

# Documentation

HiPath 500, HiPath 3000, HiPath 5000

OpenStage 40 T

OpenStage Key Module 40

OpenStage Busy lamp field 40

User Guide






Communication for the open minded



Siemens Enterprise Communications  
[www.siemens.com/open](http://www.siemens.com/open)

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## Important information

	<p>For safety reasons, the telephone should only be supplied with power (required in connection with an OpenStage key module → page 14→ page 14→ page 14, → page 16→ page 16):</p> <ul style="list-style-type: none"><li>• using the original power supply unit. Part number: L30250-F600-C14x (x: 1=EU, 2=UK, 3=US).</li></ul>
	<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

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

## Location of the telephone

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

## Product support on the internet

Information and support for our products can be found on the Internet at: <http://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/>.

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## 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.

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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.

### 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.

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

## Intended use

The OpenStage phone was developed as a device for speech transmission and should be placed on the desk or mounted on the wall. Any other use is regarded as unauthorized.

## Telephone type

The identification details (exact product designation and serial number) of your telephone can be found on the nameplate on the underside of the base unit. 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, the area in front of the telephone (front right) should be kept clear.  
The optimum handsfree distance is 20 in. (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.

## Multi-line telephone, executive/secretary functions

Your OpenStage 40 T is a "multi-line telephone". This means that your service personnel can configure multiple lines on your phone, which is not the case with single-line phones. Each line is assigned an individual phone number which you can use to make and receive calls.

The programmable sensor keys function as line keys on multi-line phones → page 104.

When using a multi-line phone to make and receive calls, certain particulars must be taken into account → page 105 ff.

The executive-secretary configuration is a special case. This is a multi-line telephone with special features (e.g., "Ring Transfer" and "Accept call"), configured especially for executive/secretary use → page 103 ff.

## Team functions

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

# Getting to know your OpenStage phone

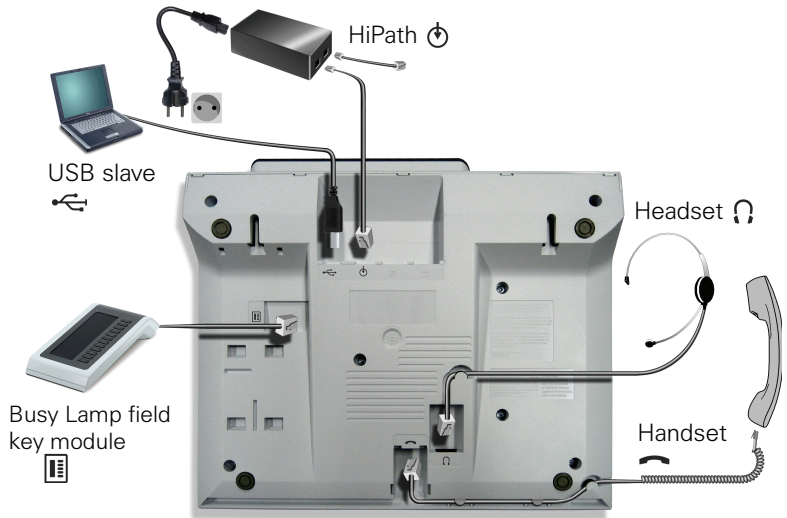
The following sections describe the most frequently used operating elements and the displays on your OpenStage phone.

## The User Interface of Your OpenStage 40 T



1	You can make and receive calls as normal using the <b>handset</b> .
2	The <b>display</b> permits intuitive operation of the phone → page 22.
3	You can customize your telephone by assigning phone numbers and functions to the <b>programmable sensor keys</b> → page 19.
4	You can use <b>function keys</b> when conducting a call to access frequently used functions (such as, Disconnect) or to open the Program/Service menu and mailbox → page 17.
5	<b>Audio keys</b> are also available, allowing you to optimally configure the audio features on your telephone → page 17.
6	The <b>5-way navigator</b> is a convenient navigation tool → page 18.
7	The <b>keypad</b> can be used to enter phone numbers and text → page 20.
8	Incoming calls are visually signaled via the <b>call display</b> .

## Ports on the underside of the phone



### Properties of your OpenStage 40 T

Display type	LCD, 40 x 6 characters
Illuminated display	✓
Programmable sensor keys	6
Full-duplex speakerphone function	✓
Headset	✓
USB slave	✓
Phone/analog adapter	✓
Interface for key modules	✓
Wall mounting	✓

## Key Module

### OpenStage Key Module 40

The OpenStage Key Module 40 is a key module attached to the side of the phone that provides 12 additional illuminated, programmable keys. Like keys on the phone, these keys can be programmed and used according to your needs → page 19.



You can attach up to two OpenStage Key Module 40s to your OpenStage 40 T.



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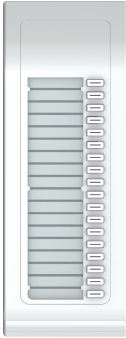
To operate an OpenStage Key Module 40, you always require a power supply unit → page 2

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## OpenStage Key Module 15

The OpenStage Key Module 15 is a key module attached to the side of the phone that provides an additional 18 illuminated, programmable sensor keys.

Like keys on the phone, these keys can be programmed and used according to your needs



You can only attach one OpenStage Key Module 15 to your OpenStage 40. You **cannot** mix the OpenStage Key Module 15 with the OpenStage Key Module 40.

## OpenStage Busy lamp field 40



Your OpenStage 40 T can be configured as an attendant console in conjunction with an OpenStage Busy lamp field 40 (ask your service personnel).

The OpenStage Busy lamp field 40 is a key module attached to the side of the phone, that provides 90 illuminated, programmable keys. Like keys on the phone, these keys can be programmed and used according to your needs → page 19.



You can attach one OpenStage Busy lamp field 40 to your OpenStage 40 T.

### Key label

Your OpenStage Busy lamp field 40 is delivered with label strips. Write functions or names in the white fields on the label strips.

Alternatively, you can use the Key Labeling Tool to conveniently create new label strips. You can find this including instructions at [http://wiki.siemens-enterprise.com/index.php/Key\\_Labeling\\_Tool](http://wiki.siemens-enterprise.com/index.php/Key_Labeling_Tool) .> .

Lay the labeled strips on the key fields and place the transparent cover over them (rough side up).



## Keys

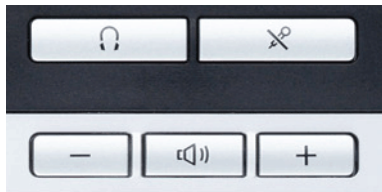
### Function keys



Key	Function when key is pressed
	End (disconnect) call → page 38.
	Redialing → page 37.
	Button for call forwarding (with red LED key) <sup>[1]</sup> → page 41.
	Open mailbox (with red LED key) → page 26.
	Open telephone menu (with red LED key) → page 28.


[1] If the LED key flashes on the phone, your phone was configured as a forwarding destination.

### Audio keys













Key	Function when key is pressed
	Activate/deactivate headset → page 46.
	Activate/deactivate microphone (also for speakerphone mode) → page 38.
	Set volume lower and contrast brighter → page 123.
	Turn speaker on/off (with red LED key) → page 34.
	Set volume louder and contrast darker → page 123.

5-way navigator

 Remove the protective film from the ring around the 5-way navigator before using the phone.

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

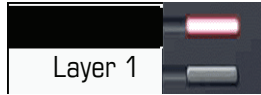
Operation	Functions when key is pressed
 Press 	<p>In idle mode:</p> <ul style="list-style-type: none"><li>• Open the idle menu → page 23</li></ul> <p>In lists and menus:</p> <ul style="list-style-type: none"><li>• Go to next level</li></ul> <p>You can now access a context menu:</p> <ul style="list-style-type: none"><li>• Open the context menu</li></ul>
 Press 	<p>In lists and menus:</p> <ul style="list-style-type: none"><li>• go back one level or go back to the telephony interface by pressing several times</li></ul> <p>During en-bloc dialing:</p> <ul style="list-style-type: none"><li>• Delete character to the left of the cursor</li></ul>
 Press 	<p>In idle mode:</p> <ul style="list-style-type: none"><li>• Open the idle menu → page 23</li></ul> <p>In lists and menus:</p> <ul style="list-style-type: none"><li>• Scroll down</li><li>• Long press (key held down): jump to the end of the list/menu</li></ul>
 Press 	<p>In idle mode:</p> <ul style="list-style-type: none"><li>• Open the idle menu → page 23</li></ul> <p>In lists and menus:</p> <ul style="list-style-type: none"><li>• Scroll up</li><li>• Long press (key held down): jump to the start of the list/menu</li></ul>
 Press 	<p>In idle mode:</p> <ul style="list-style-type: none"><li>• Open the idle menu → page 23</li></ul> <p>Entry selected:</p> <ul style="list-style-type: none"><li>• Perform action</li></ul>

## Programmable sensor keys

Your OpenStage 40 T has six illuminated sensor keys. You can assign functions and phone numbers to them on two levels.



Increase the number of programmable sensor keys by connecting a key module → page 14.



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

- Function keys → page 72
- Redial keys → page 77
- Procedure keys → page 75



You can program all programmable sensor keys (except "Shift") on two levels. The Shift key → page 72 must be configured for this, and extended key functionality must be active (contact your service personnel).

In addition to functions and procedures, external phone numbers and internal numbers without LED display can also be saved on the second level → page 77.




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

Press the key to open a menu for programming it → page 75.

A label for the function is displayed to the left of the key. You can define the labeling according to your requirements → page 78.

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

### Meaning of LED displays on function keys and DSS keys

LED		Meaning of function key	Meaning of DSS key
	Off	The function is deactivated.	The line is free.
	Flashing <sup>[1]</sup>	Indicates the function status.	The line is busy.
	On	The function is activated.	There is a call on the line.


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



The programmable sensor keys on multi-line phones function as trunk keys → page 104.



Keypad

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













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

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

Multi-function keys

Function		
Long press (key held down)	Turn ringtone on/off → page 125.	Turn phone lock on/off → page 86.
Text input → page 21	Next letter in upper case.	Delete character.

