

Documentation

OpenScape Voice

OpenStage 20 E SIP, OpenStage 20/20 G SIP

User Guide






Communication for the open minded

Siemens Enterprise Communications
www.siemens-enterprise.com

SIEMENS

Important information

	<p>For safety reasons, the telephone should only be supplied with power:</p> <ul style="list-style-type: none">• using the original power supply unit. Part number: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK) or• in a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.
	<p>Never open the telephone or a key module. Should you encounter any problems, contact the responsible service personnel.</p>
	<p>Use only original Siemens accessories. The use of other accessories may be hazardous and will render the warranty, extended manufacturer's liability and the CE marking invalid.</p>

Trademarks



The device conforms to the EU directive 1999/5/EC as attested by the CE marking.



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

Proper disposal and separate collection of your old appliance will help prevent potential damage to the environment and human health. It is a prerequisite for reuse and recycling of used electrical and electronic equipment.

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

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

Location of the telephone

- The telephone should be operated in a controlled environment with an ambient temperature between 5•C and 40•C.
- To ensure good speakerphone quality (OpenStage 20/20 G only), the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic components and the plastic casing.
- Do not operate the telephone in damp environments such as bathrooms.

Product support on the internet

Information and support for our products can be found on the Internet at: <http://www.siemens-enterprise.com/>.

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

Contents

Important information2

Trademarks	2
Location of the telephone	3
Product support on the internet	3

General information.....10

About this manual	10
Symbols used in the manual	10
Service	11
Intended use	11
Telephone type	11
Speakerphone quality and display legibility	11

Getting to know your OpenStage phone12

The user interface of your OpenStage 20 E/20/20 G SIP	12
Ports on the underside of the phone	13
Using network ports more efficiently	14
Keys	15
Function keys	15
Audio keys	15
3-way navigator	16
Keypad	17
Display	19
Idle mode	19
Records	21
Messages	21
Calls	21
Program/Service menu	22
User settings	22
Administration	23
Control and monitoring function	23

Basic functions24

Secure voice transmission.....	24
Answering a call.....	24
Answering a call via the handset.....	25
Answering a call via the loudspeaker (speakerphone mode).....	25
Directed pickup.....	26
Accept call.....	26
Picking up the held call:.....	27
Switching from handset to speakerphone mode.....	28
Switching from speakerphone mode to the handset.....	29
Open listening.....	29
Activating/deactivating the microphone.....	30
Ending a call.....	30
Group call.....	31
Making calls.....	33
Off-hook dialing.....	33
On-hook dialing.....	34
Immediate dialing.....	35
Dialing using the hot or warm line function.....	36
Redial.....	37
Consulting a second party.....	38
Switching to the held party (alternating).....	38
Connecting parties.....	39
Call forwarding.....	40
Programming call forwarding.....	41
Activating/deactivating call forwarding.....	43
Activating call forwarding for all calls.....	44
Call forwarding chain.....	44
Callback.....	45
Requesting callback.....	45
Responding to a callback.....	46
Permitting callback on busy/no reply.....	47
Calling back missed calls.....	48

Enhanced phone functions 49

Incoming calls	49
Deflecting a call	49
Rejecting a call	50
Configuring call forwarding	51
Placing a call on hold	52
Call waiting (second call)	56
Transferring a call	61
CTI calls	64
Making calls	66
Dialing a phone number from a list	66
Using autodial delay	67
Conference	70
Local conference	70
System-based conference	73
Call lists	75
Dial entry	75
Delete all entries	75

Privacy/security 76

Deactivating the ringer	76
Do not disturb	76
Activating/deactivating "Do not disturb"	76
Allowing "Do not disturb"	77
Security	78
User password	78
Phone locking	80

Mobility 82

Mobility scenarios	82
Logging on and off at the same phone	82
Logging on and off at different phones	82
Logging on and off at the same phone	83
Logging on to the phone	83
Logging off from the phone	84
Logging on at different telephones	85
Logging on with forced logoff at a remote phone	85
Logging on with forced, delayed logoff at a remote phone	86

OpenScape Voice functions 87

Making anonymous calls	87
Deactivating	87
Activating	88
Temporarily activating anonymous calling for the next call	88
Temporarily deactivating anonymous calling for the next call	89
Creating a list for selective calls	90
For call acceptance	90
For call rejection	91
Anonymous calls	92
Rejecting	92
Accepting	92
Using abbreviated dialing	93
Call tracing	93
Hunt group functions	94
Making a line busy	94
Marking the last line in the hunt group chain	95
Reachability	96
Serial call	96
Parallel call	97
Parking a call	99
Call park	99
Unparking	99
Silent Monitoring	100
Active silent monitoring	100
Muted silent monitoring	101
Code table for OpenScape Voice functions	102

Individual phone configuration 103

Display	103
Adjusting the display to a comfortable reading angle	103
Setting contrast	103
Date and time	104
Setting the time	104
Setting the date	104
Setting daylight saving time	105
Automatic daylight saving time	106
Time display format	106
Date display format	107
Audio	108
Volumes	108
Settings	109
Tone and indication with an unsecured voice connection	112

Key click.	113
Setting the language and country	114
Selecting a language	114
Locality.	116
Network information	118
Resetting user data	119
Initiating the reset	119

Call recording120

Call recording modes	120
Explanations of recording	121
Recordable calls.	121
Non-recordable calls	121
Enhanced functions:	122
The following features are not supported:	122
Recording tips	122
Recording calls	122
Using the call recording feature	122
Automatic call recording	123
Manual call recording	123
Call recording with AutoStart	123
Controlling call recording	124
Consultation during call recording	125
Second call during call recording	125
Call recording while alternating	126
Your call is paused and reconnected during the recording.	126
Setting up a conference during recording	127
Adding conference participants during the recording	127
Your call is included in a conference during the recording.	128

Web interface129

General	129
Calling up the Web interface	129
Administrator Pages	129
User pages.	130
User menu.	131

Fixing problems133

Caring for your telephone	133
Troubleshooting.	133
Contact partner in the case of problems	133

Local user menu134

Opening the user menu on the phone	134
--	-----

User menu display 134

Index 141

General information

About this manual

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

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

- The function is not configured for you or your telephone. Please contact your system support representative.
- Your communications platform does not feature this function. Please contact your Siemens sales partner for information on how to upgrade.

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

These instructions should be read and followed by every person installing, operating or programming an OpenStage phone.



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.

This user guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating your OpenStage phone.

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

Symbols used in the manual

Settings

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







is a reference to an operation or setting performed directly on the phone



is a reference to an operation or setting performed via the Web-interface

Call recording

-  Switch on recorder (standby mode)
-  Switch off recorder
-  Start recording
-  Stop recording

Service



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

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

Intended use

The OpenStage phone is a desktop unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. Any other use is regarded as unauthorized.

Telephone type

The phone name data can be found on the name plate on the base of the device; The exact product name and serial number are specified here. Specific details concerning your communications platform can be obtained from your service technician.

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

Speakerphone quality and display legibility

- To ensure good speakerphone quality (OpenStage 20/20 G only), the area in front of the telephone (front right) should be kept clear. The optimum distance is approx. 50 cm.
- Proceed as follows to optimize display legibility:
 - Turn the phone to tilt the display. This ensures you have a frontal view of the display while eliminating light reflexes.
 - Adjust the contrast as required → page 103.



Getting to know your OpenStage phone

The following sections describe the most frequently used operating elements and the displays on your OpenStage phone.

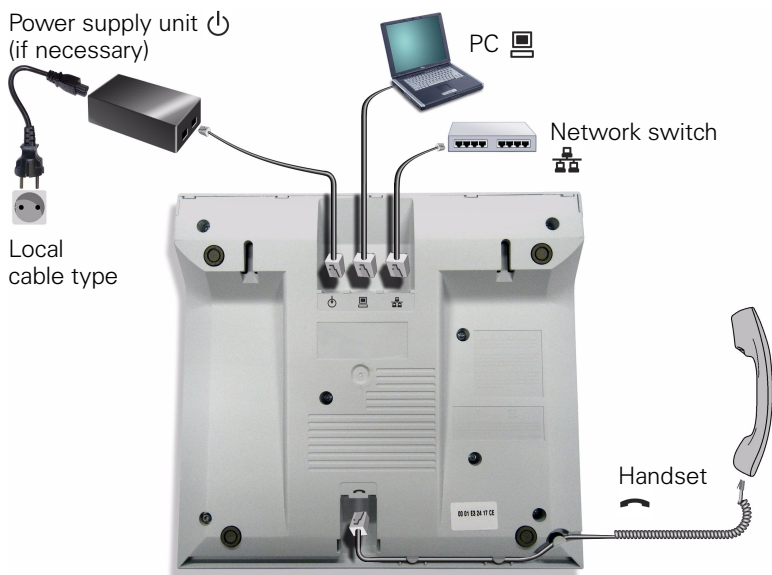
The user interface of your OpenStage 20 E/20/20 G SIP

➡ OpenStage 20 E and OpenStage 20/20 G are identical apart from the additional speakerphone mode offered by OpenStage 20/20 G.



1	You can make and receive calls as normal using the handset .
2	The tilt-and-swivel display provides intuitive support for telephone operation (two lines with up to 33 characters each).
3	The function keys allow you to call up the most frequently used functions during a call (e.g. Disconnect) → page 15.
4	 mailbox key and  menu key .
5	Audio keys are also available, allowing you to optimally configure the audio features on your telephone → page 15.
6	Using the 3-way navigator , you can conveniently navigate through the applications on your telephone → page 16.
7	The keypad can be used to enter phone numbers and text → page 17.

Ports on the underside of the phone

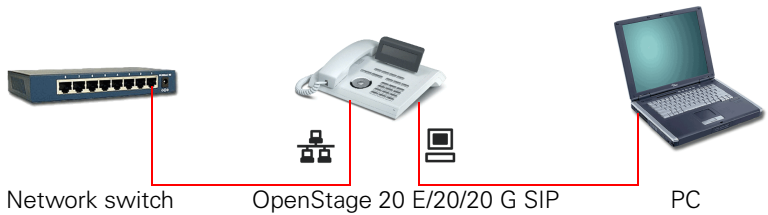


Properties of your OpenStage 20 E/20/20 G SIP

	OpenStage	20 E	20	20 G
LCD display, 24 x 2 characters		✓	✓	✓
Full-duplex speakerphone function		-	✓	✓
10/100 Mbps Ethernet switch → page 14		✓	✓	-
1000 Mbps Ethernet switch → page 14		-	-	✓
Wall mounting		✓	✓	✓

Using network ports more efficiently

OpenStage 20 E/20 has a built-in 10/100 Mbps Ethernet switch. The OpenStage 20 G has a 1000 Mbps Ethernet switch. This means that you can connect a PC to the LAN directly via the phone. The telephone-PC connection option must first be activated on the telephone by service personnel.






Using this connection option saves one network port for each switch used and requires fewer or shorter network cables when arranged correctly.



Keys

Function keys







Key	Function when key is pressed
	End (disconnect) call.
	Saved number redial (last number dialed).
	Button for fixed call forwarding (with red LED key).



Key	Function when key is pressed
	Open the phone's main menu (with red LED key).
	Open the menu for voicemail or missed calls (with red LED key).

Audio keys









Key	Function when key is pressed
	Activate/deactivate the microphone (OpenStage 20/20 G only; also for speakerphone mode/with red LED).
	Set volume lower and contrast brighter.
	Turn speaker on/off (with red LED key).
	Set volume louder and contrast darker.

3-way navigator




Remove the protective film from the ring around the 3-way navigator before using the phone.


With this control, you can manage most of your phone's functions, as well as its displays.

Operation	Functions when key is pressed
 Press the  key.	In idle mode: <ul style="list-style-type: none"> • Open the idle menu → page 19 In lists and menus: <ul style="list-style-type: none"> • Scroll down
 Press the  key.	In lists and menus: <ul style="list-style-type: none"> • Scroll up
 Press the  key.	<ul style="list-style-type: none"> • Confirm input • Perform action










Keypad

You can only use the digits 1 to 9 and 0 as well as the * and # characters when dialing a number. To delete digits, select the "back" function on the navigator, and confirm with .

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


Example: To enter the letter "h", press the number  key on the keypad twice. When entering text, all characters available for the key pressed and the character selected are briefly displayed.

Character overview (depends on the current language setting)



Key	1x	2x	3x	4x	5x	6x
]	1				
	a	b	c	2	ä	
	d	e	f	3		
	g	h	i	4		
	j	k	l	5		
	m	n	o	6	ö	
	p	q	r	s	7	ß
	t	u	v	8	ü	
	w	x	y	z	9	
	0					
	[1]	[2]				

[1] Next letter in upper case (active for maximum one second)

[2] Switch to digit input

	.	,	?	!	'	"	-	()	@	/	:	_							
---	---	---	---	---	---	---	---	---	---	---	---	---	---	--	--	--	--	--	--	--


Multi-function keys


Key	Function during text input	Function when held down
	Write special characters.	Activate/deactivate ringtone.
	Switch between upper and lower case	Activate the telephone lock.

