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OpenScape Desk Phone CP400T
OpenScape Key Module 400
OpenScape Business

User & Administator Guide

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

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

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Important Notes

⚠	For safety reasons, the telephone should only be supplied with power: • using the original power supply unit. Part number: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK)
⚠	Never open the telephone or a key module. Should you encounter any problems, contact the responsible 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

CE	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 or the phone line. 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/.

Installation location information

- The telephone is designed for operation in a protected environment within a temperature range of 5 °C to 40 °C.
- To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat. This is liable to damage the electronic components and the casing.
- Do not install the telephone in bathrooms or shower rooms.

Contents

Individual phone configuration

Testing the phone

Fixing problems

Repair and recycling concept, extending performance capability 120

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Overview of functions and codes

Display icons

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 support representative.
• Your communication platform does not feature this function. Please contact your sales partner for information on how to upgrade.

This User & Administartor Guide is intended to help you familiarize yourself with the OpenScape Desk Phone CP400T and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone CP400T. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

This User & Administartor Guide should be read and followed by every person (simple user or administrator) installing, operating or programming the OpenScape Desk Phone CP400T.

> 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 CP400T.

The Quick Reference Guide contains quick and reliable explanations of frequently used functions.

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.

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 speech transmission and should be placed on the desk. Any other use is regarded as unauthorized.

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 to tilt the display to ensure you have a frontal view of the display and avoid light reflections.
  – Adjust the contrast as required → page 114.

Single-line telephone/multi-line telephone

Your OpenScape Desk Phone CP400T is a "multi-line telephone". This means that your service personnel can configure multiple lines on your phone, which is not the case with single-line phones. Each line is assigned an individual phone number which you can use to make and receive calls.

The programmable keys function as line keys on multi-line phones → page 12.

When using a multi-line phone to make and receive calls, certain particulars must be taken into account → page 12 ff.

The executive-secretary configuration is a special case. This is a multi-line telephone with special features (e.g., "Ring Transfer" and "Accept call"), configured especially for executive/secretary use → page 10 ff.

Team functions

To increase the efficiency of telephony, your service personnel can configure various Team functions such as pickup groups, hunt groups, and call distribution groups.

Icons used in the manual

Tips

 Indicates additional important information in relation to handling.

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 & Administrator Guide.

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

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

The selected function can alternatively be confirmed using the **OK** key on the navigator (→ page 20). You should first navigate to the preferred choice and then press the **OK** button.

Action not selected

Illustration on display

Step-by-step illustration in the User Guide

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.

Reject call

Navigation and action in lists

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

Press and hold to navigate between the menu choices faster.

Press and hold to navigate between the menu choices faster.

Go back.

Open contacts and details. Switch to next lower level.

Execute the Softkey action in the list element.

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

OpenScape Desk Phone CP400T and OpenScape Key Module 400

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

The OpenScape Desk Phone CP400T or OpenScape Key Module 400 key shown here is referred to as a Function keys in the User Guide.

Getting to know your OpenScape Desk Phone CP400T

Assembling and Installing the Phone

Shipment

- Telephone
- Telephone foot
- Handset
- Handset cable
- Subpackage:
    - Document "Installation and Quick Reference Guide"

▐▌▌▶   Please pay attention to the notes on power supply on Section , "Power supply".

Connecting the Phone

OpenScape Desk Phone CP400T:
- Insert the $U_{P0/E}$ cable into the jack ⏚ on the base of the telephone.

OpenScape Desk Phone CP400T:

If applicable, connect the following optional jacks:
    - ⌒   Headset (accessory)
    - ▤   Add-on device (Key Module)
    - ⛘   USB slave for connection to PC

▐▌▌▶   Do not connect a USB hub to the phone's USB port, as this may lead to stability problems.

Assembly

1. Handset: Insert the plug on the long end of the handset cable into the jack ⌒ on the base of the telephone and press the cable into the groove provided for it. Next, insert the plug on the short end of the handset cable into the jack on the handset.

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 Program/Service 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 Notification LED.
8	The **dial pad** can be used to enter phone numbers and write text → page 22.
9	Use the Call Forwarding key to open a menu, for example, in order to set up the variable call forwarding → page 27.
10	Free programmable keys for functions and selected dialing. Three of them are preassigned with functions (Position 1: New message, Position 2: Redial, Position 16: Release).

Ports on the underside of the phone
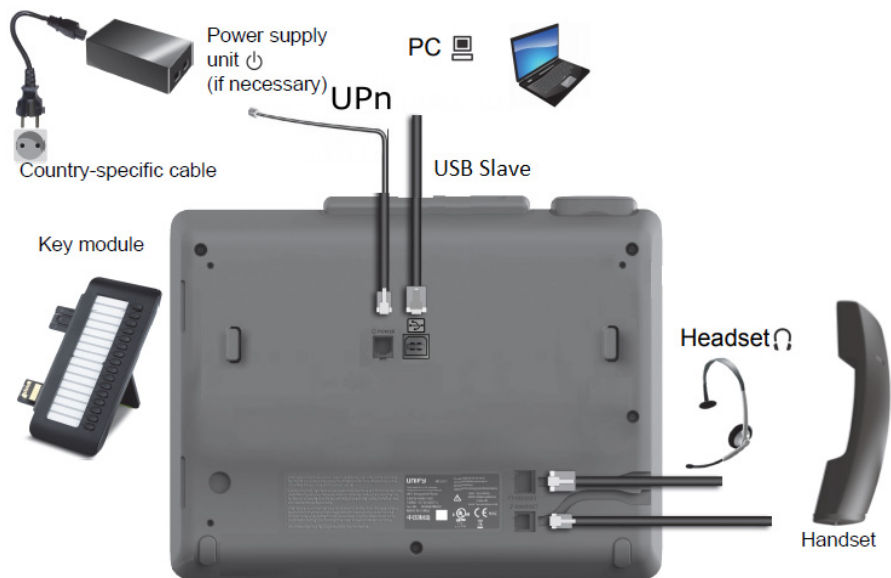
Properties of your OpenScape Desk Phone CP400T

Display type	Grayscales Display 240*120 Pixel
Illuminated display	✓
Full-duplex speakerphone function	✓
Headset	✓
USB slave	✓
notification LED (red/green/orange)	✓
OpenScape Key Module 400 Optional	✓

Key Module

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 additional illuminated keys in two levels.
These keys can be programmed and used according to your needs → page 21

OpenScape Key Module 400 is shown in the picture above. You can attach up to 2 additional OpenScape Key Module 400. If you want to attach a second key module, an external power supply is needed.

Power supply

Depending on the phone type and amount of key modules, an external power unit may be required. You can attach up to two key modules to OpenScape Desk Phone CP400T. If you want to attach a second key module, an external power supply. Please ensure to use the appropriate plug-in power supply.

> The order no. for the plug-in power supply is region specific:
> EU: L30250-F600-C141
> UK: L30250-F600-C142
> US: L30250-F600-C143

Keys and controls

Softkeys

Key	Function when key is pressed
⬛	Activates the function of the left display option or opens another menu.

Audio controls

Audio keys

Key	Function when key is pressed
🔊 / 🔊	Activate/deactivate the loudspeaker → page 39.
🎧 / 🎧	Activate/deactivate the headset → page 38.
🎤 / 🎤	Activate/deactivate microphone (also for speakerphone mode) → page 42.

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
☰	Access Program/Service menu → page 23.
↪	Call forwarding→ page 27.

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 menu: • 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 the ⬍ key.	In lists and menus: • Scroll up
Press the OK key.	Execute an action for the selected entry.

Programmable keys

Your OpenScape Desk Phone CP400T has sixteen programmable keys. You can assign functions and phone numbers to them on two levels. Three of them are preassigned with functions by the system (Position 1: New message, Position 2: Redial, Position 16: Release), but the user can program them in a different way if it is requested.

There are also four keys next to the display (Softkeys) which are preassigned by the system and cannot be programmed by the user.

Increase the number of programmable keys by connecting a key module → page 18.

Depending on how they are programmed, you can use the keys as:
- Function keys → page 70
- Repdial keys → page 74
- Procedure keys → page 73

OpenScape Desk Phone CP400T and OpenScape Key Module 400 are delivered with label strips. You can print additional label strips using the the LabLabeling tool available on the internet: https://wiki.unify.com/klt/en_V8.0/device1.htm

You can program the programmable keys in the first level. Repdial keys can be programmed only in the second level. The Shift key → page 70 must be configured for this, and extended key functionality must be active (contact your service personnel).
External phone numbers and internal numbers without LED display can also be saved in the second level → page 74.

Press the key to activate the programmed function or dial the stored number.

Long press the key to open a menu for programming it → page 73.

When you program a function, you should write its name to the according place of the label sheet provided. There is no other way to remember the functions. When you press the key, the programed function is activated.

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

Meaning of LED displays on function keys and DSS keys

LED		Meaning of function key	Meaning of DSS key
⬤	Off	The function is deactivated.	The line is free.
☀	Flashing[1]	Indicates the function status.	Station is being called.
⬤	On	The function is activated.	Station is busy.

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

Dial pad

▐▶ The programmable keys on multi-line phones function as trunk keys → page 97.

In cases where text input is possible, you can use the dial pad 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 "h", press the number **4 GHI** key on the dial pad twice.

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

Multi-function keys

Function	＊🔔	#Abc123
Long press (key held down)	Turn ringtone on/off → page 116.	Turn phone lock on/off → page 82.
Text input	Next letter in upper case.	Delete character.

Character overview (depends on the current language setting)

Key	1x	2x	3x	4x	5x
1 ∞	1	1			
2 ABC	a	b	c	2	
3 DEF	d	e	f	3	
4 GHI	g	h	i	4	
5 JKL	j	k	l	5	
6 MNO	m	n	o	6	
7 PQRS	p	q	r	s	7
8 TUV	t	u	v	8	
9 WXYZ	w	x	y	z	9
0 +	+	.	-	0	
＊🔔	2				
#Abc123	3				

1   Space
2   Next letter in upper case
3   Delete character

Operating your OpenScape Desk Phone CP400T

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

Navigating in menus

Activating an application

You can use the mode keys → page 19 to navigate to the main menu or to activate Call forwarding.

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 is available for this entry. Use the navigator keys to scroll through entries.

Display

Your OpenScape Desk Phone CP400T is equipped with a grey scale display → page 17.

Idle mode

If there are no calls taking place or settings being made, your OpenScape Desk Phone CP400T is in idle mode. The time, day of the week, and date as well as the subscriber's own phone number are displayed on the phone's screen. The right area of the screen shows the labels of Softkeys which is the starting point for the entire idle menu as shown in the screenshot below.

You can call up various functions here. It includes selected functions from the Program/Service menu → page 26.

Idle menu

The idle menu may contain the following entries:
• Caller list
• Forwarding on
• CFNR on
• Lock phone
• DND on[1]
• Advisory msg. on
• Ringer cutoff on
• Send message
• View sent message[2]
• View callbacks[3]
• Directory
• HF answerback on
• Suppress call ID
• Call wait. trm.off
• Waiting tone off

A logo is displayed in the middle; it can be set up by your service personnel.
Icons that appear on the top left of the phone screen inform you about callback requests, voice messages, and activated call forwarding.

1. Only appears when there are messages that the recipient has not yet viewed
2. Only appears if callback requests are saved.

Explanation of the icons

Icon	Meaning
✗	The ringer is deactivated → page 116
●	The "Do not disturb" function is activated → page 79
⊸O	The phone lock is activated → page 82
▭	You received new messages → page 31

Main menu

With the Program/Service menu key 🔲 , you can access your communications system's service menu or make telephony-related settings. 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.

🔲 Program/Service menu —— Program/Service ——→ Destinations
Block Dialing Off   Feature Settings
Call Pop up   Calls
Audio Accessories   User speed dialing
                          Prog. feature key
                          Timed reminder on
                          PIN and Authorization
                          More features
                          Phone test
                          Cancel
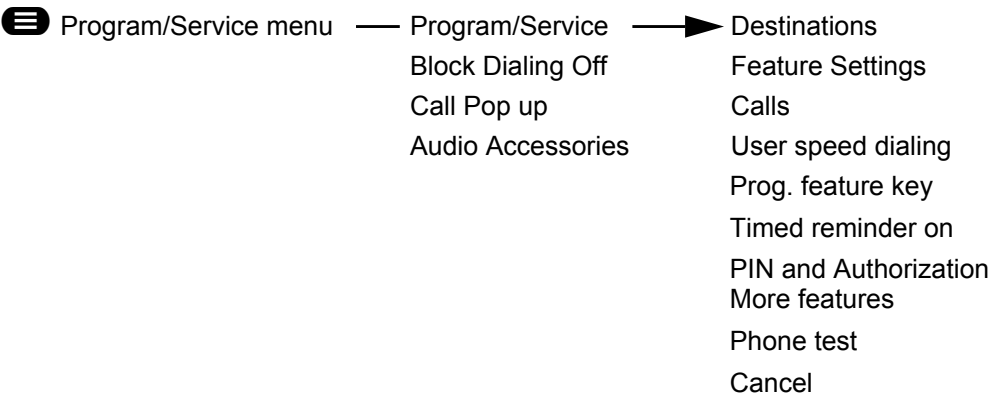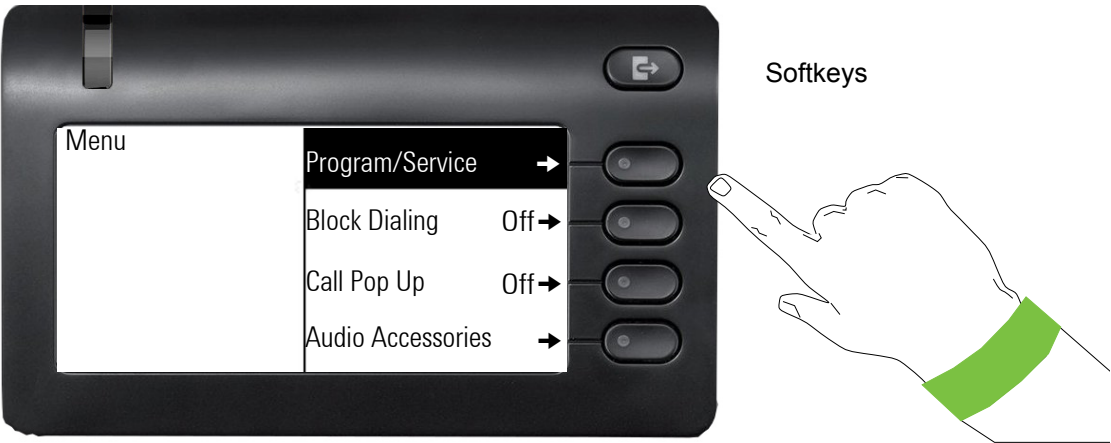
Program/Service menu

Accessing the menu

There are two ways to open the Program/Service menu on your communication system:
1. Press the menu key ☰ .
2. In idle mode, press #️ or ✱ and the code for the function you want.

The menu structure comprises several levels. Currently selected item/function is displayed on the left side of the screen while options for this are listed as menu items on the right side of the screen. An arrow next to an entry indicates additional options for this entry.

Call forwarding

Call forwarding Key

Fri 09.08.19	13:10	Caller list
100		

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Caller list

Forwarding on

CFNR on

Lock phone

To access the "Call forwarding" menu, press the Call Forwarding key above the Softkeys → page 44.

Telephony interface

Telephony view

Incoming call

Your phone rings and the LED flashes green.

Notification LED flashes

☎ 100
   └Andre Ampere

Answer

Reject call

Select a function
using the Softkey

When conducting a call:

Call duration

— 100   5:10
   └ Andre Ampere

Consult

Save number

Start conference

Start transfer

Select a function
using the Softkey
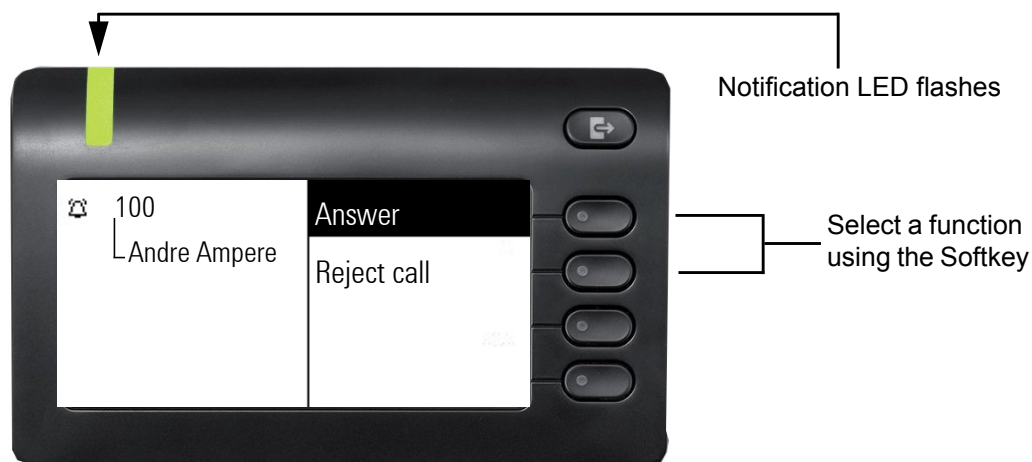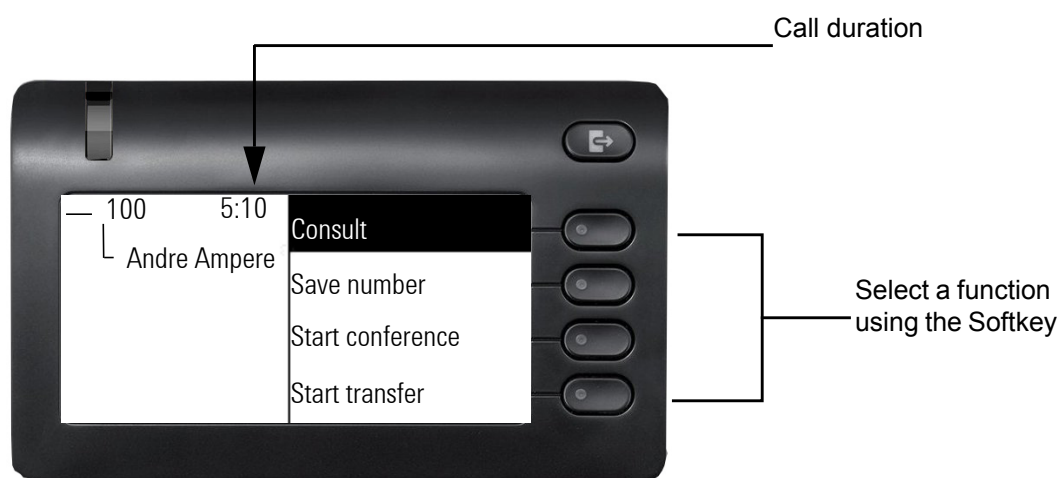
Detailed descriptions of the various functions can be found in the sections "Making calls – basic functions" → page 40 and "Making calls – enhanced phone functions" → page 40.

Telephony dialogs

Connection-dependent conditions and situations, e.g. when your telephone rings, when dialing a number, or during a call, are depicted graphically on the display.

Situation-dependent functions that automatically appear on the display can be selected and activated with the 5-way navigator → page 20.