Character overview (depends on the current language setting)


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


[1] Space  
[2] Next letter in upper case  
[3] Delete character

## Text input

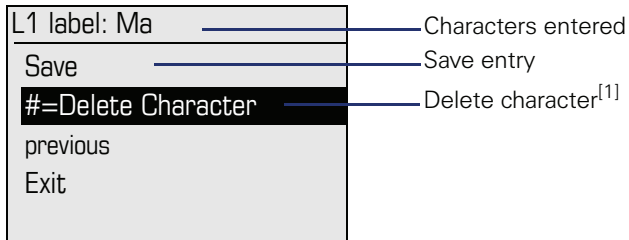
The current label appears on the first line. Delete it with the **#** key before entering new characters.

Enter the required characters via the keypad.

Select the functions using the keys  and .

Confirm your entry with .

Example: Changing the key label → page 78.



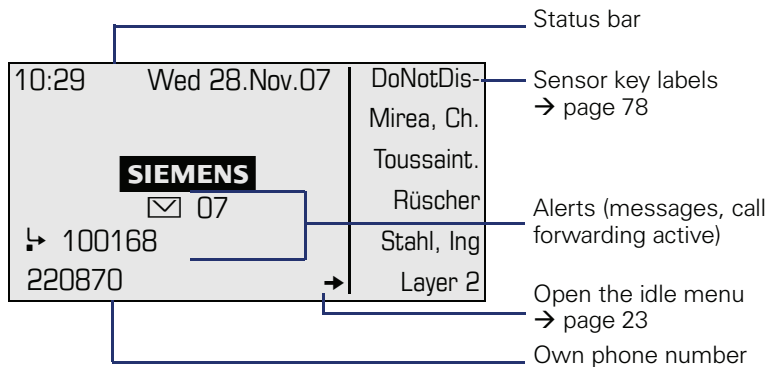
[1] Alternatively, press the key **#**

## Display

Your OpenStage 40 T comes with a tilt-and-swivel black-and-white LCD display. Adjust the tilt and contrast to suit your needs → page 123.

### Idle mode

If there are no calls taking place or settings being made, your OpenStage 40 T is in idle mode.



The left area contains the status bar on the first line, followed by a five-line field for additional displays. ?

A logo is displayed in the middle; it can be set up by your service personnel.

Icons that appear under the logo inform you about callback requests, voice messages, and activated call forwarding.

The right area shows the labels of programmable sensor keys.

### Explanation of the icons

Icon	Explanation
	The ring tone is deactivated → page 125.
	The "Do not disturb" function is activated → page 83.
	The phone lock is activated → page 86.
	You received new voice messages → page 26.
	Call forwarding is active → page 41.

## Idle menu

When in idle mode, press a key on the 5-way navigator → page 18 to display the idle menu. You can call up various functions here. It includes selected functions from the Program/Service menu → page 28.

The idle menu may contain the following entries:

- Caller list
- Forwarding on
- Lock phone
- DND on<sup>[1]</sup>
- Advisory msg. on
- Ringer cutoff on
- Send message
- View sent message<sup>[2]</sup>
- View callbacks<sup>[3]</sup>
- Directory
- HF answerback on
- Suppress call ID
- Waiting tone off
- DISA intern

[1] Must be activated by service personnel.


[2] Only appears when there are messages that the recipient has not yet viewed



[3] Only appears if callback requests are saved

## Telephony dialogs

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

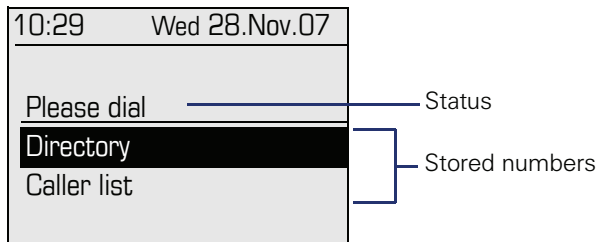
Situation-dependent functions that automatically appear on the display can be selected and activated with the 5-way navigator → page 18.

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

When an arrow appears to the right of a selected entry, then another menu level is available, which you can select with the  or  keys → page 18.

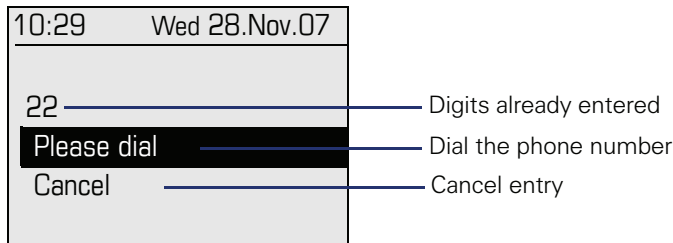
### Appearance during dialing

Example: You have deactivated "Call preparation" → page 29, have lifted the handset, or pressed the speaker key.



### Appearance during en-bloc dialing

Example: You have deactivated "Call preparation" → page 29 and are entering a number.





Appearance during an ongoing call

Example: You are connected with a caller.

Icon indicating call status

Smith Michael 3:16

L 100168

Consultation

Start conference

Start transfer

Directory


Call duration

Current connection

Options relevant to situation; scroll bar shows that more options are available.

Icons for frequent call states

Icon	Explanation
—	The call is active.
📞	The call has been disconnected.
⏸	You have placed the call on hold (e.g. consultation hold).
⏸	Your call partner has placed the call on hold.

 Detailed descriptions of the various functions can be found in the sections "Making calls – basic functions" → page 32 and "Making calls – enhanced phone functions" → page 46.


## Mailbox

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

### Messages

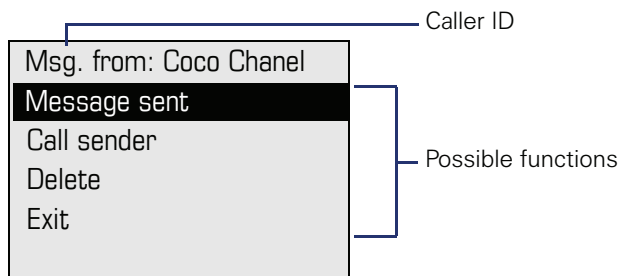
You can send short text messages to individual internal stations or groups.


In idle mode (→ page 22) the following signals alert you to the presence of new messages:

-  key LED lights up
- Display → page 22.

Press the mailbox key .

Example:



 For a description of how to edit the entries → page 91.

### Voicemail

If your telephone is connected to a voicemail system (such as Entry Voice Mail), the Mailbox key will also light up to alert you to any messages that have arrived.

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

## Caller list

If you are unable to accept an external or internal call, the call attempt is stored in the caller list.

You can also store external calls that you have answered in the caller list (contact your service personnel).

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

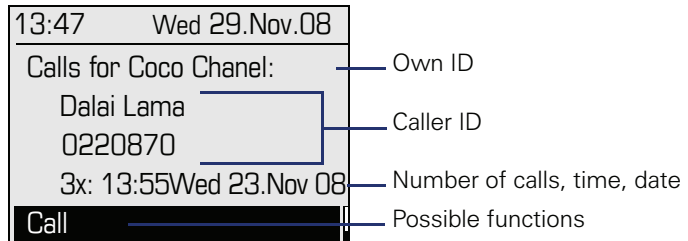
The caller list is automatically displayed → page 23 in the idle menu → page 51.



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


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



Example:



For a description of how to edit the caller list → page 51.

## Menu

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






The LEDs associated with the menu key  and the loudspeaker key  stay red as long as you are in the menu.

Menu	
Program/Service	→
Block Dialing	Off →
Call Pop Up	On →

## Program/Service menu

### Accessing the menu


There are three ways to open the Program/Service menu on your communication system:

1. Press the menu key  and confirm the selected entry "Service Menü" with the key .
2. Press  and select a function from the idle menu → page 23.
3. In idle mode, press  or  and the code for the function you want.

Example:

Program/Service:	
Destinations	→
Feature Settings	→
Use speed dialing	
Prog. feature key	
PIN and Authorization	→

The menu structure comprises several levels. The first line in this structure shows the menu currently selected while the second line shows an option from this menu. An arrow next to an entry indicates additional options for this entry.

 For an overview of the maximum functions available, with corresponding codes, see → page 136.

## Call preparation

Activate the function "Call preparation" to use en-bloc dialing on your OpenStage 40 T.

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

### Activate/deactivating en-bloc dialing

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

Example: "Call preparation" menu view.

Block Dialing	On	— current status
Block Dialing	On	
Block Dialing	Off	





An example of the display during en-bloc dialing is on → page 24.  
For a description of en-bloc dialing, see → page 50.

## Call pop-up

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

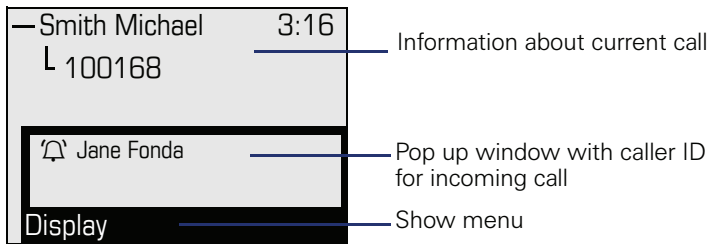
### Activating/deactivating call pop up


**Prerequisite:** "Second call" must be activated → page 60.

Press the  menu key, select "Call Pop Up On" or "Call Pop Up Off" using the 5-way navigation key and confirm with .


### Showing and processing a second call

Example: second call when call pop-up is on



1. While talking to the first party confirm the entry "Display" using the  key.
2. From the menu that appears, select an action for dealing with the second party:
  - Consultation → page 39
  - Take call → page 60
  - Start conference → page 64
  - Start transfer → page 40
  - Phonebook → page 52
  - Put the call on hold
  - Quit and return

## Audio accessories

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


- "schnurloses Headset" Aus" or
- "schnurloses Headset" Ein" or
- "Konferenzeinrichtung" Aus" or
- "Konferenzeinrichtung" Ein"

and confirm using .

Audio Zubehör	
schnurloses Headset	Aus
Konferenzeinrichtung	Aus

Step by Step


# Basic functions

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


## 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.

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

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

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

 An incoming call will interrupt any ongoing telephone setting operations.

## Answering a call via the handset

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

Lift the handset.

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

if nec.  or 



## Step by Step

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

### Suggestions for using speakerphone mode

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

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



or

Answer

if nec. or

Confirm.

The speakerphone function is activated.

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

### Ending a call



or



Press the key shown. The LED goes out.

Press the key shown.

## Accepting a call via the headset

**Prerequisite:** A headset is connected.



Make sure your headset port is set up properly .

The phone rings. The key flashes.



Press the key shown.

if nec. or

Set the call volume.

