Documentation

OpenScape Voice

OpenStage 40 SIP, OpenStage 40 G SIP
OpenStage Key Module 40

User Guide

Siemens Enterprise Communications
www.siemens-enterprise.com

SIEMENS

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Important information

	For safety reasons, the telephone should only be supplied with power: • using the original power supply unit. Part number: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK) or • in a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.
	Use only original Siemens accessories. The use of other accessories may be hazardous and will render the warranty and the CE marking invalid.
	Never open the telephone or a key module. Should you encounter any problems, contact your administrator.

Trademarks

	The device conforms to the EU directive 1999/5/EC as attested by the CE marking.
	All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities. Proper disposal and separate collection of your old appliance will help prevent potential damage to the environment and human health. It is a prerequisite for reuse and recycling of used electrical and electronic equipment. For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative. The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may impose other regulations regarding the disposal of electrical and electronic equipment.

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Location of the telephone

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

Product support on the internet

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

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

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

Symbols used in the manual

Settings

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

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

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

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Call recording

O	Switch on recorder (standby mode)
■	Switch off recorder
►	Start recording
II	Stop recording

Service

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

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

Intended use

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

Telephone type

The phone name data can be found on the name plate on the base of the device; The exact product name and serial number are specified here. Specific details concerning your communications platform can be obtained from your service technician.
Please have this information ready when you contact our service department regarding faults or problems with the product.

Speakerphone quality and display legibility

- To ensure good speakerphone quality, 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.
  – Adjust the contrast as required → page 149.

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Single-line telephone/multi-line telephone

Your OpenStage 40 is a "multi-line telephone". This means that multiple lines can be configured, 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 23.

The "Overview" tab on the telephony interface provides information about the lines configured on your phone and the current status of each line → page 31.

A number of specific features must be considered when using a multi-line phone to make and receive calls → page 95.

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Step by step

Basic functions

Please read carefully the introductory chapter "Getting to know your OpenStage phone" → page 15 before performing any of the steps described here on your phone.

Secure voice transmission

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

If you call a party or receive a call from a party over a secure connection, a padlock icon[1] appears on the other party's row on your graphic display. You can opt to have voice connections that are no longer secure indicated by a brief alerting tone and a window with the message "Unencrypted call" (see → page 163).

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

If you have set a pattern melody or a ringtone → page 159 on your phone, it is possible that administrator has preset a different pattern melody, pattern sequence or ringtone or deactivated the ringtone, depending on the call type (e.g. an external or internal call).

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

1. Closed for secure or open for nonsecure voice communication

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Step by step

Answering a call via the handset

The phone is ringing. The caller is displayed.

Lift the handset.

if nec. [+] [–] Set the call volume.

Answering a call via the loudspeaker (speakerphone mode)

The phone is ringing. The caller is displayed.

The pop-up menu opens:

Accept?

Select and confirm the option shown. The [🔊] key lights up.

or

[🔊] Press the key shown. The key lights up.

The speakerphone function is activated.

if nec. [+] [–] Set the call volume.

Suggestions for using speakerphone mode:

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

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Step by step

Answering a call via the headset

Prerequisite: A headset is connected.

Make sure your headset port is set up properly → page 162.

The phone is ringing. The [ ] key flashes.

[ ] Press the key shown.

if nec. [+] [–] Set the call volume.

Answering calls automatically via the headset

Prerequisite: The administrator has additionally configured a key with the "Auto-Headset function (AICS Zip tone) (→ page 50).

[ ] Press the "Auto-Headset" sensor key to activate automatic call answering. This key and the headset key illuminate.

A short acoustic signal is heard on the headset for a call and the connection is established.

If you want to manually answer calls again, deactivate the automatic answering function using the "Auto-Headset" key. Both keys are off.

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Step by step

Directed pickup

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

Accept call

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

A coworker's phone rings.

Directed pickup?

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

or

Lift the handset.

or

Press the key shown.

Directed pickup?

Select and confirm the option shown.

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

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Step by step

Picking up the held call

Prerequisite: Your colleague has placed a call on hold on their multiline phone → page 99. You know the co-worker's internal phone number and the function is configured for you in OpenScape Voice.

Directed pickup? ⬍

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

or

Lift the handset.

or

Press the key shown.

Directed pickup? ⬍

Select and confirm the option shown.

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

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Step by step

Switching from handset to speakerphone mode

Make note of the two different processes and activate, if necessary, your preferred setting → page 161.

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

Standard mode

and

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

US mode

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

Press the key shown.

Replace the handset. Proceed with your call.

or

A secure voice communication is indicated by a closed padlock icon on the graphic display; a non-secure voice communication is indicated by an open padlock icon on the graphic display (see also → page 14)

Switching from speakerphone mode to the handset

Prerequisite: You are conducting a call in speakerphone mode.

Lift the handset.

The key shown goes out.

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Step by step

Switching from headset to speaker-phone mode

In standard mode

Press and hold the key (open listening ist activated),

Press the key shown. Speakerphone mode is activated.

In U.S. mode

Press the key shown.

Press the key shown. Speakerphone mode is activated.

Open listening

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

Prerequisite: You are conducting a call via the handset.

Activating

Press the key shown.

Deactivating

Press the lit key.

Switching to speakerphone mode

Hold down the lit key and replace the handset.

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Step by step

Activating/deactivating the microphone

You can temporarily switch off the handset microphone to prevent the other party from listening in while you consult with someone in your office.

Prerequisite: You are conducting a call.

Deactivating the microphone

Press the key shown.

Activating the microphone

Press the lit key.

Ending a call

Press the key shown.

or

Disconnect?

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

or

Lit key pressed

or In speakerphone mode

Press the lit key.

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Step by step

Group call

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

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

Telephone status			Ring on group call = Yes	Ring on group call = No
Ringer on	**Silent**		Ringtone Loudspeaker	Beep Loudspeaker
	in Connection	**Handset**	Ringtone Loudspeaker	Beep Handset
		Handset Open listening	Beep Handset and loudspeaker	Beep Handset and loudspeaker
		Headset	Ringtone Loudspeaker	Beep Headset
		Headset Open listening	Beep Headset and loudspeaker	Beep Headset and loudspeaker
		Speaker-phone mode	Beep Loudspeaker	Beep Loudspeaker
Ringer off	**Silent**		Nothing	Nothing
	in Connection	**Handset**	Nothing	Beep Handset
		Handset Open listening	Beep Handset and loudspeaker	Beep Handset and loudspeaker
		Headset	Nothing	Beep Headset
		Headset open listening	Beep Headset and loudspeaker	Beep Headset and loudspeaker
		Speaker-phone mode	Beep Loudspeaker	Beep Loudspeaker

The volume settings can be found from → page 157.

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Step by step

Further administrator settings for group calls:

- The group call can be picked up both by lifting the handset and via the "Pickup call" menu option.
- The group call be picked up via the "Pickup call" menu option but **not** by just lifting the handset.
- A key is programmed for call pickup.
- Open a pop-up menu with the Call pickup key when a group call is waiting.

Picking up a group call with the call pickup key

Prerequisite: The Call pickup key is configured. Your administrator has set up the group call such that it is only displayed through flashing of the Call pickup key. The phone can also ring when idle.

A group call is waiting. The Call pickup key flashes. The group call is not shown on the display.

Press the sensor key with the "Call pickup" function.

The group call is now shown on the display with
Pickup: *Caller*
for: *Party*

The pop-up menu opens:

Picking up a group call immediately via the pop-up menu

Prerequisite: Your administrator has set up the group call such that it will be shown immediately on the display and the pop-up menu will open.

A group call is waiting and is shown on the display with
Pickup: *Caller*
for: *Party*

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Step by step

Picking up a group call

The pop-up menu opens:

Pickup call?

Confirm.

or

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

or

Press the sensor key programmed with the "Call pickup" function (if configured). The speakerphone function is activated.

Ignoring a group call

Ignore?

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

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Step by step

Listening to voicemail

To use this function, you need to have a voice mailbox set up on your communication platform for voicemails (see → page 35).

The message key flashes and/or the alert bar illuminates and the icon appears on the display (depending on the setting made by the administrator) to indicate new messages. The LED and/or the alert bar only extinguish again when all new messages have been picked up and there are no further missed calls.

Picking up messages

Press this key when the phone is in idle mode. The menu for data records opens.

Messages

Select and confirm to open the menu for voicemail.

If messages are waiting, you will be shown a list with the new messages and the messages you have already listened to, sorted by status (see → page 35). The number of the respective messages is indicated.