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

Text editor

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

You can select further editor functions via the click wheel, and confirm each one using :



- OK: Applies changes and closes the editor
- Delete: Deletes characters from right to left
- Cancel: Discards changes and exits the editor
- Mode (here  can also be used to switch):
 - 123: Digits only
 - ABC: Upper-case letters only
 - Abc: First letter in upper case, subsequent letters in lower case
 - abc: Lower case letters only
- Move cursor left: Moves the cursor to the left
- Move cursor right: Moves the cursor to the right
- Copy: Copies the entire content to the clipboard
- Paste: Inserts the entire content from the clipboard to the cursor position

Display

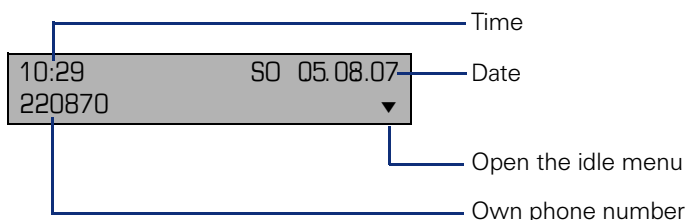
Your OpenStage 20 E/20/20 G SIP comes with a tilt-and-swivel black-and-white LCD display. Adjust the tilt and contrast to suit your needs (→ page 103).

Idle mode

If there are no calls taking place or settings being made, your OpenStage 20 E/20/20 G SIP is in idle mode.

➡ Press the  key to return to the idle display again, for example, from a call list (→ page 21). To return to the idle display again from the Service menu (→ page 22), press the  key.

Example:



Idle menu




When in idle mode, press a key on the 3-way navigator → page 16 to display the idle menu. You can call up various functions here. Entries may vary.



The idle menu may contain the following entries:

- Redial?
- Ringer off?
- Do not disturb on?
- Mobile logon?
- Cancel callbacks?
- Directed pickup
- Back?

Icons in the idle display


In the first line, the time, weekday, and date are displayed in addition to icons for different situations and switches:


Icon	Explanation
	The ring tone is deactivated.
	The phone lock is activated.
	The "Do not disturb" function is activated.

Icon	Explanation
	New entries have been added to the call lists.
	Local call forwarding is active.

Records

Entries in the call list and messages in your mailbox system (if configured) are known as records.

The LED on the  → page 15 key lights up to signal new missed calls.

Press the  key and use the click wheel to select the required sub-menu.

- **Messages**
- **Calls**

You can use the click wheel to navigate through the menus as described on → page 16.

Messages

If configured (contact the relevant service personnel), this provides you with access to your mailbox system e.g. HiPath Xpressions.

If your system is appropriately configured, activating this function calls the mailbox. Follow the voice mailbox instructions.

Calls

This list appears as soon as you receive **new** missed calls if you select the option **Calls** in the Records menu. You can then scroll up or down to reach the **Calls** menu. The following calls or call attempts are logged as call lists:

- Missed: Missed calls
- Dialed: Dialed calls (with or without connection)
- Received: Answered calls
- Forwarded: Forwarded calls

The number of missed calls and unchecked calls is shown on the idle display.

Call lists

Each call list may contain up to 30 entries. Once this limit is reached, the oldest entry in the log is deleted. Multiple calls from the same number are only listed once.

The following data is saved, e.g. for missed calls:

- Phone number/name depending on available data.
- Number of call attempts.
- The date and time of the last call attempt from each user listed.


Entries can only be saved if the caller ID is displayed as a name, number or both. If the caller ID is not transferred, the call is saved as "Unknown".

You can delete all the entries from the respective call list → page 75.

After selecting an entry, you can dial it immediately by confirming → page 66.

Program/Service menu

You can make local settings here.

Press the  key and confirm the **User** menu. If configured, enter and confirm your personal user password.

You can use the click wheel to navigate through the menus as described on → page 16. Once the admin password has been entered, the **Admin** menu is available to the relevant service personnel.



User settings

In the **User** menu, settings options are provided that allow you to adapt the telephone to your individual requirements.


Select one of the following menus with the click wheel:

- "Date and time" → page 104
- "Audio" → page 108
- "Configuration" e.g. → page 77 or → page 49
- "Phone" → page 103
- "Locality" → page 108
- "Security" → page 78 or → page 80
- "Network information" → page 118
- "Reset" → page 119

If you are in one of these menus or submenus, depending on the situation, you have the following options to leave the menus:


- **Save & Exit** (If you have made a setting and want to keep it)
- **Exit (Discard Changes)** (If you have made a setting which you do not want to use after all or if you do not want set any of the options)
- **Back** (If you want to leave the main menu or submenu)
- Press and hold the  key to access the option to leave the menu.
- You exit the menu by pressing the  key and return to idle mode → page 19.

Interrupting editing in the menu

You can interrupt editing in the menu, for example, to call someone or to answer a call. Then press the  key. This takes you back to the point in the menu from which you exited.

This is however only possible for a limited period which is by service personnel using the inactivity timeout setting. If the configured time expires, you need to reenter your password when opening the menu and manually go to the required point in the menu.

Interrupting the editing:

- By pressing the  key you interrupt the editing, leave the menu and return to idle mode → page 19.
- If you receive a call during editing and you answer it, you automatically change to the call view.

To go back to editing mode in the menu, press the  key again.

Network information

Information about the IP address or name which was assigned to the phone in the network and therefore the HTML address of the web interface.



View information on the phone → page 118



Contact your service personnel or refer to the OpenStage Administration Manual for more on the network information values listed here.

Perform reset



Personal settings made via the telephone menu or the web interface can be reset to factory settings. → page 119

Administration

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

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

Control and monitoring function


A control or monitoring function can be activated on your phone for service purposes by remote maintenance.

Control function

Service personnel have the option to activate and deactivate features of the phone via remote maintenance. During maintenance the handset, microphone, loudspeaker and headset are deactivated. You are additionally informed on the display that the control function is active.


Monitoring function

In order to detect malfunctioning of a phone for example, the service personnel install a monitoring function. You can use your phone as normal during monitoring. However you will first be informed about the operation with a message on the display and prompted to allow monitoring.

If service personnel have activated a function on your phone, which continuously transmits operating data to a server, you will see the flashing icon  in the upper display line.

Step by step

Basic functions

 Please read carefully the introductory chapter "Getting to know your OpenStage phone" → page 12 before performing any of the steps described here on your phone.

Secure voice transmission


Prerequisite: The secure voice communication option must be activated by your service personnel.


If you call a party or receive a call from a party over a secure connection, a padlock icon¹ appears on the other party's row on your graphic display. You can opt to have voice connections that are no longer secure indicated by a brief alerting tone and a window with the message "Unencrypted call" (see → page 112).

Answering a call

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

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

 If you have set a pattern melody → page 109 or a ringtone → page 109 on your phone, it is possible that service personnel preset a different ringtone or deactivates the ringtone, regardless of the call type (e.g. an external or internal call).

An incoming call will interrupt any ongoing telephone setting operations. When the call ends, you can press the  key to return to the point in the menu structure where you were interrupted.

1. Closed for secure or open for nonsecure voice communication

Step by step

Answering a call via the handset


The phone is ringing. The caller is displayed.

Lift the handset.

Set the call volume.

if nec. or

**Answering a call via the loudspeaker (speakerphone mode)**

 Speakerphone mode is only available in OpenStage 20/20 G.

The phone is ringing. The caller is displayed.

Confirm. The key lights up.

Accept? ▾

or



Press the key shown. The key lights up. The speakerphone function is activated.

if nec. or

Set the call volume.

Suggestions for using speakerphone mode:

- Tell the other party that speakerphone mode is active.
- Adjust the call volume while speakerphone mode is active.
- The ideal distance between the user and the phone in speakerphone mode is about 50 cm.

Step by step

Directed pickup

You can pick up a call signaled at an absent coworker's phone. If a colleague has placed a call on hold on their multi-line phone you can also pick up this call.

Accept call

Prerequisite: You know the coworker's internal phone number and the function is configured for you in OpenScape Voice.

A coworker's phone rings.

Directed pickup? ▾

Select and confirm the option shown in the idle phone's context menu.

or.



Lift the handset.

or



Press the key shown.

Directed pickup? ▾

Select and confirm the option shown.



Enter and confirm the relevant phone's internal number. You are connected to the calling party either via the handset or in speakerphone mode.

Step by step

Picking up the held call:

Prerequisite: Your colleague has placed a call on "hold" on their multi-line phone. You know the coworker's internal phone number and the function is configured for you in OpenScape Voice.

or.



Lift the handset.

or



Press the key (only OpenStage 20/20 G).

Select and confirm the option shown.



Enter and confirm the relevant phone's internal number. You are connected to your colleague's held call either via the handset or in speakerphone mode.

Step by step

Switching from handset to speakerphone mode



Make note of the two different processes and activate as required → page 111.



Speakerphone mode is only available in OpenStage 20/20 G.

Prerequisite: You are conducting a call via the handset and the microphone and loudspeaker functions have been activated by service personnel.



and



Hold down the key and replace the handset. Then release the key and proceed with your call.

If , 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.



or



A secure voice communication is indicated by a closed padlock icon on the graphic display; a non-secure voice communication is indicated by an open padlock icon on the graphic display (see also → page 24)

Step by step

Switching from speakerphone mode to the handset



Speakerphone mode is only available in OpenStage 20/20 G.

Prerequisite: You are conducting a call in speakerphone mode.



Lift the handset. The  key goes out.

Open listening

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

Prerequisite: You are conducting a call via the handset.

Activating



Press the key shown.

Deactivating



Press the lit key.

Switch to speakerphone mode.



Speakerphone mode is only available in OpenStage 20/20 G.



and



Hold down the key and replace the handset. Then release the key and proceed with your call.

Step by step

Activating/deactivating the microphone

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 handsfree microphone (OpenStage 20/20 G only).

Prerequisite: You are conducting a call.

Deactivating the microphone



Press the key shown. The key lights up.

Activating the microphone



Press the lit key.

Ending a call



Press the key shown.

or

Disconnect?



Select and confirm the option shown.

or

If you are conducting a call via the handset:



Replace the handset.

or

In speakerphone mode:



Press the lit key.

Step by step

Group call

Your service personnel can incorporate multiple telephones in a call pickup group. If your telephone belongs to a pickup group, you can also accept calls intended for other members of the group.

A group call is displayed on the phone. Service personnel may have made the following settings for signaling:

Telephone status		Ring on group call = Yes	Ring on group call = No
Ringer on	Silent		Ringtone Loudspeaker
	in Connection	Handset	Ringtone Loudspeaker
		Handset Open listening	Beep Handset and loudspeaker
		Open listening	Beep Loudspeaker
		Speakerphone mode	Beep Loudspeaker
Ringer off	Silent		Nothing
	in Connection	Handset	Nothing
		Handset Open listening	Beep Handset and loudspeaker
		Open listening	Beep Loudspeaker
		Speakerphone mode	Beep Loudspeaker

The volume settings can be found from → page 108.

Step by step

Further service personnel settings for group calls:

- The group call can be picked up both by lifting the handset and via the "Pickup call" menu option.
- The group call be picked up via the "Pickup call" menu option but **not** by just lifting the handset.

A group call is waiting is displayed with

Pickup: *Caller*

for: *Station*

Picking up a group call

The pop-up menu opens:

Pickup call? ▾

Confirm.

or



Lift the handset (only if the appropriate function is set by your service personnel)


Ignore? ▴

Ignoring a group call

Select and confirm the option shown. The phone stops signaling the group call.

Step by step

Making calls

 If you selected the option "Busy When Dialing" → page 69, you will not be interrupted by an incoming call. In this case, the caller hears the busy signal.

Off-hook dialing



Lift the handset.



Enter the station number.

Dial


Confirm or wait until the dial delay expires (see → page 67).

or

Redial {1} ##? ▼

Confirm. ## represents the last number dialed.

The connection is set up.

 If you are using a dial plan and Immediate dialing is set (see → page 35), dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.

Step by step

On-hook dialing

The connection is set up with on-hook dialing via the loudspeaker (speakerphone mode; only OpenStage 20/20 G).



Press the key (only OpenStage 20/20 G).



Enter the station number.



Press or wait until the dial delay expires (see → page 67).

or

Redial {1} ##?

Confirm. ## represents the last number dialed.

First enter the number

First enter the number. The loudspeaker key illuminates when you enter the first digit.



Enter the station number.

Dial

Confirm or wait until the dial delay expires (see → page 67).

The connection is set up.



If you are using a dial plan and Immediate dialing is set (see → page 35), dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.

Step by step

Immediate dialing

Immediate dialing should only be activated if service personnel has configured and approved a dial plan.

