

Open with softkey.

| Service menu ➔ |

Select "PIN and license of service".

Open with softkey.

| PIN and license of ser- ➔ |

Confirm.

| Central code lock |

Enter the internal phone number of the phone that should be (un)locked.

Confirm.

| *=Code lock on |

or

Confirm.

| #=Code lock off |
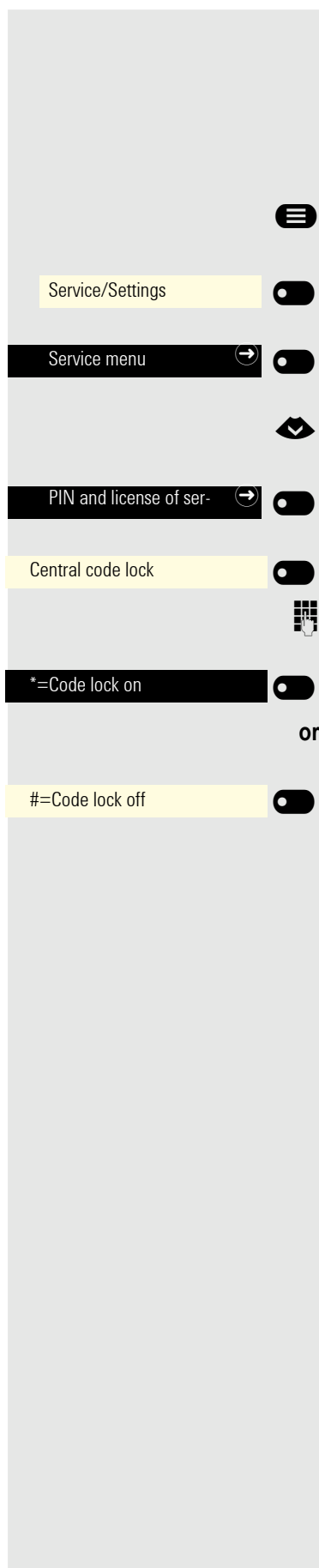
Saving personal lock code

For the functions
- Locking the phone to prevent misuse → page 134
- Using a different phone in the same way as your own → page 146

in order to assign, you must enter a personal code which you can define yourself.

☰ If nec. Press Main Menu key.

| Service/Settings | **▢** | Open using the Softkey. |

| Service menu | **➔** | **▢** | Open with softkey. |

❤ Select "PIN and license of service".

| PIN and license of ser- | **➔** | **▢** | Open with softkey. |

| Change lock code | **▢** | Confirm. |

| previous code: | | Request for current code. |

📟 Enter current 5-digit code.
If you have still not assigned a code, on first input use "00000".

| new code: | | Request for new code. |

📟 Enter the new code.

| Please repeat: | | Request for repetition of the new code |

📟 Re-enter the new code.

> ✗ If you have forgotten your code, contact the relevant Administrator for help. Your PIN can be reset to "00000".
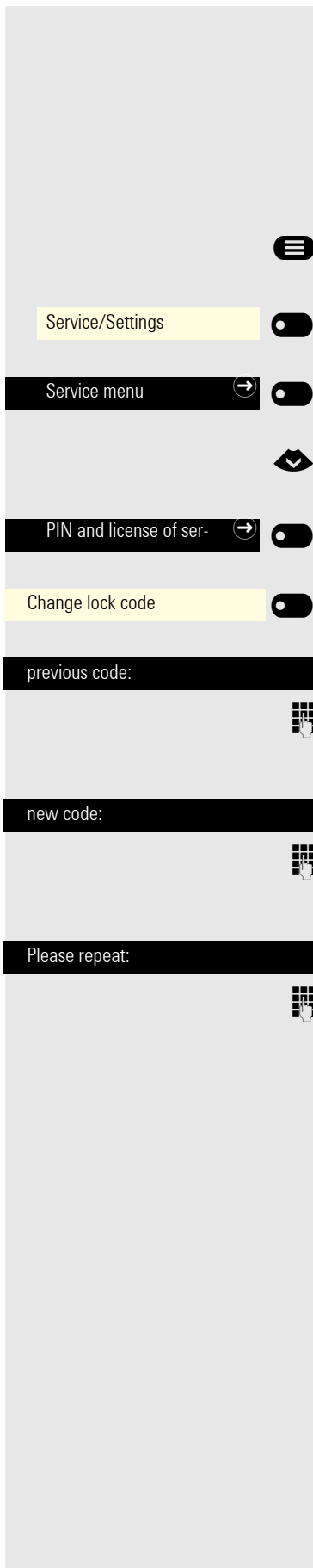
User password

Your User password protects your user settings. You can also use the User password to fully lock your telephone → page 139.

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

> The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password protected (see also → page 138).
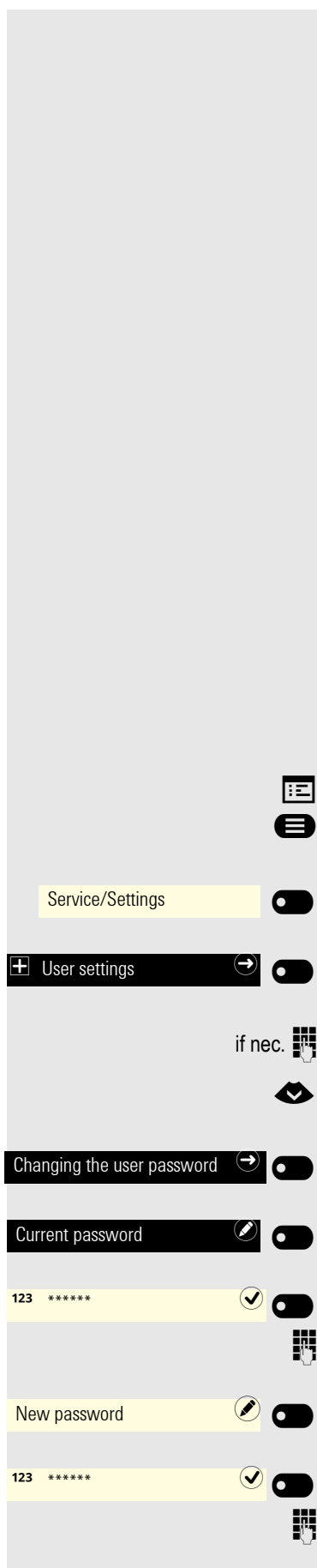
You can also configure this setting via the Web interface → page 177.

If nec. Press Main Menu key.

Service/Settings   Open using the Softkey

User settings   Open using the Softkey.

if nec.   Enter and confirm the User password.

Select "Changing the user password".

Changing the user password   Open using the Softkey

Current password   Open using the Softkey

123 ✱✱✱✱✱✱   The input field is displayed.

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

New password   Open using the Softkey

123 ✱✱✱✱✱✱   The input field is displayed.

Enter the new password (at least 6 characters) and conclude your input with the Softkey.
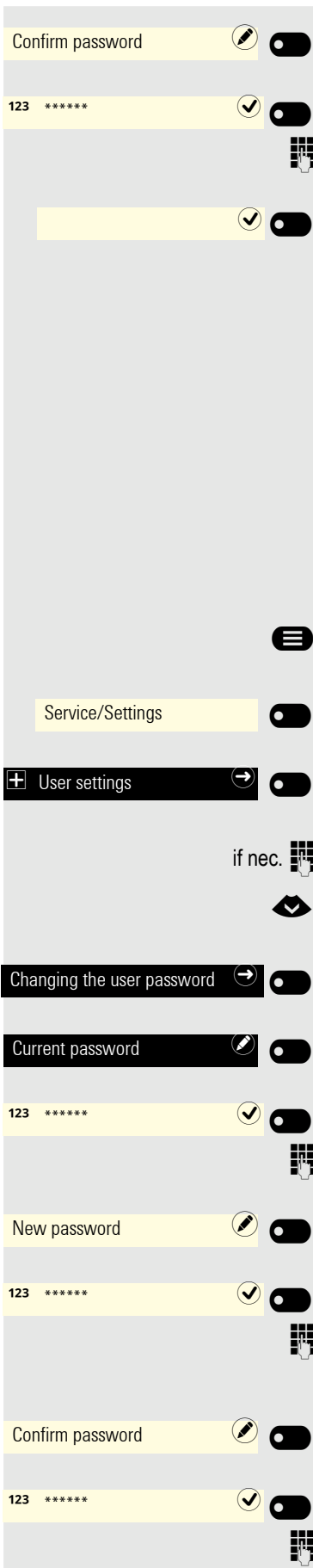
Confirm password ✎ ▭	Open using the Softkey
123 ****** ✓ ▭	The input field is displayed.
⌨	Re-enter the new password and conclude your input with the Softkey.
✓ ▭	Save your input. The new password is now valid.

Deactivating the password prompt

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

> ▌▶ The deactivation of the password prompt does not affect the web interface → page 177. As long as the password prompt is deactivated, you do not have access to the web interface via the User settings.
>
> If you deactivate the password prompt, you can **no longer** lock the phone → page 139 and the user menu is **not** password protected.

|	
☰	If nec. Press Main Menu key.
Service/Settings ▭	Open using the Softkey
⊞ User settings ➡ ▭	Open using the Softkey.
if nec. ⌨	Enter and confirm the User password.
❧	Select "Changing the user password".
Changing the user password ➡ ▭	Open using the Softkey
Current password ✎ ▭	Open using the Softkey
123 ****** ✓ ▭	The input field is displayed.
⌨	Enter the current password and conclude your input with the Softkey.
New password ✎ ▭	Open using the Softkey
123 ****** ✓ ▭	The input field is displayed.
⌨	Enter six zeros ("000000") to deactivate the password request. Confirm your input with the Softkey.
Confirm password ✎ ▭	Open using the Softkey
123 ****** ✓ ▭	The input field is displayed.
⌨	Enter six zeros ("000000") once again. Confirm your input with the Softkey.
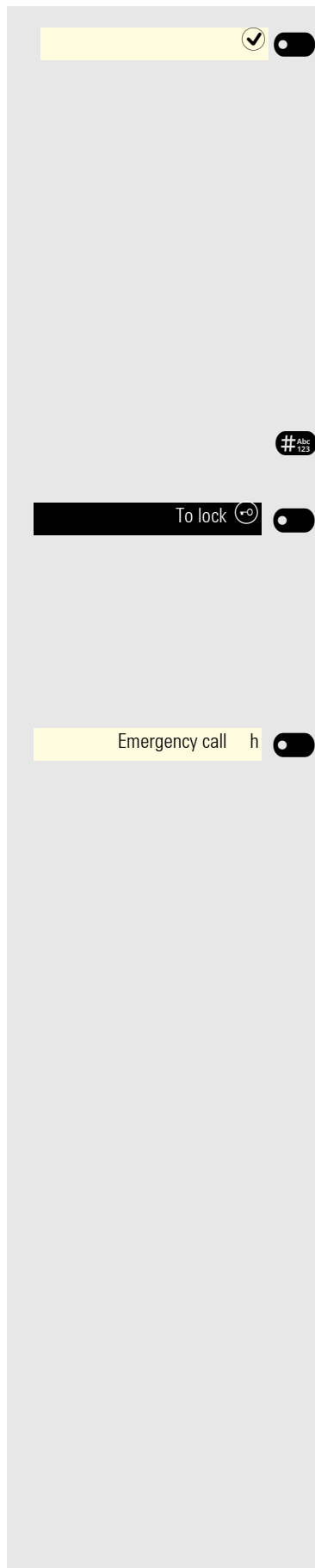
Save your input. The password is now deactivated.

Locking the phone

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

> You can only lock the phone if you set a User password → page 137. The password for this must **not** be the default setting "000000". Check, if necessary, whether the telephone lock function has been activated for you by the administrator.

Activating the phone lock

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

Press the Softkey to activate the lock.

Dial emergency number

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

Press the Softkey. The saved emergency number is dialed.