Call Mailbox

Confirm the option shown to call the mailbox. Follow the voice instructions. You may need to enter a password.

Calling the mailbox directly

You can also call the mailbox directly without using the menu. The mailbox answers even if there are no messages waiting.

Lift the handset.

Press this key. The mailbox answers. Follow the voice instructions. You may need to enter a password.

You can call the mailbox any time you see the "Please dial" prompt on the display.

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Step by step

Call control

To ensure that you do not miss any important calls, administrator can configure a key that blinks when a call is waiting, for instance, when you are dialling a number or when two calls come in simultaneously.

Call control does **not** work with MultiLine telephones

Two calls simultaneously

Prerequisite: The call control key (2nd alert) is configured and call waiting is allowed (→ page 70).

two calls ring at the same time.

Caller information from the first caller is displayed and you have the following options:

- Accept
- Reject
- Deflect

The "Call control" key is blinking and you hear a notification tone.

Display second caller

Pressing the blinking "Call control" key will display the second caller's information and you again have three options to choose from.

Return to first caller

Press the blinking "Call control" key again to return to the first caller's displayed information.

Accept a call

If you accept one of the calls, the other call is treated as a second call (see → page 68)

While dialling

Please note that the "Busy when dialling" → page 81 function is disabled after call control is configured. The exception is if you dial a number during a Consult → page 34.

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Step by step

Prerequisite: The "Call control" key (2nd alert) is configured and call waiting is allowed (→ page 70).

You receive a call while you are dialling. The "Call control" key is blinking and you hear a notification tone.

Press the blinking "Call control" key. Dialling is interrupted. The caller's information is displayed and you have the following options:

- Accept
- Reject
- Deflect

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Step by step

Making calls

If you selected the option "Busy When Dialing" → page 81, you will not be interrupted by an incoming call. In this case, the caller hears the busy signal.

Off-hook dialing

Lift the handset.

Enter the number if nec. Use the navigator → page 21 to correct entries as necessary.

In the pop-up menu:

Dial

Confirm or wait until the dial delay expires (see → page 79).

or

In the pop-up menu:

Redial {1} S. Hawking

Select and confirm the option shown[1].

The connection is set up.

If you are using a dial plan and Immediate dialing is set (see → page 30), dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.

1. Please note the information in relation to the call journal on → page 32

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Step by step

On-hook dialing

The connection is set up with on-hook dialing via the loudspeaker (speakerphone mode) or via a connected headset.

Press the key shown.

or

Press the key if a headset is connected.

and/or

Enter the station number.

Press or wait until the dial delay expires (see → page 79).

or

In the pop-up menu:

Redial {1} S. Hawking

Confirm[1].

First enter the number

First enter the number. The loudspeaker or headset key illuminate when you enter the first digit.

Enter the station number. If nec. Use the navigator → page 21 to correct entries as necessary.

Dial

Confirm or wait until the dial delay expires (see → page 79).

The connection is set up.

If you are using a dial plan and Immediate dialing is set (see → page 30), dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.

1. Please note the information in relation to the call journal on → page 32

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Step by step

Immediate dialing

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

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

Activating or deactivating immediate dialing

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the User password.
Configuration	Select and confirm the option shown.
Outgoing calls	Select and confirm the option shown.
Immediate dialling	Select and confirm the option shown.
Yes	Select and confirm the option shown in the context menu.
Save & Exit	Confirm

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Step by step

Dialing using the hot or warm line function

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

If you lift the handset of the phone or press the loud-speaker key

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

Examples:

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

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Step by step

Redial

You must have activated the call journal in order to use the call list. This also applies for redialling the last number dialled → page 94. If the call journal is disabled, you will be shown the message "Key function unavailable" on the display when you try to execute the last number redial function using the [→→] key or a correspondingly programmed function key.

If you still want to access the function for redialling the last number dialled despite having disabled the call journal, you can alternatively use the OpenScape Voice "last caller redial" function, assuming this function has been activated by the administrator → page 146.

Redialing from the call list

Only calls to the primary line are received on multi-line phones (→ page 13).

[→→]

Press the key shown.

You are automatically directed to the **Dialed** list in the **Calls** menu.

Niels, Bohr 07:06 am

Select and confirm the entry you want.
The phone number associated with the list entry is dialed.

Redialing from the pop-up menu

Lift the handset.

or

[◁))]

Press the key shown.

Redial {1} S. Hawking

Confirm.

The last phone number entered is dialed.

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Step by step

Redialing from the idle menu

Redial {1} S. Hawking

Select and confirm from the idle display context menu (→ page 29). The last phone number entered is dialed.

or

A secure voice communication is indicated by a closed padlock icon on the graphic display; a non-secure voice communication is indicated by an open padlock icon on the graphic display (see also → page 14)

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Step by step

Consulting a second party

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

Prerequisite: You are conducting a call.

Consult

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

or

Start conference

Start conference

Select and confirm the option shown in the context menu for the call connection when you intend to set up a conference with the new participant. You can also use an already configured **Conference** key in this instance.

Call the second party.

If you are using a dial plan and Immediate dialing is set (see → page 30), dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.

or

In the pop-up menu:

Repeat dialling S. Hawking

Confirm the option shown[1].

If you want to use the **phonebook** or a **call list** for the consultation, select **Hold** in the context menu instead of Consult or press the **Hold** key and then select the required call list (→ page 87).

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

1. Please note the information in relation to the call journal on → page 32

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Step by step

Ending a consultation call

You end the consultation

Disconnect & return

Select and confirm the option shown in the second party's context menu.

The consultation call is disconnected. The call with the first party is resumed.

The second party hangs up

If the second call partner hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ page 66). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Retrieve held call

Confirm the option shown. You are reconnected with the first party.

If the call is kept on hold, you can retrieve the call via the context menu before the set time expires.

Ending the consultation with an active headset

Prerequisite: The administrator has additionally configured a key with the "Auto-Headset" function (AICS Zip tone) (→ page 50).

Press the "Auto-Headset" sensor key to activate automatic call answering. This key and the headset key illuminate.

You make a consultation call and the second party hangs up. You are automatically reconnected with the waiting first party. The prompt "Retrieve held call" does not appear.

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Step by step

Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call.

Alternate?

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

It does not matter which context menu is open when alternating. The "Alternate" function appears in both menus (active and passive connection).

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

Ending an alternate operation

Disconnecting the held call:

Disconnect?

Select and confirm the option shown in the held connection's context menu.
The held call is disconnected. The active call continues.

Disconnecting the active call:

Disconnect & return?

Select and confirm the option shown in the active connection's context menu.
The active call is disconnected. The held call remains on hold and can be managed via the context menu.

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Step by step

Putting on hold and retrieving successively or simultaneously

Putting an active call on hold

Prerequisite: You have a single-line phone and are conducting a consultation call → page 34 or have answered a second call → page 68. The "Hold" sensor key must be configured → page 50

Press the "Hold" key. The key flashes. The consultation or second call **and** the first call are put on hold.

Retrieving the first call

Switch to the first call. Remove the context menu first if necessary by clicking with the left mouse button.

Press the flashing "Hold" key. You are connected with the other party. The consultation or second call continues on hold.

Retrieving the second call

Switch to the held consultation or second call. Remove the context menu first if necessary by clicking with the left mouse button.

Press the flashing "Hold" key. You are connected with the other party. The first called is put on "Hold" again.

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Step by step

Connecting parties

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

Prerequisite: You are conducting a consultation call → page 34 and call joining must be allowed → page 38.

Complete Xfer?

Select and confirm the option shown in the active connection's context menu.
The active and held calls are joined. The active call and the consultation call are cleared down.

or

Connect by hanging up

or

Replace the handset or, if you are in speakerphone mode, press the loudspeaker key. The other two parties are now connected to one another.

Allowing call joining

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings

Select and confirm the option shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Allow call joining = Yes

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Option = Save & Exit

Confirm.

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Step by step

Call forwarding

You can forward calls for your phone to another phone. You can also change, activate and deactivate call forwarding during a call. The function **Forwarding** must be authorized by administrator.

On multi-line telephones (→ page 13), you can only configure call forwarding for the primary line.

Three forwarding conditions can be programmed in the forwarding menu:

- All Calls
- Busy
- On no reply

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

If active, "All Calls" call forwarding is indicated on the graphic display when the phone is idle.

Forwarded calls can be logged in a call list (see → page 36).