Immediate dialing is deactivated by default. For this reason after entering the number you must either confirm the "Dial" option or wait until the dial delay expires to set up the connection. If **Immediate dialing** is configured, your call is automatically dialed as soon as the string entered matches an entry in the dial plan.

Activating or deactivating immediate dialing



You can also configure this setting via the web interface → page 129.



Press the key shown.

Confirm.

if nec.

Enter and confirm the user password.

Select and confirm the option shown.

Confirm.

 ▲

Select and confirm the option shown.

 ▼

Select and confirm the option shown to activate the immediate dialing function.

 ▼

Select the option shown and confirm twice.

Step by step

Dialing using the hot or warm line function

Your service personnel can configure a hot or warm line for your phone.

If you lift the handset of the phone or press the loud-speaker key (only OpenStage 20/20 G)

- with a hot line immediately or
- with a warm line after a defined period of time,
- a number specified by service personnel is dialed.

Examples:

- The phone in the lift immediately dials the reception number.
- The phone at a patient's bed dials the ward number e.g. after a minute if no other number is dialed.

Step by step

Redial

Redialing from the call list



Press the key shown.

You are automatically directed to the **Dialed** list in the **Calls** menu (see → page 21).

You are automatically directed to the **Missed** list in the **Calls** menu if there are any new calls, see → page 21. If you press the key again, you are branched to the **Dialled list**.

Niels, Bohr 31.05. 07:06 ↕

Select and confirm the entry you want.

Dial ▾

Confirm. The phone number associated with the list entry is dialed.

Redialing from the display dialog



Lift the handset.

or



Press the key (only OpenStage 20/20 G).

Redial {1} ##? ▾

Confirm. The last phone number entered is dialed.

Redialing from the idle menu

Redial {1} ##? ▾

Select and confirm the option shown. The last phone number entered is dialed.



A secure voice communication is indicated by a closed padlock icon on the graphic display; a non-secure voice communication is indicated by an open padlock icon on the graphic display (see also → page 24)

Step by step

Consult? 

Consulting a second party

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

Prerequisite: You are conducting a call.

Select and confirm the option shown.

Konferenz starten

or Start conference

Select and confirm the option shown in the context menu for the call connection when you intend to set up a conference with the new participant.



Enter and confirm the second party's phone number.



If you want to use a **call list** for the consultation, select **Hold** in the context menu instead of Consult and then select the required call list (→ page 66).

Alternatively you can select a call list without using the **Hold** functions - the active call is automatically placed on **Hold**.

Disconnect & return? 

Ending or canceling a consultation call

Select and confirm the option shown.

The call with the first party is resumed.

Alternate? 

Switching to the held party (alternating)


Prerequisite: You are conducting a consultation call.

Select and confirm the option shown.

In the first display line, the phone number or name and the duration of the active connection are displayed.



You can switch back and forth between two subscribers by repeatedly selecting and confirming "Alternate".

Disconnect & return? 

Ending an alternate operation

Select and confirm the option shown.

The active call is disconnected and the held call is restored.

Step by step

Connecting parties

You can connect the first party with the party you consulted, clearing down your connection to both parties in the process.

Prerequisite: You are conducting a consultation call → page 38 and call joining is allowed → page 39.

Select and confirm the option shown.

The active and held calls are joined. You are disconnected from the call.

or



or



Connect by hanging up

Replace the handset or, if you are in speakerphone mode (OpenStage 20/20 G only), press the loudspeaker key. The other two parties are now connected to one another.

Allowing call joining



You can also configure this setting via the Web interface → page 129.



Press the key shown.

Confirm.

if nec.



Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown and confirm twice.

Step by step

Call forwarding

You can forward calls for your phone to another phone.

Prerequisite: The call forwarding function is programmed (→ page 41).

Three forwarding conditions can be programmed in the forwarding menu:

- All Calls
- Busy
- On no reply

Because of its direct impact, "All Calls" call forwarding has the highest priority followed by "No reply" and "Busy".

If active, "All Calls" call forwarding is indicated on the graphic display when the phone is idle. The Forwarding key also lights up.

Forwarded calls can be logged in a call list (see → page 21).

The **Edit call forwarding** menu offers you three Destination options. These destination options are assigned to the forwarding types.

All calls (off/on)

Destination

Busy (off/on)

Destination

No reply (off/on)

Destination

One phone number may already be assigned to each destination. The destination option could then be Destination 12345, for instance.

Step by step

Programming call forwarding

Saving destination phone numbers for call forwarding

You can save up to five destination phone numbers for call forwarding. These destination phone numbers can then be assigned different forwarding types. You can then enable one of the forwarding types (→ page 43).



Edit call forwarding



Press the key shown.

Select and confirm the option shown.



You can also enter the call forwarding settings via the user menu (→ page 51).

Destination =



Select the destination option for one of the following forwarding types:

- All calls
- Busy
- No reply

Confirm the destination selected.



You can use each of the three **Destination** options to save destination phone numbers for the relevant forwarding type.

Edit favourites



Select and confirm the option shown.

Destination 1 =



Select and confirm the option shown.



Enter and confirm the destination phone number.

Define additional destination phone numbers for destination 2 to 5, as necessary.

Option = Save & Exit



Select the option shown and confirm twice.

Step by step



Assigning a destination phone number to a call forwarding instruction

You can also configure this setting via the Web interface → page 129.



Press the key shown.

Within three seconds:

Edit call forwarding ▾

Select and confirm the option shown.

Destination = ▾

Select the destination option for one of the following forwarding types:

- All calls
- Busy
- No reply

Confirm the destination selected.

089008844 ▾

Select and confirm a destination number from the list.

Option = Save & Exit ▾

Select the option shown and confirm twice.

Defining the ring duration before call forwarding on no reply

You can define how often the phone should ring before the "No reply" form of call forwarding activates.



This setting is only available if the "Server features" function was deactivated by the service personnel.



You can also configure this setting via the Web interface → page 129.



Press the key shown.

Within three seconds:

Edit call forwarding ▾

Select and confirm the option shown.

Duration ▲

Select and confirm the option shown.



Enter a value for the duration.

Option = Save & Exit ▾

Select the option shown and confirm twice.

Step by step

Activating/deactivating call forwarding

You can also configure this setting via the Web interface → page 129.

Prerequisite: At least one destination phone number is programmed (→ page 42).



Press the key shown.

Within three seconds:

Edit call forwarding

Select and confirm the option shown.

All calls



Select the appropriate call forwarding type.

Select and confirm the option shown.

or

Busy



Select and confirm the option shown.

or

No reply



Select and confirm the option shown.

On



Select and confirm "On" or "Off".


Option = Save & Exit



Select the option shown and confirm twice.

Step by step

Activating call forwarding for all calls

Use the  function key to activate call forwarding for all calls.

Prerequisite: There is at least one forwarding destination programmed → page 41.





Press the key shown.

Wait three seconds.

or

Accept ▼

Confirm. The  key lights up. Call forwarding is activated.

If the phone is idle, the call forwarding icon  appears in the second display line with the destination phone number.

Deactivating call forwarding for all calls



Press the lit key.

Wait three seconds.

or

Accept ▼

Confirm
Call forwarding is deactivated.

Call forwarding chain

Sometimes calls to a station are forwarded to another station which also has call forwarding or DND activated. This can create a call forwarding chain consisting of several telephones where the last member of the chain is your phone.

A popup window opens on your phone's screen with the following information:

- Who is calling
- Who forwarded first or last.
- The reason for the forwarding is displayed by an icon.

You can set whether the station that forwarded first or last is displayed (see → page 52).

Step by step

Callback

You can request a callback if the station called is busy or if nobody answers.

You receive a callback when the other party's line becomes free.



This option must be activated by your service personnel.

Requesting callback

Prerequisite: The station called is busy or nobody answers.

Select and confirm the option shown.

Call back? ▲

Deleting callback requests

You can delete scheduled callback requests if you no longer need to return a call, for example, at the end of the working day.

Prerequisite: At least one callback was requested. The phone is idle.

Select and confirm the option shown.

Cancel call backs? ▼

Disconnect? ▲

All callback requests are deleted.

Step by step

Accept ▾

Responding to a callback

Prerequisite: A callback was requested. Your phone rings and the station information appears on the screen.

Accepting a callback

Select and confirm the option shown.

Reject? ▾

Rejecting a callback

Select and confirm the option shown.

The callback request is deleted. The caller hears the busy signal. The caller's phone number is added to the missed calls list.

Deflect? ▲

Forwarding a callback

Select and confirm the option shown.



Enter and confirm the phone number.

Step by step

Permitting callback on busy/no reply



You can also configure this setting via the Web interface
→ page 129.



Press the key shown.

Confirm.

if nec.

Enter and confirm the user password.

Select and confirm the option shown.

Confirm.



Select and confirm the option shown.

or



Select and confirm the option shown.




Select and confirm to activate the callback function.



Select the option shown and confirm twice.

Step by step

Calling back missed calls

Calls received while you are absent are indicated by a message on the idle display (→ page 19). The  function key also lights up.

Missed calls are logged in the missed calls list. This list provides information on the missed call and lets you call back the number directly (call lists → page 21).



Press the key shown.

Calls ▲

Select and confirm the option shown.

Missed ▼

Select and confirm the option shown.

Niels, Bohr 30.05 07:06am ▲

Select and confirm the entry you want.

Dial ▼

Confirm
The phone number associated with the entry is dialed.

Step by step

Enhanced phone functions

Incoming calls

Deflecting a call

Using call deflection

Prerequisite: An incoming call is displayed or signaled.

Deflect? ▲

Select and confirm the option shown.

089008844 ▼

If a destination phone number is stored (→ page 49), you can select and confirm it. The call is deflected.

or

If you did not set a phone number when programming call deflection, you are now prompted to enter a destination phone number for call deflection.



Enter and confirm the destination phone number. The call is deflected.

Permitting call deflection



You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

Deflecting?

Select and confirm the option shown.

Allow deflection = No ◆

Select and confirm the option shown.

Yes ▼

Confirm.

Step by step

Default destination =

Select and confirm the option shown.



Enter and confirm the phone number to which the station should be deflected.



Entering a destination phone number is not mandatory when call deflection is active. If you want to deflect an incoming call, you are prompted to enter a destination phone number if there is none stored.

Option = Save & Exit

Select the option shown and confirm twice.

Rejecting a call

You can reject an incoming call.

Prerequisite: An incoming call is displayed or signaled.

Reject?

Select and confirm the option shown.
The caller hears a busy signal.



If the rejected caller's phone number is transmitted, it is saved in the call list. You can then call this party back at a later time.

Step by step

Configuring call forwarding



You can also enter the call forwarding settings via the Forwarding key (→ page 41).



You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

Forwarding?

Select and confirm the option shown.

Settings?

Configuring forwarding

Select and confirm the option shown.

For a description of the settings, see chapter "Call forwarding" → page 40.

Step by step

Alerts

Visual alerts= No

Yes

or.

Audible alerts= No

Yes

or.

Forwarding Party

Display last

Option = Save & Exit

Setting alerts

Use the Call forward alerts menu to enable and disable visual and audible alerts for call forwarding (not possible with the Forwarding key).

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm "Yes" or "No".

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm "display first" or "display last."

Select the option shown and confirm twice.

Placing a call on hold

You can use this function to place an ongoing call on hold, for instance, to prevent the other party overhearing a conversation with a colleague in the same room.

Prerequisite: You are conducting a call.

Select and confirm the option shown.

Retrieving a held call

Select and confirm the option shown.

Held call wait status

After placing a call on hold, you can replace the handset and then decide if the call should be retrieved or disconnected.

Hold ?

Reconnect ?

Step by step

Retrieve held call ?



Prerequisite: You placed a call on hold and replaced the handset.

Select and confirm the option shown to resume the call in speakerphone mode.

or

Disconnect ?



Select and confirm the option shown to disconnect the call.



The held call is signaled as an incoming call after a specified period of time.



Activating/deactivating the hold reminder tone

You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Allow hold rem. = No



Select and confirm the option shown.

Yes



Select and confirm the option shown.

Option = Save & Exit



Select the option shown and confirm twice.

Step by step

Setting the hold reminder time

Use the "Hold reminder" function to set the time after which you want to receive an automatic reminder about a held call.

The minimum value is 1, that is, the reminder is output after one minute. The maximum value is 15 minutes.



You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Hold rem. delay=3

Select and confirm the option shown.



Enter a value between 1 and 99 in the input mask and confirm.

Option = Save & Exit

Select the option shown and confirm twice.

Step by step

Music on hold

If the Music on hold option is active, music is played back when you are placed on hold by another party.



You can also configure this setting via the Web interface → page 129.



Press the key shown.

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.



Select and confirm the option shown



Select and confirm the option shown.



Select the option shown and confirm twice.

Step by step

Call waiting (second call)

You can accept a second incoming call in the course of an ongoing call. The caller hears the on-hook signal while you hear a call-waiting signal tone. A bell appears on the display and next to it the phone number of the caller is shown.