Step by Step

Switching to speakerphone mode

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

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

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

U.S. mode

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

Press the key shown.

Replace the handset. Proceed with your call.

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

Switching to the handset

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

Lift the handset.

The LED key goes out.

Proceed with your call.

Open listening during a call

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

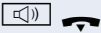
**Prerequisite:** You are conducting a call via the handset.

Activating

Press the key shown. The LED lights up.

Deactivating

Press the key shown. The LED goes out.



if nec. or



if nec. or



## Step by Step

## Making calls

### Off-hook dialing



Lift the handset.



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

### The called party does not answer or is busy



Replace the handset.

### On-hook dialing



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



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

### The other party answers with speaker



Lift the handset.

or

On-hook dialing: Speakerphone mode.

### The called party does not answer or is busy



Press the key shown. The LED goes out.

Step by Step

Dialing with the headset connected




**Prerequisite:** The headset is connected.  
internal: Enter the station number.  
External calls: Enter the external code and the station number.



The headset key lights up.  
The connection is established as soon as your input is complete.

---

 Make sure your headset port is set up properly .

---

Dialing with DDS keys

**Prerequisite:** You have saved a number on a DDS key  
→ page 77.



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




Lift the handset.

or



Press the key shown.

---

 You can press the DDS key during a call and automatically initiate a callback → page 39.

---

## Step by Step

## Redialing a number

The last ten external telephone numbers dialed are stored automatically.



If this feature is configured (contact your service personnel), account codes entered are also saved → page 82.

You can redial them simply by pressing a key.

### Displaying and dialing saved station numbers



Press the key once to dial the last number dialed.

Press the key twice to dial the next to the last number dialed.

Press the key three times to dial the third-to-the-last number dialed.

or

Next

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

Call

Select and confirm the option shown.



On a multi-line phone, the last number dialed on the primary line is always saved.

Step by Step

Ending a call



Replace the handset.

or



Press the key shown.

Rejecting calls

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

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



Press the key shown.

or



Select and confirm the option shown.

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

Turning the microphone on and off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the handsfree microphone. You can also switch on the handsfree microphone to answer an announcement via the telephone speaker (speaker call, → page 47).

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



Press the key shown. The LED lights up.

or



Press the lit key. The LED goes out.

## Step by Step

Consultation



Return to held call

or

Quit and return

Toggle/Connect

Conference

Leave conference

## Calling a second party (consultation)

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

Confirm.

Call the second party.

### Return to the first party:

Confirm.

select and confirm the option shown.

## Switching to the held party (alternating)

Select and confirm the option shown.

### Initiating a three-party conference

Select and confirm the option shown.

### Joining calling parties from a conference

Select and confirm the option shown.



For more information on conferences, see  
→ page 64.

Step by Step

Consultation



or

Transfer

Transferring a call

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

Confirm.

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

Announce the call, if necessary.

Replace the handset.

Select and confirm the option shown<sup>[1]</sup>.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127



## Step by Step

## Call forwarding

### Using variable call forwarding

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



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

If DID DTMF is active (contact your service personnel), you can also forward calls to this destination.

Destinations: fax = 870, DID = 871, fax DID = 872.

The call forwarding key flashes if you are a call forwarding destination → page 17.



Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 117!



or



Open the idle menu → page 23.

Forwarding on

Select and confirm the option shown.

1=all calls

Confirm,

or

2=external calls only

select and confirm the option shown,

or

3=internal calls only

select and confirm the option shown.



Enter the destination number.

Save

Confirm.



or

Forwarding off

Select and confirm the option shown.

### Deactivating call forwarding

Press the key shown.

Step by Step

Using call forwarding no reply (CFNR)

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



Open the Program/Service menu → page 28.

Destinations →

Confirm.

CFNR on

Select and confirm the option shown.

if nec.

If a phone number is already entered:

Change

Confirm.



Enter the destination number.

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

Save

Confirm.



Open the Program/Service menu → page 28.

Destinations →

Confirm.

CFNR off

Select and confirm the option shown.

Delete

Confirm the option shown to deactivate and delete the forwarding destination.

or

Exit

Select and confirm to deactivate but not delete the forwarding destination.



If CFNR is activated, when you hang up, "CFNR:" appears briefly on the display.

## Step by Step

## Call forwarding in the carrier network and forwarding multiple subscriber numbers (MSN) (not for U.S.)

If this function has been configured (contact your service personnel), you can forward calls to your assigned multiple subscriber number (MSN) (DID number) directly within the carrier network.

For example, you can forward your phone line to your home phone after business hours.



Open the Program/Service menu → page 28.

Destinations →

Confirm.

Trunk FWD on

Select and confirm the option shown.

1=immediate

Confirm,

or

2=on no answer

select and confirm the option shown,

or

3=on busy

select and confirm the option shown.



Enter your DID number.



Enter the destination number (without the external code).

Save

Confirm.

### Deactivating call forwarding

Trunk FWD off

Select and confirm the option shown.

Confirm the displayed call forwarding type.



Enter your DID number.

Step by Step


Callback

Answer

Using callback

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

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

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

Storing a callback

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

Confirm.

Accepting a callback

**Prerequisite:** You have saved a callback.



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



Lift the handset.

or




Press the key shown. The LED lights up.

or

Select and confirm the option shown.  
You hear a ring tone.

## Step by Step

if nec. 

or



View callbacks

Next callback

Delete

Exit

or



or



## Viewing and deleting a stored callback

Press the programmed sensor key "Callback".

Open the idle menu → page 23.

Select and confirm the option shown<sup>[1]</sup>.

Select and confirm to display additional entries.

## Deleting a displayed entry

Confirm.

## Ending retrieval

Select and confirm the option shown.

Press the key shown. The LED goes out.

Press the key shown. The LED goes out.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

Step by Step

# Enhanced phone functions

## Answering calls

### Accepting a call with the headset

**Prerequisite:** The headset is connected.  
The LED flashes when a call is received.  
Press the key shown. The LED lights up.



or

answer

Confirm the option shown.

Make sure your headset port is set up properly .

### Ending a call



Press the key shown.

or



Press the key shown. The LED goes out.

## Accepting a specific call for your colleague

You hear another telephone ring.



Open the Program/Service menu → page 28.

More features →

Select and confirm the option shown.

Pickup - directed

Select and confirm the option shown<sup>[1]</sup>.

The called party appears on the display.

if nec.

Next

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

Accept call

Confirm.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

## Step by Step

or



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

or



Press the flashing key.



Accepting a call in a team → page 114.

## Using the speakerphone

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

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



Lift the handset and answer the call.

or

Mute off

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

or



Press the key and answer the call.



If handsfree answerback is enabled (see below), you do not need to switch on the microphone - you can answer directly. You can answer immediately in speakerphone mode.

If handsfree answerback is disabled (default setting), follow the procedure described above. Placing a speaker call to a colleague → page 56.

## Enabling and disabling handsfree answerback



Open the idle menu → page 23.

HF answerback on

Select and confirm the option shown,

or

HF answerback off

Select and confirm the option shown.

Step by Step

Answering calls from the entrance telephone and opening the door

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

Speaking to visitors via the entrance telephone

**Prerequisite:** Your telephone rings.



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

or



Lift the handset after more than thirty seconds.



Dial the entrance telephone number.

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

Open door

Confirm.

Opening the door from your telephone without calling the entrance telephone



Open the Program/Service menu → page 28.

More features →

Select and confirm the option shown.

Open door

Select and confirm the option shown.



Dial the entrance telephone number.

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 117!



## Step by Step



### Opening the door with a code (at the door)

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

### Activating the door opener



Open the Program/Service menu → page 28.

Feature Settings →

Select and confirm the option shown.

Door opener on

Select and confirm the option shown.



Dial the entrance telephone number.



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

or

3=change password

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

1=enable with ring

Select and confirm the option shown.

or

2=enable w/o ring

You can also open the door without a doorbell ring.

### Deactivating the door opener



Open the Program/Service menu → page 28.

Feature Settings →

Select and confirm the option shown.

Door opener off

Select and confirm the option shown.

### Accepting a call from an answering machine

If an answering machine is connected to your system (ask the responsible technician) and you have programmed the answering machine's internal number on a key → page 72, you can accept the call from the answering machine.



The LED lights up. Press the key shown.

Step by Step

Making calls

En-bloc sending/correcting numbers

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

**Prerequisite:** You have activated "Call preparation"  
→ page 29.



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

Dialing entered/displayed numbers



Lift the handset.

or

Please dial

Confirm.

Correcting numbers entered



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



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



Enter the required digit(s).

Canceling en-bloc sending

Cancel

Select and confirm the option shown.

or



Press the key shown. The LED goes out.

or



Press the key shown.

## Step by Step

### Using the caller list

Detailed information, as well as a sample display entry are provided on → page 27.

#### Retrieving the caller list

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

Open the idle menu → page 23.

Confirm the option shown <sup>[1]</sup>.

The most recent entry is displayed on the screen.

To view other calls, confirm each subsequent display.

#### Ending retrieval

Select and confirm the option shown.

Press the key shown. The LED goes out.


Press the key shown. The LED goes out.

#### Detailed view of a call

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

Press to view detailed information, see the example on → page 27.

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

 An advisory tone marks the end of the list.

#### Dialing a station number from the caller list

**Prerequisite:** You are viewing detailed information on an entry.

Confirm.

#### Removing an entry from the caller list

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

Select and confirm the option shown.

Caller list

3x: Dalai Lama →

Previous menu

or



or



Next

Call

Delete

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

Step by Step

Dialing a number from the internal directory

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

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



or



or



Lift the handset.

Press the key shown. The LED lights up.

Open the idle menu → page 23.

Directory

if nec.

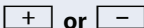
Confirm.

If several directories have been configured (not for HiPath 500):

1=internal

Confirm.

The first entry is displayed on the screen.



or

or

Scroll Next

Press the relevant key to select the next/previous entry

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

or

Scroll Previous

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

or



Enter the name you want to find, or just the first few letters, using the alphanumeric keypad → page 20.

The entry you wish to dial appears on the screen

Call

Select and confirm the option shown.

## Step by Step

## Using the LDAP directory (not for HiPath 500)

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

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



or



or



Directory

if nec.

2=LDAP



if nec.

if nec.

Delete Character

Search

Lift the handset.

Press the key shown. The LED lights up.

Open the idle menu → page 23.

Confirm.

If several directories have been configured:

Select and confirm the option shown.