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

The menu **Forwarding** offers you three types of call forwarding:

☐ All calls ➔
Destination phone number
☐ Busy ➔
Destination phone number
☐ No reply ➔
Destination phone number

A phone number may already be assigned to each call forwarding type. For example, one Destination could be Destination 12345.

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Step by step

Activate or deactivate immediate forwarding

Press the key shown.

Deactivating call forwarding

If call forwarding was activated for **All calls**, it will now be automatically deactivated.

or **Activate forwarding to last destination.**

The pop-up menu opens:

The message:

"**Set forward on to**" is displayed with the number of the last forwarding destination and you have the following options:

- Accept
- Set a forwarding destination
- Edit call forwarding
- Cancel

Use last forwarding destination

Accept

Select and confirm the option to use the last saved destination for **All calls** again. Call forwarding to this destination is immediately activated for All calls and the key illuminates.

or **Activate with variable destination phone numbers**

If you want to use a new forwarding destination:

Set a forwarding destination

Select and confirm the option shown.

Enter and confirm the new destination phone number.

or Confirm saved destination phone number (displayed).

Call forwarding to this destination is immediately activated for **All calls** and the key illuminates.

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Step by step

Saving destination phone numbers for call forwarding

You can also enter the call forwarding settings via the user menu (→ page 60) or via the WEB Surface → page 184.

Press the key shown.

The pop-up menu opens:

The message:

"**Set forward on to**" is displayed with the number of the last forwarding destination and you have the following options:

- Accept
- Set a forwarding destination
- Edit call forwarding
- Cancel

Edit call forwarding

Select and confirm the option shown.

Three types of call forwarding are offered in the settings menu:

- All calls
- Busy
- No reply

You can check whether **Busy** or **No reply** call forwarding is activated.

Save destination phone number

☐ All calls ➔

Select forwarding type (here for instance All calls)

Enter destination

Select forwarding type in context menu.

Enter/edit and confirm the destination phone number.

or

Edit favourites

You can configure up to five destination phone numbers for call forwarding. These destination phone numbers can then be assigned different forwarding conditions.

☐ All calls ➔

Select forwarding type (here for instance All calls)

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Step by step

Edit favourites	Select and confirm forwarding type in context menu.
Destination 1	Select and confirm the option shown.
	Enter/edit and confirm the destination phone number. If necessary, define additional destination phone numbers.
Save & Exit	Select and confirm the option shown

Copy and insert destination phone numbers

The current destination phone number for a call forwarding type is copied. For example, the current destination phone number for All calls should also become the current destination phone number for No reply.

Press the key shown.

The pop-up menu opens:

Edit call forwarding	Select and confirm the option shown.

Three types of call forwarding are offered in the settings menu:

- All calls
- Busy
- No reply

1. Copy

☐ All calls ➔3338	Select forwarding type (here for instance All calls)
Copy	Select and confirm forwarding type in context menu.

2. Insert

☐ No reply ➔	Select target forwarding type (here for instance No reply)
Paste	Select and confirm target forwarding type in context menu.
☑ No reply ➔3338	Both types of call forwarding now have the same destination phone number. The call forwarding type No reply is automatically activated.

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Step by step

Assign a destination phone number for call forwarding

Prerequisite: At least one destination phone number has already been saved.

☐ All calls ➔3339

Select forwarding type (here for instance All calls)

3336

Select and confirm a saved destination in the context menu of the relevant forwarding type.

☑ All calls ➔3336

The forwarding type is activated and the new destination is displayed.

Press the illuminated key to open the call display. If All calls was activated, the forwarding destination is displayed with the forwarding symbol. The Busy and No reply types of call forwarding are not displayed.

Activate/deactivate call forwarding

Prerequisite: A forwarding destination is already configured for the relevant forwarding type.

Press the key shown.

The pop-up menu opens:

The message:

"**Set forward on to**" is displayed with the number of the last forwarding destination and you have the following options:

- Accept
- Set a forwarding destination
- Edit call forwarding
- Cancel

Edit call forwarding

Select and confirm the option shown.

☐ All calls ➔3339

Choose one of the forwarding types offered

☐ All calls (default setting is off)
☐ Busy
☐ No reply

. Here e.g. All calls.

OK

Confirm your selection. The forwarding type is activated or deactivated.

Call forwarding settings can appear as follows:

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Step by step

☐ All calls (default setting is off)
☑ Busy
☑ No reply

Press the illuminated key to open the call display. If **All calls** was activated, the forwarding destination is displayed with the forwarding symbol and the key illuminates.
The Busy and No reply types of call forwarding are not displayed.

Defining the ring duration before call forwarding on no reply

You can define how often the phone should ring before the "No reply" call forwarding is activated.

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

You can also configure this setting via the Web interface → page 184.

Press the key shown.

The pop-up menu opens:

Edit call forwarding
☐ No reply ➔3335

Select and confirm the option shown.

Select forwarding type

Set delay

Select and confirm forwarding type No reply in context menu.

Enter the desired time in seconds and confirm your entry. The set time is displayed with the option. Call forwarding is activated.

Press the illuminated key to open the call display.

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Step by step

Call forwarding chain

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

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

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

You can set whether the station that forwarded first or last is displayed (see → page 61).

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Step by step

Callback

You can request a callback if the station called is busy or if nobody answers.
You receive a callback when the other party's line becomes free.

This option is only available if both you and administrator has activated the function (→ page 48).

On multi-line telephones → page 13, only the callback requests for your primary line are logged.

Requesting callback

Prerequisite: The station called is busy or nobody answers.

In the pop-up menu:

Call back?

Select and confirm the option shown.

Deleting callback requests

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

Prerequisite: At least one callback was requested.

Cancel call backs?

Select and confirm the option shown in the idle display (→ page 29) context menu.

Disconnect? ▲

Confirm in the pop-up menu. All callback requests are deleted.

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Step by step

Responding to a callback

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

The pop-up menu opens:

Accepting a callback

Accept?

Select and confirm the option shown.

Rejecting a callback

Prerequisite: The function Reject is authorized by administrator.

Reject?

Select and confirm the option shown.

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

Forwarding a callback

Prerequisite: The function Deflect is authorized by administrator.

Deflect

Select and confirm the option shown.

Enter and confirm the phone number.

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Step by step

Allow callback

Prerequisite: The function Callback is authorized by administrator.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the User password.
Configuration	Select and confirm the option shown.
Outgoing calls	Select and confirm the option shown.
Callback	Select and confirm the option shown.
Yes	Select and confirm the option shown in the context menu.
Save & Exit	Select and confirm the option shown.

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Step by step

Calling back missed calls

Calls received while you are absent are indicated by a message on the idle display (→ page 28). The [✉] function key also lights up. Moreover, the message key [✉] and/or the alert bar flash or illuminate depending on the setting made by the administrator. They only extinguish again when all new list entries have been queried.

Missed calls are logged in the missed calls list. This list provides information on the missed call and lets you call back the number directly (call lists, see also → page 36). Missed calls are not saved and displayed if the call journal is disabled → page 94.

On multi-line telephones → page 13, only the calls missed on your primary line are logged.

[✉]

Press the key shown.

Calls

Select and confirm the option shown.

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

If no new calls are listed, the call list menu is offered under **Calls** → page 93.

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Step by step

Programmable sensor keys

The phone features a range of functions that can, if required, be stored on programmable sensor keys.

The phone comes with six sensor keys, all of which can be programmed on two separate levels.

The "Shifted" sensor key, which allows you to switch between the two programmable sensor key levels, is preassigned. This sensor key should be maintained where possible so you can switch between the two programmable sensor key levels.

The labels for the sensor keys are displayed on the right edge of the display.

The sensor keys can also be programmed via the web-interface (→ page 184).

List of available functions

1. Delete (not assigned.)
2. Selected dialling
3. Repeat dialling
4. Forward all calls
5. Forward no reply
6. Forward busy
7. Ringer off
8. Hold
9. Alternate
10. Blind transfer call
11. Transfer call
12. Deflecting
13. Shift
14. Conference
15. Headset
16. Do not disturb
17. Group pickup
18. Repertory dial
19. Feature toggle
20. Show telephone screen
21. Mobility
22. Directed pickup
23. Callback
24. Cancel callbacks
25. Consultation
26. Call Waiting toggle
27. Immediate ring
28. Preview
29. Call recording
30. Start application
31. Built in forwarding
32. Start phonebook

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Step by step

Programming sensor keys

You can also configure this setting via the Web interface → page 184.

Beginning programming

Directly via a sensor key

Hold down the sensor key to which a function should be assigned until the programming prompt is displayed.