> ⫸ The scope and type of functions that may be offered automatically varies.

When an arrow appears to the right of a selected entry, then another menu level is available, which you can select with the OK , or the corresponding Softkey ⬤, or ⬦ key → page 20.

Appearance during dialing

Example: You have deactivated "Call preparation" → page 34, have lifted the handset, or pressed the speaker key.

Appearance during en-bloc dialing

Example: You have activated "Call preparation" → page 34 and are entering a number.

Date and time

Fri 09.08.19 13:10	Please dial
	Cancel
10	

Dial the phone number

Cancel entry

Digits already entered
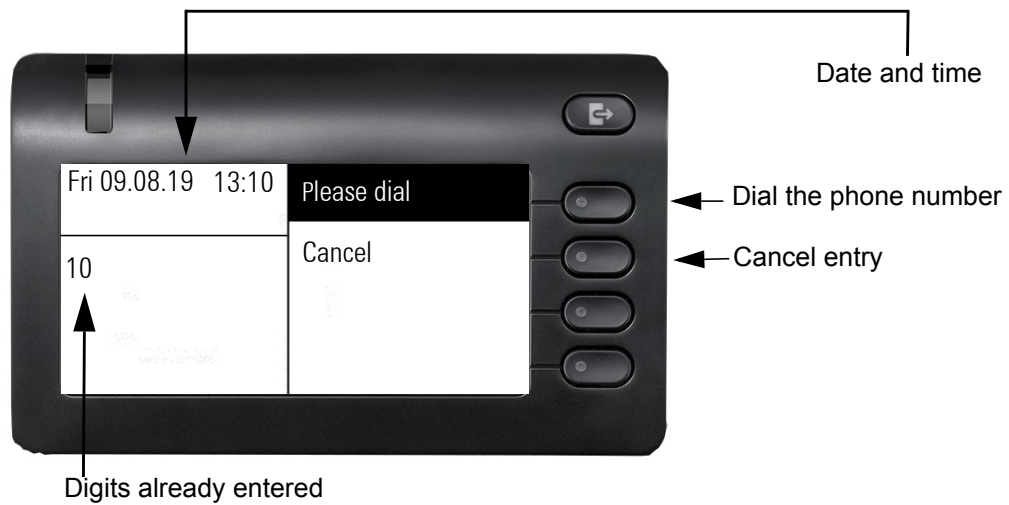
Mailbox

Depending on the type and configuration of your communications platform (contact the relevant service personnel), messages from services, such as, OpenScape Xpressions are displayed in this application in addition to messages received.

Messages

You can send short text messages to individual internal stations or groups.

In idle mode (→ page 24) the following signals alert you to the presence of new messages:

• The softkey

Press the Softkey ⬤ to view the unread messages.

Example:

LED is flashing red

Number of unread messages
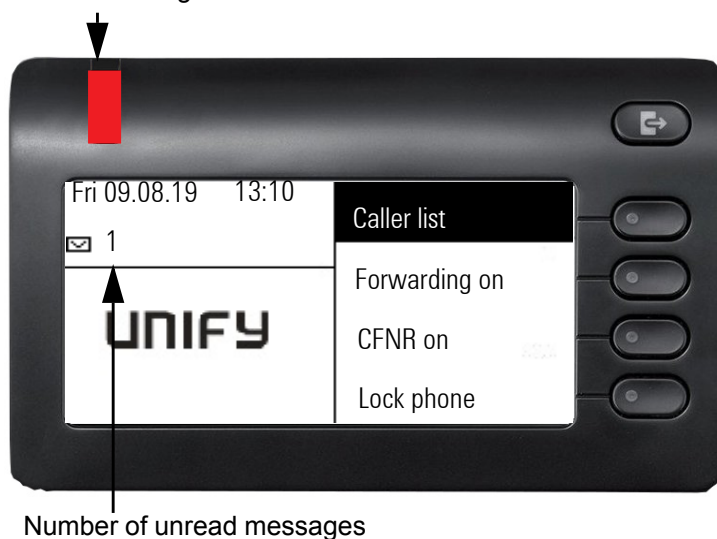
When you press the Softkey on the top right of the device, the following screen is shown:

Voicemail

If your telephone is connected to a voicemail system (such as Smart Voice Mail), the message icon will arrear on the screen to alert you that new messages have arrived.

To play back your voicemail, follow the instructions on the display.

Caller list

If you are unable to accept an external or internal call, the call attempt is stored in the caller list. You can also store external calls that you have answered in the caller list (contact your service personnel).

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

The caller list is automatically displayed → page 24 in the idle menu → page 53.

▌▌▶ Callers with suppressed numbers cannot be saved in the call log.

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

Example:
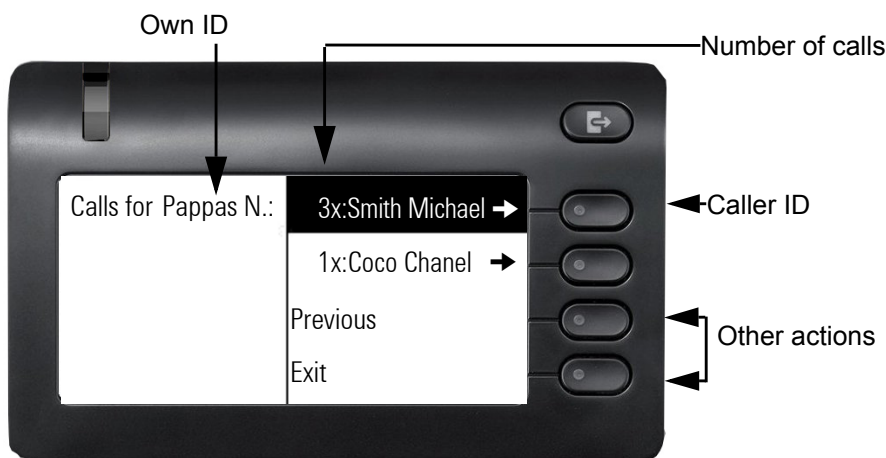
▌▌▶ For a description of how to edit the caller list → page 54.

Call preparation

Activate the function "Call preparation" to use en-bloc dialing on your OpenScape Desk Phone CP400T.

This means: You engage the line only after you have fully entered the number and confirmed.

Activate/deactivating en-bloc dialing

Press the ⊟ menu key, select "Block Dialing On" or "Block Dialing Off" using the 5-way navigation key and confirm with ⓞⓚ .

Alternatively, select the corresponding Softkey ⬤ .

Example: "Call preparation" menu view.

Current status
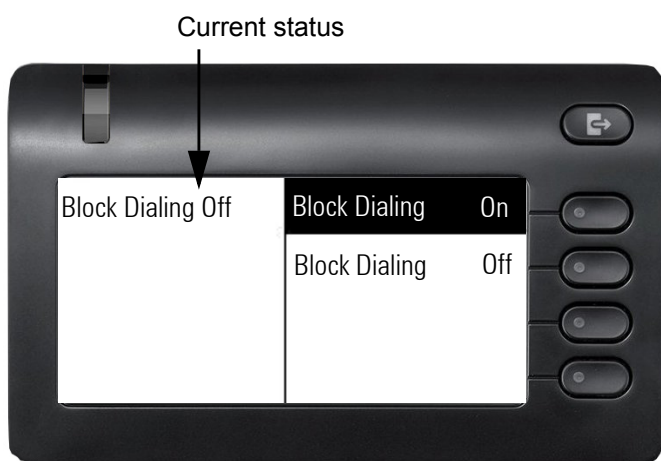
An example of the display during en-bloc dialing is on → page 30.
For a description of en-bloc dialing, see → page 52.

Call pop-up

Activate the function "Call pop up" so that if you are on a call you are notified on the display by a popup about a second incoming call.

Activating/deactiviating call pop up

Prerequisite: "Second call" must be activated → page 61.

Press the ≡ menu key, select "Call Pop Up On" or "Call Pop Up Off" using navigator and confirm with OK , or select the corresponding Softkey ⬤

Showing and processing a second call

Example: second call when call pop-up is on

Information about current call

```
100          00:12   Answer
  └ Smith Michael
☎ 101                Cancel
  └ Jane Fonda
```

Pop up window with caller ID for incoming call
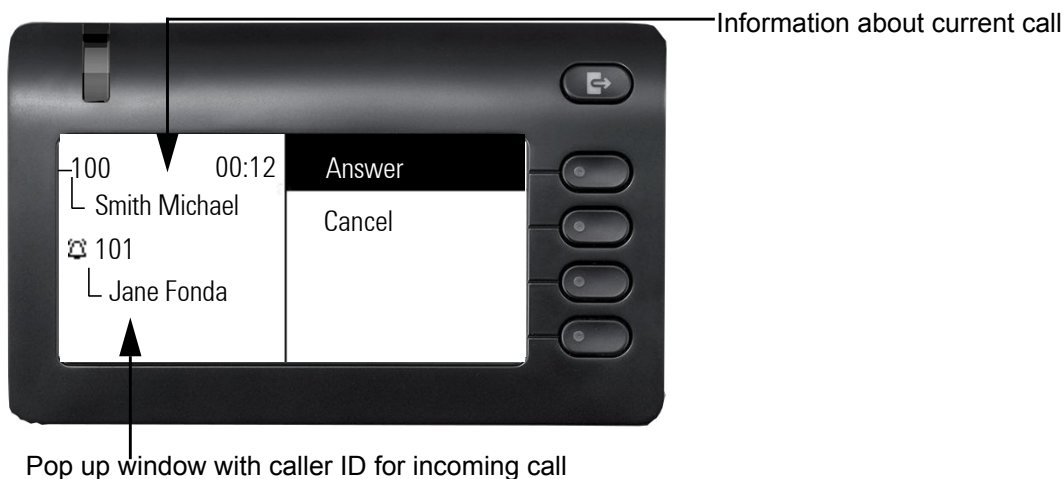
1. While talking to the first party confirm the entry "Display" using the OK key.
2. From the menu that appears, select an action for dealing with the second party:
   – Consultation → page 43
   – Take call → page 40
   – Start conference → page 65
   – Start transfer → page 43
   – Phonebook → page 54
   – Put the call on hold
   – Quit and return

Audio accessories

Press the ≡ menu key . Navigate using the 5-way navigator and select entry **Audio accessories**. Set the following options accordingly:

- "Cordless headset   Off" or
- "Cordless headset   On" or
- "Conf. unit   Off" or
- "Conf. unit   On"
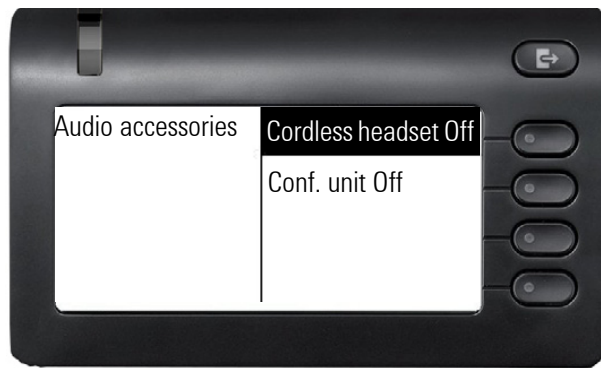
Basic functions

▐▐▶ Please read the introductory chapter "Getting to know your OpenScape Desk Phone CP400T" → page 15 carefully before performing any of the steps described here on your phone.

Answering a call

Your OpenScape Desk Phone CP400T phone rings with the tone signal set when an incoming call is received. The call is also visually signaled on the call display.

- When you receive an internal call, your telephone rings once every four seconds (single-tone sequence).
- When you receive an external call, your telephone rings twice in rapid succession every four seconds (dual-tone sequence).
- When you receive a call from the entrance telephone, your telephone rings three times in rapid succession every four seconds (triple-tone sequence).
- If a call is waiting, you hear a short tone (beep) every six seconds.

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

If transmitted, calling party information (name, phone number) appears on the graphic display.

▐▐▶ An incoming call will interrupt any ongoing telephone setting operations.

Answering a call via the handset

The phone is ringing. The caller appears on the screen.

Lift the handset.

if nec. Set volume louder or quieter. Press the buttons until you reach the desired volume.

Answering a call via the loudspeaker (speakerphone mode)

Suggestions for using speakerphone mode
- Tell the other party that you are using speakerphone mode.
- The speakerphone works bests at a low receiving volume.
- The ideal distance between the user and the telephone set in speakerphone mode is about 50 cm (approx. 20 inches).

The phone is ringing. The caller appears on the screen.

◀)) Press the key shown. The LED lights up.

or

Answer Press the Softkey shown.

or

OK Confirm.

The speakerphone function is activated.

if nec. ➖ ➕ Set the call volume. Keep pressing the key until the desired volume is set.

Ending a call

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

Accepting a call via the headset

Prerequisite: A headset is connected.

Make sure your headset port is set up properly → page 35.

The phone rings. The 🎧 key flashes.

🎧 Press the key shown.

if nec. ➖ ➕ Set the call volume.
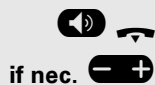
Switching to speakerphone mode

Prerequisite: You are conducting a call via the handset.

Hold down the key and replace the handset. Then release the key.

if nec. Set the call volume. Keep pressing the key until the desired volume is set.

U.S. mode

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

Press the key shown.

Replace the handset. Proceed with your call.

if nec. Set the call volume. Keep pressing the key until the desired volume is set.

Switching to the handset

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

Lift the handset.

The LED key goes out.

Proceed with your call.

Open listening during a call

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

Prerequisite: You are conducting a call via the handset.

Activating

Press the key shown. The LED lights up.

Deactivating

Press the key shown. The LED goes out.

Making calls

Off-hook dialing

➤ Lift the handset.

⌨ Internal calls: Enter the station number.
External calls: Enter the external code and the station number.

The called party does not answer or is busy

📞 Replace the handset.

On-hook dialing

⌨ Internal calls: Enter the station number.
External calls: Enter the external code and the station number.

▦➡ Your system may also be programmed so that you have to press the Internal key before you dial an internal number.
To call an external party, you have to enter an external code before dialing the party's telephone number (Prime Line is not active; contact your service personnel).

The other party answers with speaker

➤ Lift the handset.

or On-hook dialing: Speakerphone mode.

The called party does not answer or is busy

🔊 Press the key shown. The LED goes out.

Dialing with the headset connected

Prerequisite: The headset is connected.

📟 internal: Enter the station number.
External calls: Enter the external code and the station number.

🎧 The headset key lights up.

The connection is established as soon as your input is complete.

▐▶ Make sure your headset port is set up properly → page 35.

Dialing with DDS keys

Prerequisite: You have saved a number on a DDS key → page 74.

◼ Press the key with a saved number.
If the number is saved on the second layer, press the shift key first.

➤ Lift the handset.

or

🔊 Press the key shown.

▐▶ You can press the DDS key during a call and automatically initiate a Consultation call→ page 43.

Calling back a missed call

Contacts who have tried to reach you are identified accordingly in the caller list and appear at the top of the list. The notification LED lights up red.

| Caller list | ➔ |

Select using the Softkey.

The notification LED lights up green.

| Daniel Bernoulli | ➔ |

The name of the person who called is shown on the screen . Next to the contact, the number of the calls is shown. Select the contact and confirm to call the contact.

Redialing a number

The last ten external telephone numbers dialed are stored automatically.

▐▶ If this feature is configured (contact your service personnel), account codes entered are also saved → page 78.

You can redial them simply by pressing a key.

Displaying and dialing saved station numbers

| Next |

Keep selecting and confirming the option shown until the phone number you want appears.

| Call |

Select and confirm the option shown.

Ending a call

⌇ Replace the handset.

Rejecting calls

You can reject calls which you do not wish to take. The call is then signaled at another definable telephone (contact your service personnel).

The phone is ringing. The caller appears on the screen.

Reject call | Select using the Softkey.

If a call cannot be rejected, your telephone will continue to ring. The message "currently not possible" is displayed (e.g. in the case of recalls).

Turning the microphone on and off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the hands-free microphone. You can also switch on the handsfree microphone to answer an announcement via the telephone speaker (speaker call, → page 48).

Prerequisite: A connection is set up, the microphone is activated.

🎤 Press the key shown. The LED lights red. The microphone of the device is off.

or

🎤 Press the lit key. The LED goes out. The microphone of the device is on.

Calling a second party (Consult)

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

| Consult |

Select using the Softkey.

or

OK Confirm.

▦ Call the second party.

Return to the first party:

| Return to held call |

Select using the Softkey.

or

OK When the Return to held call option is selected, press the OK button.

Switching to the held party (alternating)

| Toggle/Connect |

Select using the Softkey.

Initiating a three-party Conference

| Start conference |

Select using the Softkey.

or

OK When the Start Conference option is selected, confirm.

Joining calling parties from a Conference

| Leave conference |

Select using the Softkey.

⏩ For more information on conferences, see → page 65.

Transferring a call

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

| Consult |

Press the shown Softkey.

▦ Enter the number of the party to which you want to transfer the call.

📞 Announce the call, if necessary.

☎ Replace the handset.

or

| Transfer |

Select using the Softkey and confirm the option shown.

Call forwarding

Using variable call forwarding

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

> When call forwarding is active, a special dial tone sounds when you lift the handset.
>
> If DID DTMF is active (contact your service personnel), you can also forward calls to this destination.
> Destinations: fax = 870, DID = 871, fax DID = 872.

> Special features must be taken into consideration if your telephone operates in an IP networked OpenScape Business environment→ page 108!

At the Idle menu:

Forwarding on

Select using the Softkey.

1=all calls

Select using the Softkey.

or

2= external calls

Select using the Softkey.

or

3= internal calls

Select using the Softkey.

⌨ Enter the destination number.

OK Confirm.

> Call forwarding can also be activated using the Call forwarding key on the upper right corner of the telephone.

Deactivating call forwarding

At the idle menu

Forwarding off   ➜

Select using the Softkey and confirm the option shown.

> Call forwarding can also be deactivated using the Call forwarding key on the upper right corner of the telephone.

Using call forwarding no reply (CFNR)

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

At the idle menu:

| CFNR on |
Select using the Softkey.

Alternatively

Press the menu key→ page 25

| Program/Service → |
Select using the Softkey.

| Destinations → |
Select using the Softkey.

| CFNR on |
Select and confirm the option shown.

Enter the destination number.
- Enter the internal station number for internal destinations
- Enter the external code and the external station number for external destinations

| Save |
Select using the Softkey to confirm.

or

| Previous |
Press using the Softkey and confirm to exit without saving.

Deactivating call forwarding no reply

Press the menu key→ page 26.

| Program/Service → |
Press using the Softkey.

| Destinations → |
Press using the Softkey.

| CFNR offf |
Press using the Softkey and confirm the option shown.

| Delete |
Press using the Softkeyand confirm the option shown to deactivate and delete the forwarding destination.

or

| Exit |
Select and confirm to exit menu without deactivating the forwarding destination.