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

Unlocking the phone

The display shows: Phone locked.

⊶o Phone locked

Press the Softkey.

Unlocking the phone ⊙⊶o ▭

🎟 Enter and confirm the User password, the lock is released if the password was correct.

or

Unlock admin ⊙⊶o ▭

Press the Softkey.

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

▥➡ If the telephone is locked, an emergency number entered by the administrator can be input using the dial pad or dialed with the Emergency call option. If the phone is locked, selected dialing keys (see → page 93) cannot be used. This also applies if the emergency number is saved on this key.

Other settings and functions

Connection costs

Display connection costs for your phone (not for U.S.)

For the current call:

> ⚒ If the costs are to be displayed continuously during an outgoing call, this function must be requested from the relevant Administrator of the network operator.
> The display of the call costs must be applied by the network operator and configured by the relevant Administrator.

Depending on the setting, call costs are displayed during or after the call. Depending on the network provider, no-charge external calls will also be displayed. On the display, "no charge" appears before or during the call.
If no cost display is set up, the phone number dialed and/or the call length appear in the display.

> �III➡ If a call is transferred, the costs are assigned to the phone to which the call was transferred.

For all calls and for the last call held

First the call charges for the last charged call are displayed. After five seconds the connection charges incurred (total) are displayed.

⊟ If nec. Press Main Menu key.

Service/Settings **⬤** Open using the Softkey.

Service menu **➔** **⬤** Open with softkey.

❖ Select "more features".

more features **➔** **⬤** Open with softkey.

Show call charges **⬤** Confirm. The costs are displayed.

Query connection costs for another phone (not for U.S.)

If configured (ask relevant Administrator), you can also display the fee-based calls from other phones and print these too.

Requirement: You have programmed a key with the "Check costs" function → page 75.

If the LED lights up, a chargeable call has been made since the last query.

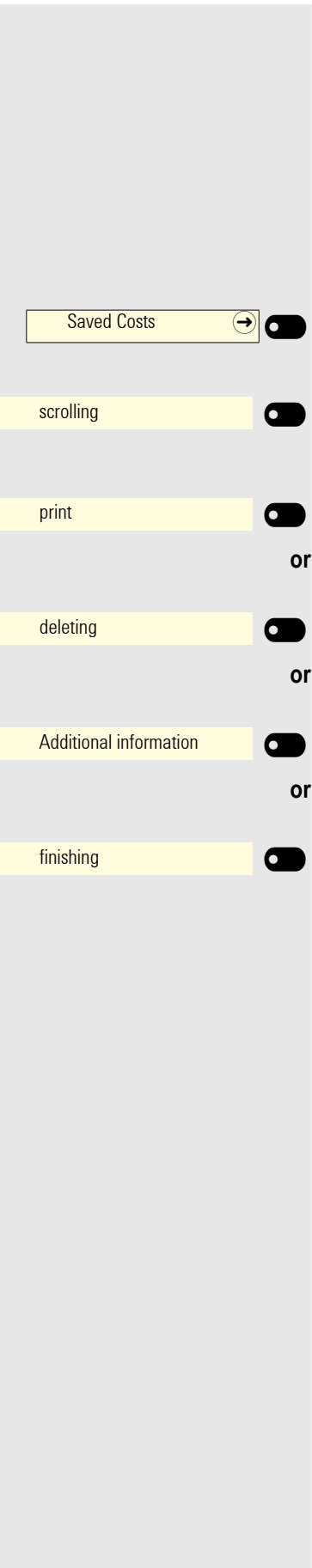Saved Costs ⊖

Press key. The fee-based calls are displayed.

scrolling

Also confirm to display further fee-based connections.

print

Confirm with softkey.

or

deleting

Confirm with softkey.

or

Additional information

Open with softkey.

or

finishing

Confirm with softkey.

Calling with call charge assessment

You can assign external calls to certain projects.

Requirement: The relevant Administrator has set account codes for you.

If nec. Press Main Menu key.

Service/Settings

Open using the Softkey.

Service menu

Open with softkey.

Select "Calls".

Calls

Open with softkey.

Project code

Confirm.

Enter account code.

#=save

Confirm.

As required per configuration; ask relevant Administrator.

Enter the external phone number.

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

Appointment function

You can arrange for the communications system to remind you of an appointment → page 145. For this to happen, you need to save the desired times of the calls. This is possible for a period of up to 24 hours in advance or for a daily repeating appointment.

Save appointment

▤   If nec. Press Main Menu key.

Service/Settings   **◖**   Open using the Softkey.

Service menu   ⊕ **◖**   Open with softkey.
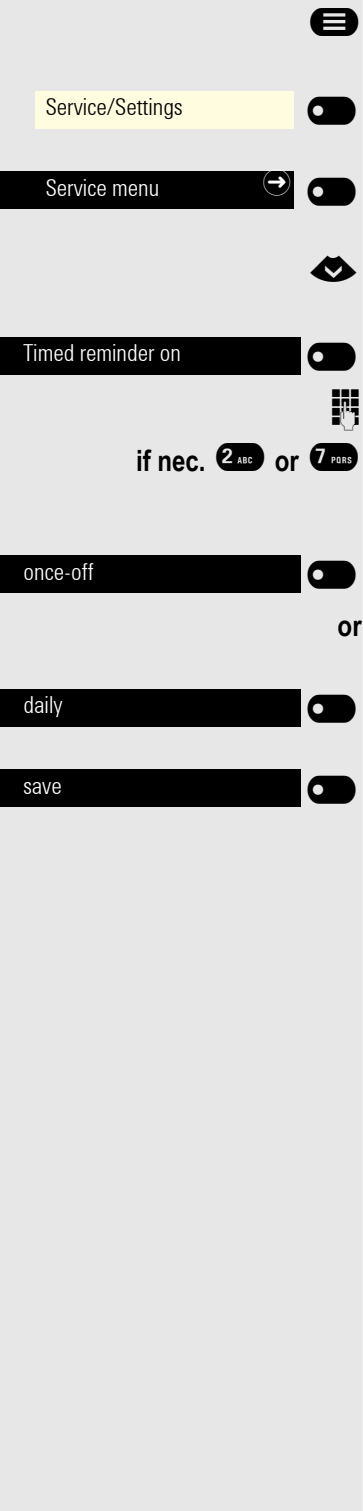
❖   Select "Timed reminder on".

Timed reminder on   **◖**   Confirm.

⋮   Enter 4-figure time, e.g. 0905 for 9.05 a.m. or 1430 for 2.30 p.m.

if nec. 2ᴬᴮᶜ or 7ᴾ�QᴿS   With the "American" language setting (setting → page 59) you can enter Code 2 for "a.m." or 7 for "p.m." (default = "a.m.").

once-off   **◖**   Confirm.

               or

daily   **◖**   Confirm.
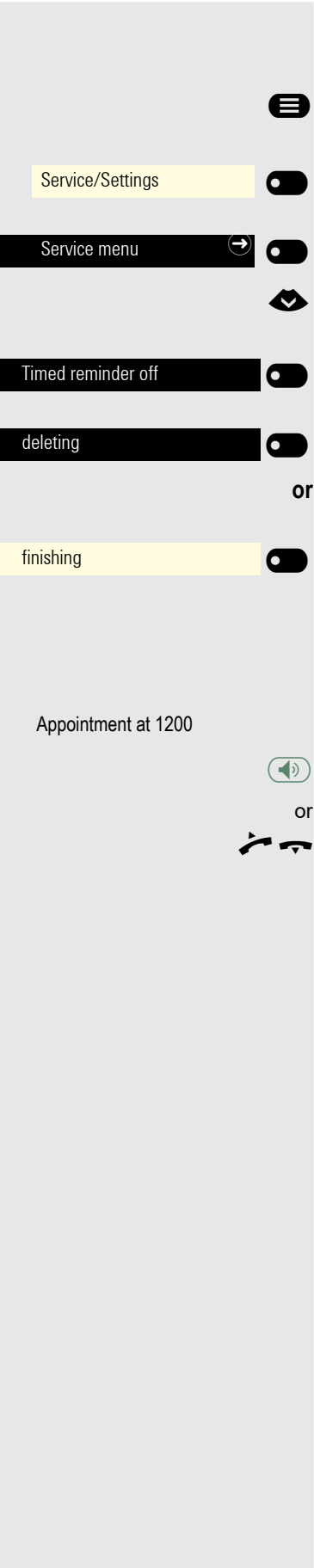
save   **◖**   Confirm.

Deleting/querying a saved appointment

If nec. Press Main Menu key.

Service/Settings

Open using the Softkey.

Service menu

Open with softkey.

Select "Timed reminder off".

Timed reminder off

Confirm.

deleting

Confirm.

or

finishing

Confirm.

Using timed reminders

Requirement: You have saved a reminder → page 144. The saved time arrives. The phone rings. The appointment time is displayed.

Appointment at 1200

Press key twice.

or

Lift the handset and put it back down.

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

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

Your phone can be temporarily used by others for an existing call, as if it where his/her own.

▤   If nec. Press Main Menu key.

| Service/Settings | ● | Open using the Softkey. |

| Service menu | ➜ ● | Open with softkey. |

❤   Select "PIN and license of service".

| PIN and license of service | ➜ ● | Confirm. |

❤   Select "Temporary phone".

| Temporary phone | ● | Confirm. |

▤   Enter phone number of the other user.

▤   Enter the other user's code.→ page 136.

if nec.

| Change lock code | ● | If the other user has still not set a personal code, he/she is asked to do this on his/her phone. |

▤   Dial external number.
After the end of the call, this status is removed again.
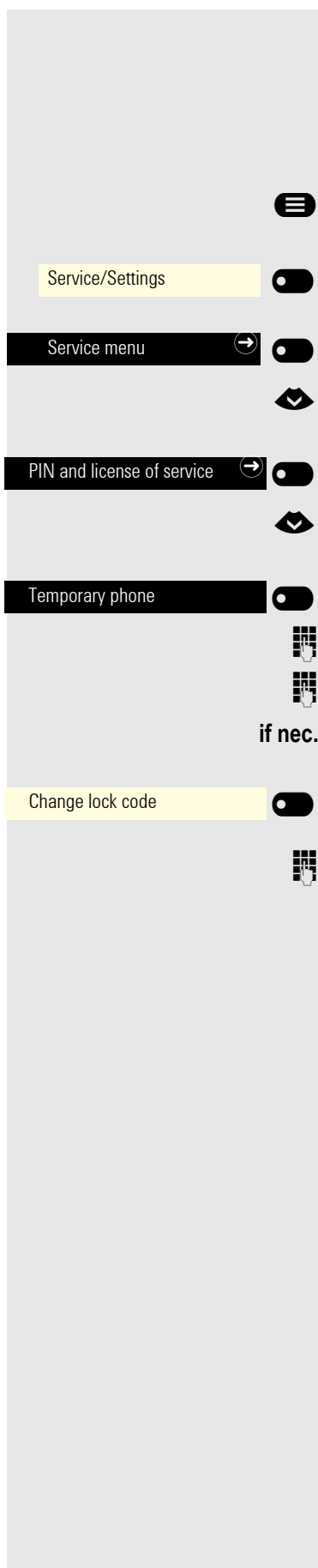
Using a mobile connection to a different phone

You can configure a mobile connection that your relevant technician has set up for you on a OpenScape CP 400 prepared for it on the system. The original connection to the "guest phone" is deactivated. The mobile connection remains available for as long as you are logged into the "guest phone".

Most of the functions and features (phone number, key assignment, authorizations) of your phone are available to you following login.

Mobility variants

There are two variants available for mobility:

• Basic
• Data privacy

Configuration is carried out by the technician.

Basic

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

• Key assignment
• Authorizations
• Call forwarding

In addition, outstanding messages or texts are signaled.

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

The conversations you have made in the meantime are automatically deleted from the phone following logging off.