You can ignore or accept the second call. Before you accept the second call, you can end the first call or place it on hold for subsequent retrieval.

You can block the second call or the signal tone (→ page 59).

Accepting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 59).

Accept ▼

Select and confirm the option shown.

You can talk to the second party.
The connection to the first party is on hold.

You can still

- toggle between an initial and second call or
- initiate a conference

Consultation call from second call

If the second call is your active call you can initiate a consultation call from it.

From a consultation call in the second call you can

- initiate a conference
- toggle between the second call and a consultation call
- transfer a call
- disconnect the calls again

During a consultation in the second call, the first call is parked and can only be unparked when the consultation or second call ends or these calls were connected.

Disconnect second call

Disconnect & return? ◆

Select and confirm the option shown.

The call to this station is disconnected and the call to the first station is reconnected.

Step by step

Ignore? ▾

Ignoring second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 59).

Select and confirm the option shown. The caller still hears the on-hook signal. You can subsequently Accept, Reject or Deflect the second call.

While the ignored second call continues to wait, from the active call you can:

- make a consultation call
- initiate a conference
- toggle between the consultation call and your call party
- transfer a call

A third call would be rejected with the busy signal

If you have disconnected the first call, the ignored second call rings like a normal call.

Rejecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 59).

Reject? ▾

Select and confirm the option shown.

The second call is rejected. The caller hears the busy signal. The caller's phone number is added to the missed calls list.

Step by step

Deflect? ▲

Deflecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 59).

Select and confirm the option shown.

If a destination phone number is stored (→ page 49), you can select and confirm it. The call is deflected.

or If you did not set a phone number when programming call deflection, you are now prompted to enter a destination phone number for call deflection.



Enter and confirm the destination phone number.

The second call is deflected to the destination specified. You are reconnected with the first party.

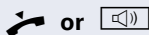
Connecting parties

Complete Xfer

Select and confirm the option shown. The other two parties are now connected to one another. You can now hang up or dial another number for instance.

or **Connect by hanging up**

Prerequisite: Connecting by hanging up is activated (ask your service personnel) and "Switch assignment" must be set to "Yes" (→ page 60). Before you can be connected by hanging up you must have toggled at least twice (→ page 38).



Replace the handset or, if you are in speakerphone mode (OpenStage 20/20 G only), press the loudspeaker key. The other two parties are now connected to one another.

Step by step

**Allowing call waiting**

You can also configure this setting via the Web interface → page 129.



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

Prerequisite: The option was programmed by your service personnel.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls?

Select and confirm the option shown.

Handling? ▾

Select and confirm the option shown.

Allow call waiting = No ▾

Select and confirm the option shown.

Yes ▾

Select and confirm the option shown.

Option = Save & Exit ▾

Select the option shown and confirm twice.

Step by step

Toggle associate

Set the "Toggle associate" function to Yes if you want to connect to a second or pickup call by hanging up.



You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Toggle associate

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select and confirm the option shown.


Step by step

Transferring a call

You can transfer your current call to another party with or without consultation.

Blind transfer


Prerequisite: You are conducting a call. The options "Allow Call Transfer" and "Transfer on Ring" were selected (→ page 62).

Blind transfer call? 

Select and confirm the option shown.



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

Start transfer? 

Confirm or wait until the autodial delay expires.




The display returns to idle following successful transfer.

Transferring with consultation

You can announce a call to a recipient before transferring it.

Prerequisite: You are conducting a call. The options "Allow Call Transfer" and "Transfer on Ring" were selected (→ page 62).

Consultation? 

Select and confirm the option shown. The call is placed on hold.



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

Dial

Confirm.

Step by step

Complete Xfer? ▾


If the party answers:

Announce the call you want to transfer.

Select and confirm the option shown.

If the party does not answer:

You do not have to wait for the second party to answer before you can transfer the call.

Replace the handset or, if speakerphone mode is active, press the lit  key to transfer the call.

If the party does not answer, you will be called back by the first party.

Allowing call transfer



You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Allow call transfer = No ▾

Select and confirm the option shown.

Yes ▾

Select and confirm the option shown.

Option = Save & Exit ▾

Select the option shown and confirm twice.

Step by step

Allowing "Transfer on Ring"

If this option is allowed, you can activate call transfer by replacing the handset even before the called party answers.



You can also configure this setting via the Web interface → page 129.



Press the key shown.

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

 ▲

Select and confirm the option shown.

 ▼

Confirm the option shown to activate the callback function.

 ▼

Select the option shown and confirm twice.

Step by step

CTI calls

Beep on auto-answer

Speakerphone mode activates automatically on your phone if you use a CTI application (such as Outlook) to dial a number when Auto Answer is active. If Auto Answer is not active, the phone rings first and you have to press the loudspeaker key or lift the handset to set up the call. This setting also defines whether or not incoming calls are automatically accepted. If the function is active, an alert beep sounds when an incoming call is automatically accepted.

Information on the operation of the configured CTI application can be found in the corresponding user guide.

You can also configure this setting via the Web interface → page 129.

Prerequisite: The option was programmed by your service personnel.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown and confirm twice.



User

if nec.

Configuration

Incoming calls?

CTI calls?

Auto-answer = No

Yes

Beep on auto-answer = No

Yes

Option = Save & Exit

Step by step

Beep on auto-reconnect

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

Prerequisite: The option was programmed by your service personnel.



You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls?

Select and confirm the option shown.

CTI calls?

Select and confirm the option shown.

Beep on auto-unhold = No

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Option = Save & Exit

Select the option shown and confirm twice.

Step by step

Making calls

Dialing a phone number from a list

The following call lists are available in the "Calls" directory:

- Missed
- Dialed
- Received
- Forwarded



For a detailed description of the call lists, see → page 21.



Press the key shown.

Calls ▲

Select and confirm the option shown.

Dialed ▼

Select and confirm the option shown.

Niels, Bohr 30.05. 07:06am

Select and confirm the appropriate list entry.

The phone number associated with the list entry is dialed. If you have not already lifted the handset, conduct the call now in speakerphone mode.

Step by step

Using autodial delay

A number is automatically dialed after a set delay starting from the entry of the number's last digit. The autodial delay can be used:

- when dialing in idle mode
- Consultation
- when transferring an answered call.

The delay can be reduced by performing one of the following activities:



- pressing the key. This always works.



- lifting the handset. This only works if the phone number was entered when the phone was idle or if it was entered for a consultation call when the handset was off hook.



- pressing the loudspeaker key (OpenStage 20/20 G only). This only works if the phone number was entered when the phone was idle and the loudspeaker key was not lit or if the phone number was entered for a consultation call and the loudspeaker key was not lit.



If an emergency number is preset by your service personnel, the autodial delay for this phone number is reduced to one second.



Automatic dial delay does not work if you are using a dial plan and **Immediate dialing** is configured (see → page 35). The number is automatically dialed as soon as the string entered matches an entry in the dial plan.

Step by step

Settings for autodial delay



The setting does not affect automatic emergency number dialing.

If you select **Autodial delay**, you must either confirm the "Dial" option, press the loudspeaker key or wait until the autodial delay expires to set up a call when dialing with the handset on hook.



You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Autodial delay = 8

Select and confirm the option shown.



Enter a value in the input mask and confirm.

Option = Save & Exit

Select the option shown and confirm twice.

Step by step

Allowing "Busy When Dialling"

If you activate this function, an incoming call received while you are performing dialing is rejected. The caller then hears the busy signal.



You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Busy when dialing = No ▲

Select and confirm the option shown.

Yes ▼

Select and confirm the option shown.

Option = Save & Exit ▼

Select the option shown and confirm twice.

Step by step

Conference

Local conference

This type of conference is also referred to as a three-party conference. It involves up to three participants.

Prerequisite: You are conducting a consultation call → page 38 or have accepted a second call → page 56, and the conference function is active → page 71.

Initiating a local conference

Conference?

Select and confirm the option shown in the menu. You are connected to both parties at once.

1: Party

Conducting one-on-one calls

On the display, select and confirm the first connection you want to clear down.

or

2: Party

On the display, select and confirm the second connection you want to clear down.

Disconnect?

Select and confirm the option shown. You are now involved in a one-to-one call with the remaining call party.



If you already are involved in a secure connection with a party when you initiate a consultation call, the original party is placed on hold. The new consultation connection can be either secure or non-secure. However, the first connection remains secure even if all three parties are now joined together in a conference.

The entire conference is nonsecure if the connection to at least one of the parties is not secure (see also → page 24).

The relevant padlock icon appears on the "Conference" row.

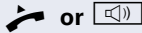
Step by step

Exiting a local conference**Allowing call partners to continue a conference after you exit**

Prerequisite: The "Allowing joining in a local conference" → page 72" function is activated.

Select and confirm the option shown in the menu. Both call partners remain connected. You are disconnected from the conference call.

or



Replace the handset or, if you are in speakerphone mode (OpenStage 20/20 G only), press the loudspeaker key. Both call partners remain connected. You are disconnected from the conference call.

Select and confirm the option shown in the menu. Both connections are cleared down – the conference is cleared down.

Allowing a local conference

This option allows or blocks the "Conference" function.

You can also configure this setting via the Web interface → page 129.



Press the key shown.



Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown and confirm twice.

Step by step

Allowing joining in a local conference

You can use this option to decide whether or not your call partners are allowed to join calls after you exit the conference call.



You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Join in conferences = N ▲

Select and confirm the option shown.

Yes ▼

Select and confirm the option shown.

Option = Save & Exit ▼

Select the option shown and confirm twice.

Step by step

Conference? ▾

Consult? ▾

System-based conference

This type of conference is also referred to as a large conference. It can include up to ten parties.

Prerequisite: You are conducting a consultation call → page 38 or you have accepted a second call → page 56, and the "System conference" feature was configured by your service personnel.

Establishing a conference

Select and confirm the option shown in the connection's context menu. You are connected to the first two parties at once. The conference is displayed with the current participants. You can now:

- initiate a consultation call
- put the conference on hold
- leave the conference.

Conducting a consultation call

Select and confirm the option shown in the "Conference" context menu. If the party answers, you can:

- toggle between the party and the conference
- connect the consultation call to another called party
- end the consultation call and return to the conference
- add the consultation call party to the conference.



If you intend to include the consultation call party in the conference, you can also use the "Hinzufügen zu Konferenz" option instead of the "Consultation" option.

If you want to use a **call list** for the consultation, select **Hold** in the context menu instead of Consult (or Hinzufügen zu Konferenz) and then select the required call list (→ page 75).

Alternatively you can select a call list without using the **Hold** functions - the conference call is automatically placed on **Hold**.

Add party

Prerequisite: You are conducting a consultation call and the conference is on hold.

Step by step

Conference? ▾

Select and confirm the option shown in the consultation call's context menu. The party is added to the conference. Only the conference and all current participants are now displayed. You can scroll through the list of participants.

Hold? ▾

Putting the conference on hold

Select and confirm the option shown in the "Conference" context menu. The conference is placed on hold and you can consult with someone in your office, for instance.

Exit Conf? ▾

Leaving a conference

Select and confirm the option shown in the "Conference" context menu. You are disconnected from the conference call and can dial another number, for instance. The other call partners remain connected.

Step by step

Call lists

For a detailed description of the different call lists, see → page 21.

Dial entry



Press the key shown.

Calls ▲

Select and confirm the option shown.

Missed ▼

For instance, select and confirm the list of missed calls.

The list is sorted chronologically, with the most recent caller first.

You can use the **click wheel** to scroll through the list.

Niels, Bohr 13:22

Select and confirm the appropriate list entry. The phone number is dialed.

Delete all entries



Press the key shown.

Calls ▲

Select and confirm the option shown.

Dialed ▼

For instance, select and confirm the list of dialed numbers.

Delete All ▼

Select and confirm the option shown. All entries in the list displayed are deleted.

Step by step

Privacy/security

Deactivating the ringer

You can deactivate your ring tone if you do not want to be disturbed by your phone ringing.



Hold down the key in idle mode until the "Ringer off" icon appears on the display.

or

You can also deactivate the function using the option in the idle menu (→ page 19).

Ringer off ▾

Select and confirm the option shown.

Reactivating the ringer



Hold down the key in idle mode until the "Ringer off" icon disappears from the display.
The ringer is reactivated.

or

You can also activate the function using the option in the idle menu (→ page 19).

Ringer on ▾

Select and confirm the option shown.

Do not disturb

If "Do not disturb" is activated, your telephone will not ring. The caller hears the busy signal. The "Do not disturb" function is activated/deactivated via the idle menu → page 19.

Prerequisite: "Do not disturb" must be activated (→ page 77).

Activating/deactivating "Do not disturb"

Do not disturb on ▾

Select and confirm the option shown in the idle menu. The "Do not disturb" icon appears → page 19.

or.