> If CFNR is activated, when you hang up, "CFNR:" appears briefly on the display.
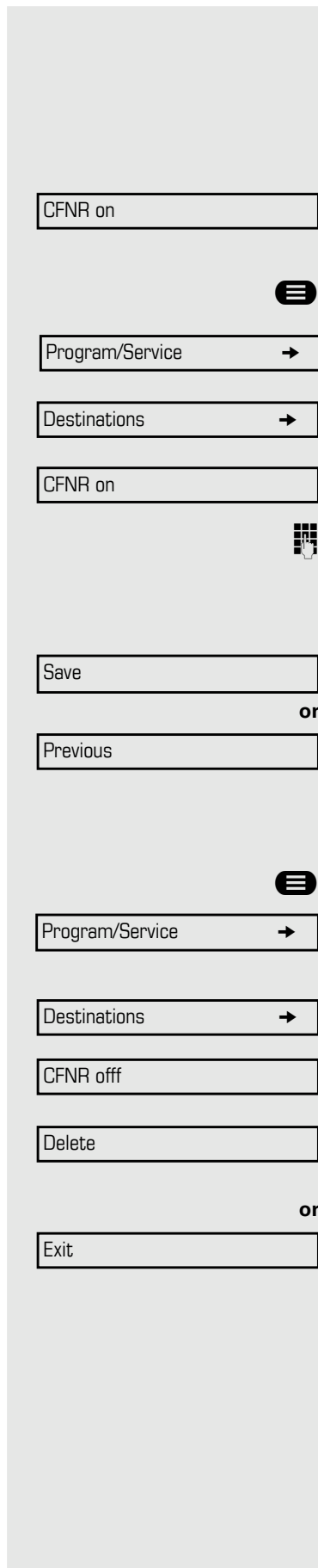
Call forwarding in the carrier network and forwarding multiple subscriber numbers (MSN) (not for U.S.)

If this function has been configured (contact your service personnel), you can forward calls to your assigned multiple subscriber number (MSN) (DID number) directly within the carrier network.
For example, you can forward your phone line to your home phone after business hours.

📟 Press the menu key → page 25.

| Program/Service → |

Select using the Softkey.

| Destinations → |

Select using the Softkey.

| Trunk FWD on |

Select using the Softkey and confirm the option shown.

| 1=immediate |

Select and confirm using the Softkey.

or

| 2=on no answer |

Select using the Softkey.

or

| 3=on busy |

Select using the Softkey.

🔢 Enter your DID number.

🔢 Enter the destination number (without the external code).

| Save |

Select using the Softkey.

Deactivating call forwarding

| Trunk FWD off |

Select using the Softkey and confirm the option shown.

| Save |

Confirm the displayed call forwarding type.

🔢 Enter your DID number.

Using Callback

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

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

> When configured (contact your service personnel), all Callback requests are automatically deleted over night.

Storing a Callback

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

| Callback |

Confirm.

Accepting a Callback

Prerequisite: You have saved a Callback.

♫ Your telephone rings. "Callback: ..." appears on the display.

➤ Lift the handset.

or

🔊 Press the key shown. The LED lights up.

or

| Answer |

Select using the Softkey and confirm the option shown.

You hear a ring tone.Viewing and deleting a stored Callback

if nec. ▭

or In the Idle menu Press the programmed key "Callback".

| View callbacks |

Select using the Softkey and confirm the option shown.

| Next callback |

Select and confirm to display additional entries.

Deleting a displayed entry
Select using the Softkey and confirm the option shown.

| Delete |

Ending retrieval
Select using the Softkey and confirm the option shown.

| Exit |

or

☰ Press the key shown. The LED goes out.

or

🔊 Press the key shown. The LED goes out.

Enhanced phone functions

Answering calls

Accepting a call with the headset

Prerequisite: The headset is connected.

The LED flashes when a call is received.
Press the key shown. The LED lights up.

or

Answer

Select using the Softkey and confirm the option shown.

> Make sure your headset port is set up properly → page 35.

Ending a call

Press the key shown. The LED goes out.

Accepting a specific call for your colleague

You hear another telephone ring.

Open the Program/Service menu → page 25.

More features	→

Select and confirm the option shown.

Pickup - directed

Select and confirm the option shown.

The called party appears on the display.

if nec.

Next

Select and confirm until the name/number of the required subscriber is displayed.

Accept call

Confirm.

or

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

or

Press the flashing key.

> Accepting a call in a team → page 105.

Using the speakerphone

A colleague addresses you directly over the speaker with a speaker call. You hear a tone before the announcement. The other party's name or station number appears on the screen.

You can conduct the call with the handset or in speakerphone mode.

➔   Lift the handset and answer the call.

or

Mute off

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

or

🔇   Press the key and answer the call.

> If handsfree answerback is enabled (see below), you do not need to switch on the microphone - you can answer directly. You can answer immediately in speakerphone mode.
> If handsfree answerback is disabled (default setting), follow the procedure described above. Placing a speaker call to a colleague → page 58.

Enabling and disabling handsfree answerback

HF answerback on

Select using the Softkey and confirm the option shown.

or

HF answerback off

Select using the Softkey and confirm the option shown.

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 19)

Answering calls from the entrance telephone and opening the door

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

Speaking to visitors via the entrance telephone

Prerequisite: Your telephone rings.

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

or

➤ Lift the handset after more than thirty seconds.

🎹 Dial the entrance telephone number.

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

Open door

Confirm.

Opening the door from your telephone without calling the entrance telephone

▤ Press Main Menu key.

Program/Service

Open the Program/Service menu → page 25.

More features	➜

Select and confirm the option shown.

Open door

Select and confirm the option shown.

🎹 Dial the entrance telephone number.

⬛➤ Special features must be taken into consideration if your telephone operates with OpenScape Business network environment→ page 108!

Opening the door with a code (at the door)

🎹 After ringing the bell, enter the five-digit code (using the keypad or a DTMF transmitter). Depending on how the door opener has been programmed, a doorbell call signal may or may not be forwarded.
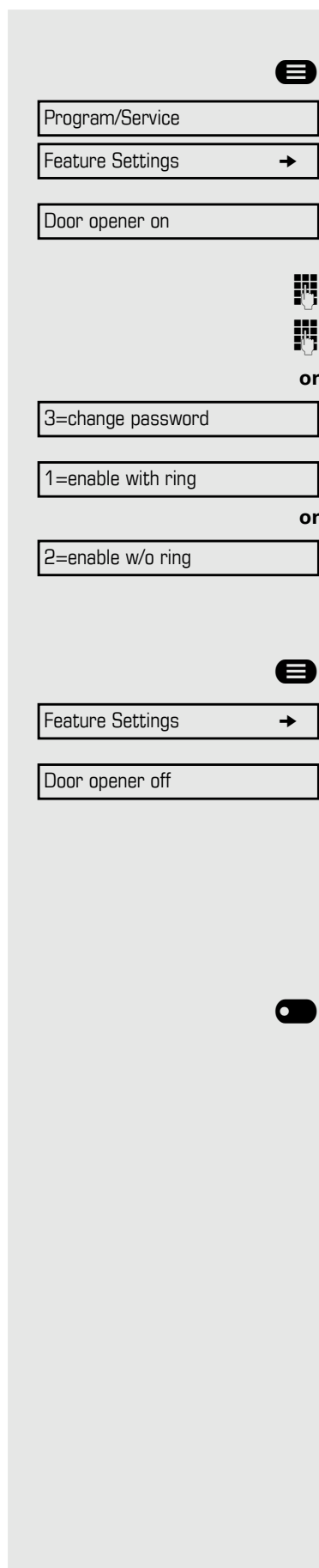
Activating the door opener

⊟ Press Main Menu key.

| Program/Service | |

Open the Program/Service menu → page 25.

| Feature Settings | → |

Select and confirm the option shown.

| Door opener on | |

Select and confirm the option shown.

📟 Dial the entrance telephone number.

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

or

| 3=change password | |

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

| 1=enable with ring | |

Select and confirm the option shown.

or

| 2=enable w/o ring | |

You can also open the door without a doorbell ring.

Deactivating the door opener

⊟ Open the Program/Service menu → page 26.

| Feature Settings | → |

Select and confirm the option shown.

| Door opener off | |

Select and confirm the option shown.

Accepting a call from an answering machine

If an answering machine is connected to your system (ask the responsible technician) and you have programmed the answering machine's internal number on a key → page 70, you can accept the call from the answering machine.

▢ The LED lights up. Press the key shown.

Making calls

En-bloc sending/correcting numbers

You can enter the number without the number being dialed straight away. This means that you can correct the number if necessary.
The station number is only dialed at your specific request.

Prerequisite: You have activated "Call preparation" → page 34.

📟 Internal calls: Enter the station number.
External calls: Enter the external code and the station number.

Dialing entered/displayed numbers

➤ Lift the handset.

or

Dial
Select using the Softkey and confirm the option shown.

Correcting numbers entered

▦ A station number can only be corrected as it is being entered. Station numbers stored for number redial, for example, cannot be corrected.

◀ Press.
The last digit entered in each case is deleted.

📟 Enter the required digit(s).

Canceling en-bloc sending

Cancel
Select using the Softkey and confirm the option shown.

or

🔊 Press the key shown. The LED goes out.

Using the caller list

Detailed information, as well as a sample display entry are provided on
→ page 33.

Retrieving the caller list

Prerequisite: Service personnel has set up a caller list for your telephone.

| Caller list |

Select using the Softkey.

| 3x: Smith Michael➜ |

The most recent entry is displayed on the screen.

❖ ❖   To view other calls, confirm each subsequent display.

Ending retrieval

| Previous |

Select using the Softkey.

or

| Exit |

Select using the Softkey.

or

🔊   Press the key shown. The LED goes out.

Detailed view of a call

Prerequisite: You have retrieved the caller list and the selected entry is displayed.

↔   Press to view detailed information, see the example on → page 33.

| Next |

Select using the Softkey and confirm the option shown for a detailed view of further entries.

▓➡ An advisory tone marks the end of the list.
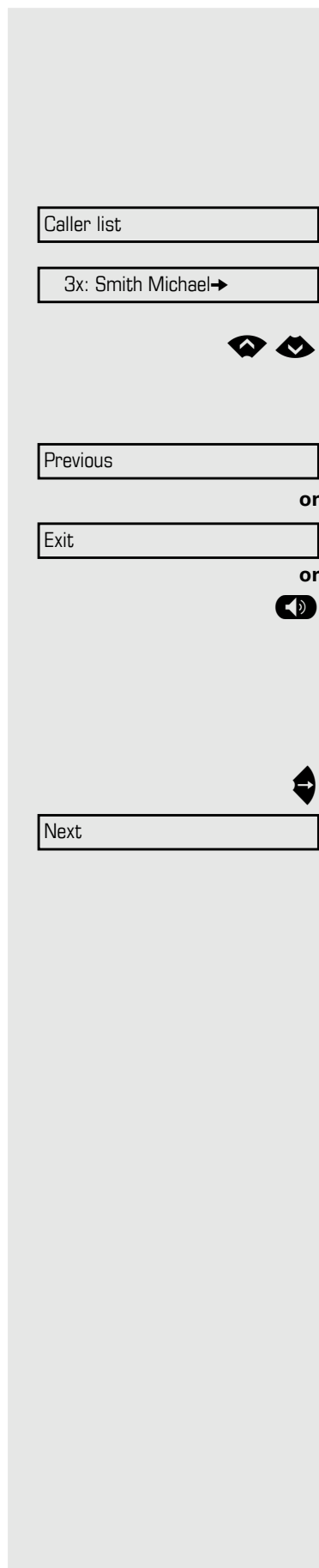
Dialing a station number from the caller list

Prerequisite: You are viewing detailed information on an entry.

Call

Select using the Softkey.

Removing an entry from the caller list

Prerequisite: You are viewing the detailed view of a call.

Delete

Select and confirm the option shown.

Dialing a number from the internal Directory

The internal Directory contains all station numbers and system speed-dial numbers assigned to a name. Contact your service personnel to find out if one was configured for your system.

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

➤ Lift the handset.

or

🔊 Press the key shown. The LED lights up.

or

❖ ❖ Navigate to Directory.

Directory

Select using the Softkey.

if nec. If several directories have been configured:

1=internal

Select using the Softkey.

The first entry is displayed on the screen.

⊟⊞ Press the relevant key to select the next/previous entry

or

Next

select and confirm the option shown to see the next eight entries in the list

or

Previous

select and confirm the option shown to see the previous eight entries in the list.

or

🖐 Enter the name you want to find, or just the first few letters, using the alphanumeric dial pad → page 22.

The entry you wish to dial appears on the screen

Call

Select using the Softkey.

Using the LDAP Directory

If configured (ask your service personnel), you can search for Directory data in the LDAP database and dial the number of any subscriber you find there.

Prerequisite: The LDAP search feature has been configured in the system.

➤ Lift the handset.

or

🔊 Press the key shown. The LED lights up.

or

❖ ❖ Navigate to Directory.

Select using the Softkey.

Directory

if nec. If several directories have been configured:

Select and confirm the option shown.

2=LDAP

🎹 Enter the name you wish to search for using the keypad → page 22 (max. 16 characters).
You can enter an incomplete name, e.g. "mei" for "Meier".

if nec. If configured (ask your service personnel), you can also search for surname and first name. To separate surname and first name by a space, enter "0". You can enter incomplete names, e.g. "mei p" for "Meier Peter".

if nec.

Delete Character

Select and confirm each letter to be deleted. The last letter entered is deleted.

> In large databases, the results of the search may be incomplete if too few characters are entered → page 56.

Search

Confirm.
The name is searched for. This may take a few seconds.

The result is displayed

If only one name is found, it is displayed.

Call

Select using the Softkey.

If several names are found (max. 50), the first name is displayed.

⊖ ⊕ Press,

or

Scroll Next

select and confirm the option shown,

or

Scroll Previous

select and confirm the option shown.

Call

Select and confirm the option shown.

If no name is found

If your search does not yield any name corresponding to your query, you can extend the range of the search, e.g. by deleting characters.

Modify search

Select and confirm the option shown.
For further procedure, see above.

If too many names are found

If more than the maximum of 50 names are found corresponding to your query, only an incomplete list of results can be displayed.

You can view these results, select any of the names, or change the search string (e.g. narrow the search by entering more characters).

> In this case it is advisable to narrow down the search so that all corresponding names can be displayed.

Show matches

Confirm, to view the incomplete list.
For further procedure, see above.

or Narrow the search down.

Modify search

Select and confirm, in order to change the search string.
For further procedure, see above.

Making calls using system speed-dial numbers

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

Press main menu key→ page 25.

Select using the Softkey.

Program/Service	→
Use speed dialing	

Select using the Softkey and confirm the option shown.

Enter a three-digit speed-dial number.

if nec. ### Suffix-dialing

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

Dialing with speed-dial keys

Prerequisite: You have configured speed-dial keys → page 57.

Press main menu key→ page 25.

Select using the Softkey.

Program/Service	→
Use speed dialing	

Select using the Softkey and confirm the option shown.

Press the key shown.

Press the required speed-dial key.

Configure a speed-dial key

You can program the keys **0+** to **9wxyz** with ten frequently used phone numbers.

Press the menu key→ page 25.

Select using the Softkey.

Select using the Softkey.

Program/Service	→
Destinations	→

Change Speed Dial	

Select using the Softkey and confirm the option shown.

Press the key shown.

Press the required speed-dial key. If the key is already in use, the programmed phone number appears on the screen.

Change	

Confirm.

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

Save	

Confirm.

or ### If you make a mistake:

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

Previous	

Next	

Confirm.

or
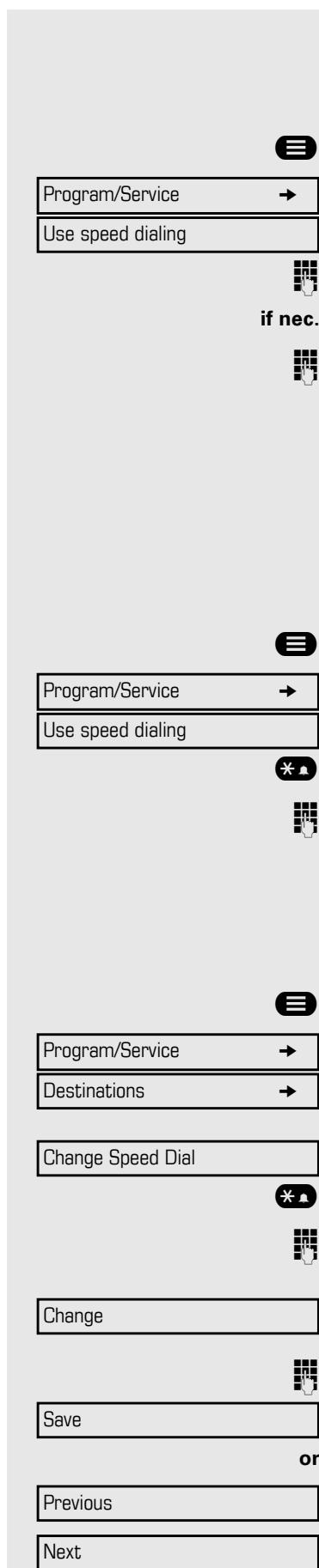
Change

Select and confirm the option shown.

or

Delete

Select and confirm the option shown.

or

Exit

Select and confirm the option shown.

Talking to your colleague with a speaker call

You can make a loudspeaker announcement through a loudspeaker if connected (ask your service personnel), or to an internal user with a system telephone without any action on their part.

☰   Press the menu key → page 25.

Program/Service	→

Select using the Softkey.

Calls	→

Select using the Softkey.

Speaker calll

Select using the Softkey and confirm the option shown.

📟   Enter the station number.

⚊▶ Responding to a speaker call → page 48.

Talking to your colleague with discreet calling

If this function has been configured (ask your service personnel), you can join an ongoing call conducted by an internal user at a system telephone with display.
You can listen in unnoticed and speak to the internal user without being overheard by the other party (discreet calling).

➤ Lift the handset.

⬤✱ ⬤9 wxyz ⬤4 ghi ⬤5 jkl   Enter the code.

▦ Enter your internal station number.

▶ Your service personnel can protect your telephone against discreet calling.

Automatic connection setup (hotline)

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

➤ Lift the handset.
Depending on the setting, the connection is either set up **immediately** or only **after** a preset **period of time** (hotline after a timeout).

Reserving a trunk

If configured (ask your service personnel), you can reserve an occupied trunk for yourself.
When the line is free, you receive a call and a note on the display.

Prerequisite: "Currently busy" appears on the display.

Reserve trunk   Select using the Softkey.

Reserved line is free:

Your telephone rings and the display shows "Trunk is free".

➤ Lift the handset. You will hear the dial tone.

▦ Enter the external phone number.

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

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

▤ Press the menu key → page 25.

| Program/Service | → |

Select using the Softkey.

| Calls | → |

Select using the Softkey.

| Temporary MSN |

Select using the Softkey and confirm[1].

📞 Enter the DID number you wish to use.

📞 Dial the external number.

Associated dialing/dialing aid

If this function has been configured (contact your service personnel), you can use a dialing aid to dial numbers and set up calls for your telephone.
The operating procedure depends on whether the dialing aid is connected to the **S_0 bus** or the **a/b (T/R) port.**

You can also use your system telephone as a dialing aid for other telephones.

Dialing aid on the S_0 bus:

On the PC, select a destination and start dialing.

➜ The speaker on your telephone is switched on. Lift the handset when the other party answers.

Dialing aid at the a/b (T/R) port:

On the PC, select a destination and start dialing.

"Lift the handset" appears on the PC screen.

➜ Lift the handset.

Dialing aid from your telephone for another telephone:

▤ Press the main menu key→ page 25.

| Associated dial |

Select using the Softkey.