Data privacy

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

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

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

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

Logging on to the "guest phone"

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

> ✗ **Requirement:** A mobile connection with your own number and a password has been set up for you (ask relevant Administrator). The "Mobile login" key is configured on the OpenScape CP 400 if nec.
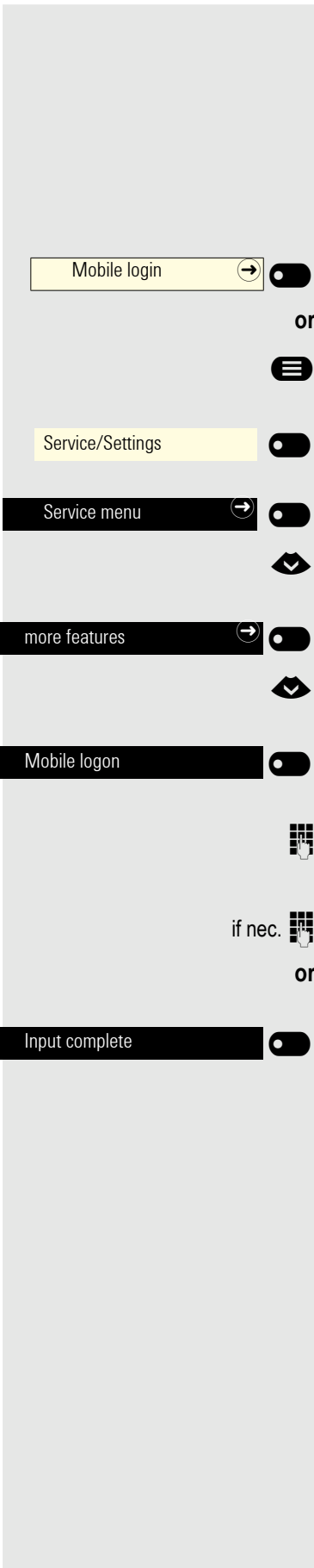
Mobile login ➔ ◖	Press the "Mobile login" key.
or	if no key is configured,
🠆	If nec. Press Main Menu key.
Service/Settings ◖	Open using the Softkey.
Service menu ➔ ◖	Open with softkey.
◆	Select "more features".
more features ➔ ◖	Confirm.
◆	Select "Mobile logon".
Mobile logon ◖	Confirm. The "New phone no.:" request is displayed
🔢	Enter the "mobile phone number". The request "Code for **nnn**" is displayed (e.g. 834):
if nec. 🔢	Enter the code word and confirm it.
or	
Input complete ◖	Confirm. The login procedure starts.

After correct login you will see your mobile phone number on the left of the screen.

Transfer connection to next phone

If you want to transfer your connection from the first "guest phone" to a second "guest phone", log in to the second "guest phone" as normal (see → page 148).

If you log in to another phone with your PIN number, without first logging out of the other phone, logout will take place automatically.

Logging off from the "guest phone"

If you no longer require a connection to the "guest phone", and/or if you want to change to another phone, log off the "guest phone".

Mobile login	Press the "Mobile login" key.
or	if no key is configured,
	If nec. Press Main Menu key.
Service/Settings	Open using the Softkey.
Service menu	Open with softkey.
	Select "more features".
more features	Confirm.
	Select "Mobile logoff".
Mobile logoff	Confirm. The logoff procedure starts.

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

Incoming fax message/message on the answering machine

If a fax or answering machine is connected to your system, and you have assigned the "Fax/answering machines information." function to a free key
→ page 75, this key lights up when a fax or message arrives.

Switching signaling off

Press the illuminated key "Fax/answering machines information.". LED goes out.

| Fax/answering ma- ➔ | |

Resetting services/functions (complete phone deletion)

There is a general reset procedure for set functions. The following functions are deleted, if activated:

- Forwarding on
- Response text on
- Group ringing
- Block phone number
- Waiting tone off
- DND on
- Silent mode on
- Display messages
- Callback requests

If nec. Press Main Menu key.

| Service/Settings | Open using the Softkey. |

| Service menu ➔ | Open with softkey. |

Select "more features".

| more features ➔ | Confirm. |

Select "Reset services".

| Reset services | and confirm. |
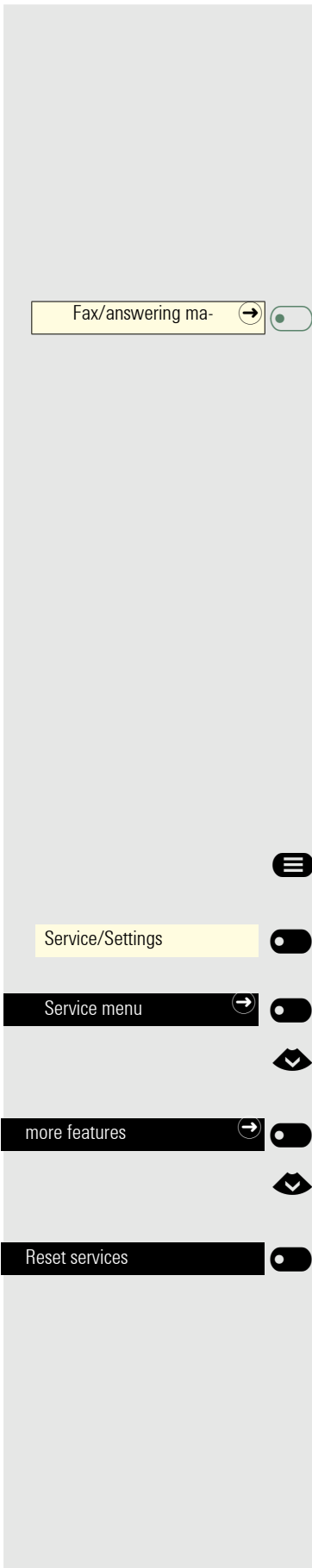
Activating functions for another phone

If configured (ask relevant Administrator), you can activate or deactivate the following functions for other phones (assoc. Services):

- DND on/DND off, Code *97/#97 → page 132
- Forwarding on, Code *11, *12, *13/#1 → page 99
- Lock phone/Open phone, Code *66/#66 → page 134
- Group ringing, Code *81/#81 → page 125
- Response text on/Response text off, Code *69/#69 → page 97
- Group calls on/Group calls off, Code *85/#85 → page 125
- Reset services, Code #0 → page 150
- Night answer on/Night answer off, Code *44/#44 → page 162
- Timed reminder on/Timed reminder off, Code *46/#46 → page 144

▤   If nec. Press Main Menu key.

Service/Settings ⬤   Open using the Softkey.

Service menu ➡ ⬤   Open with softkey.

❤   Select "more features".

more features ➡ ⬤   Confirm.

❤   Select "assoc. Services".

assoc. Services ⬤   Confirm.

▦   Enter the internal phone number of the phone for which the function is to be activated.

▦   Enter code – e.g. *97 for DND on.

Follow the user prompting on the display for any possible further input.
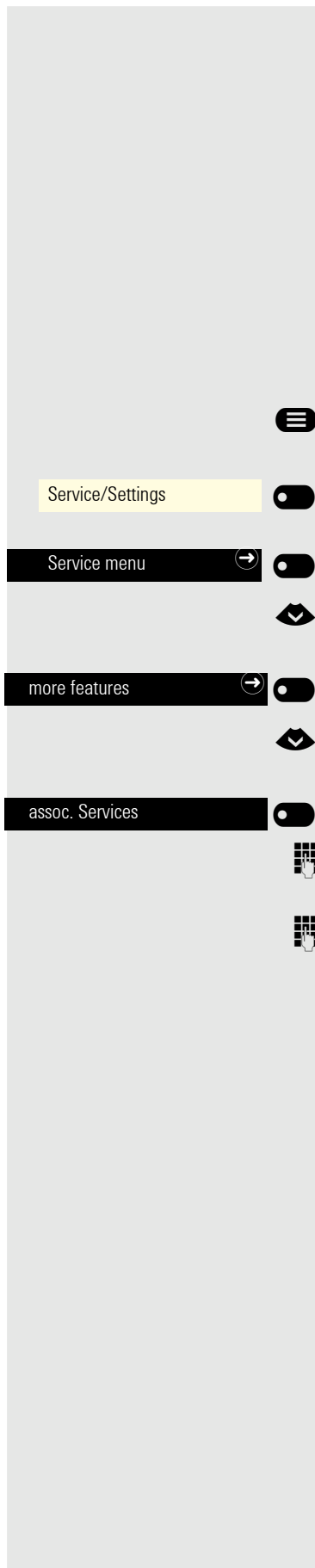
Using system functions externally DISA (Direct Inward System Access)

If configured (ask relevant Administrator), you can establish an outgoing external connection via your OpenScape Business both externally and as an internal party. Otherwise the following functions of your system can be activated and deactivated:

- Reset services, Code #0 → page 150
- Forwarding on/Forwarding off, Code *1/#1 → page 99
- Lock phone/Open phone, Code *66/#66 → page 134
- Change lock code, Code *93 → page 136
- Send message/Display messages, Code *68/#68 → page 95
- Response text on/Response text off, Code *69/#69 → page 97
- Group ringing/Group ringing off, Code *81/#81 → page 125
- Group calls on/Group calls off, Code *85/#85 → page 125
- Block phone number/Forward phone number, Code *86/#86 → page 133
- Waiting tone off/Waiting tone on, Code *87/#87 → page 72
- Door opener, Code *61 → page 155
- Door opener on/Door opener off, Code *89/#89 → page 73
- DND on/DND off, Code *97/#97 → page 132
- Silent mode on/Silent mode off, Code *98/#98 → page 132
- Select speed-dial number, Code *7 → page 94
- assoc. Services, Code *83 → page 151

Requirement: You have a phone with tone dialing (DTMF transmission) or you can switch your phone to tone dialing. The phone is not connected to OpenScape Business.

🎛 Creating a connection to OpenScape Business. Enter phone number (ask relevant Administrator).

🎛 Wait for continuous tone (if nec. switch phone to tone dialing), then enter the internal phone number assigned to you and the associated personal locking code.

#⃞ Enter code (only necessary if programmed in system).

🎛 Wait for dialing tone and enter code – e.g. *97 for DND on. If nec. make further entries, see also user guide for pulse/DTMF phones).

or

🎛 Dial external number.

> Each time only one function or one working call may be carried out.
> Following the successful activation of a function, the connection is immediately interrupted.
> The connection is ended in an external call as soon as one of the call partners leaves.

Controlling connected computers/programs/ phone information service

If configured (ask relevant Administrator), with the computer connected to your computer or its programs you can control, for example, hotel services or information systems.

Requirement: You have established a connection.

If nec. Press Main Menu key.

Select "Open phone"

Telephone data service

Confirm. You will now be prompted by the connected computer to input the data but you must, depending on the configuration (ask relevant Administrator) enter your input in one of two ways:

Input in block mode:

0 + ... **9 wxyz**   Enter data.

Input complete   Confirm.

or   ## Input in online mode:

The connected computer directly processes your input.