Enter the name you wish to search for using the keypad → page 20 (max. 16 characters).

You can enter an incomplete name, e.g. "mei" for "Meier".

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

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



In large databases, the results of the search may be incomplete if too few characters are entered → page 54.

Confirm.

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

Step by Step

Call

or

or

Scroll Next

or

Scroll Previous

Call

Modify search

Show matches

or

Modify search

The result is displayed

If only one name is found, it is displayed.

Confirm.

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

Press,

select and confirm the option shown,

select and confirm the option shown.

Select and confirm the option shown.

If no name is found

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

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

If too many names are found

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

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



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

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

Narrow the search down.

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

## Step by Step

### Making calls using system speed-dial numbers

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

Open the Program/Service menu → page 28.

Select and confirm the option shown<sup>[1]</sup>.

Enter a three-digit speed-dial number.

#### if nec. Suffix-dialing

If necessary, you can suffix-dial additional digits (for example, the user's extension) at the end of the saved station number.

If this feature is configured, a suffix is automatically dialed (for example, "0" for the exchange) if no entries are made within 4 or 5 seconds.

### Dialing with speed-dial keys

**Prerequisite:** You have configured speed-dial keys → page 55.

Open the Program/Service menu → page 28.

Select and confirm the option shown<sup>[1]</sup>.

Press the key shown.

Press the required speed-dial key.

#### Configure a speed-dial key

You can program the keys to with ten frequently used phone numbers.

Open the Program/Service menu → page 28.

Confirm.

Select and confirm the option shown<sup>[1]</sup>.

Press the key shown.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

Step by Step



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

Change

Confirm.



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

Save

Confirm.

or

If you make a mistake:

previous

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

Next

Confirm.

or

Change

Select and confirm the option shown.

or

Delete

Select and confirm the option shown.

or

Exit

Select and confirm the option shown.

Talking to your colleague with a speaker call

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



Open the Program/Service menu → page 28.

Calls



Select and confirm the option shown.

Speaker call

Select and confirm the option shown<sup>[1]</sup>.



Enter the station number.



Responding to a speaker call → page 47.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127



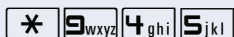
## Step by Step

### Talking to your colleague with discreet calling (not for HiPath 500)

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



Lift the handset.



Enter the code.



Enter your internal station number.



Your service personnel can protect your telephone against discreet calling.

### Automatic connection setup (hotline)

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



Lift the handset.

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

### Reserving a trunk

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

Reserve trunk

**Prerequisite:** "Currently busy" appears on the display.

Confirm.

#### Reserved line is free:

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



Lift the handset. You will hear the dial tone.



Enter the external phone number.

## Step by Step

Calls

Rufnr. zuweisen

Associated dial

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

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

Open the Program/Service menu → page 28.

Select and confirm the option shown.

Confirm<sup>[1]</sup>.

Enter the DID number you wish to use.

Dial the external number.

### Associated dialing/dialing aid

If this function has been configured (contact your service personnel), you can use a dialing aid to dial numbers and set up calls for your telephone.

The operating procedure depends on whether the dialing aid is connected to the **S<sub>0</sub> bus** or the **a/b (T/R) port**.

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

#### Dialing aid on the S<sub>0</sub> bus:

On the PC, select a destination and start dialing.

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

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

On the PC, select a destination and start dialing.

"Lift the handset" appears on the PC screen.

Lift the handset.

#### Dialing aid from your telephone for another telephone:

Open the Program/Service menu → page 28.

Select and confirm the option shown.

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

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

## Step by Step



Enter the number you wish to dial.

Step by Step

During a call

Using call waiting (second call)

Callers can still reach you while you are engaged in another call. A signal alerts you to the waiting call. You can ignore or accept the second call. When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on. You can block the second call or the signal tone (→ page 61).

**Prerequisite:** You are engaged in a phone call and hear a tone (every six seconds). When the function "Call pop up" is activated, a notification window appears → page 30.

Ending the first call and answering the waiting call:



Replace the handset. Your telephone rings.



Answer the second call. Lift the handset.

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

Call waiting

Select and confirm the option shown.

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

Quit and return

Ending the second call and resuming the first one:

Confirm.

or



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



Lift the handset.

You are reconnected with the first party.

## Step by Step

### Preventing and allowing call waiting (automatic camp-on)

If this function has been configured (ask your service personnel), you can prevent or allow a second call → page 60 from being signaled by automatic camp-on during an ongoing call.



Call wait.trm.off

or

Call wait.term.on

Open the Program/Service menu → page 28.

Select and confirm the option shown<sup>[1]</sup>,

select and confirm the option shown.

### Turning the call waiting tone on and off

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

#### Activating the call waiting tone



Waiting tone on

Open the idle menu → page 23.

Select and confirm the option shown.

#### Deactivating the call waiting tone



Waiting tone off

Open the idle menu → page 23.

Select and confirm the option shown.

### Saving a number

You can save your call partner's station number for subsequent redialing from the caller list → page 51.

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

Confirm.

Save number

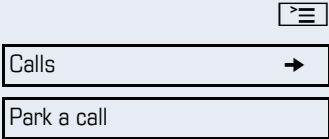
[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

Step by Step

Parking a call

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

**Prerequisite:** You are conducting a call.



Open the Program/Service menu → page 28.

Select and confirm the option shown.

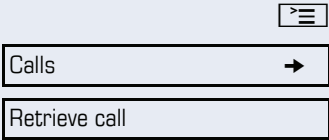
Select and confirm the option shown.



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

Retrieving a parked call

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



Open the Program/Service menu → page 28.

Select and confirm the option shown.

Select and confirm the option shown<sup>[1]</sup>.



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



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

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

## Step by Step

## Holding external calls

If you have programmed a hold key on your phone → page 72, you can put external calls on hold. Then all other stations can accept the call on the assigned trunk.

Press the "Hold" key.

Held on line: 801

The message of the relevant trunk appears (e.g. 801) and note the trunk number.

If available, the LED of the assigned trunk key flashes slowly.

if nec.



or



Replace the handset or press the key shown.

Depending on the configuration, this may be necessary so other members can also pick up the call on hold.

## Accepting call on hold

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



Open the Program/Service menu → page 28.

Retrieve line

Select and confirm the option shown.

or



If the "Retrieve" → page 72 key is available, press it.



Enter the noted trunk number.

or



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

Step by Step

Start conference

Conference

Return to held call

— Conference →

Add party

Conference

View conf parties?

Next?


Exit list?

└ 23189 Coco →

Remove party

Conducting a conference

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

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

Call the first party.  
Select and confirm the option shown.

Call the second party. Announce the conference.  
Select and confirm the option shown.  
A tone sounds every 30 seconds to indicate that a conference is in progress.

If the second party does not answer

Confirm.

Adding up to five parties to a conference

Confirm.  
Confirm.

Call the new party. Announce the conference.  
Select and confirm the option shown.

Viewing the conference parties

Select and confirm the option shown. The first party is displayed.  
To display other parties, confirm each subsequent display.

To exit the list: Select and confirm the option shown.

Removing parties from the conference

You are connected to a conference and wish to disconnect one of the participants.  
Select and confirm the party you want.  
Confirm the option shown.



## Step by Step

— Conference →

Leave conference

or



— Conference →

End conference

or



— Conference →

Drop last conf. party



Calls →

DTMF dialing



### Leaving a conference

Confirm.

Select and confirm the option shown.

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

### Ending a conference

Confirm.

Select and confirm the option shown.

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

### Removing the ISDN central office party from the conference

Confirm.

Select and confirm the option shown.

## Activating tone dialing/DTMF suffix-dialing

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

Open the Program/Service menu → page 28.

Select and confirm the option shown.

Select and confirm the option shown<sup>[1]</sup>.

You can use the keys  through ,  and  to transmit DTMF signals.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

## Step by Step



---

Ending the call also deactivates DTMF suffix dialing.

Your system may be configured so that you can start DTMF suffix-dialing immediately after setting up a connection.

---

## Step by Step

### Recording a call

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

**Prerequisite:** You are on a call, the "Recording" key is configured → page 72.



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

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



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

### Stopping recording



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

### Listening to a recording

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

## Step by Step

Consultation



Speaker call



or

Transfer

### Transferring a call after a speaker call announcement in a group

If this function has been configured (contact your service personnel), you can use a speaker call (announcement, → page 112) to announce a call in progress to a group of users → page 56.

After a member of the group has accepted the call request, you can transfer the waiting party.

**Prerequisite:** You are conducting a call.

Confirm. The other party is placed on hold.

Press the key shown.

Select and confirm the option shown.

Enter the group's station number.

Announce the call.

When a member of the group accepts the call → page 47, you are connected to this party.

Replace the handset.

Select and confirm the option shown<sup>[1]</sup>.



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

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

## Step by Step

## Send trunk flash (not for HiPath 500)

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

**Prerequisite:** You have set up an external connection.



Open the Program/Service menu → page 28.

Calls →

Select and confirm the option shown.

Trunk flash

Select and confirm the option shown<sup>[1]</sup>.



Enter the service code and/or telephone number.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

Step by Step

Camp-on


If you cannot reach a destination

Call waiting (camp-on)

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

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

The called party can then respond → page 60.

 The called party can prevent automatic call waiting → page 61.

If this feature is configured (contact your service personnel), you will hear the ring tone and the message "Camp-on" is immediately displayed.

Override

Busy override – joining a call in progress

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

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

Select and confirm the option shown.

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

You can now start talking.

## Step by Step

### Using night answer

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



Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 119!

Night answer on

\*=default

or



Save

Night answer off

### Activating

Select and confirm the option shown.

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

Enter the destination number ( temporary night answer service).

Confirm.

### Deactivating

Select and confirm the option shown.

Service personnel can also configure an "automatic night answer service". The automatic night answer service activates at specific times for your telephone depending on how it is programmed.

You can deactivate the automatic night answer service or replace it with a night answer service you configured (see above).


Step by Step

Programming a sensor key

You can program frequently used functions, station numbers or procedures on your OpenStage 40 T's sensor keys.

Configuring function keys

See also → page 19.

 A list of all available functions is displayed, see the overview → page 73.

Example: Programming the Shift key

Hold down the key shown.

Confirm the option shown.

or



Open the Program/Service menu → page 28.

Select and confirm the option shown.

Press the key shown.

Confirm.

Select and confirm the option shown.