📞 Enter the internal station number ("Dial for:").

📞 Enter the number you wish to dial.

During a call

Using call waiting (second call)

Callers can still reach you while you are engaged in another call. A signal alerts you to the waiting call.
You can ignore or accept the second call.
When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on.
You can block the second call or the signal tone (→ page 62).

Prerequisite: You are engaged in a phone call and hear a tone (every six seconds). When the function "Call pop up" is activated, a notification window appears → page 35.

Ending the first call and answering the waiting call:

Replace the handset. Your telephone rings.

Answer the second call. Lift the handset.

Placing the first call on hold and answering the second call:

Call waiting

Select and confirm the option shown.

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

Ending the second call and resuming the first one:

Quit and return

Confirm.

or

Replace the handset. "Recall" appears on the display.

Lift the handset.

You are reconnected with the first party.

Preventing and allowing call waiting (automatic camp-on)

If this function has been configured (ask your service personnel), you can prevent or allow a second call → page 61 from being signaled by automatic camp-on during an ongoing call.

At the idle menu.

❖ ❖ Navigate to Call wait.trm.off.

| Call wait.trm.off |

Select using the Softkey and confirm the option shown,

or

| Call wait.trm.on |

Select using the Softkey.

Turning the call waiting tone on and off

You can suppress the call waiting tone (every six seconds) for external calls. A one-time special dial tone then alerts you to the waiting call.

Activating the call waiting tone

At the idle menu → page 24.

❖ ❖ Navigate to Waiting tone off.

| Waiting tone off |

Select using the Softkey.

Deactivating the call waiting tone

At the idle menu → page 24.

❖ ❖ Navigate to Waiting tone on.

| Waiting tone on |

Select using the Softkey.

Saving a number

You can save your call partner's station number for subsequent redialing from the caller list → page 54.

Prerequisite: You are on a call or an external station is being called.

| Save number |

Select using the Softkey.

Parking a call

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

Prerequisite: You are conducting a call.

📧 Press the menu key→ page 25.

| Program/Service | ➔ |

Select using the Softkey.

| Calls | ➔ |

Select using the Softkey.

◆ ◆ Navigate to Park a call.

| Park a call |

Select using the Softkey.

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

Retrieving a parked call

Prerequisite: One or more calls have been parked. The pho0ne is idle.

📧 Press the menu key→ page 25.

| Program/Service | ➔ |

Select using the Softkey.

| Calls | ➔ |

Select using the Softkey.

◆ ◆ Navigate to Retrieve call.

| Retrieve call |

Select using the Softkey and confirm the option shown[1].

0+ ... **9wxyz** Enter the park slot number you noted earlier.
If the park slot number you enter is not in use, you cannot retrieve the call.

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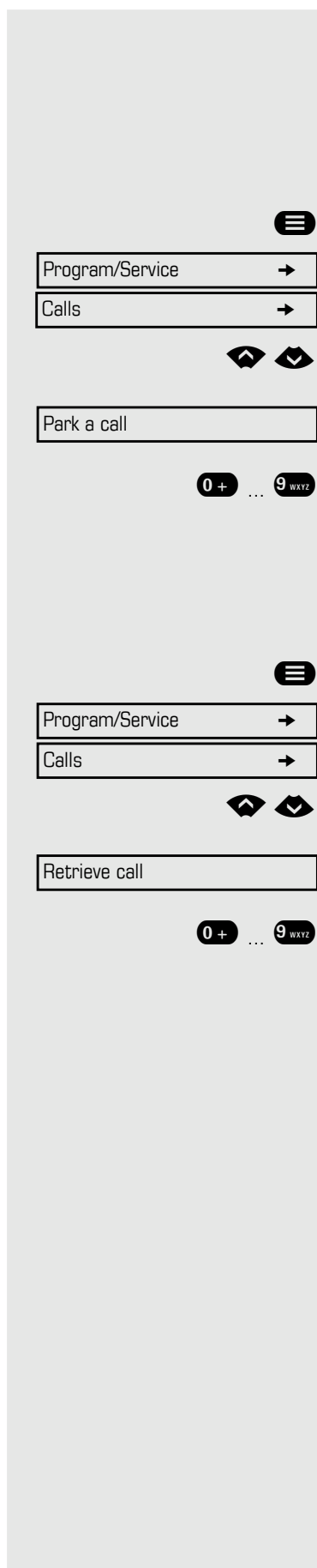
Holding external calls

If you have programmed a hold key on your phone → page 70, you can put external calls on hold.
Then all other stations can accept the call on the assigned trunk.

🔲 Press the "Hold" key.

Held on line: 801

The message of the relevant trunk appears (e.g. 801) and note the trunk number.
If available, the LED of the assigned trunk key flashes slowly.

if nec.

📞 Replace the handset or press the key shown.
Depending on the configuration, this may be necessary so other members can also pick up the call on hold.

Accepting call on hold

Prerequisite: One or more calls are on hold. The phone is idle.

☰ Press the menu key → page 25.

Program/Service	→

Select using the Softkey.

Calls	→

Select using the Softkey.

❖ ❖ Navigate to Retrieve line

Retrieve line

Select using the Softkey.

or

🔲 If the "Retrieve" → page 70 key is available, press it.

📟 Enter the noted trunk number.

or

🔆 If there is a "Line:" key available for the relevant trunk, this flashes slowly. Press the key shown.
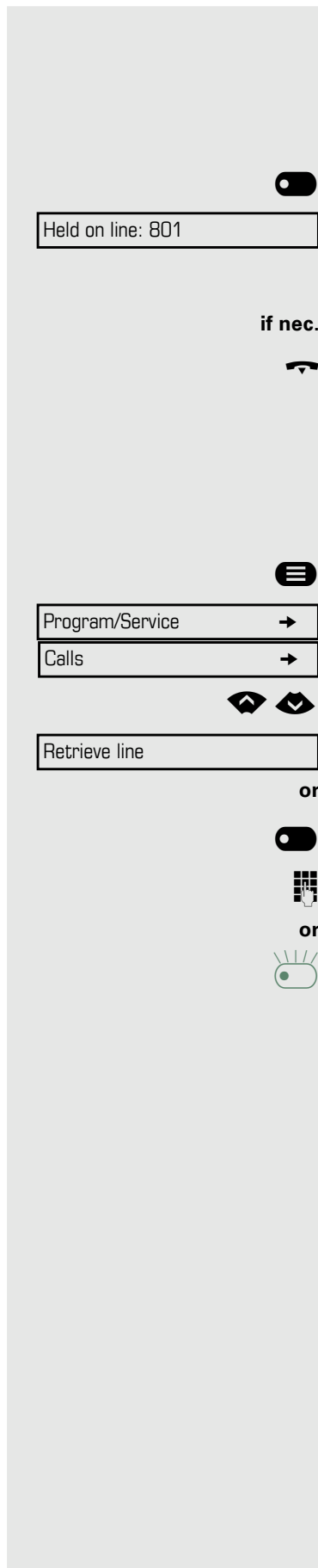
Conducting a Conference

System conference allows up to eight participants in total, at the same time.These may be internal or external users.

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

📟 Call the first party.

| Start conference |

Select using the Softkey.

📟 Call the second party. Announce the Conference.

| Conference |

Select using the Softkey.

A tone sounds every 30 seconds to indicate that a Conference is in progress.

If the second party does not answer

| Return to held call |

Select using the Softkey.

Adding up to eight parties to a Conference

| — Conference |

Select using the Softkey.

| Add party |

Select using the Softkey.

📟 Call the new party. Announce the Conference.

| Conference |

Select and confirm the option shown.

Viewing the Conference parties

| Participants |

Select using the Softkey.

🔄 To exit the list.

Removing parties from the Conference

You are connected to a Conference and wish to disconnect one of the participants.

| Participants → |

Select using the Softkey. View the list of the participants.

| └ 23189 Coco → |

Select using the Softkey and confirm the party you want.
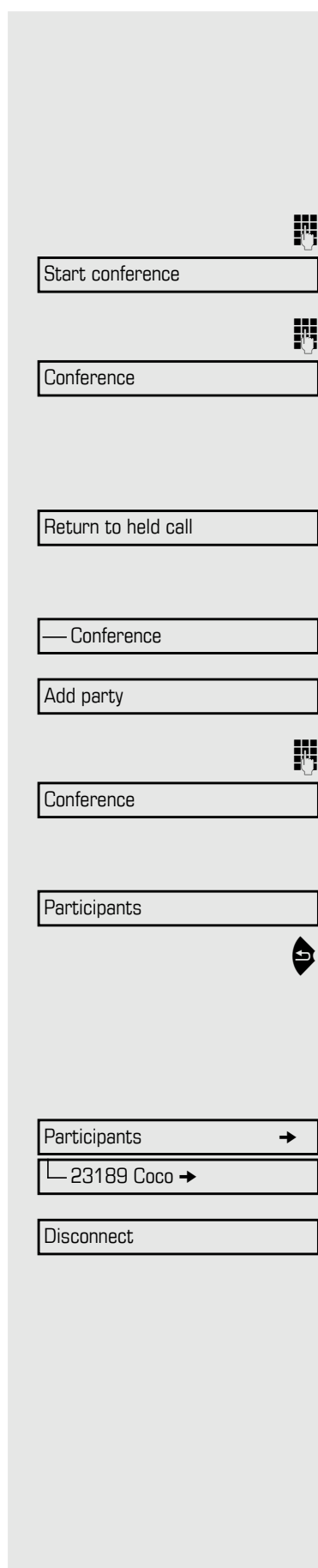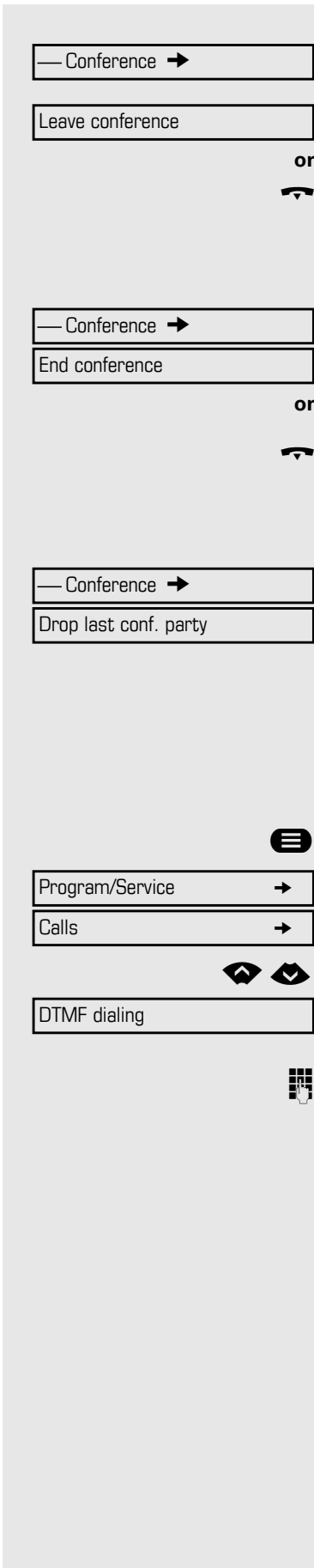
| Disconnect |

Select using the Softkey.

Leaving a Conference

| Conference ➜ |
Select using the Softkey.

| Leave conference |
Select using the Softkey and confirm the option shown.

or

📞 Replace the handset, if this feature is configured (contact your service personnel).

Ending a Conference

| Conference ➜ |
Select using the Softkey.

| End conference |
Select using the Softkey and confirm the option shown.

or

📞 Replace the handset, if this feature is configured (contact your service personnel).

Removing the central office party from the Conference

| Conference ➜ |
Select using the Softkey.

| Drop last conf. party |
Select using the Softkey and confirm the option shown.

Activating tone dialing/DTMF suffix-dialing

You can transmit dual-tone multifrequency (**DTMF**) signals to control devices such as an answering machine or automatic information system.

🔲 Press the menu key→ page 25.

| Program/Service ➜ |
Select using the Softkey.

| Calls ➜ |
Select using the Softkey.

◈ ◈ Navigate to DTMF dialing.

| DTMF dialing |
Select using the Softkey and confirm the option shown[1].

📱 You can use the keys `0+` through `9wxyz`, `*▲` and `#Abc123` to transmit DTMF signals.

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

Recording a call

If configured (contact your service personnel for details), you can record an active call.

Prerequisite: You are on a call, the "Recording" key is configured → page 70.

Press the "Recording" key. The LED lights up.

You and the other party hear an announcement that recording has started and as long as recording is still running, you hear an acoustic signal approx. every 15 seconds.

⮕ During recording, it is not possible to add further call parties.

Stopping recording

Press the "Recording" key which lights up. The LED goes out.

Listening to a recording

Playback of the recording depends on the voice recording system used (see the associated user guide).

Transferring a call after a speaker call announcement in a group

If this function has been configured (contact your service personnel), you can use a speaker call (announcement, → page 103) to announce a call in progress to a group of users → page 58.
After a member of the group has accepted the call request, you can transfer the waiting party.

Prerequisite: You are conducting a call.

Confirm. The other party is placed on hold.

Consultation

Press the key shown.

Select and confirm the option shown.

Speaker call

Enter the group's station number.

Announce the call.
When a member of the group accepts the call → page 48, you are connected to this party.

Replace the handset.

or

Transfer

Select and confirm the option shown.

⮕ If the connection between the two other parties is not established within 45 seconds, the call from the first part returns to you (recall).

Send trunk flash

To activate ISDN-type services and features through the network carrier's analog trunks or those of other communications platforms (such as "consultation hold"), you must send a signal to the trunks before dialing the service code or telephone number.

Prerequisite: You have set up an external connection.

☰ Press the menu key.→ page 25.

| Program/Service | → |
Select using the Softkey.

| Calls | → |
Select using the Softkey.

| Trunk flash |
Select using the Softkey and confirm the option shown[1].

⌨ Enter the service code and/or telephone number.

If you cannot reach a destination

Call waiting (camp-on)

Prerequisite: You have dialed an internal number and hear a busy signal. It is important that you reach the called party.

| Camp-on |
Wait (approx. 5 seconds) until "Camp-on" appears on the display and the busy tone is followed by the ring tone.

The called party can then respond → page 61.

> The called party can prevent automatic call waiting → page 62.
>
> If this feature is configured (contact your service personnel), you will hear the ring tone and the message "Camp-on" is immediately displayed.

Busy override – joining a call in progress

This function is only available if it has been configured by the service technician (contact your service personnel).

Prerequisite: You have dialed an internal number and hear a busy signal. It is important that you reach the called party.

| Override |
Select and confirm the option shown.

The called party and person to whom this party is talking hear an alerting tone every two seconds.
If the called party has a system telephone with display, the following appears on the screen: "Override: (Number or name)".

You can now start talking.

Using night answer

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

> Special features must be taken into consideration if your telephone operates with OpenScape Business network environment→ page 110!

Activating

Night answer on

Select using the Softkey.

*=default

Press the "OK" dialog key to confirm (standard night answer service).

or

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

Save

Confirm.

Deactivating

Night answer off

Select and confirm the option shown.

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

Programming a function key

You can program frequently used functions, station numbers or procedures on your DeskPhone OpenScape 400T's keys.

Configuring function keys

See also → page 21.

▐▌▶ A list of all available functions is displayed, see the overview → page 71.

Example: Programming the Shift key

🔘 Hold down the key shown.

| Change key |
Confirm the option shown.

or

🔳 Press the menu key→ page 25.

| Program/Service → |
Select using the Softkey.

🔷 🔽 Navigate to Prog. feature key.

| Prog. feature key |
Select using the Softkey and confirm the option shown.

🔘 Press the key you want to program.

| Change key |
Select using the Softkey.

🔷 🔽 Navigate to More features.

| More features → |
Select using the Softkey.

🔷 🔽 Navigate to Shift key.

| Shift Key |
Select using the Softkey.

if nec.

| Save incomplete |
Select and confirm the option shown.

Some functions (e.g. with "Call forwarding") cannot be saved completely. This means that when later initiating the function by pressing the button, further inputs are required.

| Exit |
Confirm.

or

| Another key |
Select and confirm the option shown.

The label appears automatically and cannot be altered.

The LED displays → page 21 and → page 71 show the status of the function.
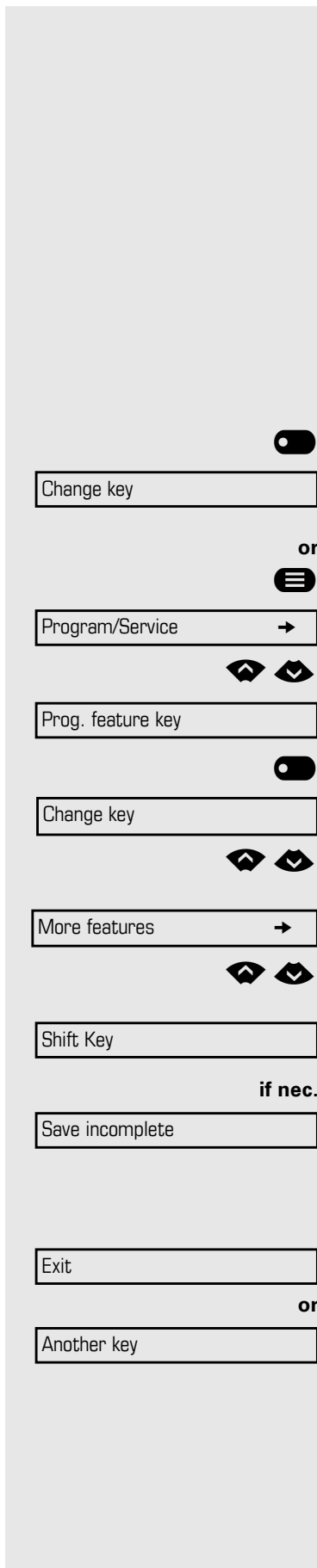
Overview of functions

The functions are split into the following menus:

- Destinations
- Feature Settings
- PIN and Authorization
- Calls
- More features

> The available functions depend on your configuration. If a function is missing, contact your service personnel.

Saved function LED messages

Call forwarding, Forwarding - trunk, Forward Line, Night answer, Do not disturb, Telephone lock, Advisory message, Ringer cutoff, HF answerback on/off, Join/leave group, Caller ID suppression, Call wait.term., Waiting tone off, Ring Transfer, Recording, Door opener on/off, Control Relay (only for OpenScape Business**), Ringing group on, Shift Key, UCD (Available on/ off, Work on/off), Night answer on/off, MULAP Privacy Release:**

Saved function is not activated.

Saved function is activated.

Callback:

You have no entry for Callback.

You have an entry for Callback.

Repdial key (Internal), Direct station select:

Party not on a call.

Party is on a call or has activated DND.

Flashing quickly - I'm being called, please accept.
Flashing slowly - another party is being called and has not yet answered.

Call key, General call key, Trunk key, MULAP Key, Temporary MSN:

No call via corresponding trunk.

Active call via the corresponding trunk.

Flashing quickly - call on the relevant trunk, call pickup is possible by pressing the key.
Flashing slowly - a call is placed on hold on the relevant trunk.

Trunk group key:

At least one trunk is free.

All lines in this trunk group are occupied.

View call charges:

No chargeable calls have been set up since the last check.

Chargeable calls have been set up since the last check.