Do not disturb off ▾

Select and confirm the option shown. The do not disturb icon is deleted.

Step by step

Allowing "Do not disturb"



You can also configure this setting via the Web interface
→ page 129.



Press the key shown.

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown and confirm twice.

Step by step

Security

User password

Your User password protects your individual configurations, including your language settings. You can also use the User password to lock your telephone → page 80.



The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password-protected (see also → page 79).



The User password can also be modified via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Security?

Select and confirm the option shown.

User password =

Select and confirm the option shown.



Enter a new password (at least six characters) and confirm (text entry, see → page 17).

Confirm password =

Select and confirm the option shown.



Enter the new password again and confirm with OK.

Option = Save & Exit

Select the option shown and confirm twice.

Step by step

Deactivating the user password

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



Deactivating the password prompt does not apply to the web-interface → page 129, Open-Stage Manager or CTI applications that use a password prompt. The password "000000" must be entered here.

If you deactivate the user password, you are **not** able to lock the phone → page 80 and the user menu is **not** password-protected.



User

Press the key shown.

Select and confirm the option shown.

if nec.

Security?

Enter and confirm the user password.

Select and confirm the option shown.

User password =

Select and confirm the option shown.

if applicable

Delete

Select the option shown and use OK to erase characters from right to left in order to delete the old password.



Enter six zeros ("000000") to deactivate the password (for text input, see → page 17) and confirm.

Confirm password =

Select and confirm the option shown.



Option = Save & Exit

Enter six zeros ("000000") once again and confirm.

Select the option shown and confirm twice.

Step by step

Phone locking

You can lock your phone to protect it against unauthorized access. In this way, no one can make calls or change your user settings unless they know your user password.

Predefined numbers from the dial plan can still be dialed when the phone is locked - for more information consult your service personnel.

If an emergency number has been entered on the phone by service personnel, "emergency call" is then offered as an option on the display when the lock is activated. You can also enter the emergency number via the keypad.



You can only lock the phone if you set a user password (→ page 78). The password for this must not be the default setting "000000".

Activating the phone lock



Hold down the key shown.

Confirm lock?

Confirm. The "Locked phone" icon appears on the display → page 19.

or



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Security?

Select and confirm the option shown.

Phone lock = No ▲

Select and confirm the option shown.

Yes ▼

Select and confirm the option shown.

Option = Save & Exit ▼

Select the option shown and confirm twice. The phone is locked.

Step by step

Unlock phone?



Unlocking the phone

Confirm.

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

Step by step

Mobility

Prerequisite: Your phone is configured to support mobility by service personnel. A DLS server is available in the LAN and its address is entered in the phone.

Mobility scenarios

When you log on to your phone, or any other mobility-enabled phone, the following scenarios are possible:

Logging on and off at the same phone

- Log on as a mobility user → page 83.
- Log off as a mobility user → page 84.

Logging on and off at different phones

In these cases, service personnel may have made the following settings:


- Log on at a remote phone with forced logon, when the user is still logged on at that phone → page 85.
- Delayed logon at a remote phone with forced logon, when the user is still logged on at that phone and the phone is busy → page 86.

Step by step

Logging on and off at the same phone

Logging on to the phone

Prerequisite: No other mobility user is logged on.
→ page 19

Mobile logon? 

Select from the idle display context menu (→ page 19) and confirm.

The **Mobility logon** dialog appears.

Mobility ID

You are prompted to enter your mobility ID.



Enter and confirm Mobility ID, usually a telephone number. (for a text editor, see → page 18).

Enter password


You are prompted to enter the password.



Enter the user password and confirm with OK (text editor, see → page 18).

The following messages appear on the display:

- Logging on mobile user
- Validating
- Registering
- Downloading user data

Once you have completed logon, the mobility icon is shown in the display  .

Step by step

Mobile logoff? ▾

Mobile logoff

Logging off from the phone


Prerequisite: You are logged on as a mobility user.

Select from the idle display context menu (→ page 19) and confirm. The logoff procedure starts immediately.

Is displayed. You briefly have the option to cancel the logoff, otherwise the logoff process is launched.

In the graphic display, the following messages appear:

- Logging off mobile user
- Uploading user profile
- Registering
- Downloading user data

After you have logged off, the mobility icon  is hidden.

Step by step


Logging on at different telephones

An attempted login is rejected if the user is already logged on to another phone and "Logon with forced logoff" is disabled for the mobility user.

Logging on with forced logoff at a remote phone


If the user is already logged on at another phone and the remote phone is busy, the logon is rejected.

If however, your service personnel enabled "Forced logoff during call" without setting a time, the system does not consider whether or not the remote phone is busy.

Mobile logon? 

Select from the idle display context menu (→ page 19) and confirm.

The **Mobility logon** dialog appears.

Mobility ID? 

You are prompted to enter your mobility ID.



Enter and confirm mobility ID – usually a phone number (for a text editor, see → page 18).

Enter password


You are prompted to enter the password.




Enter and confirm the user password (text editor, see → page 18).

The following mobility messages appear in the display:

- Validating
- Logging off elsewhere
- Registering

The logoff is simultaneously displayed on the remote phone. Once you have completed logon, the mobility icon is shown in the display.  .

Step by step

Mobile logoff? 

Mobility ID? 



Enter password



Logging on with forced, delayed logoff at a remote phone

If the remote phone is busy and your service personnel enabled "Forced logoff during call" with a set timeout, forced logoff does not occur until this timeout expires.

Select from the idle display context menu (→ page 19) and confirm.

You are prompted to enter your mobility ID.

Enter and confirm the mobility code - usually a phone number (text editor, see → page 18).

You are prompted to enter the password.

Enter and confirm the user password (text editor, see → page 18).


The mobility message appears on the display:

- Logging on mobile user
- Validating
- Logging off elsewhere



At the same time, the graphic display on the busy remote phone shows "Forced logoff pending". After the timeout set by your service personnel, the active call is ended and remote logoff is performed.

- Registering
- Downloading user data

Once you have completed logon, the mobility icon is shown in the display .

Step by step

OpenScape Voice functions

The OpenScape Voice supports a number of functions that you can activate and deactivate from your phone.

Making anonymous calls

Your service personnel decides whether or not your caller ID (name and phone number) is displayed on a called party's station. **Anonymous** calling is when your data is not transmitted. The settings configured can be deactivated, however, for specific calls.



- If your caller ID is transmitted: your caller ID is displayed.
- If your caller ID is suppressed: "unknown" is displayed.

Deactivating

If your service personnel permanently activated **anonymous calling** for your phone, you can deactivate this setting as follows:



Lift the handset.



Enter the code (see the table of codes → page 102) to transmit the caller information.



You hear a confirmation tone.

Step by step

Activating

If your service personnel activated caller ID transmission for your phone, you can deactivate this setting as follows:



Lift the handset.



Enter the code (see the table of codes → page 102) to suppress the caller ID.



Wait until you hear the confirmation tone.

Caller ID transfer is suppressed. "Private/Anonymous" appears on the called party's display instead of the caller ID.

Temporarily activating anonymous calling for the next call

If your service personnel activated caller ID transmission for your phone, you can deactivate this setting for the next call as follows:



Lift the handset.



Enter the code (see the table of codes → page 102).



Wait until you hear the confirmation tone.



Dial the phone number of the party you want to contact.

Caller ID transmission is reactivated after this call.

Step by step**Temporarily deactivating anonymous calling for the next call**

If your service personnel suppressed caller ID transmission for your phone, you can enable this setting for the next call as follows:



Lift the handset.



Enter the code (see the table of codes → page 102).



Wait until you hear the confirmation tone.



Dial the phone number of the party you want to contact. When you end this call, caller ID transmission is suppressed once again for the next call.

Step by step

Creating a list for selective calls

For call acceptance

You can create a list of the phone numbers from which you are willing to accept calls (also known as a selection list). Your service personnel know how long this list may be in the OpenScape Voice used on site in your facility.

A connection is set up if a caller's phone number matches a number in the selection list. If there is a match:

- the caller receives a message that the party refuses to accept any calls with this number,
- or** • the call is forwarded to an external phone number.

Contact your service personnel for information on how your OpenScape Voice is configured on site.



Lift the handset.



Enter the code (see the table of codes → page 102).

Various announcements deliver the following information:

- the name of the feature (selective call acceptance)
- the current status (active or inactive)
- the current scope of the selection list.

These announcements are followed by verbal user prompts that let you:

- add entries to the selection list
- delete entries in the selection list
- check the selection list
- activate or deactivate the function.

Step by step**For call rejection**

As for selective call acceptance, you can create a selection list with the phone numbers of parties from whom you are not willing to accept calls. Your service personnel know how long this list may be in the OpenScape Voice used on site in your facility.

A call is not connected if the caller's phone number matches a number in the selection list; the caller is notified that the called party rejects calls from this number. If the caller's number is not in the selection list, the call is to you as usual.



Lift the handset.



Enter the code (see the table of codes → page 102).

Various announcements deliver the following information:

- the name of the feature (selective call rejection)
- the current status (active or inactive)
- the current scope of the selection list.

These announcements are followed by verbal user prompts that let you:

- add entries to the selection list
- delete entries in the selection list
- check the selection list
- activate or deactivate the function.

Step by step

Anonymous calls

Rejecting

You can reject all calls from parties that activated a data protection feature (for example, caller ID suppression) to prevent their phone number from being transmitted. In this case, you are not informed that a call was rejected.



Lift the handset.



Enter the code (see the table of codes → page 102).

Accepting

You can also accept calls from parties that activated a data protection feature (for example, caller ID suppression) to prevent their phone number from being transmitted.



Lift the handset.



Enter the code (see the table of codes → page 102).

Step by step

Using abbreviated dialing

Abbreviated dialing gives you access to a central list of frequently dialed phone numbers.

You can dial a specific phone number by simply entering a digit string. As these are three-digit numbers, you can store up to 1000 phone numbers. This list is stored centrally and managed by your service personnel.



Lift the handset.



Enter the code (see the table of codes → page 102) followed by a number between 0 and 999 for the phone number you want to dial.

The number is automatically dialed.

Call tracing

You can request automatic tracing of the last received internal call. This is particularly suitable for identifying malicious, irritating or troublesome calls.



Lift the handset.



Enter the code (see the table of codes → page 102). The phone number is determined. Ask your service personnel for the result.

Step by step

Hunt group functions

To ensure optimum handling of specific calls, your telephone can be assigned to a pickup group → page 31 and/or a hunt group.

Your service personnel can incorporate multiple telephones in a hunt group. If your telephone is assigned to a hunt group, OpenScape Voice forwards calls for the members of your group in accordance with specific rules defined by your service personnel. Hunt groups are a simple solution for distributing calls to a group of telephones.

If you want another member of the group to pick up an incoming call, you can set your telephone to signal the busy status for your line to the other members of the hunt group. Hunt group calls will then no longer be forwarded to your telephone.

Making a line busy

This prevents this line being used for calls in a hunt group.

Activating



Lift the handset.



Enter the code (see the table of codes → page 102).



Wait until you hear the confirmation tone.

Deactivating

Make the line free once more for the hunt group.



Lift the handset.



Enter the code (see the table of codes → page 102).



Wait until you hear the confirmation tone.

Step by step**Marking the last line in the hunt group chain**

Sets the "stop hunt" line in the hunt group chain. The system will stop looking for a free line in the hunt group chain after it reaches this line.

Activating

Lift the handset.



Enter the code (see the table of codes → page 102).



Wait until you hear the confirmation tone.

Deactivating

Unmark the line as the end of the hunt group chain.



Lift the handset.



Enter the code (see the table of codes → page 102).



Wait until you hear the confirmation tone.

Step by step

Reachability

You can make either serial calls or simultaneous calls on several sites. The features for this are

- Serial call
- Parallel call

Prerequisite: The service personnel has configured the respective feature for your main number in OpenScape Voice.

Serial call

Managing number lists/activating serial call

Before the serial call number can be activated, a serial call list must be created. This can be prepared either by service personnel or you can create it yourself later. Up to six numbers can be entered in the list for sites on which incoming calls including your main number should be signaled sequentially. Each number can consist of up to 30 digits.



Lift the handset.

Enter the code for the edit mode (see code table → page 102).

The edit mode opens and you hear an announcement with the following information:

- Feature name
- Current status (active/inactive)
- Number of numbers currently on the serial call list

You are prompted to do one of the following:

- Activate/deactivate the feature (only if numbers are already entered in the list)
- Call up the numbers currently entered in the list.
- Add or delete numbers
- Repeat the options in edit mode

If the serial call list is still empty, you are prompted to enter numbers in the list. As soon as you have entered a valid number, the serial call can be activated.

If the serial call is activated, incoming calls are first routed to your phone. If you do not answer within the time-frame defined by the service personnel, the next destination phone rings for the configured period of time.

Step by step

The caller is informed that the call is being routed to another station. The connection is established with the first phone that accepts the call.