If the prompt is not displayed or a programmed function is not executed, then you can only launch key programming via the user menu (ask your administrator about the current setting).

OK

Confirm to begin programming. The sensor key illuminates continuously.

or

Via the user menu

You can also program keys via the user menu.

Press the key shown.

Settings

Select and confirm the option shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Phone

Select and confirm the option shown.

Program keys

Select and confirm the option shown. You are prompted to press the key you wish to program.

Press the sensor key you want to program with a function. The sensor key illuminates continuously.

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Step by step

Beginning programming

Normal	Select and confirm the option shown to program the first level.
or	
Shifted	Select and confirm the option shown to program the second level.
Do not disturb	Select and confirm the required function in the list (e. g. Do not disturb).
Label	Select and confirm the option shown if you want to change the label on the graphic display.
	Enter and confirm the label you want.
Save & Exit	Select and confirm the option shown.

Programming enhanced functions

Repertory dial

Hold down the sensor key to which a function should be assigned until the programming prompt is displayed.

If the prompt is not displayed or a programmed function is not executed, then you can only launch key programming via the user menu (ask your administrator about the current setting).

OK	Confirm to begin programming. The sensor key illuminates continuously.
	You can also configure this setting via the Web interface → page 184.
Normal	Select and confirm the option shown to program the first level for instance.
Repertory dial	Select and confirm the function in the context menu.
Label	Select and confirm the option shown if you want to change the label on the graphic display.
	Enter and confirm the label you want.
Setting	Select and confirm this option to enter a destination phone number.

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Step by step

Enter and confirm a stations's destination phone number.

You can select and insert special characters in the dialing sequence:

« Clear call

~ Make consultation

» Make normal call

¬ Pause

The pop-up menu also offers the following functions:
- Move cursor right and left
- Copy
- Paste
- Mode selection
- Cancel
- OK

Save & Exit

Select and confirm the option shown.

The repertory dial can be up to 40 characters long.

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Step by step

Feature toggle

Only available for Hunt group functions (→ page 135).

Hold down the sensor key to which a function should be assigned until the programming prompt is displayed.

If the prompt is not displayed or a programmed function is not executed, then you can only launch key programming via the user menu (ask your administrator about the current setting).

OK

Confirm to begin programming. The sensor key illuminates continuously.

You can also configure this setting via the Web interface → page 184.

Normal

Select and confirm the option shown to program the first level for instance.

Feature toggle

Select and confirm the function in the context menu.

Label

Select and confirm to change the key labeling.

Enter and confirm the label you want.

Setting

Select and confirm this option to enter a code.

Enter and confirm the code, for example: *96 (contact your administrator).

Save & Exit

Select and confirm the option shown.

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Step by step

Forwarding

Hold down the sensor key to which a function should be assigned until the programming prompt is displayed.

If the prompt is not displayed or a programmed function is not executed, then you can only launch key programming via the user menu (ask your administrator about the current setting).

OK

Confirm to begin programming. The sensor key illuminates continuously.

You can also configure this setting via the Web interface → page 184.

Normal

Select and confirm the option shown to program the first level for instance.

Forward all calls

Select a forwarding type:
- Forward all calls
- Forward no reply
- Forward busy

Select and confirm the function in the context menu.

Label

Select and confirm the option shown if you want to change the label on the graphic display.

Accept or edit the label and confirm.

Setting

Select and confirm this option to enter the forwarding destination.

Enter and confirm the phone number of the forwarding destination.

Save & Exit

Select and confirm the option shown.

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Step by step

Using sensor keys

The use of programmed functions depends on the phone's status. The relevant display appears once you have pressed a sensor key.

Example 1: Calling saved number

Prerequisite: The idle menu is displayed on the graphic display.

Press the sensor key for a saved number. The connection is set up.

Example 2: Call Waiting toggle Activating/ deactivating

You can press a key to activate or deactivate call waiting functionality, even during a call. The perquisite for this is that a second call is permitted (→ page 70). By default a second call is permitted.

Press the "Call Waiting toggle" sensor key. The sensor key goes out. The second call function is deactivated. The call is rejected or forwarded.

Example 3: Immediate ring

This function allows you to switch the preset delay (→ page 111) on and off for all line keys. By default the delay is set, the key does not illuminate.

Press the "Immediate ring" sensor key. The sensor key illuminates. The delay ringtone is disabled. An incoming call rings immediately regardless of what delay time is configured.

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Step by step

Resetting sensor keys

You can reset sensor keys you configured to factory settings (see also → page 170).

Press the key shown.

Settings

Select and confirm the option shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Reset

Select and confirm the option shown to switch to the **Reset user data** menu.

Function key data

Select the option shown.

Yes

Select and confirm the option shown in the context menu to delete the content of all sensor keys.

Reset selected user data

Select and confirm "Reset selected user data". The contents of the sensor keys you configured are deleted.

Sensor keys which can only be configured by administrator remain unchanged

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Step by step

Enhanced phone functions

Incoming calls

Accepting calls via the headset

Prerequisite: The headset is connected.

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

Ending the call:

Press the key shown. The LED goes out.

Deflecting a call

Using call deflection

Prerequisite: An incoming call is displayed or signaled.
"Deflect" must be allowed.

In the pop-up menu:

Deflect

Select and confirm the option shown.
The call is immediately deflected if a destination phone number is programmed (→ page 59).

or

If you did not set a phone number when programming call deflection, a pop-up menu appears prompting you to enter a destination phone number for call deflection.

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

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Step by step

Permitting call deflection

You can also configure this setting via the Web interface → page 184. Deflect" must be authorized by administrator.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Configuration — Select and confirm the option shown.

Incoming calls — Select and confirm the option shown.

Deflecting — Select and confirm the option shown.

Allow deflection — Select and confirm the option shown.

Yes — Select and confirm the option shown in the context menu.

Default destination — Select and confirm the option shown.

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

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

or

Deflecting to a DSS number

A call can be deflected to a direct station selection (DSS) subscriber using the DSS key, if the key is configured and the deflect function is activated by your administrator → page 104.

Deflect to DSS: Yes — Information only, as set by administrator: Yes or No.

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Step by step

Rejecting a call

You can reject an incoming call. "Reject" must be authorized by administrator.

In the pop-up menu:

Reject

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

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

Configuring call forwarding

You can also enter the call forwarding settings via the Forwarding key (→ page 40).

Press the key shown.

Settings

Select and confirm the option shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

Forwarding

Select and confirm the option shown.

Configuring forwarding

Settings

Select and confirm the option shown.

You can find a description of the settings in Chapter Call forwarding (→ Seite 39).

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Step by step

Setting alerts

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

Alerts	Select and confirm the option shown.
Visual alerts= No	Select the option shown.
Yes	Select and confirm the option shown in the Yes/No context menu.
or	
Audible alerts= No	Select the option shown.
Yes	Select and confirm the option shown in the Yes/No context menu.
or	
Forwarding station... Last	Select the option shown.
Display last	Select and confirm **Display last/Display first**
Option = Save & Exit	Select and confirm the option shown.

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Step by step

Placing a call on hold

You can use this function to place an ongoing call on hold, for instance, to prevent the other party overhearing a conversation with a colleague in the same room. The held party hears music on hold if **Music on hold** is active on this party's phone (→ page 67).

Prerequisite: You are conducting a call.

Hold

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

or

Press the "Hold" key. The key flashes. (The "Hold" sensor key must be configured → page 50.)

If you do not retrieve the held call after a defined time interval, a reminder beep sounds three times and a prompt to retrieve the call or disconnect appears on the display. The settings for this can be found on → page 64 and → page 65.

Retrieving a held call:

Reconnect

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

or

Press the flashing "Hold" key. (The "Hold" sensor key must be configured → page 50.)

Using line keys

On multi-line telephones you can use the line keys to place ongoing calls on hold.

Press the corresponding line key. The line key LED starts flickering. The call is now on hold.

Retrieving a held call:

Press the corresponding line key. The line key LED lights up. The call is retrieved.

The LED display → page 24 or status display on the "Overview" tab → page 31 indicates to other multi-line telephones on which this line is also configured, that the call is on hold. These phones can then pick up the call.

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Step by step

Held call wait status

After placing a call on hold, you can replace the handset and then decide whether to retrieve the call or disconnect.

Prerequisite: You placed a call on hold and replaced the **handset** or pressed the loudspeaker key in speakerphone mode.