Confirm.

if nec.

Select and confirm the option shown.

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

Confirm.

or

Select and confirm the option shown.

The label appears automatically and cannot be altered.

The LED displays → page 19 and → page 73 show the status of the function.

Assign telephony function

Prog. feature key

Change key

More features →

Shift Key

Save incomplete

Exit

Another key



## Step by Step

### Overview of functions

The functions are split into the following menus:

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



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

### Saved function LED messages

**Call forwarding, Forwarding - trunk, Forward Line, Night answer, Do not disturb, Telephone lock, Advisory message, Ringer cutoff, HF answerback on/off, Join/leave group, Caller ID suppression, Call wait.term., Waiting tone off, Ring Transfer, Recording, Door opener on/off, Control Relay (only for HiPath 3000), Ringing group on, Shift Key, UCD (Available on/off, Work on/off), Night answer on/off, MULAP Privacy Release:**



Saved function is not activated.



Saved function is activated.

#### Callback:



You have no entry for callback.



You have an entry for callback.

#### Redial key (Internal), Direct station select:



Party not on a call.



Party is on a call or has activated DND.



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

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



No call via corresponding trunk.



Active call via the corresponding trunk.



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

## Step by Step



### Trunk group key:

At least one trunk is free.



All lines in this trunk group are occupied.



### View call charges:

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



Chargeable calls have been set up since the last check.



### Call forwarding, Forward Line:

Flashing slowly - your line is a call forwarding destination.



### Fax details:

No fax received or no message on the answering machine.



Fax received or message on the answering machine.



### View number of calls:

No waiting callers.



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

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



### Data I/O Service:

No connection to an application.



Active connection to an application.



Flashing slowly, connection to an application is temporarily interrupted.

### The following functions programmed on keys do not have a LED function:

Redial key (external), Procedure key, Trace call, Speed dial, Clear, Lock all phones, Send message, Directory (1=internal, 2=LDAP (not for HiPath 500), Call waiting, Toggle/Connect, Conference, Speaker call, Retrieve line, Reserve trunk, Release trunk, Temporary Phone, Override, Park a call, Pickup - directed, Pickup - group, Account code, Show call charges, Page (not for HiPath 500), Answer page, Timed reminder, Open door, DTMF dialing, Recall-key, Room monitor, Hold key, Consult internal, Consultation, Associated dial, Associated serv., Tel. data service, Relocate, Discreet Call (not for HiPath 500).

## Step by Step

### Programming a procedure key

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

For example the function "Associated dial" → page 58 together with the required input (number of the phone to for which the call should be made and the number to be dialed) can be saved on a sensor key.

Numbers which require further input can also be saved.

Assign telephony function

Hold down the key shown.

Confirm the option shown.

or



Open the Program/Service menu → page 28.

Prog. feature key

Select and confirm the option shown.

Press the key shown.

Change key

Confirm.

More features →

Select and confirm the option shown.

Procedure key

Select and confirm the option shown.



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



Code for associated dial



Number of the phone to for which the call should be made



the number to be called.

if nec. ■■■

Press "Pause" to enter pauses (a "P" appears on the display).

Save

Confirm.

or

previous

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

Exit

Confirm.

#### If you make a mistake:

## Step by Step

or

Another key

Select and confirm the option shown.



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

You can press the procedure key during a call to automatically send the saved digits as DTMF signals → page 65. For display messages when saving procedures, see → page 128.

---

## Step by Step

### Configuring repdial keys

You can also program internal and external station numbers on the second level. The LED function is not available for internal station numbers on the second level. To program the second level, you must program a "Shift" key → page 72.

See also → page 19.

Hold down the key shown.

Confirm the option shown.

Open the Program/Service menu → page 28.

Select and confirm the option shown.

Press the key shown.

Confirm.

Select and confirm the option shown.

Confirm.

Confirm.

Enter the station number.


#### If you make a mistake:

Press. This deletes all entered digits.

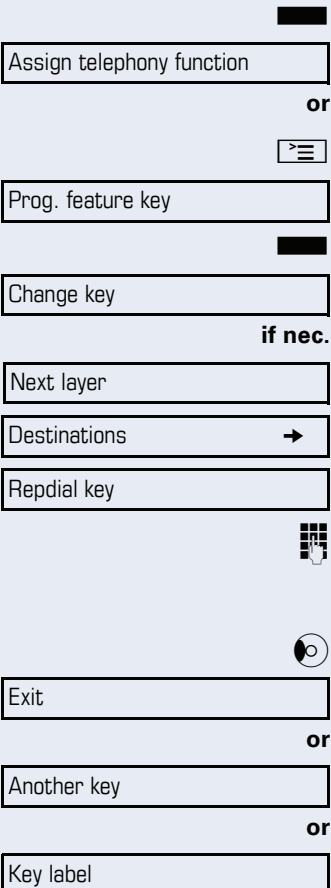
Confirm.

Select and confirm the option shown.

Select and confirm to assign a label → page 78.

 You dial the saved number by pressing the key → page 36.

You can also save a number during a call.



Step by Step

Assign telephony function



Prog. feature key



if nec.

+ = Next layer

Key label

Change



Default label

Save

or

previous

Exit

Changing the label

The label set when a repdial key was programmed can also be subsequently changed.

You cannot change the labels on function keys.

Changing the label

Hold down the key shown.

Confirm the option shown.  
**or**

Open the Program/Service menu → page 28.

Select and confirm the option shown.

Press the required key.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm.

Enter text via the keypad (max. 12 characters)  
→ page 21.

Select and confirm to reset to the default label.

Confirm to apply the changes.

Select and confirm to reject the changes made.

Confirm.

Adapt the contrast of the key label to your surroundings → page 123.

## Step by Step

### Deleting sensor key programming

#### L Deleting a function/phone number/label



Press and hold the required sensor key.

Clear key

Select and confirm the option shown.


Step by Step

# Displaying and assigning call charges

## Displaying call charges (not for U.S.)

### For the current call

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

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

### For all calls and for the last call

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

Open the Program/Service menu → page 28.

Select and confirm the option shown.

Select and confirm the option shown<sup>[1]</sup>.



More features →

Show call charges

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127



## Step by Step

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

If configured (contact your service personnel), you can also display and print chargeable calls for another phone (for instance for a pay phone).

**Prerequisite:** You have programmed the function "Show call charges" on a key → page 72.

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



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

Next

Press to display further chargeable calls.

Print

Select and confirm the option shown,

or

Clear

select and confirm the option shown,

or

Add I information

select and confirm the option shown,

or

Exit

select and confirm the option shown.

Step by Step

Dialing with call charge assignment

You can assign external calls to certain projects.

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



Open the Program/Service menu → page 28.

Calls →

Select and confirm the option shown.

Account code

Select and confirm the option shown<sup>[1]</sup>.



Enter the account code.

if nec. #

Press this key.

or

#=Save

Confirm.

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



Enter the external phone number.



You can also enter the account code during a call.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

## Step by Step

## Privacy/security

### Turning ringer cutoff on and off

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

#### Activating



Open the idle menu → page 23.

Ringer cutoff on

Select and confirm the option shown<sup>[1]</sup>.

#### Deactivating



Open the idle menu → page 23.

Ringer cutoff off

Confirm.

### Activating/deactivating "Do not disturb"

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

#### Activating



Open the idle menu → page 23.

DND on

Select and confirm the option shown.

#### Activating



Open the idle menu → page 23.

DND off

Confirm.



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

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

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

Step by Step

Suppress call ID

Restore caller ID

\* 9 wxyz 4 ghi 4 ghi



Caller ID suppression

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

Activating



- Open the idle menu → page 23.
- Select and confirm the option shown.

Deactivate



- Open the idle menu → page 23.
- Select and confirm the option shown.



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

Silent Monitor (not for HiPath 500)

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

- Enter the code.
- Enter your internal station number.

## Step by Step

Room monitor



or



Trace call



## Monitoring a room

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

### Activating the telephone to be monitored

Open the Program/Service menu → page 28.

Select and confirm the option shown.

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

### Deactivating the telephone to be monitored

Press the lit key. The LED goes out.

Replace the handset.

### Monitoring the room

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

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

You can identify malicious external callers. You can record the caller's phone number during a call or up to 30 seconds after a call. In this case, you should not hang up.

Open the Program/Service menu → page 28.

Select and confirm the option shown.



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

Step by Step

Locking the telephone to prevent unauthorized use

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

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → page 22.

Locking the phone



Hold down the key shown.

or



Open the idle menu → page 23.

Lock phone

Select and confirm the option shown.



Enter code (telephone lock) → page 88.

The padlock icon appears on the status bar → page 22.



When the phone is locked, a special dial tone sounds when the handset is lifted. Within the system, users can make calls as normal.

Your phone can also be locked or unlocked by an authorized party → page 87.

Unlocking the phone



Hold down the key shown.

or



Open the idle menu → page 23.

Unlock phone

Select and confirm the option shown.



Enter code (telephone lock) → page 88.

**Step by Step**

## Locking another telephone to prevent unauthorized use

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

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



Open the Program/Service menu → page 28.

Lock all phones

Select and confirm the option shown.



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

\*=lock phone

Confirm,

**or**

#=unlock phone

select and confirm the option shown.

Step by Step

Saving your PIN

Enter the code to use the functions

- for protecting your phone against unauthorized use  
→ page 86
- for using another telephone like your own  
→ page 93
- Change number → page 93

You can save this code.



If you forget your code, contact your service personnel to have the default code restored.

The default code is "00000".



Open the Program/Service menu → page 28.

PIN and Authorization



Select and confirm the option shown.

Change PIN

Confirm the option shown<sup>[1]</sup>.



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



Enter the new PIN.



Re-enter the new PIN.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127



## Step by Step

## More functions/services

## Appointments function

You can configure your phone to call you to remind you about appointments → page 90.

You must save the required call times. You can enter a single appointment that will take place in the next twenty-four hours or you can enter a daily recurring appointment.

## Saving appointments

Open the Program/Service menu → page 28.

Select and confirm the option shown.

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

If the selected language is "US English" → page 126, you can enter the code 2 for "am" or 7 for "pm" (default = "am").

Confirm.

Select and confirm the option shown.

Confirm.