Call forwarding, Forward Line:

Flashing slowly - your line is a call forwarding destination.

Fax details:

No fax received or no message on the answering machine.

Fax received or message on the answering machine.

View number of calls:

No waiting callers.

Flashing quickly - callers waiting (certain number is exceeded).
Flashing quickly - callers waiting (certain number is reached).

Data I/O Service:

No connection to an application.

Active connection to an application.

Flashing slowly, connection to an application is temporarily interrupted.

The following functions programmed on keys do not have a LED function:
Repdial key (external), Procedure key, Trace call, Speed dial, Clear, Lock all
phones, Send message, Directory (1=internal, 2=LDAP, Call waiting, Toggle/
Connect, Conference, Speaker call, Retrieve line Reserve trunk, Release trunk,
Temporary Phone, Override, Park a call, Pickup - directed, Pickup - group, Ac-
count code, Show call charges, Page, Answer page, Timed reminder, Open
door, DTMF dialing, Recall-key, Room monitor, Hold key, Consult internal, Con-
sult, Associated dial, Associated serv., Tel. data service, Relocate, Discreet Call.

Programming a procedure key

Numbers and functions which require further input, i.e. which contain several operating steps, can be saved on a key on your telephone.The relevant service personnel must grant appropriate authorization.

For example the function "Associated dial" → page 60 together with the required input (number of the phone to for which the call should be made and the number to be dialed) can be saved on a key.
Numbers which require further input can also be saved.

or	Hold down the key shown.
	Press the menu key→ page 25.
Program/Service →	Select using the Softkey.
	Navigate to Prog. feature key.
Prog. feature key	Select using the Softkey.
	Press the key shown.
Change key	Select using the Softkey.
More features →	Select using the Softkey.
Procedure key	Select using the Softkey and confirm the option shown.
	Enter procedure. Example: ***67 231 123456**
*▲ 6 MNO 7 PQRS	Code for associated dial
2 ABC 3 DEF 1 ∞	Number of the phone to for which the call should be made
1 ∞ 2 ABC 3 DEF 4 GHI 5 JKL	the number to be called.
if nec.	Press "Pause" to enter pauses (a "P" appears on the display).
Save	Select using the Softkey.

If you make a mistake:

|	
Previous	Select using the Softkey. This deletes all entered digits.
Exit	Select using the Softkey.
or	
Another key	Select and confirm the option shown.

Select the saved procedure by pressing the key.
Procedures with activatable/deactivatable functions are activated with one press of the button and deactivated with the next.

You can press the procedure key during a call to automatically send the saved digits as DTMF signals → page 66. For display messages when saving procedures, see → page 118.
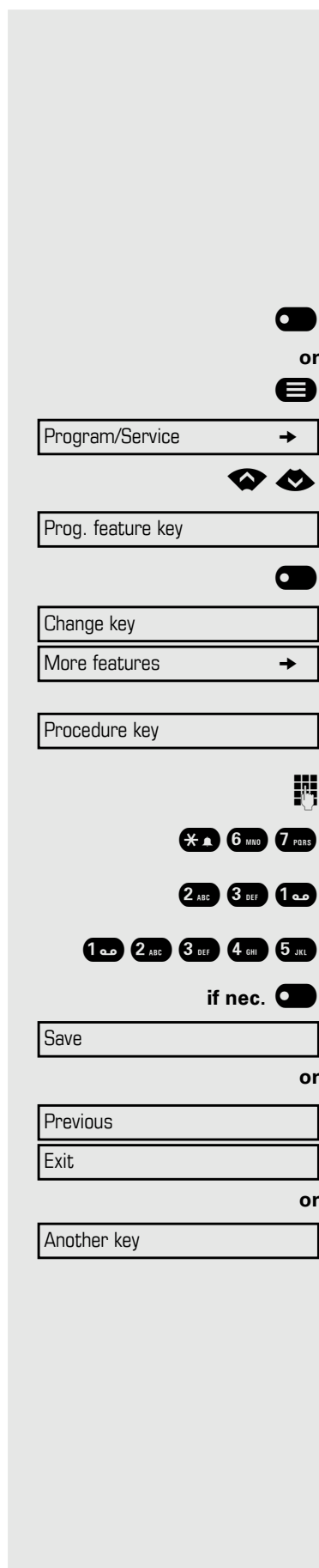
Configuring repdial keys

You can also program internal and external station numbers on the second level. The LED function is not available for internal station numbers on the second level. To program the second level, you must program a "Shift" key → page 70.

See also → page 21.

◖▬▬   Hold down the key shown.

or

▬▬   Press the menu key→ page 25.

Program/Service   →

Select using the Softkey.

◆ ❤   Navigate to Prog. feature key.

Prog. feature key

Select using the Softkey.

◖▬▬   Press the key you want to configure.

Change key

Select using the Softkey.

if nec.

Next layer

Select using the Softkey.

Destinations   →

Select using the Softkey.

Repdial key

Select using the Softkey.

⌨   Enter the station number.

If you make a mistake:

◗   Press. This deletes all entered digits.

Exit

Select using the Softkey.

or

Another key

Select and confirm the option shown.

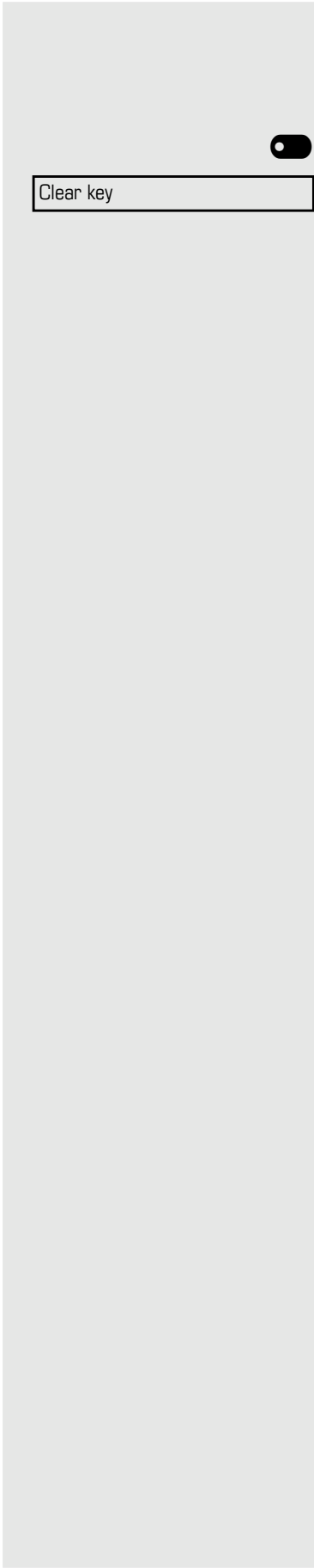> You dial the saved number by pressing the key → page 41.
>
> You can also save a number during a call.

Deleting function key programming

Deleting a function/phone number/label

Press and hold the required key.

Clear key

Select using the Softkey and confirm the option shown.

Displaying and assigning call charges

Displaying call charges (not for U.S.)

For the current call

Call charges are shown by default on the display when a call ends.
If you want to display call charges as they occur during a chargeable call, your service personnel must request this option from the network operator.
Call charge display must be requested from the network operator and configured by the relevant service personnel (applicable only for ISDN).
Depending on the setting, call charges are displayed during or after a call.
Depending on the network operator, free external calls are also displayed. The message "Free of Charge" appears on the screen either before or during the call.
If the cost indication facility has not been installed, the display will show the dialed number and/or the length of the telephone call.

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

For all calls and for the last call

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

Press the menu key→ page 25.

| Program/Service | → |

Select using the Softkey.

Navigate to More features.

| More features | → |

Select using the Softkey.

| Show call charges |

Select using the Softkey and confirm the option shown[1].

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

If configured (contact your service personnel), you can also display and print chargeable calls for another phone (for instance for a pay phone). Call charges can be supported by the network.

Prerequisite: You have programmed the function "Show call charges" on a key → page 70.

The LED lights up to indicate that a you have conducted a chargeable call since the last time you viewed the charges.

Press the "Call Charges" key. Chargeable calls are displayed.

Next   Press to display further chargeable calls.

Print   Select and confirm the option shown,

or

Clear   select and confirm the option shown,

or

Add l information   select and confirm the option shown,

or

Exit   select and confirm the option shown.

Dialing with call charge assignment

You can assign external calls to certain projects.

Prerequisite: Your service personnel have defined account codes for you.

≡ Press the menu key→ page 25.

| Program/Service | → |

Select using the Softkey.

❷ ❷ Navigate to Calls.

| Calls | → |

Select using the Softkey.

| Account code |

Select using the Softkey and confirm the option shown[1].

🔢 Enter the account code.

if nec. #️⃣ Press this key.

or

| #=Save |

Select using the Softkey.

May be necessary, depending on configuration; contact your service personnel.

🔢 Enter the external phone number.

▐▌▶ You can also enter the account code during a call.

Privacy/security

Turning ringer cutoff on and off

If you do not wish to take calls, you can activate the ringer cutoff function. Calls are only identified by **one** ring signal, an indication on the display, and a key which has been programmed to flash (such as a trunk key).

Activating

| Ringer cutoff.on |

Select using the Softkey and confirm the option shown[1].

Deactivating

| Ringer cutoff.off |

Select using the Softkey.

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, external callers are connected to another phone, which you can specify (contact your service personnel).

Activating

❖ ❖ At the Idle menu, navigate to DND on.

| DND on |

Select using the Softkey.

Activating

❖ ❖ At the Idle menu, navigate to DND off.

| DND off |

Select using the Softkey.

> When you lift the handset, you will hear a special tone (continuous buzzing) reminding you that "Do not disturb" is activated.
>
> Authorized internal callers automatically override the DND feature after five seconds.

Caller ID suppression

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

Activating

Select using the Softkey.

| Supress call ID |

Deactivate

Select using the Softkey.

| Restore caller ID |

> Your service personnel can activate/deactivate caller ID suppression for all phones.

Silent Monitor

When configured (ask responsible service personnel), you can join in an on-going call conducted by an internal user and monitor silently and unnoticed.

✱ 9ₓᵧ 4 GHI 4 GHI   Enter the code.

⌨   Enter your internal station number.

Monitoring a room

You can use a phone to monitor a room. This function must be enabled on the monitoring phone.
When you call this phone, you can immediately hear what is happening in that room.

Activating the telephone to be monitored

Press the menu key→ page 25.

Program/Service   →

.Room monitor

Select using the Softkey.

Select using the Softkey.

You can either leave the telephone in speakerphone mode or lift the handset and leave it directed towards the noise source.

Deactivating the telephone to be monitored

Press the lit key. The LED goes out.

or

Replace the handset.

Monitoring the room

Enter the internal station number of the phone located in the room that you wish to monitor.

Trace call: identifying anonymous callers (not for U.S.)

You can identify malicious external callers. You can record the caller's phone number during a call or up to 30 seconds after a call. In this case, you should not hang up. This function is applicable only when it is supported by the network (ISDN).

Press the menu key→ page 25.

Program/Service   →

Trace call

Select using the Softkey.

Select using the Softkey.

If the trace is successful, the transmitted data is stored by your network operator. Contact your service personnel.

Locking the telephone to prevent unauthorized use

You can prevent unauthorized parties from using your phone during your absence.

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → page 25.

Locking the phone

#₁₂₃ Hold down the key shown.

or

At the idle menu → page 24.

Select using the Softkey.

Lock phone

📱 Enter code (telephone lock) → page 83.

The padlock icon appears on the status bar → page 25.

> When the phone is locked, a special dial tone sounds when the handset is lifted. Within the system, users can make calls as normal.
>
> Your phone can also be locked or unlocked by an authorized party → page 83.

Unlocking the phone

#₁₂₃ Hold down the key shown.

or

At the idle menu → page 24.

Select using the Softkey.

Unlock phone

📱 Enter code (telephone lock) → page 83.

Locking another telephone to prevent unauthorized use

If configured (contact your service personnel), you can lock and unlock other telephones against unauthorized access.

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

Press the menu key → page 25.

Program/Service	→

Select using the Softkey.

Lock all phones	

Select using the Softkey.

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

*=lock phone	

Confirm,

or

#=unlock phone	

select and confirm the option shown.

Saving your PIN

Enter the code to use the functions

- for protecting your phone against unauthorized use → page 82
- for using another telephone like your own → page 88
- Change number → page 88

You can save this code.

> If you forget your code, contact your service personnel to have the default code restored.
>
> The default code is "00000".

Press the menu key→ page 25.

Program/Service	→

Select using the Softkey.

Navigate to PIN and Authorization.

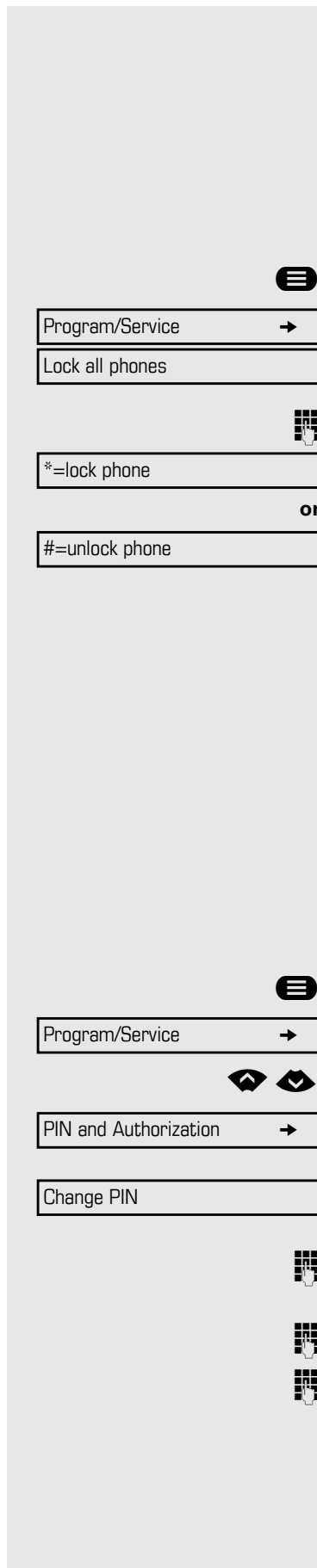| PIN and Authorization	→

Select using the Softkey.

Change PIN	

Select using the Softkeyand confirm the option shown[1].

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

Enter the new PIN.

Re-enter the new PIN.

More functions/services

Appointments function

You can configure your phone to call you to remind you about appointments → page 85.
You must save the required call times. You can enter a single appointment that will take place in the next twenty-four hours or you can enter a daily recurring appointment.

Saving appointments

Prerequisite: You have programmed the function on a key → page 70.

Hold down the key you want to program

Change key	
More features	→
Time reminder	→

Select using the Softkey.

Select using the Softkey.

Select using the Softkey.

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

if nec. 2ABC or 7PQRS If the selected language is "US English" → page 117, you can enter the code 2 for "am" or 7 for "pm" (default = "am").

One time only

Confirm.

or

Daily

Select and confirm the option shown.

Save

Select using the Softkey.

Deleting and checking a saved appointment

Press the menu key

Timed reminder off

Select using the Softkey.

Delete

Select using the Softkey.

or

Exit

Select using the Softkey.
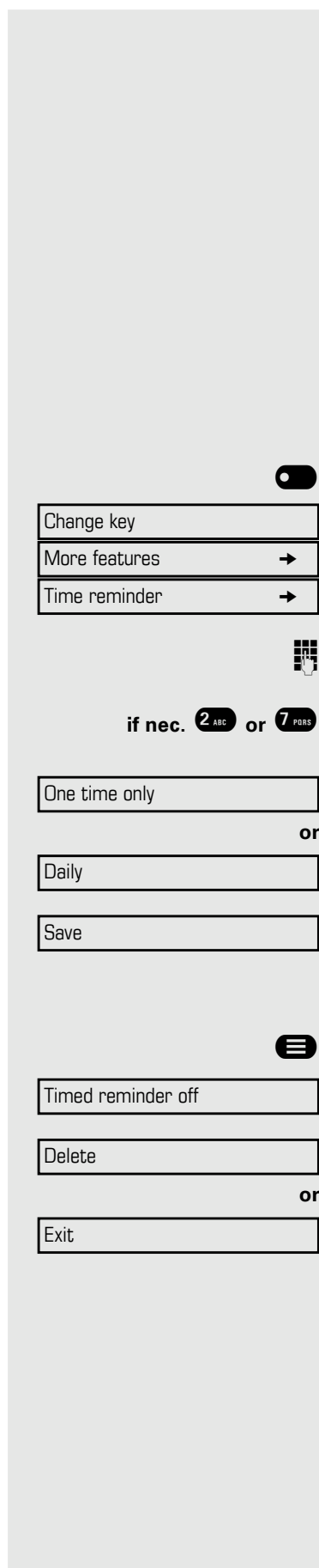
Using timed reminders

Prerequisite: You have saved a reminder → page 84. The saved time arrives.

The phone is ringing. The appointment time is displayed.

Reminder at 1200

🔊 Press key twice.

or

☎ Lift the handset and replace it again.

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

Sending a message

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

Creating and sending a message

At the idle menu → page 24.

⬆ ⬇ Navigate to Send message.

Send message

Select using the Softkey.

📞 Enter the internal station number of the recipient or group.

0=Please callback

Select predefined text (can be changed by service personnel) and confirm.

or

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

or

Enter message text
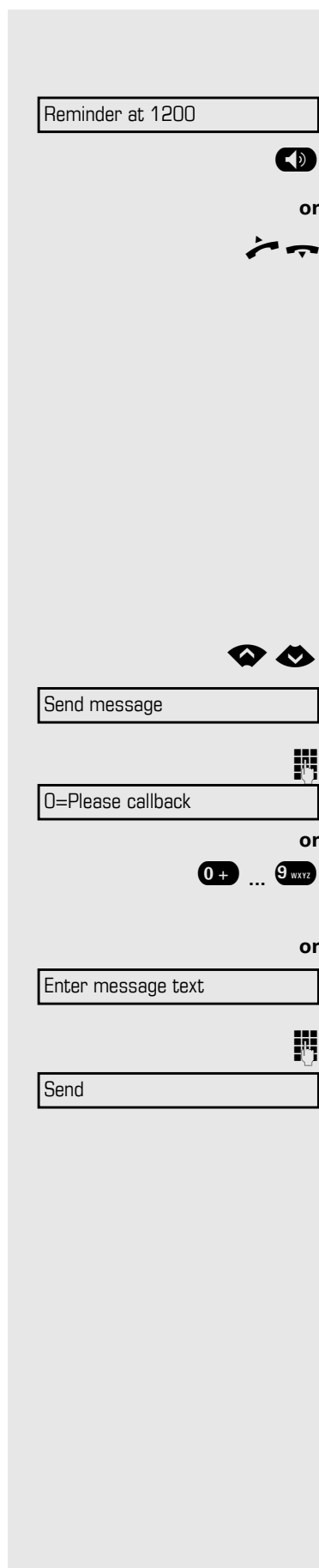
Select using the Softkey.

📞 Enter message (up to 24 characters) → page 22.

Send

Select using the Softkey.

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

Displaying and deleting messages you have sent

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

At the idle menu → page 24.

View sent message

Select using the Softkey.

Message sent

Select using the Softkey.

The text message is displayed.

Delete

Select using the Softkey.