 # Abc 123   Enter code.

0 + ... **9 wxyz**   Enter data.
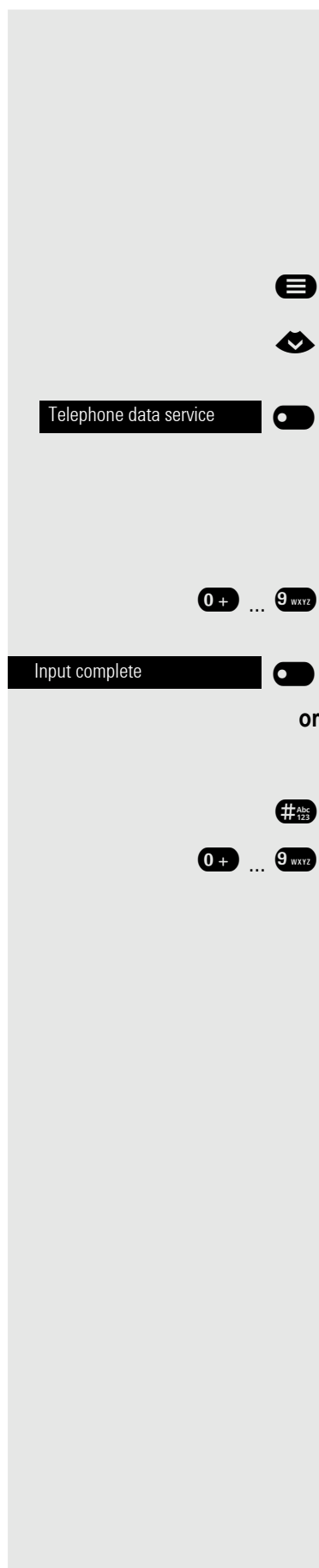
Searching for people (not for U.S.)

If radio paging equipment (RPE) is switched on in your system (ask relevant Administrator), you can search for people via your pocket receiver. The pocket receiver signals the call request to the sought-after person. The sought-after person can go to the nearest phone and answer.

Searching for people

To ensure you can be searched for, you must have activated a ringing group → page 127, call forwarding → page 99 or alternative call forwarding (service engineer) to the internal party phone number of your RPS.
A call request is then automatically signaled.

React to a search request

➜ Lift the handset.

✻▲ 5 JKL 9 WXYZ Enter code.

🔢 Enter your own phone number.

Door opener

Activating the Door opener

Prerequisite:Door opener has been enabled by your administrator.

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

See also at → page 84 that explains how to set up a local feature.

Hold down the Function key on the OpenScape Key Module 400 to which you want to assign the door until the programming prompt is displayed.

or

If nec. Press Main Menu key.

Favourites

Open using the Softkey.

Favourites (1/2)   Page 1 ✓

Select desired page (1 to 4).

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

Select "Assign local feature"

Assign local feature   ➔

Confirm.

Door opener   ➔

Confirm.

Door opener 1   ✓

Confirm. The key is programmed.

Opening the door without receiving a call

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

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

Door opener 1

Press the Function key on the OpenScape Key Module 400 to which the door has been assigned.

or

If nec. press Main Menu key.

Favorites

Open using the Softkey.

Favorites (1/2)   Page 1 ✓

Select desired page (1 to 4).
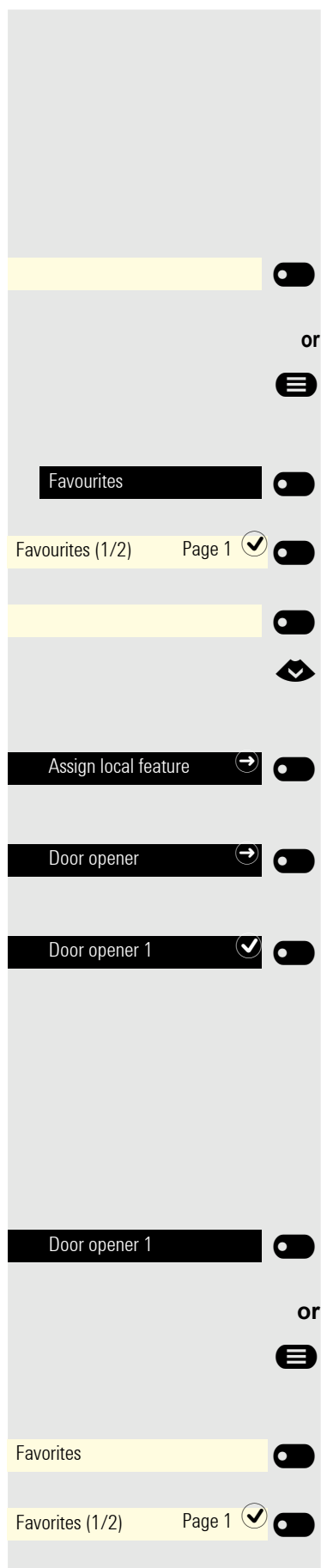
Door Opener 1

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

Receiving a call from the door phone

Prerequisite: Door opener has been configured by your administrator.

If the service engineer has set up a door phone and your administrator has configured it, you can speak to the visitors and activate the door opener from your CP400 phone.
When someone rings the door bell, you will receive an incoming call from the door.
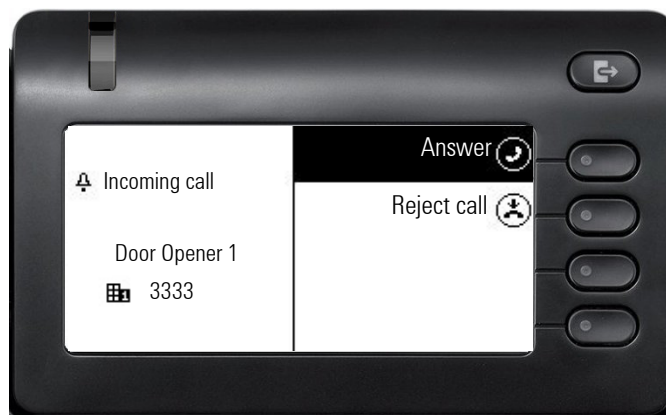
Speak with a visitor over the door terminal

Prerequisite: Phone is called from the door phone.

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

or

Press key

or

Answer

Confirm with the Softkey to answer the call.

You can now talk with your visitors.

Rejecting a call from the door phone

Confirm with the Softkey. The call is rejected.

Opening the door after answering a door phone call

Prerequisite: Door opener has been configured by your administrator. A call from the door phone has been answered.

When you answer the call from the door phone, you see the following screen on your CP400 screen. You can talk to your visitor.

Press with the Softkey to open the door.

Alternatively press the Function key you have configured for the door.

Ending a call from the door phone

Replace the handset.

or

Press the key

Importing contacts via WBM

You can import your contacts into your phone through WBM interface (for more information, see → page 177. The contact file can be exported from Outlook or OSM.

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

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

▌▌▶ Log on to the User Pages on WBM using your password (for more information, see User Pages → page 177)

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

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

▌▌▶ Picture clips (avatars) are not included as part of the import.

4. The progress and outcome of the import will be indicated to you
   – A completion message is displayed when the "Press to see import results" button is pressed
   – A successful import will be indicated by a "Import completed" text message below the panel on the page
   – A message "Import contacts completed" will also be displayed on the phone's screen when the import is completed.
   – Failures will be indicated by a suitable text message below the panel on the page

Special functions with networking

If the phone is integrated into an environment in which several OpenScape Business are connected in the one network, you will carry out calls via the network.

If this is the case, you must take note of the specific features of some functions. These are described below.

Logging out from hunt group/group call

Requirement: You belong to the hunt group/group call → page 125 of another OpenScape Business

📧 If nec. Press Main Menu key.

❤ Select Internal DISA.

| Internal DISA | ⬛ |

Confirm with Softkey. The Functions dialog opens

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

| Input complete | ⬛ |

Confirm with Softkey.

📱 Enter (DISA) phone number of your phone.

| Input complete | ⬛ |

Confirm with Softkey.

| Group calls on | ⬛ |

Confirm with Softkey.

or

| Group calls off | ⬛ |

Confirm with Softkey.

You belong to multiple groups of another OpenScape Business

📱 Enter group number for "targeted login/logout".
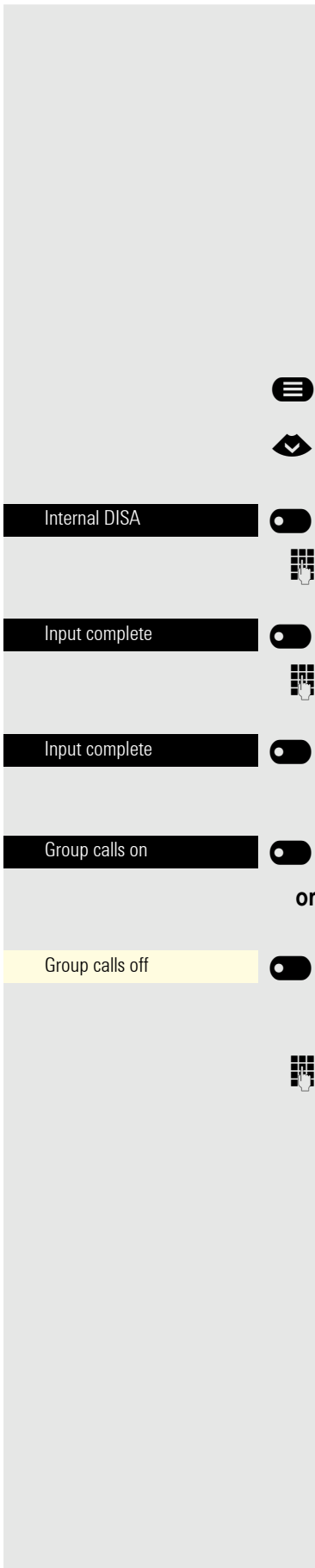
Tracing call forwarding

You can activate/deactivate call forwarding → page 99 for your phone from other phones in the network.

If nec. Press Main Menu key.

Select Internal DISA.

| Internal DISA | ▣ |

Confirm with Softkey. The Functions dialog opens

(DISA) phone number of your OpenScape Business.

| Input complete | ▣ |

Confirm with Softkey.

Enter (DISA) phone number of your phone.

| Input complete | ▣ |

Confirm with Softkey.

Activation

Select Forwarding on.

| Forwarding on | ▣ |

Confirm with Softkey.

| 1=all calls | ▣ |

Confirm with Softkey.

or

| 2=only external calls | ▣ |

Confirm with Softkey.

or

| 3=only internal calls | ▣ |

Confirm with Softkey.

Enter destination phone number.

| save | ▣ |

Confirm with Softkey.

Deactivation

Select Forwarding off.

| Forwarding off | ▣ |

Confirm with Softkey.
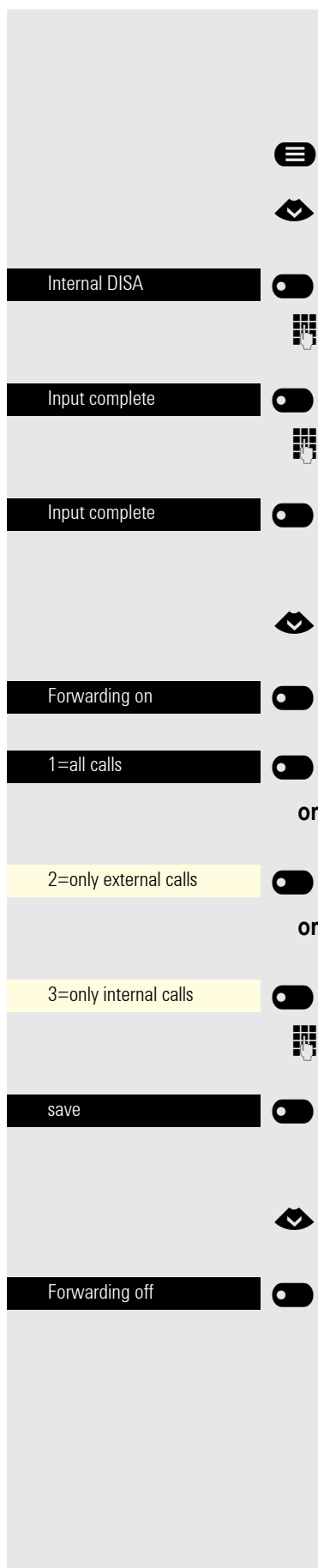
Using night service

If authorized (ask relevant Administrator), you can also set phones on other OpenScape Business systems as night destinations.

≣   If nec. Press Main Menu key.

❖   Select Internal DISA.

Internal DISA   ▭   Confirm with Softkey. The Functions dialog opens

🖮   Enter (DISA) phone number for the OpenScape Business to which the night destination phone is connected.