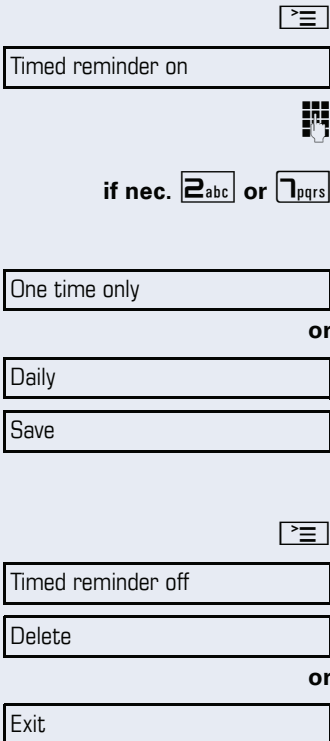
## Deleting and checking a saved appointment

Press the key shown.

Select and confirm the option shown.

Confirm.

Select and confirm the option shown.



The screenshot shows a sequence of menu screens for the 'Appointments function'. It starts with a 'Timed reminder on' screen, followed by a screen to enter a 4-digit time (e.g., 0905) and a language selection screen (2 for 'am', 7 for 'pm'). The next screen shows 'One time only' as the selected option, with 'Daily' and 'Save' as other options. The sequence then moves to a 'Timed reminder off' screen, followed by a 'Delete' screen, and finally an 'Exit' screen. Navigation icons (back, forward, and a grid icon) are visible at the top of each screen.

Timed reminder on

if nec. 2<sub>abc</sub> or 7<sub>pqrs</sub>

One time only

or

Daily

Save

Timed reminder off

Delete

or

Exit

Step by Step

Reminder at 1200



or




Using timed reminders

**Prerequisite:** You have saved a reminder → page 89.  
The saved time arrives.

The phone is ringing. The appointment time is displayed.

Press key twice.

Lift the handset and replace it again.

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

Send message



0=Please callback

or



 Open the idle menu → page 23.

Select and confirm the option shown.

Enter the internal station number of the recipient or group.  
Select predefined text (can be changed by service personnel) and confirm.

Enter the code directly.  
The code is shown on your display with the corresponding message.

Enter message text



Send

Sending a message


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

Creating and sending a message

Select and confirm the option shown.

Enter message (up to 24 characters) → page 20.

Confirm.

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

## Step by Step

View sent message

Message sent

Delete



Message sent

Time/date sent

Call sender

Delete

### Displaying and deleting messages you have sent

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

Open the idle menu → page 23.

Select and confirm the option shown.

Confirm.

The text message is displayed.

Select and confirm the option shown.

The message is deleted.

### Viewing and editing incoming messages

Pay attention to the notes on → page 26.

The LED lights up. Press the key shown.

The sender's caller ID appears in the first line on the display, see the example on → page 26.

Confirm.

The text message appears on the display.

### Viewing the transmission time

Confirm.

### Calling the sender

Select and confirm the option shown.

### Deleting messages

Select and confirm the option shown.

Step by Step

Leaving an advisory message

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



Open the idle menu → page 23.

Advisory msg. on

Select and confirm the option shown.


0=Will return at:

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

or



Enter the code directly.  
The code is shown on your display with the corresponding message.

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

or

Enter message text

Select and confirm the option shown.



Enter message (up to 24 characters) → page 20.

Save

Confirm.

Deleting advisory messages



Open the idle menu → page 23.

Advisory msg. off

Confirm.

or



When the "Advisory message" is available → page 72, the LED lights up. Press the key shown.

## Step by Step

## Displaying the number of waiting calls/ overload display

You can show the number of external waiting calls on the display if you programmed the "View number of calls" key → page 72.



Press the " Calls in Q" key.

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

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

## Using another telephone like your own for a call

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



Open the Program/Service menu → page 28.

PIN and Authorization →

Select and confirm the option shown.

Temporary Phone

Select and confirm the option shown.<sup>[1]</sup>



Enter the number of the other user.

Enter the other user's code → page 88.

**if nec.**

Change PIN

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



Dial the external number.

This state is canceled as soon as the call is ended.



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

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

Step by Step

>☰

Relocate

Complete relocate

The following procedure is carried out on the new phone.

Open the Program/Service menu → page 28.


Select and confirm the option shown.

Enter own station number.

Enter code (telephone lock) → page 88.  
(Not necessary if you have not set a code.)

Confirm.

---

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

---

## Step by Step

## Fax details and message on answering machine

If a fax or answering machine is connected to your system and you have assigned the "Fax details" function to a programmable key → page 72, the key lights up when a fax or a message has been received.

### Deactivating signaling



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

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

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

- Forwarding on
- Advisory msg. on
- Ringing group on
- Hunt group off
- Suppress call ID
- Call waiting tone off
- Do not disturb on
- Ringer cutoff on
- Received messages
- View callbacks



Open the Program/Service menu → page 28.

More features →

Select and confirm the option shown.

Reset services

Select and confirm the option shown<sup>[1]</sup>.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

Step by Step

# Activating functions for another telephone

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

- Do not disturb, code: \*97/#97 → page 83
- Call forwarding, code \*11, \*12, \*13, #1 → page 41
- Lock and unlock phone, code \*66/#66 → page 86
- Ringing group, code \*81/#81 → page 112
- Leave an advisory message, code \*69/#69 → page 92
- Group call, code \*85/#85 → page 112
- Reset services and functions, code #0 → page 95
- Control relays, code \*90/#90 → page 121
- Night answer, code \*44/#44 → page 71
- Timed reminders, code \*46/#46 → page 89



Open the Program/Service menu → page 28.

Associated serv.

Select and confirm the option shown.



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



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

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



## Step by Step

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

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

- Reset services and functions, code #0 → page 95
- Call forwarding, code \*1/#1 → page 41
- Lock and unlock phone, code \*66/#66 → page 86
- Save your PIN, code \*93 → page 88
- Send a message, code \*68/#68 → page 90
- Leave an advisory message, code \*69/#69 → page 92
- Ringing group, code \*81/#81 → page 112
- Group call, code \*85/#85 → page 112
- Caller ID suppression, code \*86/#86 → page 84
- Camp-on tone, code \*87/#87 → page 61
- Open door, code \*61 → page 48
- Release door opener, code \*89/#89 → page 49
- Control relays, code \*90/#90 → page 101
- Do not disturb, code \*97/#97 → page 83
- Ringer cutoff, code \*98/#98 → page 83
- Dial using speed dial, code \*7 → page 55
- Associated service, code \*83 → page 96

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



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

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

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

Step by Step



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

or



Dial the external number.



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

Using functions in ISDN via code dialing (keypad dialing)

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



Keypad dialing

Open the Program/Service menu → page 28.

Confirm.



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



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



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

Siemens Enterprise Communications GmbH & Co. KG shall not be liable for damages/ costs which may be incurred by fraudulent activities or remote operation (such as toll fraud).

Step by Step

Controlling connected computers/  
programs/telephone data service

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

**Prerequisite:** You have set up a connection.

Open the Program/Service menu → page 28.

Select and confirm the option shown.

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

Inputs in en-bloc mode

Enter data.

Complete entry.

or

Confirm.

Inputs in online mode

The connected computer processes your entries directly.

Enter the code.

Enter data.

Tel. data service

[0+] ... [9wxyz]

[#]

Entry complete

or

[#]

[0+] ... [9wxyz]

Step by Step

# Communicating with PC applications over a CSTA interface

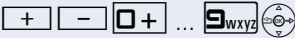
If configured (contact your service personnel), you can use your phone to communicate with PC applications (CSTA = **C**omputer **S**upported **T**elecommunications **A**pplications). You send information to the application and receive information from the application, for example, via your phone display.



Press the "Data I/O" key.  
(Key programming → page 72)



Enter the three-digit ID for the application you wish to control.



Use the relevant keys to communicate with the application.

## Temporarily interrupting communication with the application



The phone is ringing. You answer the call.



The "Data I/O" key flashes: Communication to the application is automatically interrupted.

## Resuming communication with the application



Press the flashing "Data I/O" key. The LED lights up.

## Ending communication with the application



Select and confirm the relevant CSTA message.

or



Lift the handset and replace it again.

## Step by Step

## Controlling relays (only for HiPath 3000)

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



Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 121!

or



...



Select and confirm the option shown,

select and confirm the option shown.

Enter the relay.

## Sensors (HiPath 33x0/35x0 only)

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

Step by Step

Paging persons  
(not for USA, not for HiPath 500)

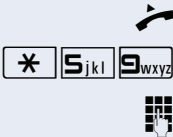
If radio paging equipment (PSE) is connected to your system (contact your service personnel), you can locate people via their pocket receivers.

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

Paging persons

To ensure that you can be found, you must have enabled a ringing group → page 114, call forwarding → page 41 or call forwarding-no answer (service technician) to the internal station number of your PSE. A call request is signaled automatically.

Answering the page from the nearest telephone



Lift the handset.

Enter the code.

Enter own station number.

## Step by Step

# Making calls in the team/executive/secretary configuration

If configured (consult your service personnel), you belong to a team of subscribers with multiple lines (multi-line → page 11). Your phone features trunk keys (MU-LAP keys) → page 104.

## Lines

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis → page 103.

### Primary line

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

### Secondary line

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

## Line utilization

### Private line

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

### Shared line

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

### Direct call line

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

Step by Step

Line seizure

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

Trunk keys




The programmable sensor keys on multi-line phones function as trunk keys. Every sensor key programmed as a "Trunk key" (key label: Transfer Trk) corresponds to a trunk with the result that you can configure up to six trunks in OpenStage 40 T.

As a team member, you can independently program the following functions on sensor keys → page 72:

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

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

LED displays on trunk keys

LED		Explanation
	Off	– The line is in idle mode.
	Flashing <sup>[1]</sup>	– Incoming call on the line – Hold reminder is activated – The line is on "Hold".
	On	– The line is busy.


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



## Step by Step

### Answering calls with the trunk keys

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

if nec. 

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



Lift the handset.

or

On-hook dialing: Speakerphone mode.

### Dialing with trunk keys

if nec. 

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



Dial the phone number.



If the party does not answer: Lift the handset.

or

On-hook dialing: Speakerphone mode.

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

**Prerequisite:** You are conducting a call via one of your group's trunks. The "Hold" key has been programmed on your telephone → page 72.

#### Hold



Press the "Hold" key.

if nec.

 or 

Replace the handset or press the disconnect key.

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



#### Retrieving the call

Press the trunk key flashing slowly.