The message is deleted.

Viewing and editing incoming messages

The notification LED flashes red.

The corresponding Softkey becomes green to indicate that a new message is received.

Select using the Softkey.

The sender's caller ID appears in the first line on the display, see the example on → page 31.

Message sent

Select using the Softkey.

The text message appears on the left of the display.

Viewing the transmission time

Time/date sent

Select using the Softkey.

Calling the sender

Call sender

Select using the Softkey.

Deleting messages

Delete

Select using the Softkey.

Leaving an advisory message

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

At the idle menu → page 24.

◆ ❤   Navigate to Advisory msg. on.

| Advisory msg. on |

Select using the Softkey.

| 0=Will return at: |

Select predefined text (can be changed by service personnel) and confirm.

or

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

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

or

| Enter message text |

Select using the Softkey.

📱   Enter message (up to 24 characters) → page 22.

| Save |

Select using the Softkey.

Deleting advisory messages

At the idle menu → page 24.
Select using the Softkey.

| Advisory msg. off |

or

⬡   When the "Advisory message" is available → page 70, the LED lights up. Press the key shown.
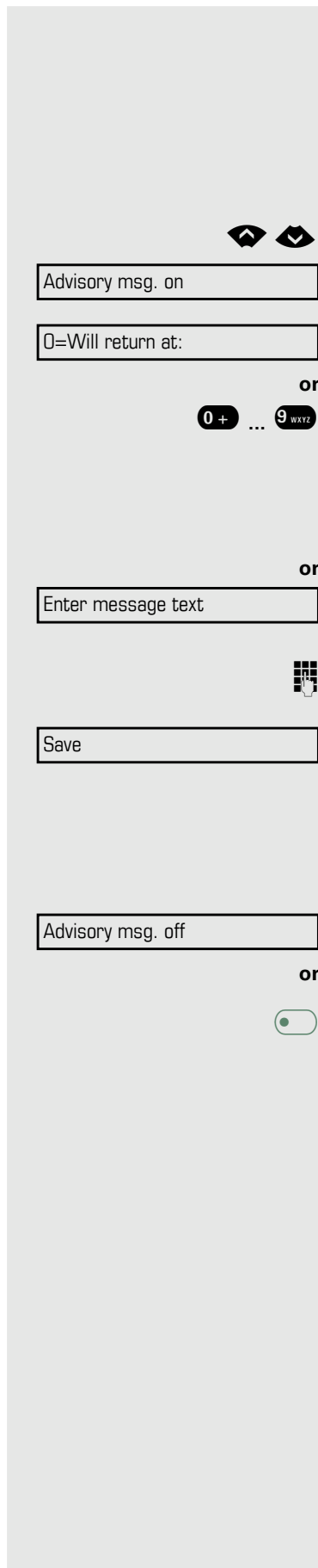
Displaying the number of waiting calls/ overload display

You can show the number of external waiting calls on the display if you programmed the "View number of calls" key → page 70.

Press the " Calls in Q" key.

If the number of waiting calls exceeds a preset limit while you are engaged in another call (overload), the LED on the key lights up. Contact your service personnel to find out the waiting call limit.

- LED off: There are no waiting calls.
- LED is flashing slowly: The set limit has been reached.
- LED is flashing quickly: The limit has been exceeded (overload).

Using another telephone like your own for a call

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

Press the menu key→ page 25.

Program/Service	→

Select using the Softkey.

PIN and Authorization	→

Select using the Softkey.

Temporary phone

Select using the Softkey and confirm the option shown.[1].

Enter the number of the other user.

Enter the other user's code → page 83.

if nec.

Change PIN

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

Dial the external number.

This state is canceled as soon as the call is ended.
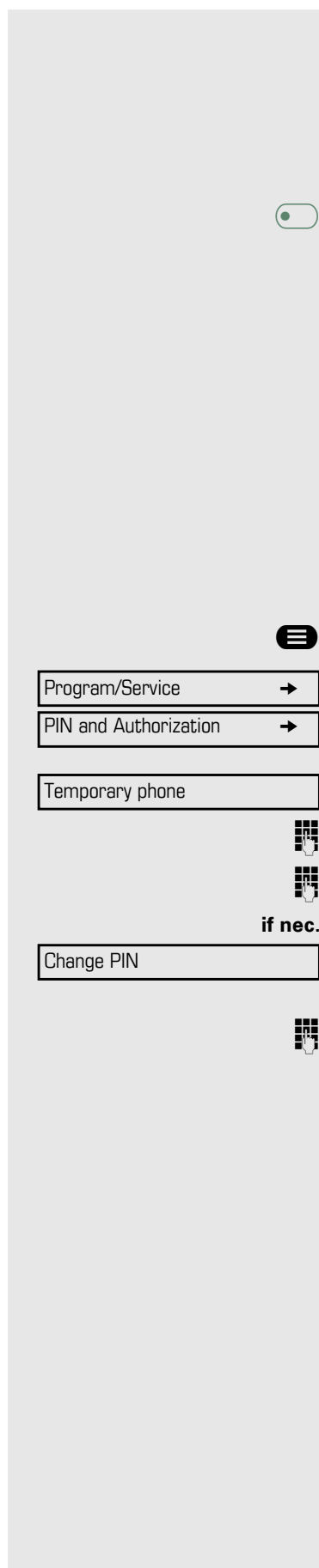
Changing a number (after exchanging/ moving/ relocating a phone)

When configured (consult your service personnel),you can move your number to any other phone. Your phone to date is then assigned the old number of your new phone; the number including phone settings (e. g. programmed keys) are exchanged.

Prerequisite: Your old and new telephone are the first telephones at each connection. The telephones are in idle state.

The following procedure is carried out on the new phone.

▤ Press the menu key→ page 25.

| Program/Service | ➜ |

Select using the Softkey.

| Relocate |

Select using the Softkey and confirm the option shown.

▥ Enter own station number.

▥ Enter code (telephone lock) → page 83.
(Not necessary if you have not set a code.)

| Complete relocate |

Select using the Softkey.

If you change numbers which belong to different system phones types, programmed keys are replaced with the default assignment.
You can however connect your phone to a different port and then carry out the procedure.

Fax details and message on answering machine

If a fax or answering machine is connected to your system and you have as-signed the "Fax details" function to a programmable key → page 70, the key lights up when a fax or a message has been received.

Deactivating signaling

Press the flashing key "Fax service". The LED goes out.

Resetting services and functions (system-wide cancellation for a telephone)

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

• Forwarding on
• Advisory msg. on
• Ringing group on
• Hunt group off
• Supress call ID
• Call wait.trm.off
• Do not disturb on
• Ringer cutoff.on
• Received messages
• View callbacks

Press the menu key→ page 25.

| Program/Service | → |

Select using the Softkey.

Navigate to More features.

| More features | → |

Select using the Softkey and confirm the option shown.

| Reset services |

Select using the Softkey and confirm the option shown[1].

Activating functions for another telephone

If configured (contact your service personnel), you can activate and deactivate the following functions for other phones (associated service):

- Do not disturb,
  code: *97/#97 → page 79
- Call forwarding, code *11, *12, *13, #1 → page 44
- Lock and unlock phone,
  code *66/#66 → page 82
- Ringing group
  code *81/#81 → page 103
- Leave an advisory message,
  code *69/#69 → page 87
- Group call,
  code *85/#85 → page 103
- Reset services and functions,
  code #0 → page 90
- Control relays,
  code *90/#90 → page 112
- Night answer,
  code *44/#44 → page 69
- Timed reminders,
  code *46/#46 → page 84

Press the menu key→ page 25.

Program/Service	→
Associated serv.	

Select using the Softkey.

Select using the Softkey.

Enter the internal station number of the phone where you wish to activate the function.

Enter code (for example, *97 for "Do not disturb on").

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

Using system functions from outside
DISA (direct inward system access)

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

- Reset services and functions,
  code #0 → page 90
- Call forwarding, code *1/#1 → page 44
- Lock and unlock phone,
  code *66/#66 → page 82
- Save your PIN,
  code *93 → page 83
- Send a message,
  code *68/#68 → page 85
- Leave an advisory message,
  code *69/#69 → page 87
- Ringing group, code *81/#81 → page 103
- Group call, code *85/#85 → page 103
- Caller ID suppression,
  code *86/#86 → page 80
- Camp-on tone, code *87/#87 → page 62
- Open door, code *61 → page 50
- Release door opener, code *89/#89 → page 51
- Control relays, code *90/#90 → page 95
- Do not disturb, code *97/#97 → page 79
- Ringer cutoff, code *98/#98 → page 79
- Dial using speed dial, code *7 → page 57
- Associated service, code *83 → page 91

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

📱 Establish a connection to the system. Enter the station number (contact your service personnel).

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

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

📱 Wait for the dial tone and enter the code for example, *97 for Do not disturb on. If necessary, make further entries; refer also to the user guide for dial pulse/DTMF phones.

or

📱 Dial the external number.

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

Using functions in ISDN via code dialing (keypad dialing)

If authorized (contact your service personnel), you can access ISDN functions in some regions using codes.

☰ Press the menu key→ page 25.

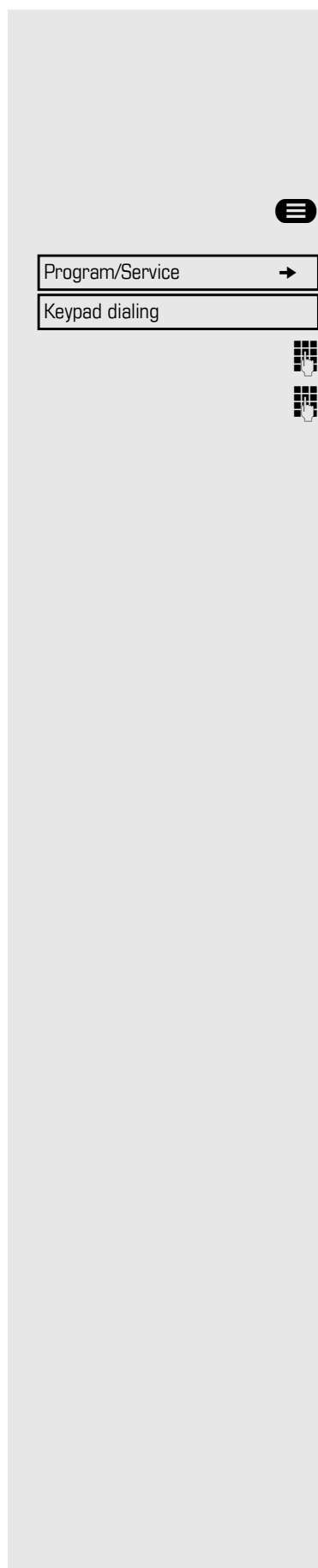| Program/Service	→
Keypad dialing	

Select using the Softkey.

Select using the Softkey.

📟 Enter the required trunk number (contact your service personnel).

📟 Entering a code for required ISDN function (contact your service personnel).

▦ Contact your network provider to find out which ISDN functions can be code-operated in your country.

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Controlling connected computers/programs/ telephone data service

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

Prerequisite: You have set up a connection.

☰ Press the menu key→ page 25.

Program/Service →

Select using the Softkey.

Tel. data service

Select using the Softkey.

For entering data, you are guided by the connected computer. However, depending on configuration (contact your service personnel), you must activate your entries in one of the following ways:

Inputs in en-bloc mode

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

 # Abc 123   Complete entry.

or

Entry complete

Select using the Softkey.

or   ## Inputs in online mode

The connected computer processes your entries directly.

 # Abc 123   Enter the code.

0 + ... **9 wxyz**   Enter data.
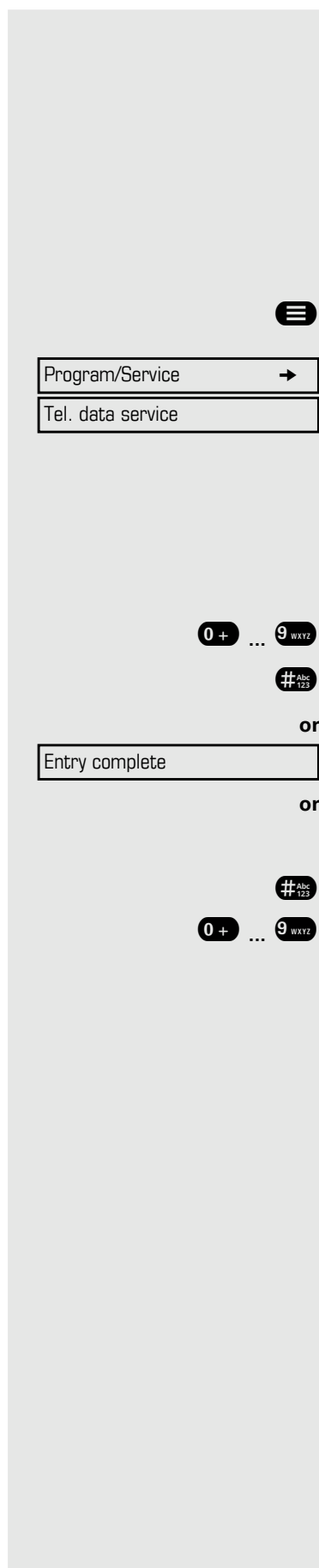
Controlling relays (only for OpenScape Business)

If this function has been configured (contact your service personnel), you can use up to four relays to enable/disable different devices (such as a door opener). Depending on how you program the relays, you can activate and deactivate them manually or configure them to activate and deactivate automatically (after timeout).

> Special features must be taken into consideration if your telephone operates with OpenScape Business (system networking via PC network) → page 112!

| Control Relay On |

Select using the Softkey and confirm the option shown,

or

| Control Relay Off |

Select using the Softkey and confirm the option shown.

1 … **4 GHI** Enter the relay.

Sensors (OpenScape Business X3/X5 only)

If configured (contact your service personnel), sensors are able to recognize signals, call your phone, and display an appropriate message on the screen.

Paging persons (not for USA)

If radio paging equipment (PSE) is connected to your system (contact your service personnel), you can locate people via their pocket receivers.

Pocket receivers signal a call request to the person you want to page. This person can then answer the page at the nearest phone.

Paging persons

To ensure that you can be found, you must have enabled a ringing group → page 105, call forwarding → page 44 or call forwarding-no answer (service technician) to the internal station number of your PSE.
A call request is signaled automatically.

Answering the page from the nearest telephone

➤ Lift the handset.

✱ 5 JKL 9 WXYZ Enter the code.

Enter own station number.

Making calls in the team/executive/ secretary configuration

If configured (consult your service personnel), you belong to a team of subscribers with multiple lines (multi-line → page 11). Your phone features trunk keys (MULAP keys) → page 97.

Lines

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis → page 96.

Primary line

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

Secondary line

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

Line utilization

Private line

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

Shared line

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

Direct call line

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

Line seizure

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

Trunk keys

Programmable keys on multi-line phones function as trunk keys. Every key programmed as a "Trunk key" (key label: Transfer Trk) corresponds to a trunk with the result that you can configure up to six trunks in DeskPhone OpenScape 400T.

As a team member, you can independently program the following functions on keys → page 70:

- Direct station select
- Join/leave group
  (not available on executive phone in an executive/secretary team)
- Ring Transfer: On/Off
  (only in an executive/secretary team)

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

LED displays on trunk keys

LED		Explanation
⬛	Off	– The line is in idle mode.
⬙	Flashing[1]	– Incoming call on the line – Hold reminder is activated – The line is on "Hold".
⬤	On	– The line is busy.

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

Answering calls with the trunk keys

Prerequisite: Your telephone rings or the trunk key flashes quickly.

if nec. ⬙ Press the trunk key that is flashing quickly.
(not necessary if "Prime Line" is active).

➤ Lift the handset.

or On-hook dialing: Speakerphone mode.

Dialing with trunk keys

if nec. ⬛ Press the free trunk key you wish to use to establish the connection
(not necessary if "Prime Line" is active).

▦ Dial the phone number.

➤ If the party does not answer: Lift the handset.

or On-hook dialing: Speakerphone mode.

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

Prerequisite: You are conducting a call via one of your group's trunks. The "Hold" key has been programmed on your telephone → page 70.

Hold

Press the "Hold" key.

if nec.

Replace the handset or press the disconnect key.

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

Retrieving the call

Press the trunk key flashing slowly.

Making calls on multiple lines alternately

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

Press the flashing trunk key. The first call party is on hold on the other trunk.

Press the trunk key flashing slowly. The second call party is on hold.

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

MULAP Conference release

If configured (consult your service personnel), you can program a key on your phone with the function "MULAP Privacy Release" → page 70. The default label is "Priv Release".

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

You are conducting a call.

Press the "Priv Release" key. The LED lights up.

Up to three team members can now join the Conference.

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

Press the flashing trunk key.

Direct station selection key

Each team member has a direct station selection key for every other team member.
This means that each team member can be reached directly by other team members at the touch of a button.

Understanding LED messages from DSS keys

LED on the DSS key is off - the team member is not engaged in a phone call.

or

LED on the DSS key is lit - the team member is engaged in a phone call or has activated do not disturb.

or

LED on the DSS key is flashing **rapidly** - a call has arrived for you and needs to be answered.

or

LED on the DSS keys is flashing **slowly** - a caller is trying to reach another member of your team, who has not yet answered.

Using DSS keys to answer calls

Prerequisite: Your telephone rings or the DSS key flashes.

if nec. Press the flashing DSS key.
This is not necessary if you are called directly (DSS key flashes quickly).

➤ Lift the handset.

or On-hook dialing: Speakerphone mode.

Calling a team member directly

Press the DSS key.

or

If the team member you wish to reach is engaged in another call, the DSS key on your telephone is lit. You can still make the call in this case.

➤ If the party does not answer: Lift the handset.

or On-hook dialing: Speakerphone mode.

Transferring a call in progress

Press the DSS key and announce the call if necessary.

➤ Replace the handset.

Accepting a call for another team member

Press the flashing DSS key or trunk key.

➜ Lift the handset.

or On-hook dialing: Speakerphone mode.

Forwarding calls on trunks

You can immediately forward internal or external calls to different internal or external telephones (destinations). (External destinations require special configuration in the system).
Activating call forwarding for one trunk activates the function for all trunk keys assigned to this trunk in your group.

▤ Open the Program/Service menu → page 26.

| Forward Line: On |

Select using the Softkey.

or

⬛ If available, press the "CFW MULAP" key.
(You have programmed a key with the incomplete "CFW MULAP" function, excluding the call forwarding type and destination → page 70.)

⬛ Press the required trunk key.

or

▦ Enter the required trunk number.

| 1=all calls |

Select using the Softkey.

or

| 2= external calls |

Select using the Softkey.

or

| 3= internal calls |

Select using the Softkey.

▦ Enter the destination number.

| Save |

Select using the Softkey.

or

⬛ If available, press the "CFW MULAP" key. (You have stored the call forwarding type and destination on the "CFW MULAP" key, → page 70.)

Deactivating call forwarding

≡ Open the Program/Service menu → page 26.

Forward Line: Off

Select and confirm the option shown.

Press the required trunk key.

or

⌨ Enter the required trunk number.

or

If available, press the "CFW MULAP" key.