Input complete   ▭   Confirm with Softkey.

🖮   Enter (DISA) phone number of the phone from which you are activating/deactivating night answering.

Input complete   ▭   Confirm with Softkey.

Activation

❖   Select Night answer on.

Night answer on   ▭   Confirm with Softkey. The Functions dialog opens.

🖮   Enter destination number (= temporary night service).

save   ▭   Confirm with Softkey.

Deactivation

❖   Select Night answer off.

Night answer off   ▭   Confirm with Softkey.
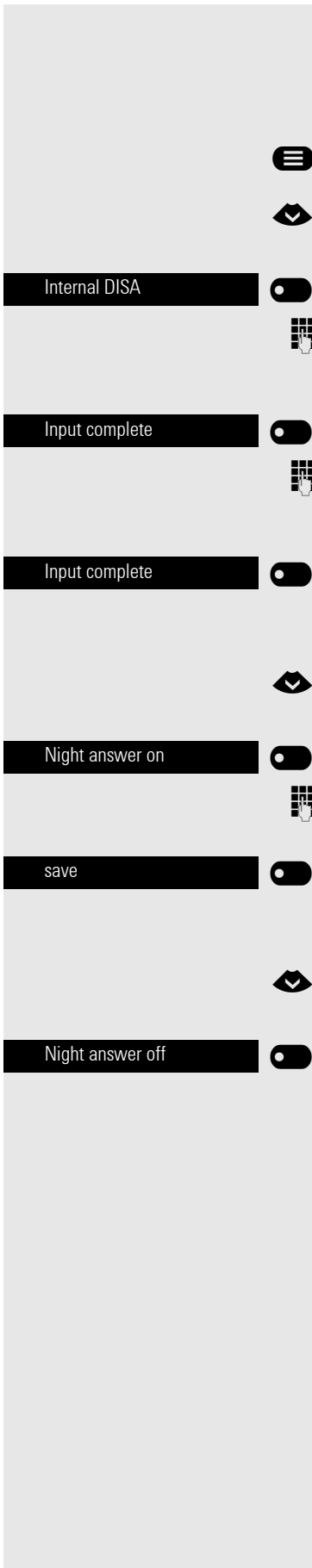
Ringing group

You can also have calls to your handset signaled on external phones or on phones in other OpenScape Business systems → page 127.

Saving/displaying/deleting phone for group ringing

≡ If nec. Press Main Menu key.

Service/Settings Open using the Softkey.

Service menu Open with softkey.

Destinations Confirm.

❤ Select "Group ringing".

Group ringing Confirm.

Connect Tln Confirm.

⌨ enter the phone number. The party's name is displayed.

save Confirm.

or

connect further Tln Confirm.

or

display/delete Confirm, then follow the user prompting.

finishing Confirm

Delete from all ringing group phones

≡ If nec. Press Main Menu key.

❤ Select Group ringing off.

Group ringing off Confirm with Softkey.
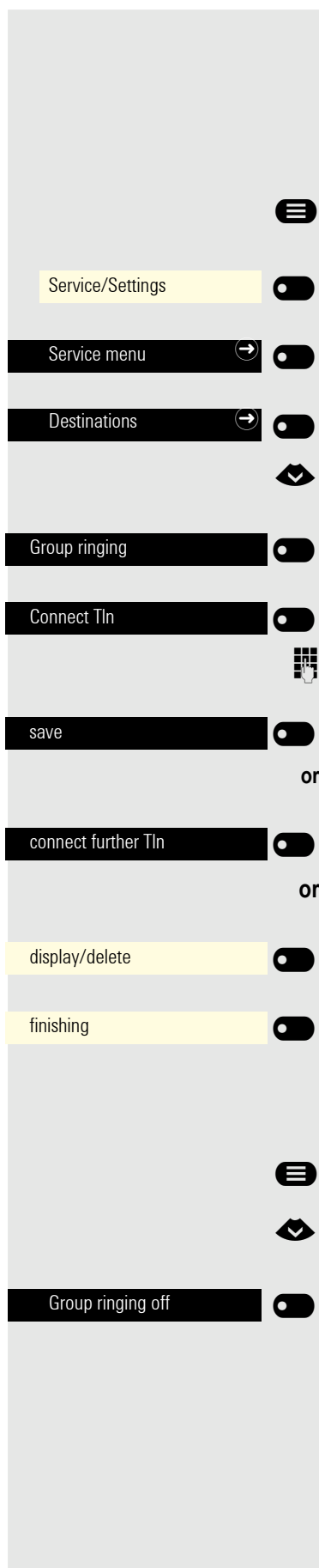
Releasing the door

If configured (ask relevant Administrator), you can also activate the door release → page 155 from other OpenScape Business systems.

≡ If nec. Press Main Menu key.

❤ Select Internal DISA.

| Internal DISA | ▢ |

Confirm with Softkey. The Functions dialog opens

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

| Input complete | ▢ |

Confirm with Softkey.

📟 Enter (DISA) phone number of the phone from which you are activating the door release.

| Input complete | ▢ |

Confirm with Softkey.

| Door opener | ▢ |

Confirm with Softkey.

📟 ♫ Enter door terminal phone number.

| Input complete | ▢ |

Confirm with Softkey.
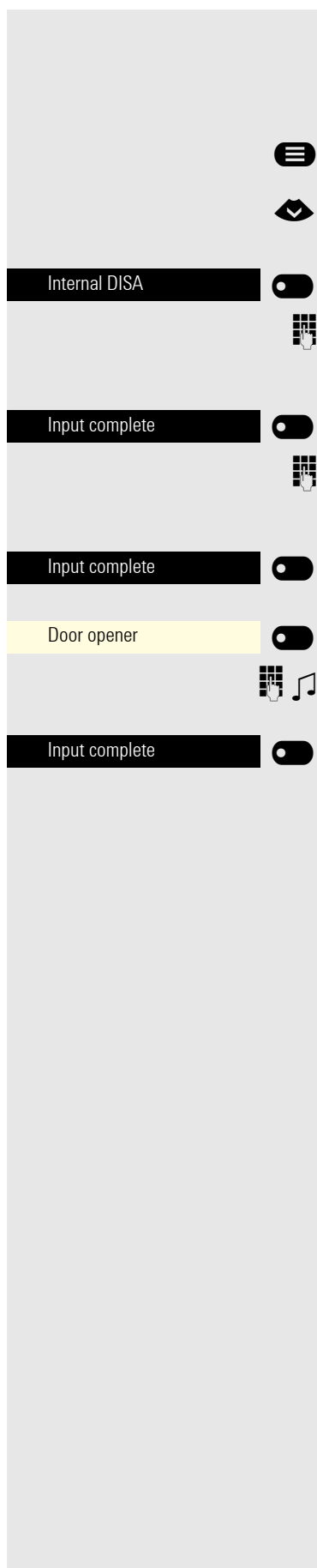
Local phone settings
Audio settings

Volumes

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

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

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

You can also configure this setting via the Web interface → page 177.

If nec. Press Main Menu key.

Service/Settings   Open using the Softkey

User settings   Open using the Softkey.

if nec.   Enter and confirm the User password.

or

Telephony settings   If it has been configured by the administrator, you can access the "Telephony settings" option without being asked to enter a User password.

Audio   Open using the Softkey.

Volumes   Open using the Softkey.

Ringer   E.g. open the Ringer with the Softkey[1].

   Use the Softkey to increase the volume.

or

   Use the Softkey to decrease the volume

or

   Adjust using the toggle key

   Confirm the setting with the Softkey.

   Save setting.

1. The phone displays the current setting
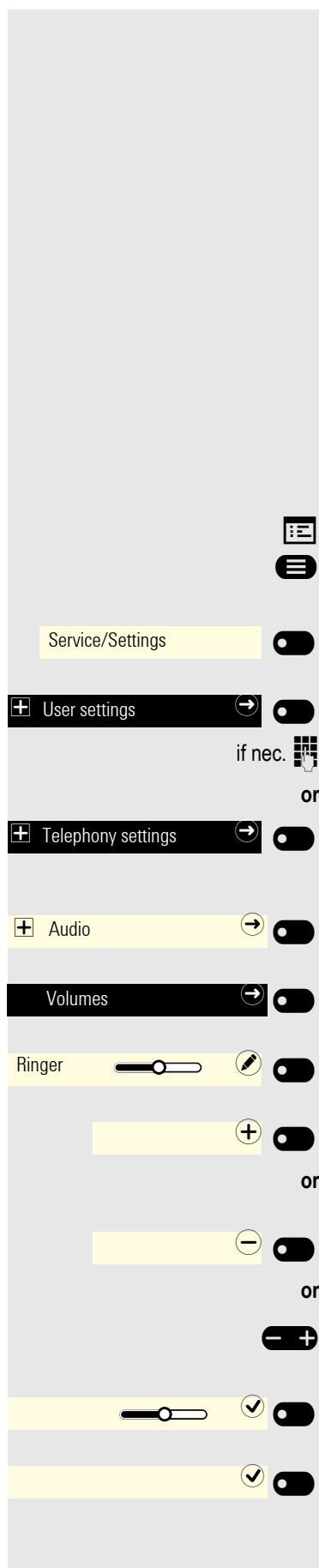
Set local ringtones

Select and configure call type

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

- 1: Internal
- 2: External
- 3: Notification call 2

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

📧 You can also configure this setting via the Web interface → page 177.

☰ If nec. Press Main Menu key.

Service/Settings	Open using the Softkey
⊞ User settings →	Open using the Softkey.
if nec. ⌨	Enter and confirm the User password.
⊞ Ringer →	Open using the Softkey.
Local ringtones →	Open using the Softkey.
1: Internal →	Open with Softkey to e.g. execute settings for the internal ringtone.
Ringer Ringer4.mp3 ✎	Open using the Softkey.
Ringer5.mp3 ◎	Confirm with the Softkey to e.g. select this tone file.
✓	Save setting.

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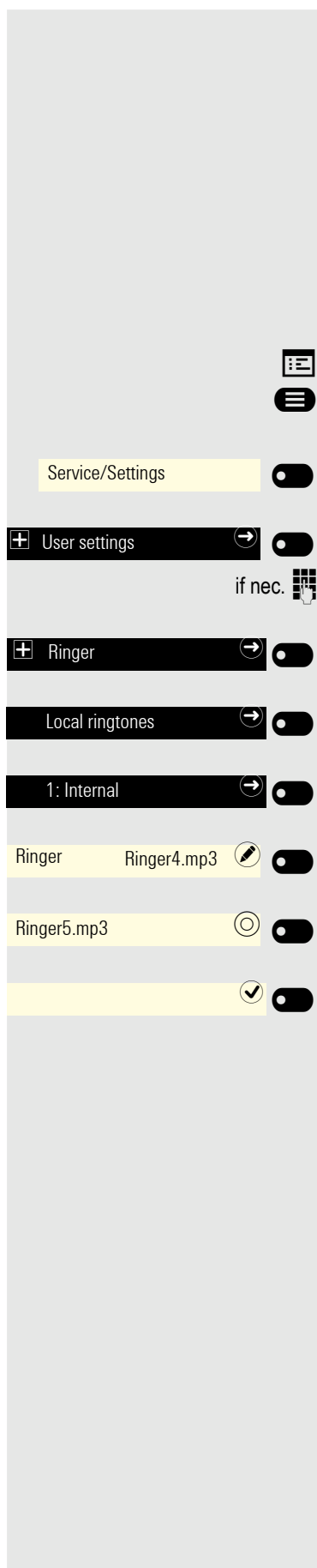
Ringtone mode

With both Ringtone mode options

- HiPath
- Local ringtone

determine who generates the ringer on the phone. With the "HiPath" setting the system emits the ringtone type and the related ringtone, which you can adjust later → page 165.

If "local ringer" is selected, the phone sends the ringer type and the you determine which ringer should ring with the respective ringer type in the "local ringer" menu yourself → page 166.