If the call is not answered by any phone, it is forwarded to the configured forwarding destination (on no reply) or to a "rejection announcement".

Parallel call

Managing number lists/activating parallel call

Before the parallel call feature can be activated, a parallel call list must be created. This can be prepared either by service personnel or you can create it yourself later. Up to six numbers can be entered in the list for sites on which incoming calls including your main number should be signaled sequentially. Each number can consist of up to 30 digits.



Lift the handset.



Enter the code for the edit mode (see code table → page 102).

The edit mode opens and you hear an announcement with the following information:

- Feature name
- Current status (active/inactive)
- Number of numbers currently on the parallel call list

You are prompted to do one of the following:

- Activate/deactivate the feature (only if numbers are already entered in the list)
- Call up the numbers currently entered in the list.
- Add or delete numbers
- Repeat the options in edit mode

If the parallel call list is still empty, you are prompted to enter numbers in the list. As soon as you have entered a valid number, the parallel call can be activated.

If the parallel call is activated, incoming calls are routed to your phone and all other destination phones in the parallel call list. The connection is established with the first phone that accepts the call.

If the call is not answered by any phone, it is forwarded to the configured forwarding destination (on no reply) or to a "rejection announcement".

Step by step

Activating/deactivating parallel call via code

You can activate/deactivate the parallel call without having to change to edit mode.

Prerequisite: You have already entered numbers in the parallel call list.



Lift the handset.



Enter the code to activate or deactivate the parallel call (see code table → page 102).

Step by step

Parking a call

If you have answered a call for a colleague and cannot forward it to him, you can park the call.

Call park



You are conducting the call. Let the other party know, e.g. that you are trying to connect him.



Enter the code for parking followed by a line number (see code table → page 102).

You receive a confirmation tone. The caller hears a waiting melody.



Replace the handset

Tell your colleague that a call for him is parked and give him the line number.

Unparking

To unpark the call, your colleague must proceed as follows:



Lift the handset.



Enter the unparking code (see code table → page 102). He is prompted to enter a line number.



Enter the specified line number.



Your colleague is now connected with the waiting caller.

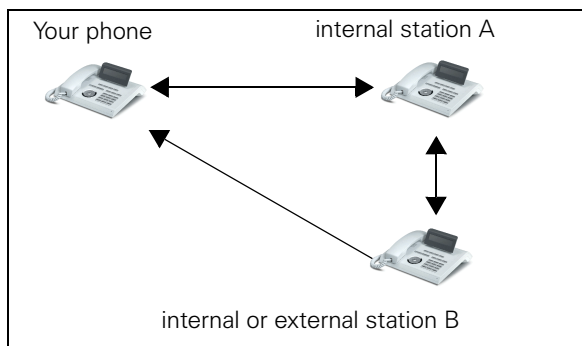
Step by step

Silent Monitoring

If this function has been configured by service personnel and enabled for the destination phone, you can join an active call of an internal station and listen in unnoticed (muted) or with the knowledge of the target station (active).

Active silent monitoring

Station A and B are on a call. You want to listen to the call but so that Station B does not notice but so that you can still talk to Station A.



- You can hear and talk to station A.
- You can hear station B but cannot talk to him because he cannot hear you.
- Station A and B can hear and speak to each other.



Lift the handset.



Enter the code for active silent monitoring and the destination number (see code table → page 102). You are connected to the call and can listen. If necessary notify station A.

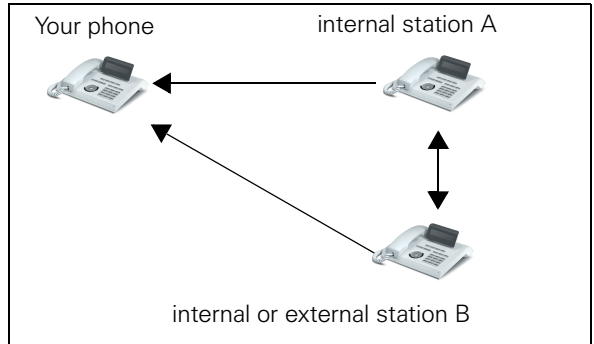


End the silent monitoring unnoticed by replacing the handset.

Step by step

Muted silent monitoring

Station A and B are on a call. You want to monitor a call but so that neither station notices.



- You can hear station A but cannot talk to him because he cannot hear you
- You can hear station B but cannot talk to him because he cannot hear you.
- Station A and B can hear and speak to each other



Lift the handset.



Enter the code for active silent monitoring and the destination number (see code table → page 102). You are connected to the call and can listen.



End the silent monitoring unnoticed by replacing the handset.

Code table for OpenScape Voice functions

Ask your service personnel to enter the latest codes in the following table. Print this page as an overview.

Function	Code	Description
Making anonymous calls off		→ page 87
Making anonymous calls on		→ page 88
Making anonymous calls temporarily on		→ page 88
Making anonymous calls temporarily off		→ page 89
List for selective call acceptance		→ page 90
List for selective call rejection		→ page 91
Rejecting anonymous calls		→ page 92
Accepting anonymous calls		→ page 92
Using abbreviated dialing		→ page 93
Call tracing		→ page 93
Making a line busy on		→ page 94
Making a line busy off		→ page 94
End of hunt group chain on		→ page 95
End of hunt group chain off		→ page 95
Edit mode for serial call		→ page 96
Edit mode for parallel call		→ page 97
Activating a parallel call		→ page 98
Deactivating a parallel call		→ page 98
Parking a call		→ page 99
Unparking a call		→ page 99
Active silent monitoring		→ page 100
Muted silent monitoring		→ page 101

Step by step

Individual phone configuration

Display

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.

Setting contrast

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



You can also configure this setting via the Web interface → page 129.



Press the key shown.

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.



Set and confirm the contrast

Select the option shown and confirm twice.

Step by step

Date and time

This function allows you to select one of three different display modes for the date and manually set the time if necessary.



You can also configure these settings via the Web interface → page 129.

Setting the time



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Date and time?

Select and confirm the option shown.

Time = 14:44

Select and confirm the option shown. The time set is displayed.



Enter and confirm the time.

Option = Save & Exit

Select the option shown and confirm twice.

Setting the date



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Date and time?

Select and confirm the option shown.

Date = 20.02.2007

Select and confirm the option shown. The date set is displayed.



Enter and confirm the date.

Option = Save & Exit

Select the option shown and confirm twice.

Step by step

Setting daylight saving time

Prerequisite: Auto DST is deactivated → page 106.

You can also configure this setting via the Web interface → page 129.



Press the key shown.



Select and confirm the option shown.

User

Enter and confirm the user password.

if nec.



Select and confirm the option shown.

Date and time?

Select and confirm the option shown. The time set is displayed.

Daylight saving = No



Confirm.

Yes



Select the option shown and confirm twice.

Option = Save & Exit



Setting the difference between daylight saving and standard time

Prerequisite: Auto DST is deactivated → page 106.

Enter the difference to be used for daylight saving time.

You can also configure this setting via the Web interface → page 129.



Press the key shown.



Select and confirm the option shown.

User

Enter and confirm the user password.

if nec.



Select and confirm the option shown.

Date and time?

Select and confirm the option shown. The difference set is displayed.

Difference (mins) = 60



Enter and confirm the difference between daylight and standard time in minutes.



Select the option shown and confirm twice.

Option = Save & Exit



Step by step

Automatic daylight saving time

The **Auto DST** setting is provided for information purposes and can only be changed by your service personnel.



You can also access this information via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Date and time?

Select and confirm the option shown.

Daylight saving time must be manually set if a **No** is entered for **Auto DST** → page 105.

Time display format



You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Locality?

Select and confirm the option shown.

Time format = 24 hours ▲

Select and confirm the option shown. The format set is displayed.

12 hours (AM/PM) ▼

Select and confirm the time format (12- or 24-hour display).

Option = Save & Exit ▼

Select the option shown and confirm twice.

Step by step

Date display format



You can also configure this setting via the Web interface
→ page 129.



Press the key shown.

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown. The format set is displayed.

Select and confirm the format you want.

Select the option shown and confirm twice.

Step by step

Audio

Volumes

Use this selection to set the following volumes:

- Loudspeaker
- Ringer
- Handset
- Handsfree (OpenStage 20/20 G only)



You can also configure this setting via the Web interface → page 129.

Example: **Handset**:



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Audio

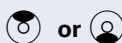
Select and confirm the option shown.

Volumes?

Select and confirm the option shown.

Handset

Select and confirm the option shown.



Set and confirm the volume.

Option = Save & Exit

Select the option shown and confirm twice.

Step by step

Settings

Ringtone

If your service personnel has loaded suitable files to the phone, you can select a realtone file in *.mp3 or *.wav format for the ringer tone. If no individual audio files are available the "pattern" ringtone is preset.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Ringer file = Pattern

Select and confirm the option shown.

ABC.wav

Required ringtone file^[1Select] or "pattern." You will immediately hear the associated ringer melody. Confirm current ringtone file.

Option = Save & Exit

Select the option shown and confirm twice.

Pattern melody



You can also configure this setting via the Web interface → page 129.

Prerequisite: You have chosen the "pattern" ringtone, see → page 109.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Audio


Select and confirm the option shown.

Settings?


Select and confirm the option shown.

1. The phone displays the current setting.

Step by step

Ringer melody = 4 

Required pattern melody¹ Choose between 1 and 8 (e. g. **4**). You will immediately hear the corresponding Ringer melody. Confirm the selected Ringer melody.

Option = Save & Exit 

Select the option shown and confirm twice.



You can also configure this setting via the Web interface → page 129.


Prerequisite: You have chosen the "pattern" ringtone, see → page 109.



Press the key shown.

User

Select and confirm the option shown.

if nec. 


Enter and confirm the user password.

Audio


Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Ringer tone sequence = 2 

Select your desired Ringer tone sequence between 1 and 3 (e. g. **2**) You immediately hear the set Ringer melody with the chosen Ringer tone sequence. Confirm the selected setting.

Option = Save & Exit 

Select the option shown and confirm twice.

Room character



Speakerphone mode is only available in OpenStage 20/20 G.

To ensure that the other party can hear you properly in speakerphone mode (only with OpenStage 20/20 G) you can adjust the phone to the room acoustics by choosing one of the following room characters: "Normal", "Echoing", "Muffled".



You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.

1. The phone displays the current setting.

Step by step


if nec. 

Audio

Enter and confirm the user password.


Settings?

Select and confirm the option shown.

Room character = Normal 

Select and confirm the option shown.

Select and confirm the room character in the context menu (for example, "Normal").

Option = Save & Exit 

Select the option shown and confirm twice.

Opening listening mode

Select the mode here that you prefer for open listening (only for OpenStage 20/20 G) (see → page 28).



You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Audio


Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Open listening = Standard mode

Select and confirm the setting you want in the context menu ("Standard mode" or "US mode").

Option = Save & Exit 

Select the option shown and confirm twice.

Step by step

Tone and indication with an unsecured voice connection

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

Prerequisite: Secure connection setup is the preference set by your service personnel.



You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Secure call alert

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select and confirm the option shown.

Step by step

Key click

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



You can also configure this setting via the Web interface → page 129.



Press the key shown.

Settings

Select and confirm the option shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the User password.

Phone

Select and confirm the option shown.

Key click

Select and confirm the option shown.

Adjusting the volume for the Key click

Volume

Select and confirm the option shown.

Medium

For instance, select and confirm a medium volume level. You can also select one of the following three options:

- Low
- High
- Off (for no click)

Key selection

Keys

Select and confirm the option shown.

Keypad only

Select and confirm if the setting is only to apply for the character input keys.

or

All keys

Select and confirm the option shown.

Save & Exit

Confirm the option shown.

Step by step

Setting the language and country

Selecting a language

Use this menu option to select the language for operator prompting.



You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Locality?

Select and confirm the option shown.

Language = Deutsch

Select and confirm the option shown. The language set is displayed.

English

Select and confirm to set the required language, in our example, English.

Option = Save & Exit

Select the option shown and confirm twice.

Step by step**You may choose from the following languages:**

1. Bahasa Indonesia
2. Bahasa Malaysia
3. Brasileiro
4. Català
5. Čeština
6. Dansk
7. Deutsch
8. Eesti keel
9. English
10. English(US)
11. Español
12. Français
13. Hrvatski
14. Italiano
15. Latviešu Valoda
16. Lietuvių Kalba
17. Magyar
18. Nederlands
19. Norsk
20. Polski
21. Português
22. Română
23. Slovenčina
24. Slovenski Jezik
25. Srpski Jezik
26. Suomi
27. Svenska
28. Türkçe
29. Ελληνικά
30. Български
31. Македонски Јазик
32. Русски
33. Српски Језик
34. 中文
35. 日本語

Step by step



You can also configure this setting via the Web interface → page 129.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the user password.

Locality?

Select and confirm the option shown.

Country = Germany

Select and confirm the option shown. The country set is displayed.