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

Understanding LED messages of the "CFW MULAP" key

The LED on the "CFW MULAP" key is off - call forwarding is not active for this trunk.

or

The LED on the "CFW MULAP" key lights up - call forwarding is active for this trunk.

or

The LED on the "CFW MULAP" key flashes **slowly** - the trunk is the destination of call forwarding.

Transferring calls directly to the executive phone

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

Prerequisite: On your phone there is a key programmed with the function "Ring Transfer". The default label is "Ring xfer".

Activating

Press the "Ring xfer" key. The LED lights up.

or

Open the Program/Service menu → page 26.

Ring Transfer: On

Select using the Softkey.

Press the required trunk key.

or

Enter the required trunk number.

Deactivating

Press the "Ring xfer" key. The LED goes out.

or

Open the Program/Service menu → page 26.

Ring Transfer: Off

Select using the Softkey.

Press the required trunk key.

or

Enter the required trunk number.

Using team functions

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

Activating/deactivating a group call

> Special features must be taken into consideration if your telephone operates with OpenScape Business network environment → page 108!

If configured (consult your service personnel), you belong to one or more groups of stations, which can be reached via hunt group or group call station numbers. Incoming calls are signaled one after the other (= hunt group) or simultaneously (= group call) on all phones in the group, until a group member answers the call. You can also belong to a team (including executive/secretary configurations) in which station numbers are programmed on trunk keys → page 96.

Each station in the group can still be reached via their personal station number.

You can activate and deactivate the audible signal for a hunt group, group call or individual trunks in a group (including executive/secretary).
If the LED on a programmed "Hunt group" key is illuminated → page 70, this means that the audible tone was activated for at least one group.

> This function is not available for the executive phone in team/executive/secretary configurations.

At the idle menu → page 24.

Leave group

Select using the Softkey and confirm the option shown[1],

or

Join group
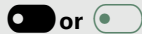
Select using the Softkey and confirm the option shown.

⬛**or** ⬤   Press the "Hunt group".

You belong to multiple groups or to one group with trunk keys (including executive/secretary configuration)

At the idle menu → page 24.

Leave group

or

Select using the Softkey and confirm the option shown[],

Join group

Select using the Softkey and confirm the option shown.

or

Press the "Hunt group".

301 X Group name

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

or

301   Group name

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

Next

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

or

Leave group

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

or

Join group

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

or

#=Leave all groups

Select using the Softkey and confirm the option shown[1].
The audible tone for all groups and trunks is deactivated.

or

*=Rejoin all groups

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

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

> You cannot leave a group if you are the only person left in it.

Accepting a call for another member of your team

You can use your own telephone to accept calls for other telephones in your team, even while engaged in an ongoing call. To do this, contact your service personnel to find out if a pickup group has been configured.

Prerequisite: Your telephone rings briefly. The display shows "call at:" with the phone number/name of the initiator, and number/name of the caller in the lower line.

Pickup - group

Select using the Softkey.

Ringing group

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

> Special features must be taken into consideration if your telephone operates with OpenScape Business network environment→ page 111!

Saving, displaying, and deleting telephones for the ringing group

Press the menu key→ page 25.

Program/Service →

Select using the Softkey.

Destinations →

Select using the Softkey.

Navigate to Ringing group on.

Ringing group on

Select using the Softkey and confirm the option shown[1].

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

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

Removing all telephones in a call ringing group

Ringing group off

Select using the Softkey.

Uniform Call Distribution (UCD)

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

Logging on and off at the beginning and end of your shift
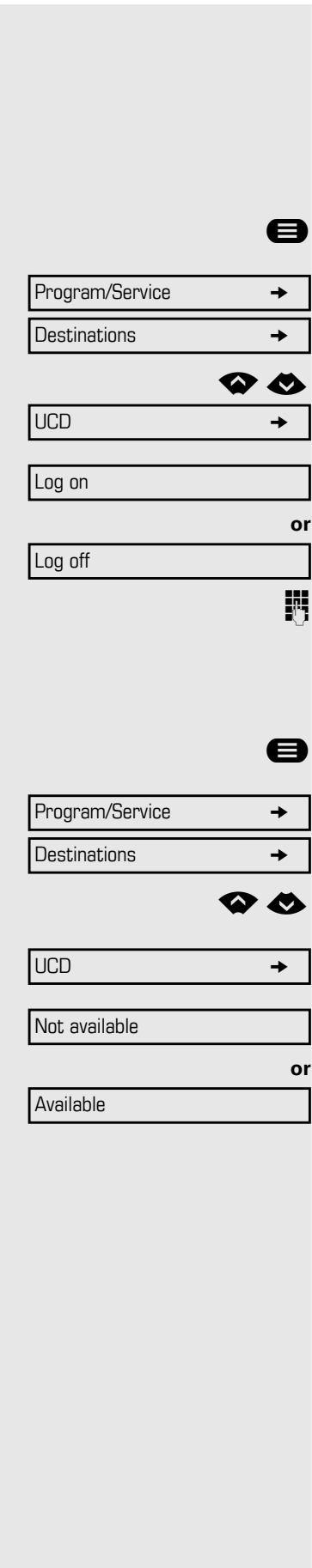
≡ Press the menu key→ page 26.

| Program/Service | → |

Select using the Softkey.

| Destinations | → |

Select using the Softkey.

❖ ❖ Navigate to UCD.

| UCD | → |

Select using the Softkey and confirm the option shown[1].

| Log on |

Select using the Softkey.

or

| Log off |

Select using the Softkey.

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

Logging on and off during your shift

≡ Press the menu key→ page 26.

| Program/Service | → |

Select using the Softkey.

| Destinations | → |

Select using the Softkey.

❖ ❖ Navigate to UCD.

| UCD | → |

Select using the Softkey and confirm the option shown[].

| Not available |

Select using the Softkey.

or

| Available |

Select using the Softkey and confirm the option shown.

Requesting and activating a work time

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

 Press the menu key→ page 25.

| Program/Service | → |

Select using the Softkey.

| Destinations | → |

Select using the Softkey.

  Navigate to UCD.

| UCD | → |

Select using the Softkey and confirm the option shown[1].

| Work on |

Select using the Softkey.

or

| Work off |

Select using the Softkey and confirm the option shown.

Turning the night service on and off for UCD

 Press the menu key→ page 25.

| Program/Service | → |

Select using the Softkey.

| Destinations | → |

Select using the Softkey.

  Navigate to UCD.

| UCD | → |

Select using the Softkey and confirm the option shown[].

| UCD night on |

Select using the Softkey.

or

| UCD night off |

Select using the Softkey and confirm the option shown.

Display the number of waiting calls

 Press the menu key→ page 25.

| Program/Service | → |

Select using the Softkey.

| Destinations | → |

Select using the Softkey.

  Navigate to UCD.

| UCD | → |

Select using the Softkey and confirm the option shown[].

| Calls in queue |

Select using the Softkey.
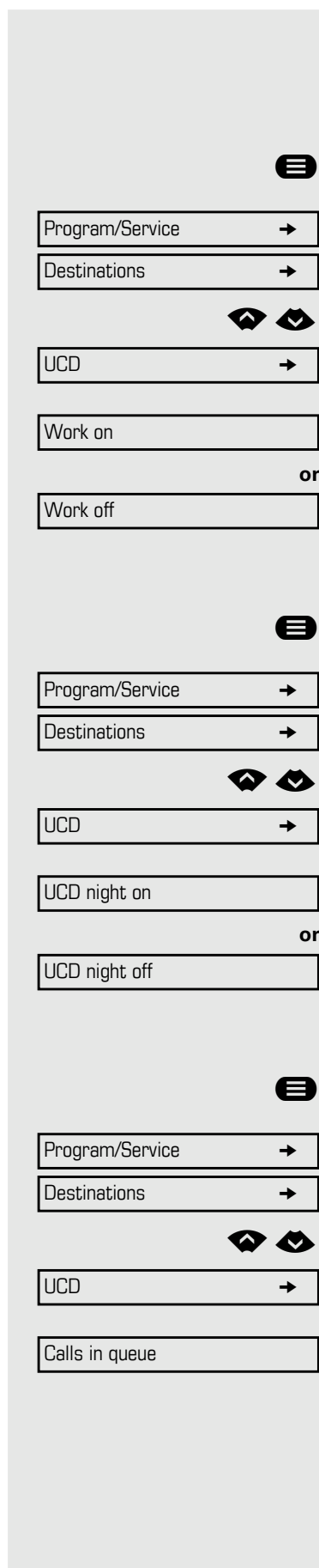
Special functions in the network environment

If your telephone is operating in OpenScape Business, multiple OpenScape Business systems are interconnected via a LAN (**L**ocal **A**rea **N**etwork, e. g. proprietary PC network). You are conducting a call via the LAN (PC network).
In this instance, you must note certain particularities for some functions. These are described in this section.

Leaving hunt group/group call

Prerequisite: You are part of a hunt group/group call→ page 103 in another OpenScape Business.

At the idle menu → page 24.

Select using the Softkey and confirm the option shown.

| DISA intern |

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

OK or # Confirm your entry.

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

OK or # Confirm your entry.

Select using the Softkey.

| Leave group |

or

Select using the Softkey and confirm the option shown.

| Join group |

You belong to multiple groups associated with another OpenScape Business

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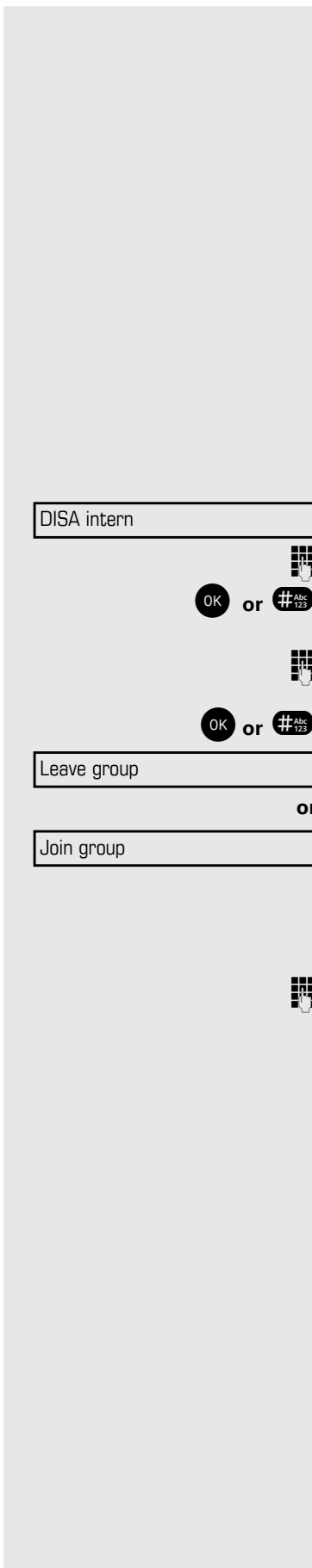
Setting up "follow me" call forwarding

You can activate/deactivate call forwarding for your phone → page 44, in Open-Scape Business environment.

At the idle menu → page 24.

| DISA intern |

Select using the Softkey and confirm the option shown.

📞 (DISA) number of your OpenScape Business.

OK or **#₁₂₃ᴬᵇᶜ** Confirm your entry.

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

OK or **#₁₂₃ᴬᵇᶜ** Confirm your entry.

Activating

At the idle menu → page 24.

| Forwarding on |

Select using the Softkey and confirm the option shown.

| 1=all calls |

Select using the Softkey.

or

| 2=external calls only |

Select using the Softkey.

or

| 3=internal calls only |

Select using the Softkey.

📞 Enter the destination phone number.

| Save |

Select using the Softkey.

Deactivating

At the idle menu → page 24.

| Forwarding off |

Select using the Softkey and confirm the option shown.

Using night answer

If authorized (contact your service personnel), you can define telephones in other OpenScape Business communications platforms as the night answer → page 69.

At the idle menu → page 24.

DISA intern

Select using the Softkey and confirm the option shown.

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

OK or #₁₂₃ Confirm your entry.

📱 Enter the (DISA) station number of the phone you are using to activate/deactivate night answer.

OK or #₁₂₃ Confirm your entry.

Activating

At the idle menu → page 24.

Night answer on

Select using the Softkey and confirm the option shown.

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

Save

Select using the Softkey and confirm the option shown.

Deactivating

At the idle menu → page 24.

Night answer off

Select using the Softkey and confirm the option shown.
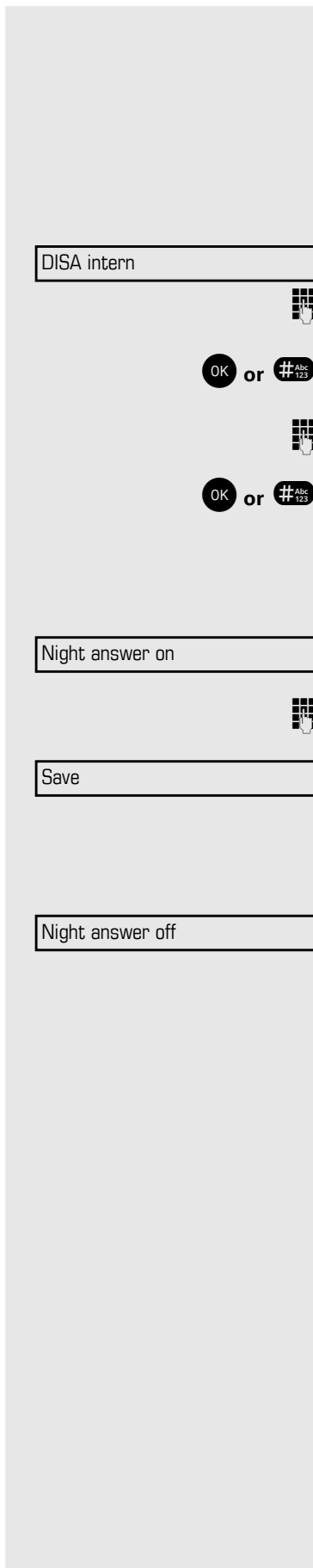
Ringing group

You can have calls for your telephone signaled audibly at external telephones or at telephones in other OpenScape Business communications platforms → page 103.

Saving, displaying, and deleting telephones for the ringing group

⊜ Press the menu key → page 25.

| Program/Service → |
Select using the Softkey.

| Destinations → |
Select using the Softkey.

❖ ❖ Navigate to Ringing group on.

| Ringing group on |
Select using the Softkey and confirm the option shown.

| Add to ringing group |
Select using the Softkey.

or

| Add another station |
Select using the Softkey and confirm the option shown,

or

| Display/remove |
Select using the Softkey and confirm, then follow the operating instructions.

🎹 Enter the station number.

| Entry complete |
Select and confirm the option shown.

| Save |
Confirm.

| Exit |
Select and confirm the option shown.

Removing all telephones in a call ringing group

At the idle menu → page 24.

| Ringing group off |
Select using the Softkey and confirm the option shown.
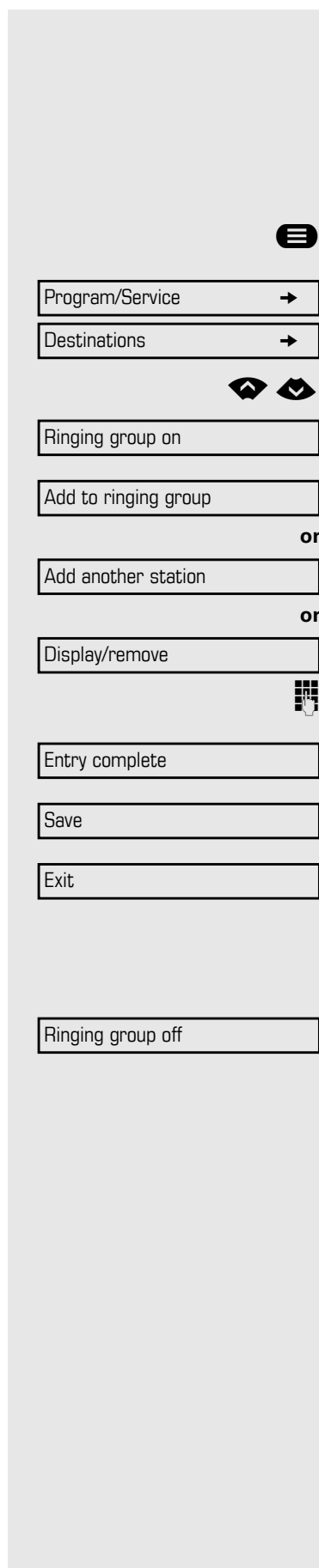
Controlling relays

If this feature is configured (contact your service personnel), you can also control relays → page 95 in other OpenScape Business communications platforms.

| DISA intern |

Select using the Softkey and confirm the option shown.

📟 Enter the (DISA) station number of the OpenScape Business, where you wish to control the relay.

OK or **#₁₂₃** Confirm your entry.

📟 Enter the (DISA) station number of the phone you wish to use to control the relay.

OK or **#₁₂₃** Confirm your entry.

| Control Relay On |

Select using the Softkey.

or

| Control Relay Off |

Select using the Softkey and confirm the option shown.

1.. **4** Enter the relay.
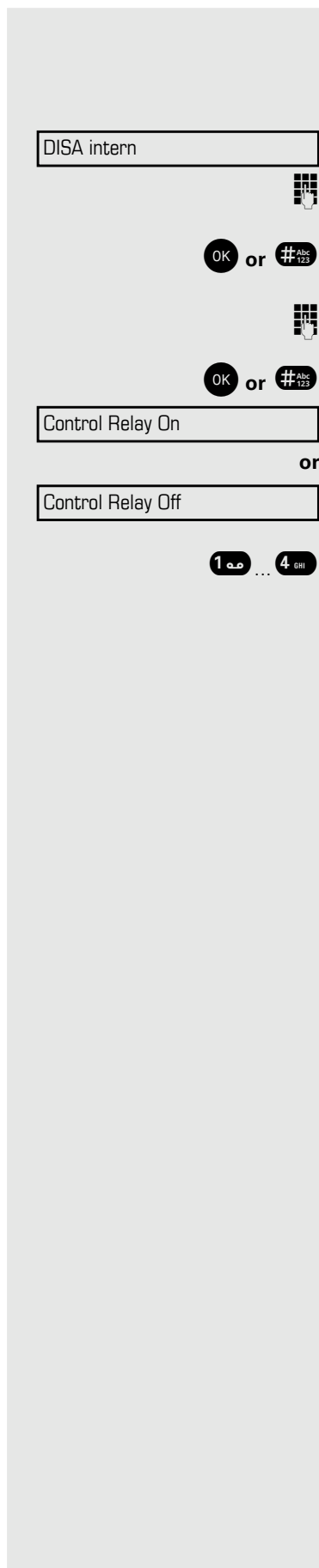
Opening a door

If this feature is configured (contact your service personnel), you can also activate the door opener in other OpenScape Business communication platforms → page 50.

At the idle menu → page 24.

Select using the Softkey and confirm the option shown.

| DISA intern |

Enter the (DISA) station number of the OpenScape Business, where you wish to control the relay.

OK or **#** Confirm your entry.

Enter the (DISA) station number of the phone you wish to use to control the relay.

OK or **#** Confirm your entry.