You can also configure this setting via the Web interface → page 177.

If nec. Press Main Menu key.

Service/Settings — Open using the Softkey

⊞ User settings — Open using the Softkey.

if nec. — Enter and confirm the User password.

⊞ Ringer — Open using the Softkey.

Ringtone mode — Open using the Softkey.

Mode HiPath — Open using the Softkey.

Local ringtone — Confirm with the Softkey to set "Local ringtone".

— Save setting.
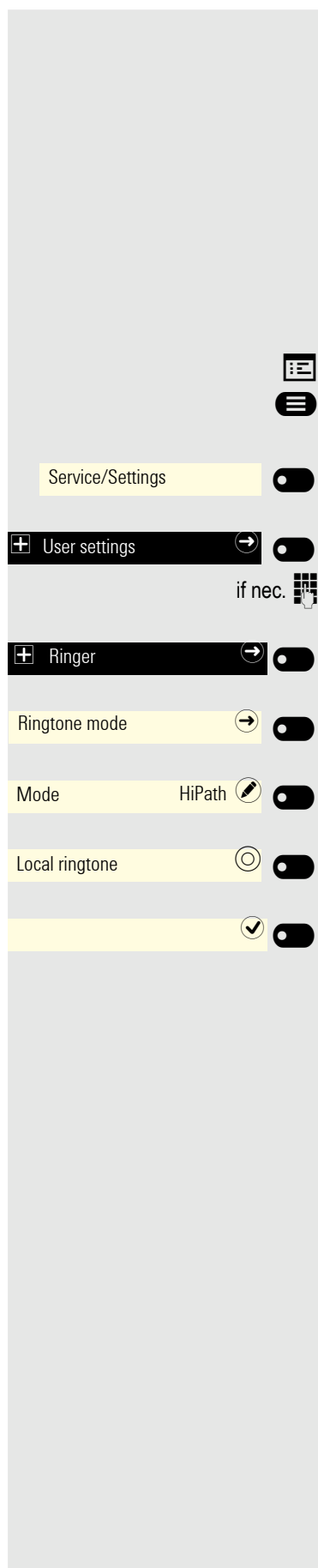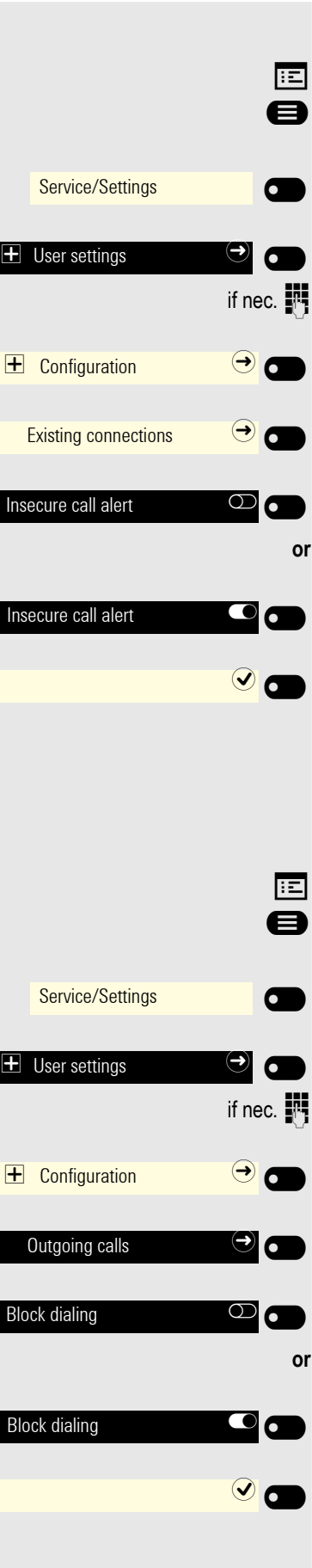
Insecure call alert

🗒️ You can also configure this setting via the Web interface → page 177.

☰ If nec. Press Main Menu key.

Service/Settings
Open using the Softkey

⊞ **User settings** →
Open using the Softkey.

if nec. 🔢 Enter and confirm the User password.

⊞ **Configuration** →
Open using the Softkey.

Existing connections →
Open using the Softkey.

Insecure call alert
Activate with the Softkey Insecure call alert.

or

Insecure call alert
Deactivate with the Softkey Insecure call alert.

✓ Save setting.

Block dialing for outgoing calls

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

🗒️ You can also configure this setting via the Web interface → page 177.

☰ If nec. Press Main Menu key.

Service/Settings
Open using the Softkey

⊞ **User settings** →
Open using the Softkey.

if nec. 🔢 Enter and confirm the User password.

⊞ **Configuration** →
Open using the Softkey.

Outgoing calls →
Open using the Softkey.

Block dialing
Activate with the Softkey Block dialing.

or

Block dialing
Deactivate with the Softkey Block dialing.

✓ Save setting.
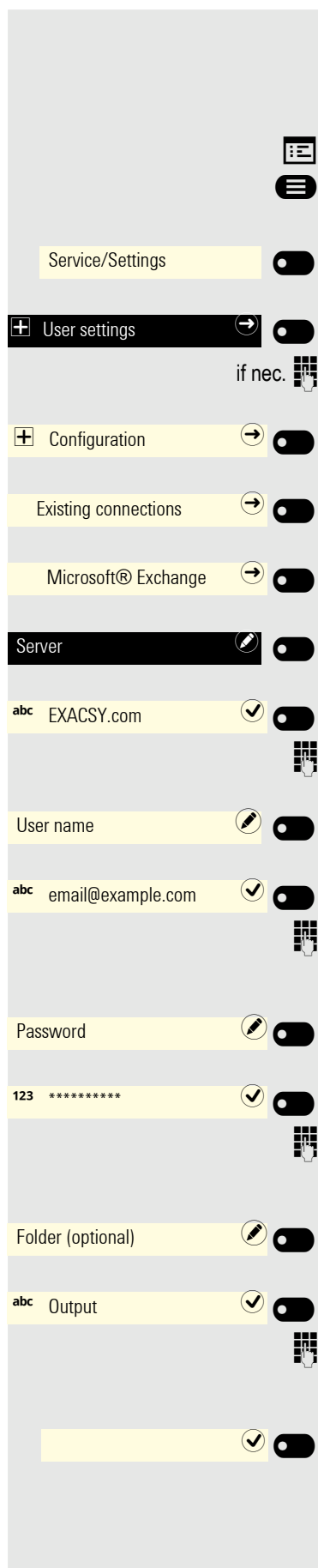
Setting up Exchange access

To use your Exchange account in conversations you must enter the server address and your access details.

📋 You can also configure this setting via the Web interface → page 177.

🗩 If nec. Press Main Menu key.

Service/Settings ⬮

Open using the Softkey

⊞ **User settings** → ⬮

Open using the Softkey.

if nec. 📱

Enter and confirm the User password.

⊞ **Configuration** → ⬮

Open using the Softkey.

Existing connections → ⬮

Open using the Softkey.

Microsoft® Exchange → ⬮

Open using the Softkey

Server ✐ ⬮

Open using the Softkey

abc **EXACSY.com** ✓ ⬮

The input field is displayed.

📱

Enter the URL for the Exchange server and conclude your input with the Softkey.

User name ✐ ⬮

Open using the Softkey

abc **email@example.com** ✓ ⬮

The input field is displayed.

📱

Enter your e-mail address used for Exchange and conclude your input with the Softkey.

Password ✐ ⬮

Open using the Softkey

123 ************** ✓ ⬮

The input field is displayed.

📱

Enter your password used for Exchange and conclude your input with the Softkey.

Folder (optional) ✐ ⬮

Open using the Softkey

abc **Output** ✓ ⬮

The input field is displayed.

📱

Enter the folder with the destination data and conclude your input with the Softkey.

✓ ⬮

Save the configuration.
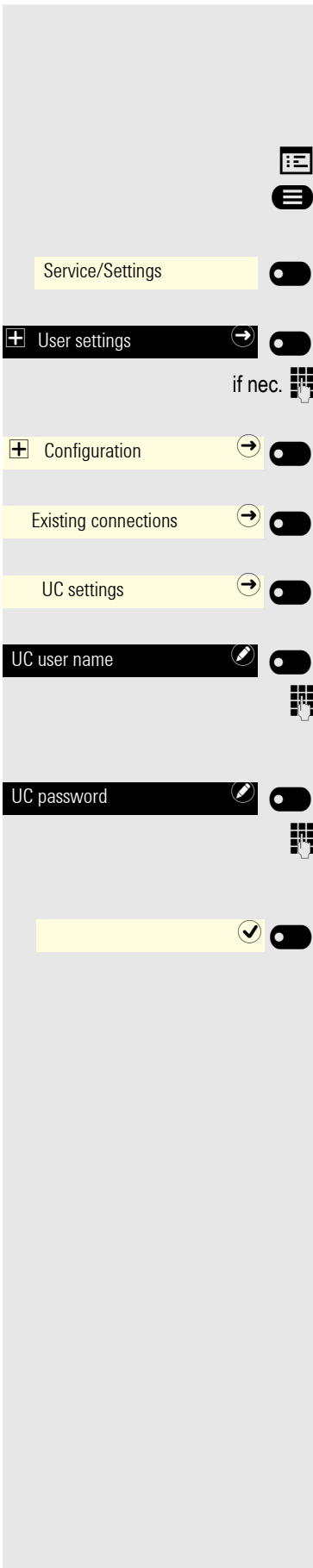
Configuring the connection to UC

To use the Presence settings → page 70, you must be logged in to the UC server.

📋   You can also configure this setting via the Web interface → page 177.

▤   If nec. Press Main Menu key.

Service/Settings	▬	Open using the Softkey
⊞ User settings →	▬	Open using the Softkey.
if nec. ⌨		Enter and confirm the User password.
⊞ Configuration →	▬	Open using the Softkey.
Existing connections →	▬	Open using the Softkey.
UC settings →	▬	Open using the Softkey
UC user name ✎	▬	Open using the Softkey
⌨		Enter your name used for OpenScape Business and conclude your input with the Softkey.
UC password ✎	▬	Open using the Softkey
⌨		Enter your password used for OpenScape Business and conclude your input with the Softkey.
✓	▬	Save the input. You can now use the settings for UC → page 70.

UC Journal

The Journal is the list of all your inbound and outbound calls. You can use it to quickly and easily call your contacts again or to respond to missed calls.

The phone shows the same list as any other UC client. The conversation entries are downloaded directly from the UC server and the local **Conversations** list is updated.

Call entries

All calls logged (incoming or outgoing) for the same number are represented by a single entry in the **Conversations** list. Entries in the **Conversations** list are displayed chronologically, thus the first entry shown is the latest call.

The phone can display up to 200 different conversation entries in the **Conversations** list.

The number of total provided entries that are finally displayed in the **Conversations** list depends on the connected UC server (i.e. the UC server of OSBiz limits the conversations to 25 entries).
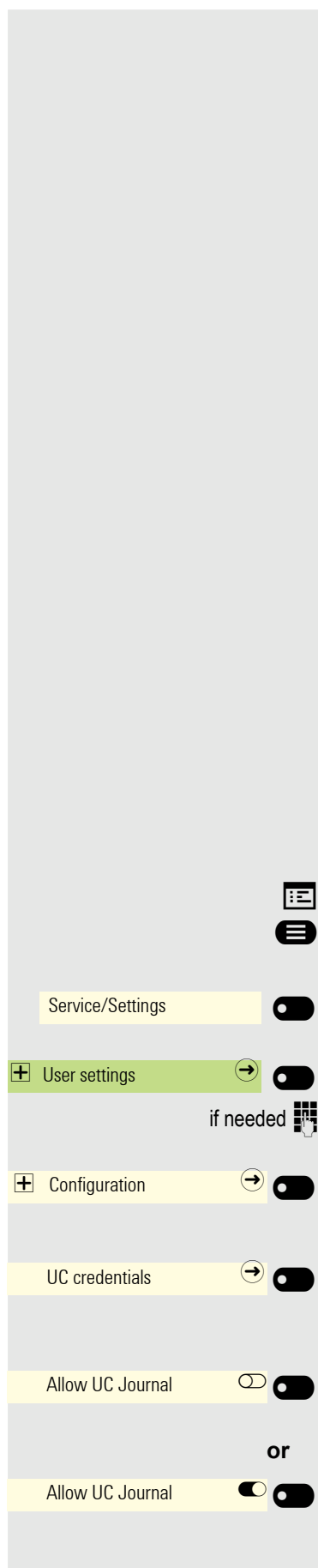
The entries are displayed until they are deleted by OsBiz or when the maximal entries count is exceeded. As the **Conversations** list is controlled by the UC server, there is no option to delete a conversation or all conversations locally on phone.