United States

Select and confirm to set the country^[1], here US, for instance.

Option = Save & Exit

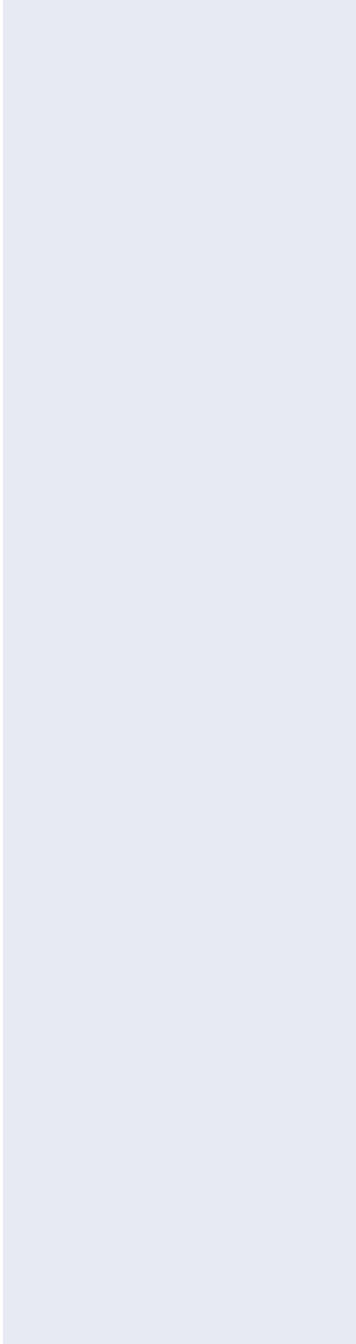
Select the option shown and confirm twice.

You may choose from the following countries:

- | | | | |
|--------------------|----|------------------------|----|
| 1. Argentina | AR | 20. Luxembourg | LU |
| 2. Australia | AT | 21. Mexico | MX |
| 3. Austria | AU | 22. Netherlands | NL |
| 4. Belgium | BE | 23. New Zealand | NZ |
| 5. Brazil | BR | 24. Norway | NO |
| 6. Canada | CA | 25. Poland | PL |
| 7. China | CN | 26. Portugal | PT |
| 8. Chile | CL | 27. Russian Federation | RU |
| 9. Croatia | HR | 28. Singapore | SG |
| 10. Czech Republic | CZ | 29. Slovakia | SK |
| 11. Denmark | DK | 30. South Africa | ZA |
| 12. Finland | FI | 31. Spain | ES |
| 13. France | FR | 32. Sweden | SE |
| 14. Germany | DE | 33. Switzerland | CH |
| 15. Hungary | HU | 34. Thailand | TH |
| 16. India | IN | 35. Turkey | TR |
| 17. Ireland | IE | 36. United Kingdom | GB |
| 18. Italy | IT | 37. United States | US |
| 19. Japan | JP | 38. Vietnam | VN |

1. The phone displays the current setting.

Step by step



Step by step

Network information

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



Press the key shown.

User

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Network information

Select and confirm the option shown. You can browse the following overview:

IP Address: Displays the IP address or name which was assigned to the phone in the network.

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

DNS domain: The DNS domain that can be assigned to the telephone in addition to the IP address (e.g. http://my-openStage.phone/).

LAN/PC-RX: The network or PC interface data packets received are illustrated dynamically as columns.

LAN/PC-TX: The network or PC interface data packets sent are illustrated dynamically as columns.

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

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

Step by step

Resetting user data

The following user-specific settings changed via the phone menu or the Web interface can be reset to factory settings.

- Display contrast
- Language setting
- Audio settings
 - Volumes
 - Settings
- Call lists
 - All entries are deleted

Attention: All data is reset **without** a warning tone.

Initiating the reset



Press the key shown.

User

Confirm.

if nec.



Enter and confirm the user password.

Reset

Select and confirm the option shown.

Reset all user data

Select and confirm the option shown. The user data is reset to factory settings.

Step by step

Call recording

A central voice recorder is installed in the network for recording calls to which your telephone connects in order to record the current voice traffic. The recorder records the entire voice flow of two or more participants.

Call recording modes

The service personnel can configure the following operating modes for call recording:

- Manual
- AutoStart
- All Calls
- Disabled

The following settings are possible to audibly signal the recording:

- Repeated
- Single Shot
- Off

Check with your service personnel as to which settings were made for your phone.

Mode: ALL CALLS:

The telephone starts and stops the recorder automatically in order to ensure that all calls are being recorded.

Mode: MANUAL

You decide when the recorder is started and stopped or paused. If the recorder is switched on, all further calls will be recorded. If you pause the recorder then nothing will be recorded. If there are no calls, then the recorder likewise pauses.

Mode: AUTOSTART

The telephone starts the recorder automatically. You can stop or pause the recorder yourself however and restart it. If a call has already been recorded, new incoming and outgoing calls will also be recorded. If you pause the recorder during a call, special calls such as consultation calls, call pickups and second calls will not

Step by step

be recorded as long as the recorder is paused. If the telephone reverts to idle status, the AutoStart process is set up again for the next call.

Explanations of recording

Recordable calls

A recordable call is any call that has a call connection status on the telephone. This can be any incoming or outgoing call. It is immaterial here whether a call is set up directly via the telephone or via an application.

- Outgoing
- Incoming
- Consultation
- Pickup
- Reconnect
- Second call
- Connected call
- Conference¹
- Automatic call acceptance
- Secured or unsecured line

Non-recordable calls

- Outgoing calls that have not yet reached full connection status, such as a ringing call.
- Calls on hold

1. Server-based conference only

Step by step

Enhanced functions:


1. A conference¹ can be set up or cleared down during recording.
2. A consultation can be performed during recording.
3. Call transfer is also available during recording.
4. A second call can be accepted during recording.

The following features are not supported:

1. Playing back recordings over the telephone.
2. Deleting recordings over the telephone.
3. Functions for editing recordings over the telephone.

Recording tips

You will receive the following advisories while a call is being recorded:





- The recording symbol  on the display (permanent)
- Beep (repeated at intervals for you and your call partner)
- Beep (single at the start of recording for you and your call partner)

The audible advisory can also be switched off. Please check with the relevant service personnel.

Recording calls

Using the call recording feature

The recording function can be used in a similar way to a recorder, for example for recording music. The recorder can be:

- switched on (standby )
- switched off or stopped ()
- started ()
- paused ()


The symbols used here by way of example can be found on practically any hardware and software recorder.

1. Server-based conference only

Step by step

Automatic call recording

This is the simplest mode. If you have accepted a call or called a subscriber and the subscriber answers, the call is recorded automatically. Refer to → page 121 to check which calls this can be.


As soon as the recording starts, you will see the recording symbol  and hear a beep (see also → page 122).

You cannot pause the recording manually in this mode.


Manual call recording

Activating or deactivating call recording when the telephone is in idle mode.

Prerequisite: Manual mode is selected.

Recording on? 

Select the option shown in the telephone's context menu to enable the option.

Recording off? 

or disable the option.

Call recording with AutoStart

Standby mode is activated in principle in idle mode. You cannot switch off the recorder. As soon as a call is set up, call recording starts automatically.




Lift the handset.

or

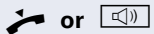


Press the key shown.



The station answers. You hear a beep and the recording symbol  is shown on the display. The call is now being recorded (see also → page 122)

You can pause the recording at any time and continue it again.



If you end the call, the AutoStart process is set up again for the next call.

Step by step



Recording on?


Controlling call recording

Starting call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are conducting a call. Recording has not started.

You are conducting a call (see also → page 121).

Select and confirm the option shown.

You hear a beep and the recording symbol  is shown on the display. The call is now being recorded (see also → page 122).


Pausing call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are conducting a call. Recording has started.

You are conducting a call (see also → page 121).




Recording off?



Select and confirm the option shown. The recording symbol  on the display disappears.

You can start the recording again at any time, for example to continue recording the current call.

Ending call recording automatically

Prerequisite: You are conducting a call. Recording has started.

The recording is terminated automatically as soon as the call is ended. The recording symbol  on the display disappears.

 or 

Step by step

Consultation during call recording

Prerequisite: You are conducting a call. Recording has started.

You initiate a consultation – your main call is placed on hold as a result while the consultation is being performed.



The recording is paused while you initiate the consultation. The recording symbol $\Omega\Omega$ on the display disappears.



If the consultation partner answers, the consultation call is recorded. You hear a beep and the recording symbol $\Omega\Omega$ is shown on the display again.

You can now terminate the consultation call or for example switch back to the first call party (alternate) while the consultation call is placed on hold.

Second call during call recording

Prerequisite: You are conducting a call. Recording has started.



You are conducting a call. You hear a beep and the recording symbol $\Omega\Omega$ is shown on the display. The call is now being recorded.

A second call party camps on → page 56.

In the pop-up menu:

Accept

Select and confirm the option shown.

You are connected with the second party. You hear a beep and the recording symbol $\Omega\Omega$ is shown in the line for the second call – this call is now being recorded. The first party is placed on hold.

Step by step

Alternate

Call recording while alternating

Prerequisite: You have an active or held consultation or second call. Recording has started.



You are connected with the second party. You hear a beep and the recording symbol QO is shown in the line for the second call.

Confirm the option shown.



You are switched to the main call. You hear a beep and the recording symbol QO is shown in the line for the main call – this call is now being recorded.

You can pause and restart the recording at any time in manual and auto start modes.

Your call is paused and reconnected during the recording.

Prerequisite: You are conducting a call that is being recorded.



Your call partner has placed the call on hold. You hear the music on hold. The recording is paused and the recording symbol QO has disappeared from the display.



Your call partner resumes the call. You hear a beep and the recording symbol QO is shown on the display.

Step by step

Conference

Setting up a conference during recording

Prerequisite: You are conducting a consultation call → page 38 or you have accepted a second call → page 56 and the "System conference" feature was configured by the service personnel. Recording has started. The main call is placed on hold.

Select and confirm the option shown in the connection's context menu. You are connected to both parties at once. The conference is displayed with the current participants.

You hear a beep and the recording symbol O_O is shown in the "Conference" line.

Adding conference participants during the recording

Prerequisite: You have set up a conference. The "System conference" feature was configured by the service personnel. The conference call is now being recorded.



You have performed a consultation or accepted a second call (→ page 38 or → page 56). The conference call is placed on hold.

You hear a beep and the recording symbol O_O is shown in the line for the consultation or second call. The call is now being recorded.

Conference

Select the option shown in the context menu for the consultation or second call in order to include the new participant in the conference.


You hear a beep and the recording symbol O_O is shown again in the "Conference" line.

Step by step


Your call is included in a conference during the recording.

Prerequisite: You are conducting a call that is being recorded. You are to be included in a conference by your call partner. You are placed on hold while the conference is being set up.



You hear the music on hold while your call partner is setting up the conference. The recording is paused and the recording symbol  has disappeared from the display.



Your call partner answers again and you are connected to the conference. You hear a beep and the recording symbol  is shown in the "Conference" line. The conference call is now being recorded.

Web interface

General

You can configure a number of settings for your phone via the Web interface. Communication is via a secure HTTPS connection.

Calling up the Web interface



For more information on the IP address, the Web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → page 118.

To call up the interface, open a Web browser and enter the following:

https://[IP address of the phone]

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

https://[Name of the phone]

[Name of the phone] which was assigned by service personnel.



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

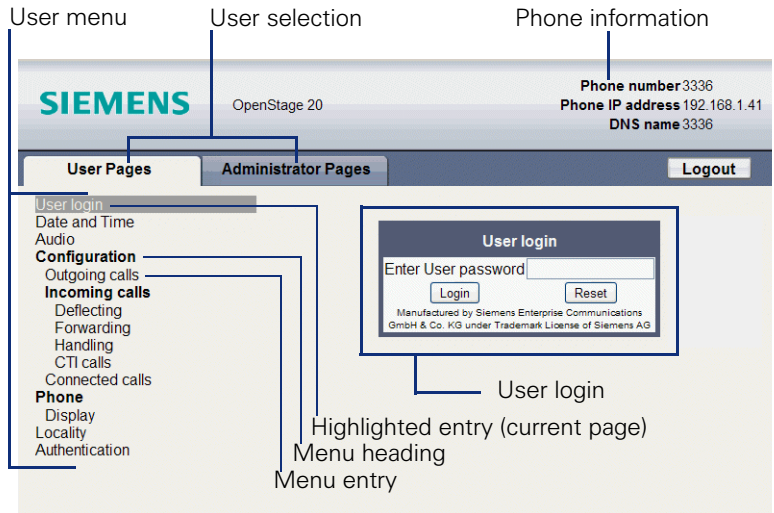
You will be prompted to configure a user password the first time you call up the Web interface → page 78. You must log on with this password in future every time you want to open the User Pages.