A recall follows immediately and a pop-up menu appears on the display:

Retrieve held call

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

or

Disconnect

Select and confirm the option shown to disconnect the call.

If you enabled "Hold and hang-up" (→ page 66), the call is placed on hold for a defined time interval (→ page 65) before the prompt is displayed with a recall to retrieve the call or disconnect. You can however retrieve the call or disconnect via the context menu before the defined time expires.

This function **cannot** be used on multi-line phones.

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Step by step

Activating/deactivating the hold reminder tone

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the User password.
Configuration	Select and confirm the option shown.
Connected calls?	Select and confirm the option shown.
Allow hold rem.?	Select and confirm the option shown.
Yes	Select and confirm the option shown in the context menu.
Save & Exit	Select and confirm the option shown.

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Step by step

Setting the hold reminder time

Use the "Hold reminder" function to set the length of the timeout before an automatic reminder is issued about a held call.
The minimum value is 1, that is, the reminder is output after one minute. The maximum value is 99 minutes. Press 0 to deactivate the reminder.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings

Select and confirm the option shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Hold rem. delay

Select and confirm the option shown.

Enter a value between 3 and 15 and confirm.

Save & Exit

Select and confirm the option shown.

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Step by step

Activating/deactivating Hold and hang-up

This function works in the following call scenarios:

- You have placed a call on hold and hang up.
- You are conducting a consultation call and the second call partner hangs up.
- You accepted a second call, and you or the second participant hang up.

You can use "hold and hang up" to determine whether you will be prompted immediately or after a defined time to retrieve the held call.

This function **cannot** be used on multi-line phones.

You can also configure this setting via the WEB Surface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Configuration — Select and confirm the option shown.

Connected calls — Select and confirm the option shown.

Hold and hang-up — Select and confirm the option shown.

Yes — In the context menu select and confirm the option shown to activate the function or

No — Select and confirm the option shown to deactivate the function again. The function is always deactivated by default.

Save & Exit — Select and confirm the option shown.

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Step by step

Music on hold

Music on hold is played back when you are placed on hold by another party, providing this option is active.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Configuration — Select and confirm the option shown.

Connected calls — Select and confirm the option shown.

Music on hold — Select and confirm the option shown.

Yes — Select and confirm the option shown in the context menu.

Save & Exit — Select and confirm the option shown.

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Step by step

Call waiting (second call)

You can accept a second incoming call in the course of an ongoing call. The caller hears the on-hook signal while you hear a call-waiting signal tone.
You can ignore or accept the second call. Before you accept the second call, you can end the first call or place it on hold for subsequent retrieval.
You can block the second call or the signal tone (→ page 70).

Accepting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 70).

In the pop-up menu:

Accept

Select and confirm the option shown.

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

You can still
- toggle between an initial and second call or
- put on hold and retrieve second and first call successively→ page 37
  or
- initiate a conference

Consultation call from second call

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

Prerequisite: The administrator must have approved the consultation in the second call.

From a consultation call in the second call you can
- initiate a conference
- toggle between the second call and a consultation call
- put on hold and retrieve second and first call successively → page 37
- transfer a call
- disconnect the calls again

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

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Step by step

Disconnecting the second call

Disconnect & return

Select and confirm the option shown in the second call's context menu. The call to this station is disconnected and the call to the first station is reconnected.

Ending the second call by hanging up

If you or the second call partner hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ page 66). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Ignoring second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 70).

In the pop-up menu:

Ignore

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

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

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

A third call would be rejected with the busy signal

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

Rejecting the second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 70).

In the pop-up menu:

Reject

Select and confirm the option shown.

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

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Step by step

Deflecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 70).

In the pop-up menu:

Deflect

Select and confirm the option shown.

Enter and confirm the phone number.

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

Connecting parties

Complete Xfer

Select and confirm the option shown in the active connection's context menu. The other two parties are now connected to one another. You can now hang up or dial another number for instance.

or

Connect by hanging up

Prerequisite: Connecting by hanging up is activated (ask your administrator) and "Switch assignment" must be set to "Yes" (→ page 71). Before you can be connected by hanging up you must have toggled at least twice (→ page 36).

or

Replace the handset or, if you are in speakerphone mode, press the loudspeaker key. The other two parties are now connected to one another.

Allowing call waiting

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

Prerequisite: The option was programmed by your administrator.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings

Select and confirm the option shown.

User

Select and confirm the option shown.

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Step by step

if nec.	Enter and confirm the User password.
Configuration	Select and confirm the option shown.
Incoming calls	Select and confirm the option shown.
Handling	Select and confirm the option shown.
Allow call waiting	Select and confirm the option shown.
Yes	Select and confirm the option shown.
Save & Exit	Select and confirm the option shown.
	Assuming **Allow call waiting** is generally activated, you can toggle the configured sensor key to switch call waiting on/off (→ page 70).

Toggling associate

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

You can also configure this setting via the Web interface → page 184.

	Press the key shown.
Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the User password.
Configuration	Select and confirm the option shown.
Connected calls	Select and confirm the option shown.
Toggling associate	Select and confirm the option shown.
Yes	Select and confirm the option shown in the context menu.
Save & Exit	Select and confirm the option shown.

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Step by step

Transferring a call

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

Blind transfer

Prerequisite: You are conducting a call. The options "Allow call transfer" and "Transfer on ring" were allowed (→ page 73).

Blind transfer

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

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

The graphic display returns to idle following successful transfer.

Transferring with consultation

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

Prerequisite: You are conducting a call. The options "Allow call transfer" and "Transfer on ring" were allowed (→ page 73).

Consultation

Select and confirm the option shown in the connections's context menu. The call is placed on hold.

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

Dial

Confirm.

If the party answers:

Announce the call you want to transfer.

Complete Xfer

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

If the party does not answer:

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

Complete transfer

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

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

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Step by step

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

Allowing call transfer

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the User password.
Configuration	Select and confirm the option shown.
Connected calls	Select and confirm the option shown.
Allow call transfer	Select and confirm the option shown.
Yes	Select and confirm the option shown in the context menu.
Save & Exit	Select and confirm the option shown.

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Step by step

Allowing "Transfer on Ring"

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

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the User password.
Configuration	Select and confirm the option shown.
Outgoing calls	Select and confirm the option shown.
Transfer on ring	Select and confirm the option shown.
Yes	Select and confirm the option shown in the context menu.
Save & Exit	Select and confirm the option shown.

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Step by step

CTI calls

Beep on auto-answer

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

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

You can also configure this setting via the Web interface → page 184.

Prerequisite: The option was programmed by your administrator.

Press the key shown.

Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the User password.
Configuration	Select and confirm the option shown.
Incoming calls	Select and confirm the option shown.
CTI calls	Select and confirm the option shown.
Auto-answer	Select and confirm the option shown.
Yes	Select and confirm the option shown.
Beep on auto-answer	Select and confirm the option shown.
Yes	Select and confirm the option shown.
Save & Exit	Select and confirm the option shown.

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Step by step

Beep on auto-reconnect

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

Prerequisite: The option was programmed by your administrator.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the User password.
Configuration	Select and confirm the option shown.
Incoming calls	Select and confirm the option shown.
CTI calls	Select and confirm the option shown.
Beep on auto-unhold	Select and confirm the option shown.
Yes	Select and confirm the option shown.
Save & Exit	Select and confirm the option shown.

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Step by step

Making calls

If you want to dial a call from a phonebook or a call list, you should not lift the handset or press the loudspeaker or headset key before.

Dialing with the DDS key

You can program frequently used phone numbers on programmable keys (→ page 50). If you press a DSS key, the associated contact or phone number appears and dialing is initiated.

Prerequisite: A direct destination key is programmed → page 50.

Press the programmed DDS key. Dialing is initiated.

Dialing from the local phonebook

Press the key shown.

Personal

Confirm.

or

Press the configured sensor key "Personal" for the local phonebook (→ page 50).

Niels, Bohr

Select and confirm the entry you want. The phone number is dialed.

Extensive information on the local phonebook and on searching for stations can be found from → page 87.

Dialing from the LDAP database

Prerequisite: You searched for and selected an entry in the LDAP database (→ page 90).

Niels, Bohr

Select the entry you want.

Dial

Select and confirm the option shown in the context menu. The connection is set up.

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Step by step

Dialing a phone number from a list

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

- Missed
- Dialed
- Received
- Forwarded

For a detailed description of the call lists, see → page 36. Pay attention to the notes on → page 93.

Press the key shown.

Calls

Select and confirm the option shown.

Dialed

Select and confirm the required call list.