Every entry in the **Conversations** list shows up to 10 call log entries, provided from the UC server. Call logs are displayed in the call history in chronological order.

Updates

The journal is updated when it receives an event from OsBiz.

UC Smart sends the event "JournalEvent" and the phone creates / updates the entries in journal.

UC Suite doesn't send this event. A new entry in the journal is created in the end of call.

Group calls

When you receive a group call, the call screen displays the incoming call as a single conversation.

The phone shows a missed group call as a separate conversation.

In case the OsBiz doesn't provide the name of the group, then the phone number of the group is displayed.

UC journal configuration

You can access your UC Journal on your phone so you have the same list as on your other UC clients. The Conversations will be downloaded directly from the UC server and local conversation list will be replaced.

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

Service/Settings	Open using the Softkey.
⊞ User settings →	Open using the Softkey.
if needed ▦	Enter and confirm the User password.
⊞ Configuration →	Open using the Softkey.
UC credentials →	Open using the Softkey
Allow UC Journal ⬭	Activate with the Softkey.
or	
Allow UC Journal ⬯	Deactivate with the Softkey

OpenScape UC Voicemail

Prerequisite: UC mode is configured → page 170, and „Allow UC Journal" is enabled → page 170.

When the OpenScape UC Voicemail is activated, the UC server provides all necessary data, including voice streams when playing messages.

When there are new voicemails from a contact, voicemail notifications are shown in the Conversation list.

To access the Conversation details, press the ⬍ key.

To show the list of voice messages for the particular contact, press the „Voice messages". The Voice messages screen will be displayed.

The selected new voice message will be displayed with different options.

Select the desired option, e.g. „Play message".

The Voice message playback screen appears. You can stop the message during playing.

Error messages

- The UC Presence (→ page 25) must be in "Office" state, otherwise playing voice message is not allowed by UC Suite. CallMe state also does not allow to play the voice message.
  In this case when "Play message" command is selected, the display will stay in the Voice Message screen and show a standard error toast notification with the following text: "Not possible. Presence is not Office. To play voicemails your presence has to be Office".
- If the phone is not in idle state (e.g. because of the previous call and handset is still offhook), it is not possible to create voicemail call. You will get an error notification "Phone is busy".

Displaying networking information

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

🔲 If nec. Press Main Menu key.

Service/Settings **⬛** Open using the Softkey

➕ User settings **➔** **⬛** Open using the Softkey.

if nec. **⌨** Enter and confirm the User password.

🔽 Select the "Network information" menu.

Network information **➔** **⬛** Open using the Softkey.

You can browse the following overview:

Network information

DNS name	3336
URL	Https://3336
IPV4 Address	192.168.1.203

🔽 Scroll

Network information

LAN-RX	
LAN-TX	
PC-RX	
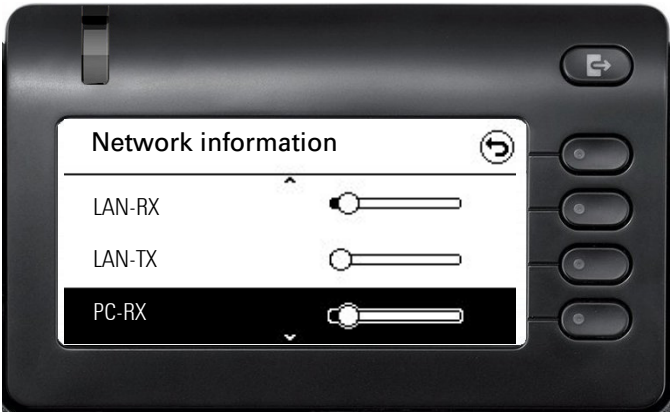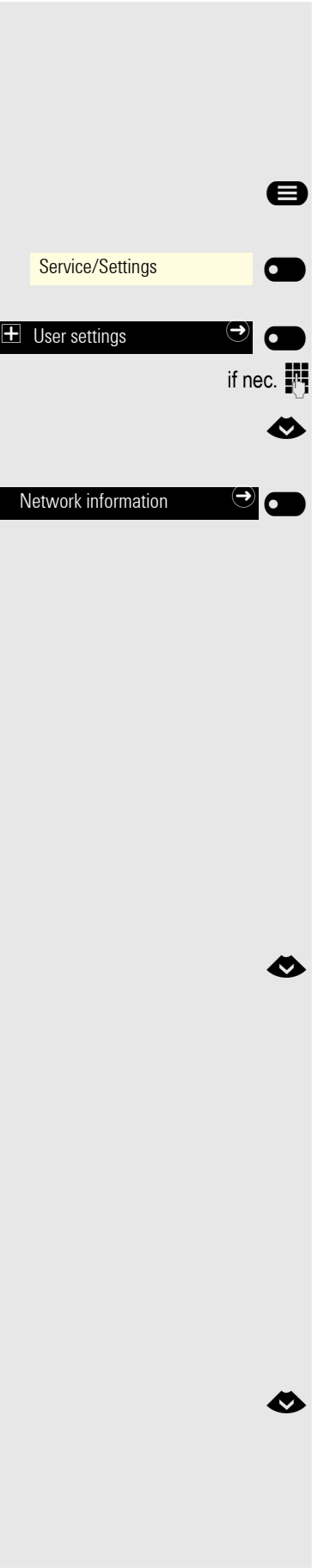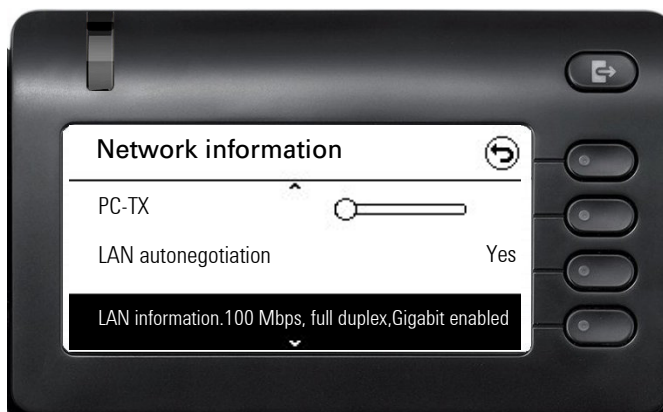
🔽 **Scroll**

❤ **Scroll**
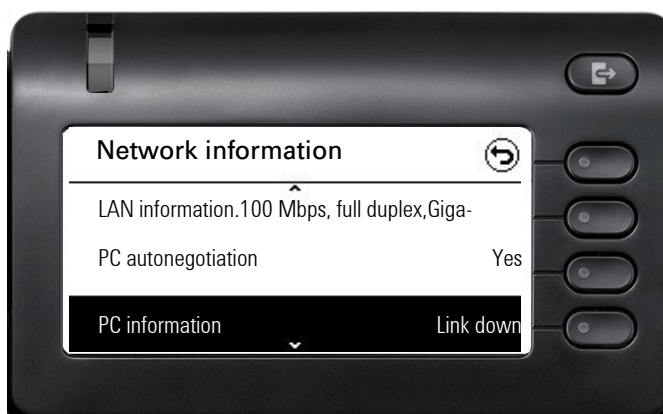
DNS name: Name or number of the phone.

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

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

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

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

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

LAN information/**PC information: [10|100|1000] Mbit/s**: Network and/or PC interface data transfer rate. If an interface is not in use, Link down is displayed.
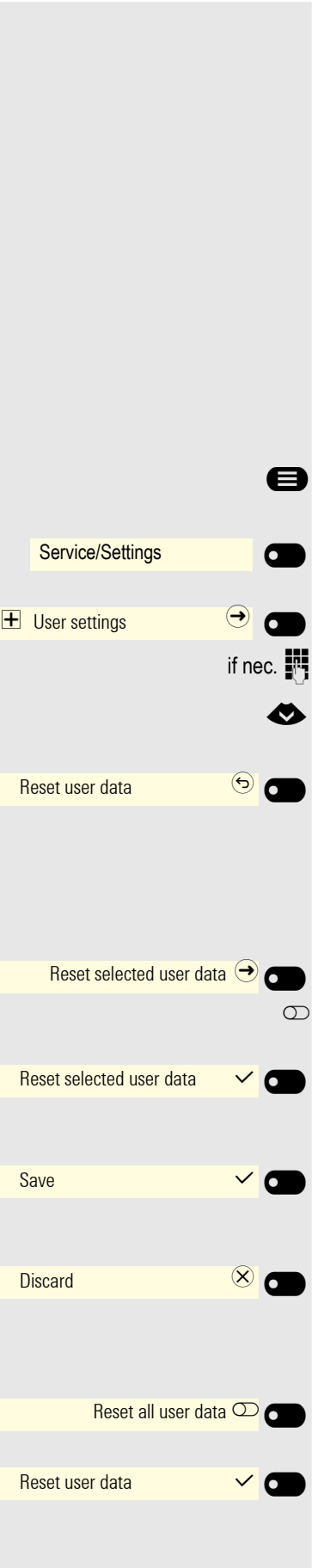
Resetting user information

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

> Your own ringer files will be deleted or deleted default ringer files will be restored.

> All of your personal information, and mainly your conversation list with contacts, is also deleted.

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

Initiating the reset

If nec. Press the Main Menu key.

Service/Settings   Open using the Softkey

⊞ **User settings**   Open using the Softkey.

if nec. ▦   Enter and confirm the User password.

        Select the "Reset user data user data" menu.

Reset user data   Open using the Softkey.

Resetting selected user data

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

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

Reset selected user data ✓   Click to continue with the resetting process.

A confirmation window is displayed.

Save ✓   Select to reset the selected user data to factory settings.

Discard ⊗   Select to discard the changes.

Resetting all user data

Reset all user data ⊂⊃   Enable the toggle button option to reset all user data.

Reset user data ✓   Click to confirm the reset.

Web interface

General

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

Launching the web interface

For more information on the IP address, the web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → page 174.

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

https://[IP address of the phone]

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

or

https://[Name of the phone]

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

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

You will be prompted to configure a user password the first time you call up the web interface → page 136. You must log in with this password in future every time you want to open the User pages.

Licenses

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

Administrator pages

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

User pages

All user menu entries of the web interface can also be found in the user menu on the phone → page 50.

You will be prompted to configure a user password the first time you call up the web interface → page 136. You must log in with this password in future every time you want to open the User pages.