Select using the Softkey and confirm the option shown.

| Open door |

Dial the entrance telephone number.
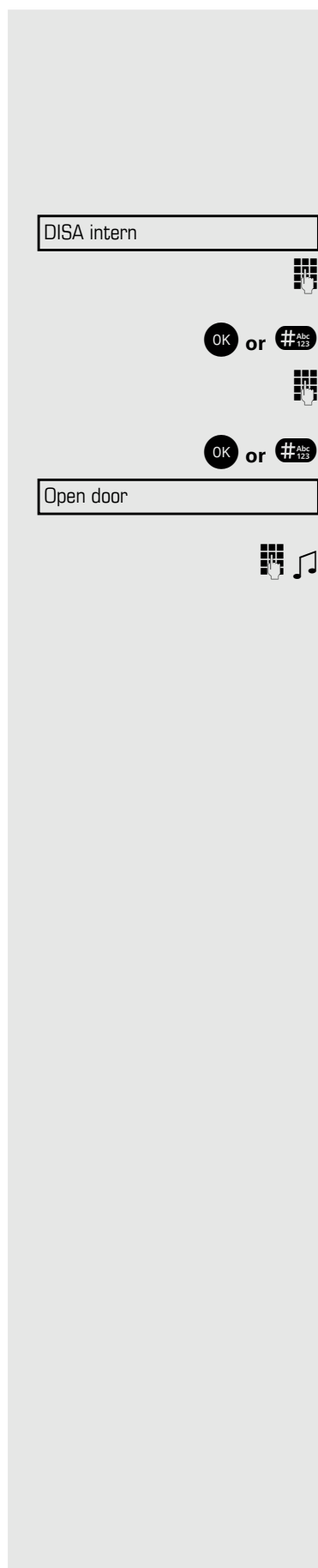
Individual phone configuration

Adjusting display settings

Adjusting the display to a comfortable reading angle

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

Illuminated display

During operation, e. g. when entering a number, the display automatically lights up. The display lighting switches off automatically a few seconds after finishing the last action.

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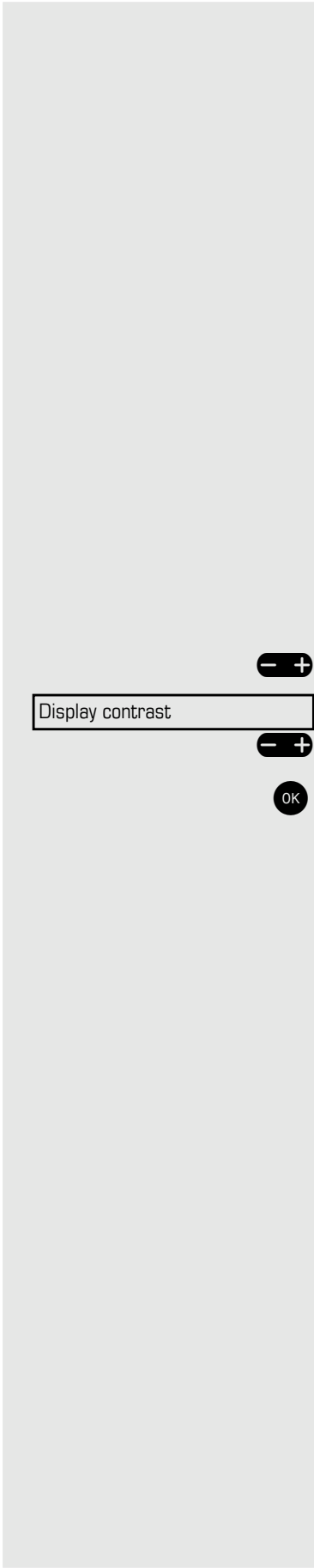
The display has four contrast levels that you can set according to your light conditions.

Press one of the keys shown in idle mode → page 24.

Display contrast   Select using the Softkey.

Keep pressing the key until the desired contrast is set.

OK   Save.

Adjusting audio settings

Optimize the audio settings on your OpenStage for your environment and according to your personal requirements.

Adjusting the receiving volume during a call

You are conducting a call.

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

OK Save.

Adjusting the ring volume

- + Press one of the keys shown in idle mode → page 24.

Ring volume

Select using the Softkey.

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

OK Save.

Adjusting the ring tone

- + Press one of the keys shown in idle mode → page 24.

Ring tone

Select using the Softkey.

- + To adjust the ring tone: Keep pressing the keys until the desired tone is set.

OK Save.
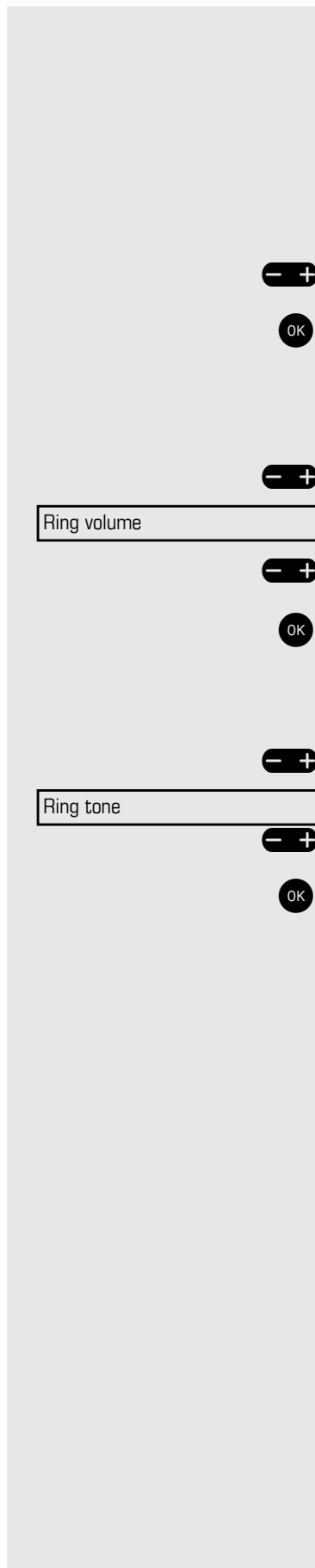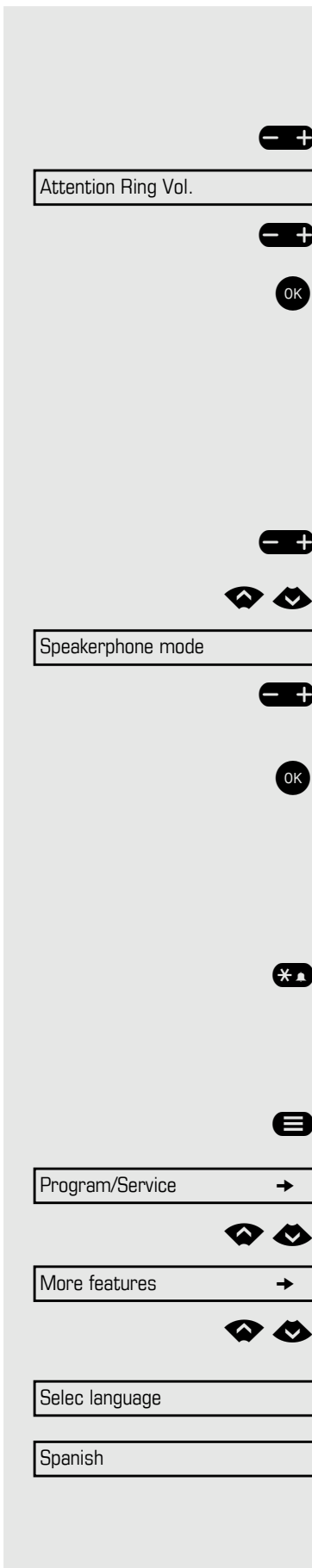
Adjusting the attention ring volume

If you are part of a team with trunk keys, other calls can be signaled acoustically in the team during a call. You will hear the attention ring.

⊖ ⊕ Press one of the keys shown in idle mode → page 24.

Attention Ring Vol.

Select using the Softkey.

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

OK Save.

Adjusting the speakerphone to the room acoustics

To help the other party understand you clearly while you are talking into the microphone, you can adjust the telephone to the acoustics in your environment: "Quiet room", "Normal room" and "Noisy room".

⊖ ⊕ Press one of the keys shown in idle mode.

◈ ◈ Navigate to Speakerphone mode.

Speakerphone mode

Select using the Softkey.

⊖ ⊕ To set the room type: Keep pressing these keys until the setting you want appears on the screen.

OK Save.

Activating/deactivating the ringer

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → page 25.

✱ Hold down the key shown.

Language for system functions

☰ Press the menu key→ page 25.

Program/Service   →

Select using the Softkey.

◈ ◈ Navigate to More features.

More features   →

Select using the Softkey and confirm the option shown.

◈ ◈ Navigate to Select language.

Selec language

Select using the Softkey.

Spanish

Select the language you wish to use (such as "Spanish") and press the "OK" dialog key to confirm.

Testing the phone

Phone functions, testing

You can test your phone's functionality.

Prerequisite: The phone is in idle mode.

Press the menu key→ page 25.

Program/Service →

Select using the Softkey.

Navigate to Phone test.

Phone test

Select using the Softkey and confirm the option shown.

If everything is functioning correctly:
- all LEDs on the phone and on the key module flash
- your station number is displayed
- all pixels are active on the display
- the ring tone is audible

Checking the key assignment

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

Press the menu key→ page 25.

Program/Service →

Select using the Softkey.

Navigate to Prog. feature key.

Prog. feature key

Select using the Softkey and confirm the option shown.

Press any key. The key assignment is displayed.

Exit

Select and confirm the option shown.
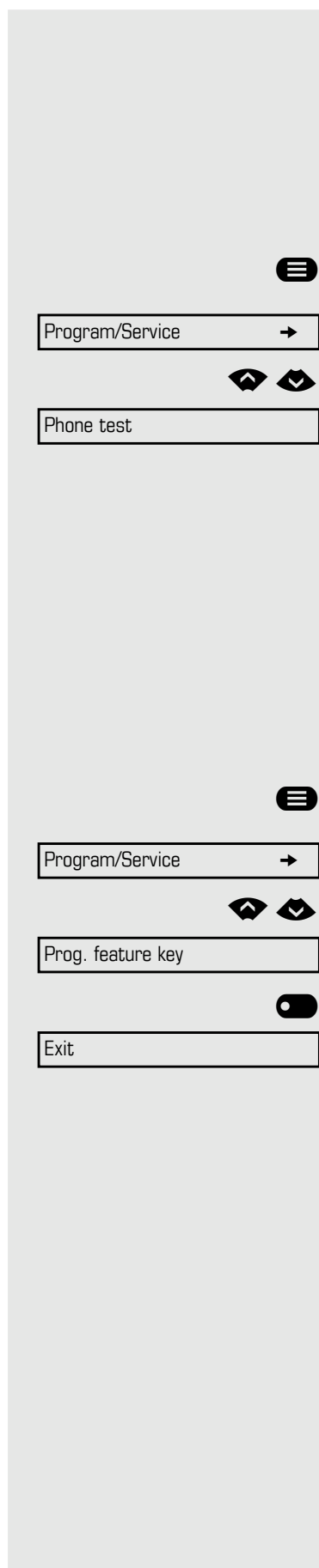
Fixing problems

Responding to error messages on the screen

| Invalid entry |

Possible cause:

Station number is incorrect.

Possible reaction:

Enter correct station number.

| Not authorized |

Possible cause:

Locked function selected.

Possible reaction:

Apply to service personnel for authorization for relevant function.

| Currently not possible |

Possible causes:

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

Possible reactions:

Enter correct station number. Call this station again later.

| Invalid station number |

Possible cause:

Dialed your own station number.

Possible reaction:

Enter correct station number.

| Key memory is full |

Possible cause:

The system currently has no free space for external station numbers.

Possible reaction:

Try again later.

Key affects other layer

Possible cause 1:

If "Clear other layer" appears on the menu:
you tried to program a function or internal station number with LED on a key that is already programmed on the second layer (for example, external station number).

Possible reaction:

Confirm "Clear other layer" to save the station number/function.

Possible cause 2:

If "Clear LED support" appears on the menu:
you tried to program a station number without LED display or an external station number on a key that already is already programmed with an internal phone number with LED display.

Possible reactions:

Confirm "Clear LED support" to save the station number. The existing internal station number remains on the other layer without LED display.

Contact partner in the case of problems

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

Repair and recycling concept, extending performance capability

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

Recycling and disposal of equipment in the OpenScape Desk Phone family

Return of OpenScape Desk Phone waste equipment.

a) Legal and other foundations

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

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

b) Separate collection according to ElektroG

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

supply for proper disposal.

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

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

In addition to the legal requirements governing take-back of electrical and electronic equipment, Unify Software and Solutions GmbH & Co. KG takes back the OpenScape Desk Phone CP200T telephone introduced on the market in Germany and manufactured after March 2016. Insofar as no direct collection of this waste equipment has been agreed, the OpenScape Desk Phone end-of-life telephones can be returned free of charge to the following address:

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

d) Reuse, recycling and recovery

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

Reuse:

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

Recycling and recovery of OpenScape Desk Phone equipment that is no longer usable:

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

Repair reliability and spare part supply

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

Extending performance capability

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

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

Troubleshooting

Pressed key does not respond

Check if the key is stuck.

Telephone does not ring

Check whether the "Do not disturb" function is activated on your telephone ("Do not disturb" appears on the screen → page 25). If so, deactivate it → page 79.

You cannot dial an external number

Check whether you telephone is locked ("Not authorized" appears on the screen). If the phone is locked, enter your PIN to unlock it → page 82.

To correct any other problems

First contact the relevant service personnel. If the service personnel are unable to correct the problem, they must contact Customer Service.

Caring for your telephone

- Never allow the telephone to come into contact with coloring, oily or aggressive agents.
- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleaner containing surfactants, such as a dish detergent. Afterwards remove all traces of the cleaner with a damp cloth (using water only).
- Never use aggressive or alcohol-based cleansers on plastic parts. The use of scouring agents is also forbidden.

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Overview of functions and codes

The following table lists all available functions, as shown on the display. If configured (contact your service personnel), functions can be activated interactively (select + confirm), via the Program/Service menu (select + confirm or enter a code), or with function keys.

Functions (=display)	... Interactively ❖ ❖	... Via the Program/ Service menu → page 26 ▤ ❖ ❖	Code	... With a key
Account code		✓	*60	X
Advisory msg. on	✓	✓	*69	X
Advisory msg. off	✓	✓	#69	X
Associated dial		✓	*67	X
Associated serv.		✓	*83	X
Call waiting	✓	✓	*55	X
Waiting tone off	✓	✓	*87	X
Waiting tone on	✓	✓	#87	X
Call wait.term.on		✓	*490	X
Call wait.trm.off		✓	#490	X
Callback	✓	✓	*58	X
View callbacks/Delete	✓	✓	#58	
Caller list	✓	✓	#82	X
Save number	✓	✓	*82	X
Conference	✓	✓	*3	X
Start conference	✓			
Add party	✓			
End conference	✓	✓	#3	
View conf parties	✓	✓		
Remove party	✓	✓		
Drop last conf. party			*491	
Consultation	✓			X
Return to held call	✓	✓	*0	
Quit and return	✓	✓	*0	
Transfer/Accept call	✓			
Control Relay On		✓	*90	X
Control Relay Off		✓	#90	X
Data I/O Service			*494	X
Directory				
1=internal	✓		*54	X
2=LDAP	✓		*54	X
DISA				
DISA intern	✓	✓	*47	X

Functions (=display)	... Interactively ❖ ❖	... Via the Program/Service menu → page 26 ❖ ❖	Code	... With a key
Discreet Call			*945	
DND on	✓	✓	*97	X
DND off	✓	✓	#97	X
Door opener on		✓	*89	X
Door opener off		✓	#89	X
DTMF dialing		✓	*53	X
En-bloc dialing				
Dial	✓			
Forwarding on	✓	✓	*1	X
1=all calls	✓	✓	*11	X
2=external calls only	✓	✓	*12	X
3=internal calls only	✓	✓	*13	X
Forwarding off	✓	✓	#1	X
CFNR on		✓	*495	X
CFNR off		✓	#495	X
Trunk FWD on	✓	✓	*64	X
Trunk FWD off	✓	✓	#64	X
Forward Line: On		✓	*501	X
Forward Line: Off		✓	#501	X
Headset				X
Answer (a call)	✓			
HF answerback on	✓	✓	*96	X
HF answerback off	✓	✓	#96	X
Hotline				
Join group	✓	✓	*85	X
Leave group	✓	✓	#85	X
In hunt group	✓	✓	*85*	X
Out of hunt group	✓	✓	#85#	X
Keypad dialing		✓	*503	
Lock all phones		✓	*943	X
Lock phone	✓	✓	*66	X
Unlock phone	✓	✓	#66	X
Change PIN		✓	*93	
Mute on	✓	✓	*52	X
Mute off	✓	✓	#52	X

Functions (=display)	... Interactively ❖ ❖	... Via the Program/ Service menu → page 26 🖻 ❖ ❖	Code	... With a key
Night answer on	✓	✓	*44	X
Night answer off	✓	✓	#44	X
Open door		✓	*61	X
Override	✓	✓	*62	X
Page				
Answer page (not for U.S.)		✓	*59	
Park a call		✓	*56	X
Retrieve call		✓	#56	
Phone test		✓	*940	
Pickup - directed		✓	*59	X
Pickup - group	✓	✓	*57	X
Accept call	✓			
Prog. feature key		✓	*91	X
Recording				X
Redial				X
Reject calls				
Release				X
Relocate	✓	✓	*9419	X
Complete relocate	✓	✓	#9419	
Reserve trunk	✓			X
Reset services		✓	#0	X
Retrieve line		✓	*63	X
Ring Transfer: On		✓	*502	X
Ring Transfer: Off		✓	#502	X
Ringer cutoff on	✓	✓	*98	X
Ringer cutoff off	✓	✓	#98	X
Ringing group on		✓	*81	X
Ringing group off		✓	#81	X
Room monitor		✓	*88	X
Select language		✓	*48	
Send message	✓	✓	*68	X
View sent message	✓	✓	#68	X
View messages	✓	✓	#68	X
Mailbox				X
Shift Key				X
Show call charges (own telephone)		✓	*65	X
View call charges (other party's telephone)				X
Silent monitor	✓	✓	*944	
Speaker call		✓	*80	X

Functions (=display)	... Interactively ❖ ❖	... Via the Program/ Service menu → page 26 ❖ ❖	Code	... With a key
Suppress call ID	✓	✓	*86	X
Restore caller ID	✓	✓	#86	X
Tel. data service			*42	
Temporary MSN (not for U.S.)	✓	✓	*41	X
Temporary Phone		✓	*508	X
Timed reminder on		✓	*46	X
Timed reminder off		✓	#46	X
Toggle/Connect	✓	✓	*2	X
Trace call		✓	*84	X
Transfer	✓			
Trunk flash		✓	*51	X
UCD				
Log on		✓	*401	X
Log off		✓	#401	X
Available		✓	*402	X
Not available		✓	#402	X
Work on		✓	*403	X
Work off		✓	#403	X
UCD night on		✓	*404	X
UCD night off		✓	#404	X
Calls in queue		✓	*405	X
Use speed dialing		✓	*7	X
Change Speed Dial? (station)		✓	*92	X

Display icons

Status bar	
🔕	The ringer is deactivated → page 116
⊖	The "Do not disturb" function is activated → page 79
⌐O	The phone lock is activated → page 82
Messages	
✉	You received new messages → page 31