Step by Step

Making calls on multiple lines alternately

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



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



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

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

MULAP conference release

If configured (consult your service personnel), you can program a sensor key on your phone with the function "MULAP Privacy Release" → page 72. The default label is "Priv Release".

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



You are conducting a call.



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

Up to three team members can now join the conference.

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



Press the flashing trunk key.

## Step by Step

### Direct station selection key

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

#### Understanding LED messages from DSS keys



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

or



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

or



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

or



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

### Using DSS keys to answer calls

**Prerequisite:** Your telephone rings or the DSS key flashes.

if nec.



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



Lift the handset.

or

On-hook dialing: Speakerphone mode.

### Calling a team member directly



Press the DSS key.

or



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






If the party does not answer: Lift the handset.

or



On-hook dialing: Speakerphone mode.

Step by Step

Transferring a call in progress

-  Press the DSS key and announce the call if necessary.
-  Replace the handset.
- or**
-  Press the key shown.

Accepting a call for another team member

-  Press the flashing DSS key or trunk key.
-  Lift the handset.
- or**
- On-hook dialing: Speakerphone mode.

## Step by Step

### Forwarding calls on trunks

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

Activating call forwarding for one trunk activates the function for all trunk keys assigned to this trunk in your group.



Forward Line: On

or



If available, press the "CFW MULAP" key. (You have programmed a key with the incomplete "CFW MULAP" function, excluding the call forwarding type and destination → page 72.)



Press the required trunk key.

or



Enter the required trunk number.

1=all calls

Select and confirm the option shown,

or

2=external calls only

select and confirm the option shown,

or

3=internal calls only

select and confirm the option shown.



Enter the destination number.

Save

Confirm.

or



If available, press the "CFW MULAP" key. (You have stored the call forwarding type and destination on the "CFW MULAP" key, → page 72.)

Step by Step

Forward Line: Off



Deactivating call forwarding

Open the Program/Service menu → page 28.

Select and confirm the option shown.



Press the required trunk key.

or




Enter the required trunk number.

or



If available, press the "CFW MULAP" key.

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

Understanding LED messages of the "CFW MULAP" key



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

or



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

or



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

## Step by Step

### Transferring calls directly to the executive phone

Normally, all calls for the executive are audibly signaled only by the secretary phone.

You can set audible signaling so calls are signaled only by the executive phone or by a second phone assigned to it.

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

#### Activating



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

or



Open the Program/Service menu → page 28.

Ring Transfer: On

Select and confirm the option shown.



Press the required trunk key.

or



Enter the required trunk number.

#### Deactivating



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

or



Open the Program/Service menu → page 28.

Ring Transfer: Off

Select and confirm the option shown.



Press the required trunk key.

or



Enter the required trunk number.

Step by Step

# Using team functions

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

## Activating/deactivating a group call

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 117!

If configured (consult your service personnel), you belong to one or more groups of stations, which can be reached via hunt group or group call station numbers. Incoming calls are signaled one after the other (= hunt group) or simultaneously (= group call) on all phones in the group, until a group member answers the call. You can also belong to a team (including executive/secretary configurations) in which station numbers are programmed on trunk keys → page 103.

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

You can activate and deactivate the audible signal for a hunt group, group call or individual trunks in a group (including executive/secretary). If the LED on a programmed "Hunt group" key is illuminated → page 72, this means that the audible tone was activated for at least one group.

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



Leave group

or

Join group

or

- Open the idle menu → page 23.
- Select and confirm the option shown<sup>[1]</sup>,
- select and confirm the option shown.
- Press the "Hunt group".

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127



## Step by Step



Leave group

or

Join group

☒ or ☐

301 X Group name

or

301 Group name

Next

or

Leave group

or

Join group

or

#=Leave all groups

or

\*=Rejoin all groups

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

Open the idle menu → page 23.

Select and confirm the option shown<sup>[1]</sup>,

select and confirm the option shown.

Press the "Hunt group".

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

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

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

Select and confirm the option shown<sup>[1]</sup>.

The audible tone for the group/trunk displayed is deactivated.

Select and confirm the option shown<sup>[1]</sup>. The audible tone for the group/trunk displayed is activated.

Select and confirm the option shown<sup>[1]</sup>.

The audible tone for all groups and trunks is deactivated.

Select and confirm the option shown<sup>[1]</sup>.

The audible tone for all groups and trunks is activated.



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

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

Step by Step

## Accepting a call for another member of your team

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


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

Confirm.

Pickup - group

## Ringling group

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

 Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 120!


## Saving, displaying, and deleting telephones for the ringing group

Open the Program/Service menu → page 28.

Confirm.


Select and confirm the option shown<sup>[1]</sup>.

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

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

## Removing all telephones in a call ringing group

Select and confirm the option shown.



Destinations →

Ringling group on

Ringling group off

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

## Step by Step

## Uniform Call Distribution (UCD)

If configured (consult your service personnel), you may belong to a group of stations (agents), to which calls are distributed.

An incoming call is always assigned to the agent idle the longest.

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

Open the Program/Service menu → page 28.

Destinations →

Confirm.

UCD →

Select and confirm the option shown<sup>[1]</sup>.

Log on

Confirm,

or

Log off

select and confirm the option shown.



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

**Logging on and off during your shift**

Open the Program/Service menu → page 28.

Destinations →

Confirm.

UCD →

Select and confirm the option shown<sup>[1]</sup>.

Not available

Confirm,

or

Available

select and confirm the option shown.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 127

Step by Step

Requesting and activating a work time

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

>☰

Destinations

➔

Open the Program/Service menu ➔ page 28.

Confirm.

UCD

➔

Select and confirm the option shown<sup>[1]</sup>.

Work on

Confirm,

or

Work off

select and confirm the option shown.

Turning the night service on and off for UCD

>☰

Destinations

➔

Open the Program/Service menu ➔ page 28.

Confirm.

UCD

➔

Select and confirm the option shown<sup>[1]</sup>.

UCD night on

Confirm,

or

UCD night off

select and confirm the option shown.

Display the number of waiting calls

>☰

Destinations

➔

Open the Program/Service menu ➔ page 28.

Confirm.

UCD

➔

Select and confirm the option shown<sup>[1]</sup>.

Calls in queue

Confirm.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" ➔ page 127

## Step by Step

## Special functions in the LAN (not for HiPath 500)

If your telephone is operating in a HiPath 5000 environment, multiple HiPath 3000 systems are interconnected via a LAN (**L**ocal **A**rea **N**etwork, e. g. proprietary PC network). You are conducting a call via the LAN (PC network).

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

### Leaving hunt group/group call

**Prerequisite:** You are part of a hunt group/group call → page 112 in another HiPath 3000.



Open the idle menu → page 23.

DISA intern



Enter the (DISA) call number of the other HiPath 3000.

OK or



Confirm your entry.



Enter the (DISA) station number of your phone.

OK or



Confirm your entry.

Leave group

Confirm,

or

Join group

select and confirm the option shown.

### You belong to multiple groups associated with another HiPath 3000



Enter group number for "directed joining/leaving".

Step by Step

Setting up "follow me" call forwarding

You can activate/deactivate call forwarding HiPath 5000 for your phone from other phones in the → page 41 environment.



Open the idle menu → page 23.

DISA intern

Select and confirm the option shown.



(DISA) number of your HiPath 3000.

OK or #

Confirm your entry.



Enter the (DISA) station number of your phone.

OK or #

Confirm your entry.

Activating



Open the idle menu → page 23.

Forwarding on

Select and confirm the option shown.

1=all calls

Confirm,

or

2=external calls only

select and confirm the option shown,

or

3=internal calls only

select and confirm the option shown.



Enter the destination phone number.

Save

Confirm.

Deactivating



Open the idle menu → page 23.

Forwarding off

Select and confirm the option shown.

## Step by Step

## Using night answer

If authorized (contact your service personnel), you can define telephones in other HiPath 3000 communications platforms as the night answer → page 71.



Open the idle menu → page 23.

DISA intern



Select and confirm the option shown.

OK or



Enter the (DISA) number of the HiPath 3000 to which the night answer phone is connected.



OK or



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

## Activating



Open the idle menu → page 23.

Night answer on



Select and confirm the option shown.

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

Save

Select and confirm the option shown.

## Deactivating



Open the idle menu → page 23.

Night answer off

Select and confirm the option shown.

Step by Step

Ringling group

You can have calls for your telephone signaled audibly at external telephones or at telephones in other HiPath 3000 communications platforms → page 112.

Saving, displaying, and deleting telephones for the ringing group



Open the Program/Service menu → page 28.

Destinations



Confirm.

Ringling group on

Select and confirm the option shown.

Add to ringling group

Confirm,

or

Add another station

select and confirm the option shown,

or

Display/remove

select and confirm, then follow the operating instructions.



Enter the station number.

Entry complete

Select and confirm the option shown.

Save

Confirm.

Exit

Select and confirm the option shown.

Removing all telephones in a call ringling group



Open the idle menu → page 23.

Ringling group off

Select and confirm the option shown.



## Step by Step

## Controlling relays (only for HiPath 3000)

If this feature is configured (contact your service personnel), you can also control relays → page 101 in other HiPath 3000 communications platforms.

DISA intern



OK or #



OK or #

Control Relay On

or

Control Relay Off

1... 4 ghi

Select and confirm the option shown.

Enter the (DISA) station number of the HiPath 3000, where you wish to control the relay.

Confirm your entry.

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

Confirm your entry.

Confirm,

select and confirm the option shown.

Enter the relay.

Step by Step

Opening a door

If this feature is configured (contact your service personnel), you can also activate the door opener in other HiPath 3000 communications platforms → page 48.



Open the idle menu → page 23.

DISA intern

Select and confirm the option shown.



Enter the (DISA) station number of the HiPath 3000, where you wish to control the relay.



or



Confirm your entry.



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



or



Confirm your entry.

Open door

Select and confirm the option shown.



Dial the entrance telephone number.

## Step by Step

## Individual phone configuration

### Adjusting display settings

#### Adjusting the display to a comfortable reading angle

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

#### Illuminated display

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

#### Setting contrast

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

or

Display contrast

or



Press one of the keys shown in idle mode → page 22.

Select and confirm the option shown.

Keep pressing the key until the desired contrast is set.

Save.

### Adjusting displays on the Open Stage Key Module

You can adjust the contrast setting for any OpenStage Key Module connected to suit the current light conditions (eight settings available).

or

Key label contrast

or



Press one of the keys shown in idle mode → page 22.