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

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

User menu

User login

Password ☏ → page 137
  – Old password
  – User password
  – Confirm password

Ringer
  – Local ringers
    – Call type ☏ → page 166
      – Internal
        – Ringer sound
        – Patern melody
        – Patern sequence
      – External
        – Ringer sound
        – Patern melody
        – Patern sequence
      – Notification call 2
        – Ringer sound
        – Patern melody
        – Patern sequence
  – Ringtone mode (☏ → page 167)
    – HiPath
    – Local ringer

Audio
  – Settings
    – Ringer ☏ → page 68
    – Room character ☏ → page 67
    – Headset socket→ page 69

Configuration

- Outgoing calls
  - Autodial delay (seconds)
  - Block dialing ☏ → page 168
- Forwarding ☏ → page 99
  - Forward unconditional
    - to
    - Direct destination
  - Forward external calls allowed
    - to
    - Direct destination
  - Forward internal calls allowed
    - to
    - Direct destination
  - Forwarding favorites
    - Destination
- Connected calls ☏ → page 168
  - Insecure call alert
- UC credentials ☏ → page 170
  - UC username
  - UC password
  - Allow UC Journal
- Microsoft® Exchange ☏ → page 169
  - Server
  - User name
  - Password
  - Folder to sync (optional)

Phone
- Display ☏ → page 57
  - Display Brightness
  - Contrast
  - Display mode
  - DSS/Keyset indication ☏ → page 61
- Inactivity ☏ → page 62
  - Screen type
  - Idle time (mins)
- Program keys
  - Download paper label ☏ → page 182
- Key module 1
  - Download paper label ☏ → page 182
- Key module 2
  - Download paper label ☏ → page 182
- Energy saving mode ☏ → page 61
  - Activate after:
  - Backlight dim
  - Backlight off

File transfer
- Ringtones
- Contacts

Diagnostic information

Fixing problems

Responding to error messages on the screen

Wrong input

Possible cause:

Number is not correct.

Possible response:

Enter correct number.

no authorization

Possible cause:

Locked function activated.

Possible response:

Authorization for the function by the responsible specialist.

Currently not possible

Possible cause:

Dial a non-existing number. Calling phone is disconnected.

Possible response:

Enter correct number. Call again later.

Phone number not allowed

Possible cause:

Dial your own number.

Possible response:

Enter correct number.

System memory is full

Possible cause:

All storage places for external numbers are full in the system.

Possible response:

Try again later.

Conflict different level

Option 1. Cause:

When "Delete another level" is shown in the menu:
You have tried to store a function or internal number with LED display for a key with a second level that is already being used (e.g. external number).

Possible response:

Confirm "Delete another level" to save the number / function.

Option 2. Cause:

When "Delete LED support" is shown in the menu:
You have tried to save a number without an LED display or an external number for a key with an already stored internal call number with LED display.

Possible response:

Confirm the "Delete LED support" option shown to save the number. The existing internal call number remains on the other level without an LED display.

Pressed key does not respond:

Check if the key is stuck.

Phone does not ring when called:

Check whether the "Do not disturb" function is activated on your phone (Do not disturb icon is in the status bar of the display screen → page 23). If so, deactivate the "do not disturb" function.

To correct any other problems:

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

Contact partner in case of problems

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

Labeling keys

The following options are available for labeling keys of the OpenScape Desk Phone CP400 and OpenScape Key Module 400 with the functions or numbers assigned to them (→ page 75):

Labeling

- With a computer via the Internet:
  You can find the online labeling tool with the user interface at
  http://wiki.unify.com/wiki/Key_Labelling_Tool .
  Select the appropriate key labeling tool in your language. You can use the tool online via the browser or you can download it for local use. Label the keys used.
- With the computer via the web interface → page 177.
  You will see the following line below the list of key assignments for the telephone or the key module: "Download label strips". Clicking this generates an XML file that you can open with Microsoft Word (Version 2007 or later) and print. The keys are already filled with the given labels. Either the default label or a label you previously selected will be printed.

Local user menu

Opening the user menu on the phone

Select and confirm Users the menu option. You are prompted to enter the User password. Confirm your input with the 🆗 key. The user menu options are available.

User menu display

The majority of settings that can be established via the user menu on the phone can also be established via the web interface → page 179.

⊞ Users

⊞ Ringer
  - Local ringtones   → page 166
    - 1: Internal
      - Name   Internal
      - Ringer   ✐
      - Sample melody   ✐
      - Sample sequence   ✐
    - 2: External
      - Name   External
      - Ringer   ✐
      - Sample melody   ✐
      - Sample sequence   ✐
    - 3:Notification call 2
      - Name   Notification call 2
      - Ringer   ✐
      - Sample melody   ✐
      - Sample sequence   ✐
  - Ringtone mode

⊞ Audio
  - Volumes   → page 165
    - Loudspeaker   ▬▬○▭ ✐
    - Ringer   ▬▬○▭ ✐
    - Handset   ▬▬○▭ ✐
    - Headset   ▬▬○▭ ✐
    - Speakerphone   ▬▬○▭ ✐
    - Rollover   ▬▬○▭ ✐
    - Warning tone   ▬▬○▭ ✐
  - Settings
    - Ringtone   Ringer2.mp3   → page 68
    - Room character Normal ✐   → page 67
      - Normal
      - Echoing
      - Muffled
    - Headset port   Cordless headset ✐   → page 69
      - Wired headset
      - Cordless headset
      - Conference device

⊞ Configuration

– **Outgoing calls?**
   – Block dial   ⬤◯   → page 99
– Call forwarding   → page 168
   – Variable: All calls   ◯◯
   – Variable: External calls   ◯◯
   – Variable: Internal calls   ◯◯
– Existing connections
   – Insecure call alert   ⬤◯   → page 168

⊞ Phone

– Idle screen   → page 62
   – Activated   ⬤◯
      – Screen type   Slideshow   ✎
      – Wait time   5   ✎
– Display   → page 57
   – Brightness   ▬▬○▭ ✎
   – Contrast   ▬▬○▭ ✎
   – Display mode   Normal ✎
   – DSS/Keyset indication   OpenStage style ✎   → page 61
– Key programming   → page 75
   – Edit direct destination selection
   – Assign telephone function
– Energy saving mode
   – Activate after   5 Minutes / 20 Minutes ✎   → page 61
   – Reduce lighting...   5 minutes
   – Lighting off   20 minutes

Changing the user password   → page 137
   – Current password   ✎
   – New password   ✎
   – Confirm password   ✎

Network information   → page 174

Diagnostic data

Reset
   – Options   Cancel ✎   → page 176

Key terms

A

B

C

T

U

V

W

Functions and codes in overview (alphabetical)

The following table shows all possible functions, as shown on the display. When configured (ask your service personnel), you can initiate the functions in the direct dialog (select + confirm), via the service menu (select + confirm or code) or via keys configured as function keys.

Functions Displays	... in the direct dialog ⌃ ⌄	... via the Service menu → page 50 ⌃ ⌄	Code	... with Key
Accept call waiting (camp-on)	✓	✓	*55	X
Waiting tone off	✓	✓	*87	X
Waiting tone on	✓	✓	# 87	X
Automatic call wait.on		✓	*490	X
Automatic call wait.off		✓	# 490	X
Headset (Headset)				X
Accept call	✓			
Reject call	✓			
Disconnect				X
DND on	✓	✓	*97	X
DND off	✓	✓	# 97	X
Universal Call Distribution				
Log on		✓	*401	X
Log off		✓	# 401	X
Available		✓	*402	X
Not available		✓	# 402	X
post-processing on		✓	*403	X
post-processing off		✓	# 403	X
UCD night on		✓	*404	X
UCD night off		✓	# 404	X
Calls in queue		✓	*405	X
Advisory msg. on	✓	✓	*69	X
Advisory msg. off	✓	✓	# 69	X
assoc. Services		✓	*83	X
associated dialing		✓	*67	X
Recording				X
Override	✓	✓	*62	X
Audio baby monitor		✓	*88	X
DATA I/O Service			*494	X
Reset services		✓	# 0	X
Speaker call		✓	*80	X

Functions Displays	... in the direct dialog	... via the Service menu → page 50	Code	... with Key
Handsfree answerback on	✓	✓	*96	X
Handsfree answerback off	✓	✓	# 96	X
DISA				
Internal DISA	✓	✓	*47	X
Discreet calling			*945	
Shift (Shift)				X
Telephone test		✓	*940	
Tracing a call		✓	*84	X
Temporary phone		✓	*508	X
Group calls on	✓	✓	*85	X
Group calls off	✓	✓	# 85	X
All Groups on	✓	✓	*85*	X
All Groups off	✓	✓	#85#	X
Hotline				
Send message	✓	✓	*68	X
View sent messages	✓	✓	# 68	X
Show messages	✓	✓	# 68	X
Mailbox				X
Keypad dial		✓	*503	
Conference	✓	✓	*3	X
Start Conference	✓			
Adding a party	✓			
End conference	✓	✓	# 3	
Release participants	✓	✓		
Disconnect TLN conference			*491	
Show call charges (own Phone)		✓	*65	X
Check costs (other Phone)				X
Select speed-dial number		✓	*7	X
Select speed-dial (individual)		✓	*92	X
Line queuing	✓			X
Toggle/connect	✓	✓	*2	X
DTMF dialing		✓	*53	X
Microphone off			*52	X
Microphone on			#52	X
Mobile login log off			#9419	✓
Mobile login login			*9419	✓
Night answer on	✓	✓	*44	X
Night answer off	✓	✓	# 44	X

Functions Displays	... in the direct dialog	... via the Service menu → page 50	Code	... with Key
Parking a call		✓	*56	X
Retrieve call		✓	#56	
Paging				
Report (not for U.S.A)		✓	*59	
Project code		✓	*60	X
Consultation	✓			X
Return to held call	✓	✓	*0	
end and back	✓	✓	*0	
Transfer/Accept	✓			
Callback	✓	✓	*58	X
View/delete callbacks	✓	✓	# 58	
Block phone number	✓	✓	*86	X
Forward phone number	✓	✓	# 86	X
Assign phone number (not for USA)	✓	✓	*41	X
Call transfer on		✓	*502	X
Call transfer off		✓	# 502	X
Group ringing		✓	*81	X
Group ringing off		✓	#81	X
Silent mode on	✓	✓	*98	X
Silent mode off	✓	✓	# 98	X
Switch on (only with OpenScape Business)		✓	*90	X
Switch off (only with OpenScape Business)		✓	# 90	X
Network signal (Flash)		✓	*51	X
Language selection		✓	*48	
Key assignment		✓	*91	X
Lock phone	✓	✓	*66	X
Open phone	✓	✓	#66	X
Change PIN		✓	*93	
Phone book				
1=Internal	✓		*54	X
2=LDAP	✓		*54	X
Telephone data service		✓	*42	
Timed reminder on		✓	*46	X
Timed reminder off		✓	# 46	X
Door opener on		✓	*89	X
Door opener off		✓	# 89	X
Door opener		✓	*61	X
Transfer	✓			

Functions Displays	... in the direct dialog ❧ ❧	... via the Service menu → page 50 ❧ ❧	Code	... with Key
Call pickup, directed		✓	*59	X
Call pickup in pickup group	✓	✓	*57	X
Picking up a call	✓			
Forwarding on	✓	✓	*1	X
1=all calls	✓	✓	*11	X
2=only external calls	✓	✓	*12	X
3=only internal calls	✓	✓	*13	X
Forwarding off	✓	✓	#1	X
CFNR on		✓	*495	X
CFNR off		✓	# 495	X
Trunk FWD on	✓	✓	*64	X
Trunk FWD off	✓	✓	# 64	X
Forwarding MULAP on		✓	*501	X
Forwarding MULAP off		✓	# 501	X
Redial	✓			
Reconnect, Ln		✓	*63	X
Central code lock		✓	*943	X

Display icons in the info area

⌀	The ringer is deactivated → page 22
♫	The ringer is set to a beep → page 22
⊖	The "Do not disturb" function is activated → page 132
⊶O	The phone lock is activated → page 139
🔔	The phone rings → page 87
✆	You are connected → page 106
✆	Call a party → page 91
👤	Presence status for → page 70
👥	Presence status for → page 70
🍴	Presence status for → page 70
👤	Presence status for → page 70
🕐	Presence status for → page 70
✚	Presence status for → page 70
🏠	Presence status for → page 70
☀	Presence status for → page 70
⊖	Presence status for → page 70