Niels, Bohr 07:06am

Select and confirm the entry you want. The phone number associated with the list entry is dialed.

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Step by step

Using autodial delay

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

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

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

- Press the key shown. This always works.
- Lift the handset (off-hook). This only works if the phone number was entered when the phone was idle or if it was entered for a consultation call when the handset was off hook.
- Press the key shown. This only works if the phone number was entered when the phone was idle and the loudspeaker key was not lit or if the phone number was entered for a consultation call and the loudspeaker key was not lit.

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

Automatic dial delay does not work if you are using a dial plan and **Immediate dialing** is configured (see → page 30). The number is automatically dialed as soon as the string entered matches an entry in the dial plan.

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Step by step

Settings for autodial delay

You can also configure this setting via the Web interface → page 184.

The setting does not affect automatic emergency number dialing.

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

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Configuration — Select and confirm the option shown.

Outgoing calls — Select and confirm the option shown.

Autodial delay — Select and confirm the option shown.

Specify a value and confirm your entry.

Save & Exit — Select and confirm the option shown.

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Step by step

Allowing "Busy When Dialling"

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

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the User password.
Configuration	Select and confirm the option shown.
Outgoing calls	Select and confirm the option shown.
Busy when dialling	Select and confirm the option shown.
Yes	Select and confirm the option shown in the context menu.
Save & Exit	Select and confirm the option shown.

This setup option can also be found under "Handling" in the "Incoming calls" menu.

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Step by step

Conference

Local conference

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

Prerequisite: You are conducting a consultation call → page 34 or have accepted a second call → page 68, and the conference function is active → page 83.

Initiating a local conference

You can initiate a conference by calling the "Conference" function in the context menu of either the active or held call. Alternatively you can press an already configured **Conference** key.

Conference?

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

Conducting one-on-one calls

User

Select the connection you want to clear down on the display.

Disconnect

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

🔒 or 🔓

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

The entire conference is nonsecure if the connection to at least one of the parties is not secure (see also → page 14).

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

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Step by step

Ending a local conference

Allowing call partners to continue a conference after you exit

Prerequisite: The function "Allow joining in a local conference" (→ page 84) was activated.

Exit Conf?

Select and confirm the option shown in the "Conference" context menu.

or

or

Lift the handset or press the loudspeaker key. Both call partners remain connected. You are disconnected from the conference call.

Disconnecting a party

End Conf?

Select and confirm any of the connections in the context menu. Both connections are cleared down – the conference is cleared down.

Allowing a local conference

This option allows or blocks the "Conference" function.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings

Select and confirm the option shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Allow conferences

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select and confirm the option shown.

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Step by step

Allowing joining in a local conference

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

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the User password.
Configuration	Select and confirm the option shown.
Connected calls	Select and confirm the option shown.
Allow exit conference	Select and confirm the option shown.
Yes	Select and confirm the option shown in the context menu.
Save & Exit	Select and confirm the option shown.

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Step by step

System-based conference

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

Prerequisite: You are conducting a consultation call → page 34 or you have accepted a second call → page 68, and the "System conference" feature was configured by your administrator.

Establishing a conference

Conference?

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

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

Conducting a consultation call

Consultation?

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

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

If you want to add the consultation parties to the conference, use the "Hinzufügen zu Konferenz" option instead of the "Consultation" option.

If you want to use the **phonebook** or a **call list** for a consultation call, select **Hold** instead of Consult (and/or Hinzufügen zu Konferenz) in the context menu or press the **Hold** key and then open the phonebook or a required call list (→ page 87).

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

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Step by step

Add party

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

Conference?

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

You can also use an already configured **Conference** key instead of the Conference option in the context menu.

Putting the conference on hold

Hold?

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

Leaving a conference

Exit Conf?

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

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Step by step

Phonebooks and call lists

Local phonebook

The personal phonebook is restricted to 100 entries. If you have configured a sensor key for the local phonebook, you can open it using this sensor key (→ page 50).

If you are registered as a mobility user (→ page 123), you may not be able to use the phone books. Please ask your administrator whether Mobility supports the use of phone books.

Creating a new contact

You can also create contacts via the web interface→ page 184.

Press the key shown.

Personal

Confirm to open the local phonebook.

Option

Select the option shown.

New contact

Confirm the option shown in the context menu.

Fill in the three fields
- Last name
- First name
- Number

accordingly.

Save & Exit

Select and confirm to save the phonebook entry.

Editing a contact

You can also edit contacts via the web interface→ page 184.

Press the key shown.

Personal

Confirm to open the local phonebook.

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Step by step

Niels, Bohr	Select the required entry.
Details	Select and confirm the option shown in the context menu.
Last name	Select and confirm, for example the Last name field.
	Change and confirm .
Save & Exit	Select and confirm the option shown.

Deleting a contact

You can also delete contacts via the web interface→ page 184.

	Press the key shown.
Personal	Confirm to open the local phonebook.
Niels, Bohr	Select the required entry.
Delete	Select and confirm the option shown in the context menu. Then confirm the Delete or cancel the process.

Deleting all contacts

You can also delete the contacts via the web interface→ page 184.

	Press the key shown.
Personal	Confirm to open the local phonebook.
Option	Is displayed
Delete all	Select and confirm the option shown in the context menu.

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Step by step

Searching for a contact

Press the key shown.

Personal

Confirm to open the local phonebook.

Option

Is displayed

Enter the first letter of the name you are searching, e.g. k.

J K L 5 (Abc)

Kirsch, Erika

The name first found in which the first letter is K is displayed. If you are looking for a name that begins with Kr, also enter the second letter in the search field:

K

p q r s 7 ß (abc)

Kramer, Elisabeth

The first name with the initial letters Kr is displayed.

You can also browse the phonebook with the **navigator** until you reach the required station.→ page 21.

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Step by step

LDAP database

You can search an LDAP database (corporate phonebook) for contact entries if you can reach this database over your network and your access was correctly configured by your administrator.

You can search for the name (simple search) or for different entry information (advanced search) e. g. search for the job or department name.

Finding an LDAP entry

Press the key shown.

Corporate

Select and confirm to open the company-wide Phone book "Corporate".

Find

Select and confirm the option shown in the **Options** context menu

Last name

Select and confirm the required search field (for example, "Last name").

Enter a search text. If you for example only enter the first letter of the last name, all entries with this initial letter are displayed.

Find

Select and confirm when you have filled out one or more search fields. The search begins. If the entry you searched for is found, you can dial or view the entry details.

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Step by step

Extended LDAP editing

Viewing an LDAP entry

Prerequisite: You found and selected an LDAP entry (see above).

Details

Select and confirm the option shown in the context menu for the entry. All fields of the entry are displayed.

Resetting the search fields

Prerequisite: The search fields are listed.

Delete

Select and confirm the option shown in the **Options** context menu. You can now enter the search criteria for the search.

Defining a qualifier before a search

Prior to a search, you can select which qualifiers should also appear in the output list in the **Options** context menu.

Qualifier

Select and confirm the option shown. You may choose between the following criteria:

- No qualifier
- Job function
- Address 1
- Email
- Business 1
- Mobile
- Business 2
- Private
- Company
- Address 2

Select and confirm the desired qualifier.

Exit the list.

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Step by step

Quick search

Press the key shown.

Corporate

Select and confirm to open the company-wide Phone book.

Option

Is displayed

Enter the first letter of the name you are looking for, e.g. "k".

j k l 5 (abc)

Kirsch, Erika

Do not enter any further characters. After a predefined period of time or after pressing the OK key all available names with the corresponding initial letter are displayed.

K

p q r s 7 ß (abc)

You can restrict the output by entering the second and other letters. The # key is used to switch between letters and numbers. The ⮌ key is used to delete individual characters.

When entering extended characters you can control the search individually. For the selection of extended characters firstly press the * key.

Rule list:

Character	Description
#	Searches for the exact string before the extended character
,	You can enter first and last name separately using a comma. A search is carried out for the last name (possibly using a wildcard) and the first name with the first character after the comma.
*	Wildcard. This searches for the character entered and all possible subsequent characters

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Step by step

Call lists

For a detailed description of the different call lists, see → page 36. The function must be activated in order to view and manage call lists → page 94, otherwise the menu option "Calls" is not offered.

Editing entries

Selecting an entry

Press the key shown.

Calls

Select and confirm the option shown.

Missed

For instance, select and confirm the list of missed calls → page 49).

The list is sorted chronologically, with the most recent caller first.
You can use the **navigator** to scroll through the list.