Administrator Pages

This area lets you configure settings for administering your phone and the network environment. Access to the Administrator Pages is protected by the admin password. For more information, contact your service personnel or refer to the administration manual.

User pages

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



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

Button functions

- "Login": Log on to the phone after you have entered the user password
- "Submit": Apply changes
- "Reset": Reset original values
- "Refresh": Update the values.
- "Logout": Log off the phone






User menu

All settings can be made via the user menu of the web interface as well as via the phone's user menu.






User Pages

User login  → page 78




















Date and Time















- Local time  → page 104
- Local date (day, month, year)  → page 104
- Allow daylight saving  → page 105
- Difference (minutes)  → page 105
- Auto time change  → page 106

Audio


- Ringer melody ( → page 109)
- Ringer tone sequence ( → page 110)
- Ring file ( → page 109)
- Room Character ( → page 110)
- Open listening ( → page 111)

Configuration





- Outgoing calls
 - Autodial delay (seconds)  → page 67
 - Allow callback: busy  → page 47
 - Allow callback: no reply  → page 47
 - Allow busy when dialing  → page 69
 - Allow transfer on ring  → page 63
 - Allow immediate dialing  → page 35
- **Incoming calls**
 - Deflecting
 - Allow deflection ( → page 49)
 - Default deflect destination  → page 49
- Forwarding
 - Settings
 - Forwarding Favorites Destination 1 to Destination 5  → page 41
 - Forward all calls allowed  → page 43
 - to  → page 42
 - Forward on busy allowed  → page 43
 - to  → page 42
 - Forward on no reply allowed  → page 43
 - to  → page 42
 - No reply delay (seconds)  → page 42
 - Alerts
 - Visual alerts  → page 52
 - Audible alerts  → page 52
 - Forwarding party  → page 52

- Handling
 - Allow call waiting  → page 59
 - Allow DND  → page 77
 - Allow busy when dialing  → page 69
- CTI calls
 - Allow auto-answer  → page 64
 - Allow beep on auto-answer  → page 64
 - Allow beep on auto-reconnect  → page 65
- Connected calls
 - Allow call transfer  → page 62
 - Allow call joining  → page 39
 - Allow exit conference  → page 72
 - Allow hold reminder  → page 53
 - Hold reminder delay (minutes)  → page 54
 - Allow music on hold  → page 55
 - Allow conferences  → page 71
 - Allow secure call signaling  → page 112
 - Toggling associate → page 60



Phone

- Display settings
 - Contrast  → page 103
- Tastenklick
 - Lautstärke
 - Off
 - Low
 - Mittel
 - High
 - Tasten
 - Nur Tastenfeld
 - Alle Tasten

Locality

- Country  → page 116
- Language  → page 114
- Date format  → page 107
- Time format  → page 106

Authentication

- Old password
- User password  → page 78
- Confirm password  → page 78

Fixing problems

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 cleaning fluids containing alcohol or plastic-damaging detergents to clean the telephone. The use of scouring agents is also forbidden.

Troubleshooting

Pressed key does not respond:

Check if the key is stuck.

The phone does not ring on call:

Check whether the ringtone is deactivated (see icon in the status bar on the display → page 76). If it is deactivated, activate the ringtone

You cannot dial a number:

Check whether your telephone is locked ("Phone locked. To unlock enter the PIN" appears on the screen). If the phone is locked, unlock it.

To correct any other problems:


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

Contact partner in the case of problems

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

Local user menu

Opening the user menu on the phone

To open the user menu, press the  key.

On the **Settings** tab, select the **User** menu option. You are prompted to enter the User password → page 78. Confirm this with **OK**. The options of the user menu are available.

User menu display

The majority of settings that can be made via the user menu on the phone, can also be made via the web interface → page 129.

Changes are usually confirmed using the **Save & exit** option or discarded using the **Exit (no save)** option.







The options grayed out are not available on the OpenStage 15 or have no function.

User

Date and time?

- Time = hh:mm → page 104
- Date = DD.MM.YYYY → page 104
- Daylight saving = Yes → page 105
 - No?
 - Return?
- Difference (mins) = mm → page 105
- Auto DST = Yes/No → page 106
- Save & exit
- Exit (no save)

Audio?

- Volumes?
 - Loudspeaker =  → page 108
 - Ringer =  → page 108
 - Handset =  → page 108
 - Headset =  → page 108
 - Handsfree =  → page 108
 - Rollover = 
 - Save & exit
 - Exit (no save)
- Settings?
 - Ringtone = Ring file → page 109
 - Pattern?
 - Ringer1.wav?
 - Ringer2.wav?

- Ringer3.wav?
- Ringer4.wav?
- Ringer5.wav?
- Ringer6.wav?
- Return?
- Ringer melody = 2 → page 109
 - 1?
 - 2?
 - 3?
 - 4?
 - 5?
 - 6?
 - 7?
 - 8?
 - Return?
- Ringer tone sequence= 1 → page 110
 - 1?
 - 2?
 - 3?
 - Return?
- Room character = Normal → page 110
 - Normal?
 - Echoing?
 - Muffled?
 - Return?
- Open listening = Standard mode → page 111
 - Standard mode?
 - US mode?
 - Return?
- Save & exit
- Exit (no save)
- Return?

⊕ User Configuration?

- **Outgoing calls?**
 - Autodial delay = 6 → page 68
 - 1?
 - 2?
 - 3?
 - 4?
 - 5?
 - 6?
 - 7?
 - 8?
 - 9?
 - Return?
 - Callback: busy = Yes → page 47
 - No?

- Return?
- Callback: no reply = Yes → page 47
 - No?
 - Return?
- Busy when dialing = Yes → page 69
 - No?
 - Return?
- Transfer on ring = Yes → page 63
 - No?
 - Return?
- Immediate dialing = Yes → page 35
 - No?
 - Return?
- Save & exit
- Exit (no save)
- Incoming calls?**
 - Deflecting?
 - Allow deflection = Yes → page 49
 - No?
 - Return?
 - Default destination = → page 49
 - Save & exit
 - Exit (no save)
 - Forwarding?
 - Settings?
 - All calls = Off → page 41
 - On?
 - Return?
 - Destination = Destination 1 to Destination 5
 - Edit favorites?
 - Return?
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
 - Busy = Off → page 41
 - On?
 - Return?
 - Destination = Destination 1 to Destination 5
 - Edit favorites?
 - Return?
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5

- No reply = Off → page 41
 - On?
 - Return?
- Destination = Destination 1 to Destination 5
 - Edit favorites?
 - Return?
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
- Duration = 16
- Save & exit
- Exit (no save)
- Alerts
 - Visual alerts = No → page 52
 - On?
 - Return?
 - Audible alerts = No → page 52
 - On?
 - Return?
 - Forwarding party = Display last → page 52
 - Display first?
 - Display last?
 - Return?
 - Save & exit
 - Exit (no save)
- Handling?
 - Allow call waiting = Yes → page 59
 - No?
 - Return?
 - Allow DND = Yes → page 77
 - No?
 - Return?
 - Busy when dialing = Yes → page 69
 - No?
 - Return?
 - Save & exit
 - Exit (no save)
- CTI calls?
 - AutoAnswer = Yes → page 64
 - No?
 - Return?
 - AutoAnswer beep = Yes → page 64
 - No?
 - Return?
 - AutoReconnect beep = Yes → page 65


- No?
- Return?
- Save & exit
- Exit (no save)
- Return?

- Connected calls?

- Allow call transfer = Yes → page 62
 - No?
 - Return?
- Allow call joining = Yes → page 39
 - No?
 - Return?
- Allow exit conf = Yes → page 72
 - No?
 - Return?
- Allow hold rem. = Yes → page 53
 - No?
 - Return?
- Hold rem. delay = 8 → page 54
 - 3?
 - 4?
 - 5?
 - 6?
 - 7?
 - 8?
 - 9?
 - 10?
 - 11?
 - 12?
 - 13?
 - 14?
 - 15?
 - Return?
- Music on hold = Yes → page 55
 - No?
 - Return?
- Allow conferences = Yes → page 71
 - No?
 - Return?
- Secure call alert = Yes → page 112
 - No?
 - Return?
- Toggle associate = Yes → page 60
 - No?
 - Return?
- Save & exit
- Exit (no save)

- Return?

Phone?

- Display settings?
 - Contrast =  → page 103
 - Save & exit
 - Exit (no save)
- Tastenklick
 - Options Save & exit
 - Exit (no save)
 - Lautstärke → page 134
 - Off
 - Low
 - Mittel
 - High
 - Tasten → page 134
 - Nur Tastenfeld
 - Alle Tasten
- Return?

Locality?

- Country = DE → page 116
 - DE?
 - *Further countries, see* → page 116
 - Return?
- Language = Deutsch → page 114
 - Deutsch?
 - *Further languages, see* → page 115
 - Return?
- Date format = dd/mm/yyyy → page 107
 - dd/mm/yyyy?
 - yyyy/mm/dd?
 - mm/dd/yyyy?
 - Return?
- Time format = 24 hour → page 106
 - 24 hour?
 - 12 Hour (AM/PM)?
 - Return?
- Save & exit
- Exit (no save)

Security?

- User password = ***** → page 78
- Confirm password =
- Save & exit
- Exit (no save)

Network information?

- Phone address = → page 118
- Web address =

- IP address =
- LAN RX =
- LAN TX =
- PC RX =
- PC TX =
- LAN autonegotiated = Yes
- LAN information = 10 Mbps full duplex
- PC autonegotiated = Yes
- PC information = Link down
- Exit (no save)

Reset?

- Reset all user data?
- Cancel?

→ page 119

Back?

Index

A

Administration	23
Allowing call joining	39
Alternate	38
Application	64
Audio	
room character	110
Autodial delay	67
AutoReconnect	65

C

Call	
accepting	25
deflect	49
ending	30
forwarding	40
holding	52
incoming	24
rejecting	50
transfer	61
Call forwarding	
activating	44
activating/deactivating	43
programming	41
Call forwarding chain	44
Call list	48
Call lists	75
Call log	21, 48
Call recording	
alternating	126
automatic	123
AutoStart	123
call types	121
conference	127
consultation	125
controlling	124
manual	123
modes	120
second call	125
symbols	122
tips	122
using	122
Call settings	
CTI calls	110
Call waiting	56

Call waiting (second call)	56
Callback	45
Calls	64
CE marking	2
Conference	70
conference	
starting conference	38
Connecting parties	39
Connection options	13
Consultation	38
Consultation call from second call	56
Context	35
Contrast	103
CTI	64

D

Date and time	104
Date format	107
Daylight saving	105
Dial plan	67, 80
Display contrast	103
Do not disturb	76

E

Emergency call	80
Emergency number	80

F

Forced logoff	86
Forwarding	40
Function keys	15

G

General information	10
Group call	31

H

Hold reminder tone	53
Holding	52
Hot line	36

I

Idle mode	19
-----------------	----

Ignoring second call	57	Operating instructions	2
Immediate dialing	35, 67	P	
Important information	2, 3	Padlock icon	24
K		Parallel call	97
Key click	113	Party connection	39
Keypad	17	Phone	
L		locking	80
Language settings	114	Phone settings	103
Locality	116	Picking up the held call	27
Location of the telephone	3	Privacy	76
Logging on and off		Program/Service menu	22
as a mobility user	83, 85	Programming call forwarding	41
M		R	
Mailbox key	12	Reachability	96
Menu key	12	Redial	37
Microphone	30	Ringer melody	109
Missed calls	48	Ringer off	76
Mobility	82	Ringtone sequence	110
forced logoff	86	S	
logon, logoff	83, 85	Security	76, 78
Music on hold	55	Serial call	96
N		Setting the time	104
Navigator	16	Settings	103
Normal dialing	35	Silent monitoring	100
O		Speakerphone distance	3
Open listening	29	Speakerphone mode	25, 28
OpenScape Voice	87	T	
accepting anonymous calls	92	Telephone maintenance	133
call tracing	93	Time display format	106
creating a list for selective calls	90	Troubleshooting	133
functions	87	U	
hunt group	94	User interface	
making anonymous calls	87	OpenStage 20	12
parallel call	97	User password	78
reachability	96	User support	11
rejecting anonymous calls	92	Using Ethernet switches	14
serial call	96	Using network ports more efficiently	14
silent monitoring	100	W	
		Warm line	36
		Web interface	129, 134

Communication for the open minded

Siemens Enterprise Communications
www.siemens-enterprise.com

Copyright © Siemens Enterprise
Communications GmbH & Co. KG
Hofmannstr. 51
80200 München
Deutschland

Siemens Enterprise
Communications GmbH & Co. KG
is a Trademark Licensee of Siemens AG

Reference No:
A31003-S2010-U100-31-7619

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.

An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract. Availability and technical specifications are subject to change without notice. OpenScape, OpenStage and HiPath are registered trademarks of Siemens Enterprise Communications GmbH & Co. KG. All other company, brand, product and service names are trademarks or registered trademarks of their respective holders.