Select and confirm the option shown.

Keep pressing the key until the desired contrast is set.

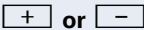
Save.

Step by Step

Adjusting audio settings

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

Adjusting the receiving volume during a call

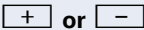


You are conducting a call.  
Raise or lower the volume. Keep pressing the key until the desired volume is set.



Save.

Adjusting the ring volume



Press one of the keys shown in idle mode → page 22.



Confirm.

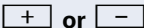


Raise or lower the volume. Keep pressing the key until the desired volume is set.



Save.

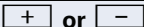
Adjusting the ring tone



Press one of the keys shown in idle mode → page 22.



Select and confirm the option shown.

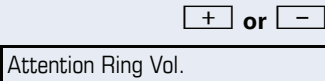


To adjust the ring tone: Keep pressing the keys until the desired tone is set.



Save.

## Step by Step



### Adjusting the attention ring volume

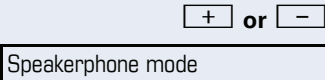
If you are part of a team with trunk keys, other calls can be signaled acoustically in the team during a call. You will hear the attention ring.

Press one of the keys shown in idle mode → page 22.

Select and confirm the option shown.

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

Save.



### Adjusting the speakerphone to the room acoustics

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

Press one of the keys shown in idle mode.

Select and confirm the option shown.

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

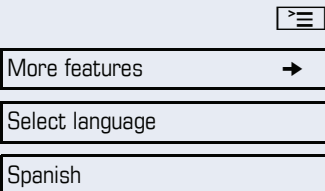
Save.



### Activating/deactivating the ringer

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → page 22.

Hold down the key shown.



### Language for system functions

Open the Program/Service menu → page 28.

Select and confirm the option shown.

Confirm.

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

Step by Step

# Testing the phone

## Phone functions, testing

You can test your phone’s functionality.

**Prerequisite:** The phone is in idle mode.

Open the Program/Service menu → page 28.

Select and confirm the option shown.

If everything is functioning correctly:

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

## Checking the key assignment

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

Open the Program/Service menu → page 28.

Select and confirm the option shown.

Press any key. The key assignment is displayed.

Select and confirm the option shown.

Phone test

Prog. feature key

Exit

## Differing display view in a HiPath 4000 environment (not for HiPath 500)

Depending on the system configuration, some functions may not always be offered in the display as described in this document.

In addition, display texts may differ from those described in this document according to the system configuration.

The following table provides an overview:

HiPath 3000 display	HiPath 4000 display	Description
Program/Service	Service menu?	→ page 28
Transfer	Transfer?	→ page 40 → page 68
View callbacks	Show callback destinations?	→ page 45
Pickup - directed	Pickup - directed	→ page 46
Caller list	Call list/log?	→ page 51
Use speed dialing	Use speed dialing?	→ page 55
Change Speed Dial	Speed dial?	
Call wait.term.	Second call release?	→ page 61
Call wait.trm.off	Second call on/off	→ page 61
Ringer cutoff on/off	Ringer cutoff on/off?	→ page 83
In/Out of hunt group	All hunt groups on/off	→ page 112
Join/leave group	Hunt group on/off?	→ page 112
Transfer trunk	Transfer trunk?	

Step by Step

Fixing problems

Responding to error messages on the screen

Invalid entry

Possible cause:

Station number is incorrect.

Possible reaction:

Enter correct station number.

Not authorized

Possible cause:

Locked function selected.

Possible reaction:

Apply to service personnel for authorization for relevant function.

Currently not possible

Possible causes:

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

Possible reactions:

Enter correct station number. Call this station again later.

Invalid station number

Possible cause:

Dialed your own station number.

Possible reaction:

Enter correct station number.

Key memory is full

Possible cause:

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

Possible reaction:

Try again later.



## Step by Step

Key affects other layer

### Possible cause 1:

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

### Possible reaction:

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

### Possible cause 2:

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

### Possible reactions:

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

## Contact partner in the case of problems

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

### Step by Step

## Troubleshooting

### Pressed key does not respond

Check if the key is stuck.

### Telephone does not ring

Check whether the "Do not disturb" function is activated on your telephone ("Do not disturb" appears on the screen → page 22). If so, deactivate it → page 83.

### You cannot dial an external number

Check whether your telephone is locked ("Not authorized" appears on the screen). If the phone is locked, enter your PIN to unlock it → page 86.

### To correct any other problems

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

## Caring for your telephone

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

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




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## W






Waiting calls .....	93
Work time .....	116






# Overview of functions and codes




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



Functions (=display)	... Interac- tively	... Via the Program/ Service menu → page 28 		... With a key
	 	 	Code	
Account code		✓	*60	X
Advisory msg. on	✓	✓	*69	X
Advisory msg. off	✓	✓	#69	X
Associated dial		✓	*67	X
Associated serv.		✓	*83	X
Call waiting	✓	✓	*55	X
Waiting tone off	✓	✓	*87	X
Waiting tone on	✓	✓	#87	X
Call wait.term.on		✓	*490	X
Call wait.trm.off		✓	#490	X
Callback	✓	✓	*58	X
View callbacks/Delete	✓	✓	#58	
Caller list	✓	✓	#82	X
Save number	✓	✓	*82	X
Conference	✓	✓	*3	X
Start conference	✓			
Add party	✓			
End conference	✓	✓	#3	
View conf parties	✓	✓		
Remove party	✓	✓		
Drop last conf. party			*491	
Consultation	✓			X
Return to held call	✓	✓	*0	
Quit and return	✓	✓	*0	
Transfer/Accept call	✓			
Control Relay On (only for HiPath 3000)		✓	*90	X
Control Relay Off (only for HiPath 3000)		✓	#90	X












Functions (=display)	... Interac- tively	... Via the Program/ Service menu → page 28 		... With a key
	 	 	Code	
Data I/O Service			*494	X
Directory				
1=internal	✓		*54	X
2=LDAP (not for HiPath 500)	✓		*54	X
DISA				
DISA intern (not for HiPath 500)	✓	✓	*47	X
Discreet Call (not for HiPath 500)			*945	
DND on	✓	✓	*97	X
DND off	✓	✓	#97	X
Door opener on		✓	*89	X
Door opener off		✓	#89	X
DTMF dialing		✓	*53	X
En-bloc dialing				
Dial	✓			
Forwarding on	✓	✓	*1	X
1=all calls	✓	✓	*11	X
2=external calls only	✓	✓	*12	X
3=internal calls only	✓	✓	*13	X
Forwarding off	✓	✓	#1	X
CFNR on		✓	*495	X
CFNR off		✓	#495	X
Trunk FWD on	✓	✓	*64	X
Trunk FWD off	✓	✓	#64	X
Forward Line: On		✓	*501	X
Forward Line: Off		✓	#501	X
Headset				X
Answer (a call)	✓			
HF answerback on	✓	✓	*96	X
HF answerback off	✓	✓	#96	X
Hotline				

Functions (=display)	... Interac- tively	... Via the Program/ Service menu → page 28 		... With a key
	 	 	Code	
Join group	✓	✓	*85	X
Leave group	✓	✓	#85	X
In hunt group	✓	✓	*85*	X
Out of hunt group	✓	✓	#85#	X
Keypad dialing		✓	*503	
Lock all phones		✓	*943	X
Lock phone	✓	✓	*66	X
Unlock phone	✓	✓	#66	X
Change PIN		✓	*93	
Mute on	✓	✓	*52	X
Mute off	✓	✓	#52	X
Night answer on	✓	✓	*44	X
Night answer off	✓	✓	#44	X
Open door		✓	*61	X
Override	✓	✓	*62	X
Page (not for HiPath 500)				
Answer page (not for U.S.)		✓	*59	
Park a call		✓	*56	X
Retrieve call		✓	#56	
Phone test		✓	*940	
Pickup - directed		✓	*59	X
Pickup - group	✓	✓	*57	X
Accept call	✓			
Prog. feature key		✓	*91	X
Recording				X
Redial				X
Reject calls				
Release				X
Relocate	✓	✓	*9419	X
Complete relocate	✓	✓	#9419	
Reserve trunk	✓			X
Reset services		✓	#0	X

Functions (=display)	... Interac- tively	... Via the Program/ Service menu → page 28 		... With a key
			Code	
Retrieve line		✓	*63	X
Ring Transfer: On		✓	*502	X
Ring Transfer: Off		✓	#502	X
Ringer cutoff on	✓	✓	*98	X
Ringer cutoff off	✓	✓	#98	X
Ringing group on		✓	*81	X
Ringing group off		✓	#81	X
Room monitor		✓	*88	X
Select language		✓	*48	
Send message	✓	✓	*68	X
View sent message	✓	✓	#68	X
View messages	✓	✓	#68	X
Mailbox				X
Shift Key				X
Show call charges (own telephone)		✓	*65	X
View call charges (other party's tele- phone)				X
Silent monitor (not for HiPath 500)	✓	✓	*944	
Speaker call		✓	*80	X
Suppress call ID	✓	✓	*86	X
Restore caller ID	✓	✓	#86	X
Tel. data service			*42	
Temporary MSN (not for U.S.)	✓	✓	*41	X
Temporary Phone		✓	*508	X
Timed reminder on		✓	*46	X
Timed reminder off		✓	#46	X
Toggle/Connect	✓	✓	*2	X
Trace call		✓	*84	X
Transfer	✓			
Trunk flash (not for HiPath 500)		✓	*51	X

Functions (=display)	... Interac- tively	... Via the Program/ Service menu		... With a key
			Code	
UCD				
Log on		✓	*401	X
Log off		✓	#401	X
Available		✓	*402	X
Not available		✓	#402	X
Work on		✓	*403	X
Work off		✓	#403	X
UCD night on		✓	*404	X
UCD night off		✓	#404	X
Calls in queue		✓	*405	X
Use speed dialing		✓	*7	X
Change Speed Dial? (station)		✓	*92	X

# Display icons

Status bar	
	The ring tone is deactivated → page 125
	The "Do not disturb" function is activated → page 83
	The phone lock is activated → page 86
Messages	
	You received new voice messages → page 26
	Call forwarding is active → page 41
Connection status	
	The call is active
	The call has been disconnected
	You have placed the call on hold (e.g. consultation hold)
	Your call partner has placed the call on hold

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