Niels, Bohr 22.05 13:22

Select the list entry.

Displaying details

Details

Select and confirm the option shown in the context menu.The phone number, date and time are displayed (→ page 36).

Delete the entry

Delete

Select and confirm the option shown in the context menu. The entry is deleted.

Delete all entries

Press the key shown.

Calls

Select and confirm the option shown.

Dialed

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

Options

Select the option shown.

Delete All

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

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Step by step

Activating/deactivating the call journal

The function can be disabled in order to prevent unauthorised third parties gaining information on the other party involved in the call from the call lists. No further calls or conversations are then logged. The function is always activated by default.

When you deactivate the call journal, please note that the customary last number redial function will also be affected by this. You can then no longer redial the last number dialled → page 32.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Configuration — Select and confirm the option shown.

Call logging — Select and confirm the option shown.

Enable call log — Select

No — In the context menu select and confirm to deactivate the call journal. The message "Call Log is disabled" is shown on the display.

or

Yes — In the context menu select and confirm to reactivate the call journal.

Save & exit — Select and confirm the option shown.

If the function is deactivated, all existing entries in the journal as well as messages for available missed calls on the display and via LEDs are deleted.

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Step by step

Making calls with multiple lines

You can use your OpenStage 40 as a multi-line phone. If you have any questions regarding how to configure your OpenStage phone as a multi-line phone, please contact your administrator.

The following is a description of the telephony scenarios for multi-line phones. To facilitate comprehension, you should familiarize yourself with the enhanced telephony application and how to use the line keys beforehand. Furthermore, you can specify individual settings for your multi-line telephone. Refer to the following sections for a detailed description of the individual components:

- Introduction to multi-line phones → page 13
- Lines and line keys → page 23
- Multi-line telephony interface → page 31
- Individual settings → page 110

Incoming calls

Depending on your individual settings, you will be notified of incoming calls → page 159.

Accepting calls for the primary line

In this case, the telephone behaves in the same way as a single-line telephone. See → page 14 and → page 58.

Accepting calls for secondary lines

Prerequisite: The secondary line is configured on your multi-line telephone.

Using the handset

Lift the handset.

Conduct call.

The line used for the ringtone is selected automatically. If there are calls on several lines, you are connected with the line that has been ringing the longest.

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Step by step

Using the line keys

Press the flashing line key.

Speakerphone mode.

Accept

Select and confirm the option shown.

Speakerphone mode.

Making calls

You must seize a line before you can make calls on a multi-line telephone.

Trunk seizure can be configured on an individual basis. Your administrator can determine if the lines on your telephone can be automatically seized and with which priority.

If you have seized a secondary line, this line is reserved for you for making calls for a specific period as defined by the administrator. No other user can seize this line during this period, even if the line is also assigned to this user's telephone.

Manual trunk seizure

or or

Lift the handset or press the speakerphone mode or headset key.

Press the required line key.

or

Press the key shown to open the **Overview** tab → page 31.

Line 2

Select and confirm the required line (e.g. line 2). The selected line is displayed on the screen.

Enter the phone number or use redial, for example. The connection is set up.

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Step by step

Automatic trunk seizure

Prerequisite: Your administrator has configured automatic trunk seizure.

or or

Lift the handset or press the speakerphone mode or headset key.

The line defined during configuration is seized.

Enter the station number. The connection is set up.

Dialing the last dialed number

Regardless of the line used, the last number dialed on your telephone is displayed for redialing in the selected number's context menu.

or or

Lift the handset or press the speakerphone mode or headset key.

Press the required line key (→ page 96).

In the pop-up menu:

Redial {1} 12345

Confirm[1]. The connection is set up.

Forwarding calls on primary line

The call forwarding can only be activated for the primary line. Which call forwards are possible, how they are configured and activated can be found from → page 39.

Call forwarding information

Prerequisite: Your administrator has activated "Forwarding shown".

If you have activated one of the forwarding types on your phone for the primary line and a station calls, a popup window with the following information opens:

- Who is calling
- The forwarding destination.

1. Please note the information in relation to the call journal on → page 32

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Step by step

During calls

Making and receiving calls on a single line

If you only use one line on your multi-line telephone to make calls, and you receive calls on the same line, the phone operates in the same way as a single-line telephone:

- Redial → page 32
- Consultation → page 34
- Alternate → page 36
- Callback → page 46
- Hold → page 62
- Call waiting (second call) → page 68
- Transferring a call → page 72
- Conference → page 82

Functions available exclusively for the primary line:

- Call lists → page 36
- Voicemail → page 35
- Call forwarding → page 39
- Do not disturb → page 116

Depending on your individual settings, you will be notified of incoming calls → page 114.

Making and receiving calls with multiple lines

Accepting a waiting call

Depending on the settings for "Rollover", you will be notified of incoming calls → page 114.

Prerequisite: You are conducting a call. At the same time, a call is incoming on another line.

Call on line 1.

Press the line key for line 2. The call on line 1 is placed on hold.

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Step by step

All multi-line users that share the line on which the call is being held (→ page 23) can now pick up the held call. To prevent other users from answering the held call, you must place the call on "Consultation" hold → page 34.

Depending on the setting made by your administrator, you may have to press the trunk key twice to accept the call on the other line. The first call is either placed on hold or released depending on the setting.

Conduct call on line 2.

End call on line 2.

Press line key for line 1.

Retrieve call on line 1.

Putting a line on hold

On a multiline telephone you can use the line keys to place calls on hold.

Prerequisite: You are conducting a call.

Press the call-line sensor key.

- The LED line key flashes.
- The LED line displays the hold status on all multi-line phones to which the line is connected.
- On phones connected to the line, a user can press the relevant line key and accept the held call.

During a consultation call or after accepting a waiting call the hold function cannot be used.

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Step by step

Lines with hot or warm line function

Your administrator can configure a hot or warm line for the primary and secondary line.

The function is activated when on

- The Primary line
  you pick up the phone's handset or press the line or loudspeaker key
- the secondary line
  you press the line key.

A number specified by you is dialed with a hot line immediately and with a warm line after a specific time.

Examples:

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

Entering a number for the hot and warm line function

Specify which number should be dialed when the hot or warm line function is activated.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Configuration — Select and confirm the option shown.

Keyset — Select and confirm the option shown.

Lines — Select and confirm the option shown.

Line — Select and confirm the required line in the context menu.

Hot warm dest = nnnn — Select and confirm the option shown.

Enter and confirm the destination.

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Step by step

Save & Exit

Select and confirm the option shown.

Busy override

A station of a line trunk group is on a call. It's primary line is configured as a secondary line on your phone. This line now has the status "busy." You can connect to the call by pressing the illuminated key for this line (see also → page 23).

Prerequisite: A secondary line is set up on your multi-line phone, the option to connect to the call is activated for your phone and "system-based conference" is set up for your system (→ page 85).

If a preview is set up and activated for the relevant line (→ page 113), you have to press the line key a second time following the preview in order to connect.

The key of a secondary line illuminates – it is busy. You want to connect to the call.

Press the illuminated line key. A conference is established. You are connected to the parties on the secondary line. The key continues to illuminates and the conference is shown on the display.

If there is already a conference on the secondary line you are connected to this conference. The conference is shown on the display.

You can now:

- Put the secondary line on hold
- Leave the conference on the secondary line
- Make consultation call
- Accept a second call
- Alternate between a new call party and a conference on the secondary line.
- Include a call party from a consultation or a second call in the conference.

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Step by step

Direct station selection keys

Apart from line keys, administrator can also configure direct station selection (DSS) keys. You can use a DSS key to call an internal station directly, pick up calls for this station or forward calls directly to it.

Calling a station directly

You cannot use DSS if the user is on another call (flashing LED).

Calling from the idle menu

Press the relevant DSS key.

or

Press the key shown to open the **Overview** tab → page 31.

DSS call 1

Select and confirm the DSS line. The key lights up and a connection is established.

administrator can configure the DSS key so that the connection is also established when the DSS station has activated do-not-disturb or call forwarding.

Consultation with the DSS station

Prerequisite: You are conducting a call and administrator has configured the DSS key for consultation.

Press the relevant DSS key for the consultation. The key lights up and a connection is established. If the station answers, you can toggle, transfer the first call or initiate a conference.

If administrator has configured transfer instead of consultation, you can only transfer the current call to the DSS station.

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Step by step

Call pickup

You can pick up calls for another DSS station. If a call is waiting on their line, the LED flashes.

Indirect pickup

Prerequisite: The auto-answer function must be deactivated → page 75.

Press the DSS key. The call is routed to your primary line and rings.

or or

Lift the handset or press the speakerphone mode or headset key. You are connected with the other party.

Rejecting a call

Prerequisite: administrator must activate the reject option for DSS keys and auto-answer must be deactivated → page 75.

Press the DSS key. The call is routed to your primary line and rings.

Reject

Select and confirm the option shown in the pop-up menu.
The caller hears a busy signal.

Direct pickup

Prerequisite: The auto-answer function must be activated → page 75.

Press the DSS key. The call is routed to your primary line and you are immediately connected with the other party via speakerphone.

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Step by step

Deflecting a call to a DSS station

Prerequisite: The deflect function must be approved for DSS keys. For information on the current setting, see → page 59.

If you receive a call on one of your lines, you can immediately deflect it to the DSS station.

Your phone rings and a line key flashes.

Press the relevant DSS key. The call is deflected to the DSS station. If the DSS station does not answer, you can pick up the call by pressing the DSS key.

LED display on DSS keys

DSS Key	Explanation
	Off: The line is in idle mode.
	Flashes: You can accept a call for the DSS station via the key. The call is routed to your primary line when the call is accepted.
	Illuminates: The line is busy. Provided that second call is activated you can still reach the DSS station via the key. It can accept your call as a second call.

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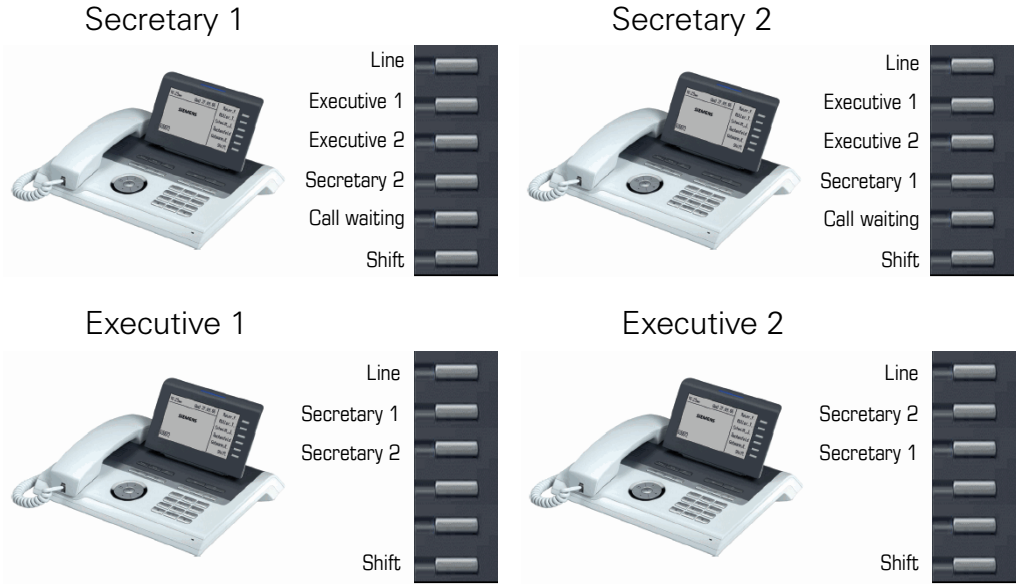
Making calls in an executive-secretary team

An executive-secretary team is configured by the relevant administrator and may include up to four executive and up to two secretary telephones.

Sample scenarios

This example assumes that two executive and two secretary phones are configured. Calls for the executives are forwarded immediately to the respective secretary phone. A secretary then connects the call with or without consultation to the responsible executive using the direct station selection key.



Prerequisites:

The following call forwards are configured (→ page 39):

- For All calls from Executive 1 to Secretary 1
- For All calls from Executive 2 to Secretary 2
- Forward on Busy and forward on No reply from Secretary 1 to Secretary 2
- Forward on Busy and forward on No reply from Secretary 2 to Secretary 1

"Allow call waiting" should be activated on the secretaries' phones (→ page 70). This function can optionally be activated and deactivated using a key if a key has been configured for it.

Line and direct station selection keys have been configured by administrator and "Transfer on hangup" and server features have been activated.

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Step by step

Accepting a call

Incoming calls for the executives should be forwarded immediately to the assigned secretary and answered there. The line overview (→ page 109) shows whether the executive has activated call forwarding.

Accepting calls at the secretary phone

An incoming call for "Executive 1" rings at the assigned "Secretary 1".

The line key of the "Secretary 1" phone flashes.

The "Secretary 1" direct station selection key on the "Executive 1" phone also flashes.

Press the line key to answer the call. The station answers. The line key flashes **rapidly**.

The "Secretary 1" direct station selection key on the "Executive 1" phone illuminates.

Early call pickup by Executive 1

An incoming call for "Executive 1" rings on "Secretary 1". The "Secretary 1" direct station selection key on the "Executive 1" phone flashes. The "Secretary 1" has not yet answered the call. Before the call is forwarded to "Secretary 2", "Executive 1" picks up the call early.

Press the "Secretary 1" direct station selection key on the "Executive 1" key to answer the call.

If for example a call for "Executive 2" on "Secretary 2" is not answered, "Secretary 1" or "Executive 1" can pick up the call early

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Step by step

Forward to Secretary 2

An incoming call for "Executive 1" rings at the assigned „Secretary 1“. The call is **not** answered. After a specified period the call is forwarded to "Secretary 2". The line key of the "Secretary 2" flashes and it rings.

Press the line key on the "Secretary 2" phone to answer the call. The station answers. The "Secretary 2" direct station selection key on the "Executive 1" phone illuminates.

If "Secretary 1" is busy, the call is forwarded immediately to "Secretary 2" if:
- a consultation call is being made or
- "Allow call waiting" is deactivated.

Second call

If "Secretary 1" receives a second call, this can be accepted, ignored, forwarded or rejected. Detailed information on this can be found from → page 68.

If the second call is ignored, it is forwarded to "Secretary 2" after a certain period of time.

If the second call was answered, it can be forwarded using consultation or the direct station selection keys.

Connecting a call

If e. g. the "Secretary 1" answered a call, it can forward the call using the direct station selection keys to the following telephones:
- Executive 1
- Executive 2
- Secretary 2.

The following examples show connections to "Executive 1".

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Step by step

Connecting with consultation

Press the DSS "Executive 1" key. "Executive 1" answers. Announce the call.

or or

Press the hang-up, loudspeaker or headset key.

You can also select "Complete Xfer" from the context ment.

Connecting without consultation

Press the DSS "Executive 1" key. "Executive 1" does not answer.

Complete transfer

Select and confirm the option shown in the pop-up menu.

or or

Press the hang-up, loudspeaker or headset key. The "Executive 1" phone rings.

If "Executive 1" does not answer the call, a callback (see also → page 72) will ensue after a configured time.

The "Executive 1" direct station selection key on the "Secretary 1" phone illuminates.

Consultation without connecting

Press the DSS "Executive 1" key. "Executive 1" answers. Transferring is not wanted. The "Secretary 1" takes the call back

Disconnect & return

Select and confirm the option shown in the pop-up menu. The "Secretary 1" is reconnected with the caller.

Toggle, disconnect or conference

During a consultation call "Secretary 1" can toggle between "Executive 1" and the caller, can initiate a conference or disconnect one of the two call parties. More on this subject can be found on pages → page 36 and → page 82.

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Step by step

DSS keys can be used

These keys are configured in such a way that every phone can be reached by every phone in the group. The DSS keys are also used for consultation calls.

Press a team member's DSS key. The relevant phone rings and the party answers.

Using line overview

To view the status of the lines, change from the "My phone" tab to the "Overview" tab on the phone screen using the ⮌ key.

Overview		Line
DSS:Executive 2	Line busy	Executive 1
DSS:Executive 2	Line busy	Executive 2
DSS:Executive 2	Line busy	Secretary 2
DSS:Executive 1	Line forwarded	
		Shift key

Further information on the line status can be found on → page 31.

The "executive-secretary" team can be expanded with line keys by the administrator. These lines keys however have no influence on the behavior of the "executive-secretary" configuration.

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Step by step

Settings for MultiLine (keyset)

The details for each keyset line contain supplementary information for the user. The following uneditable fields are displayed:

- Address
  - Displays the phone number for the line
- Ringtone on/off
  - Shows whether the ringer is activated for this line
- Selection sequence
  - Displays the priority of each line seizure when the handset is lifted or the loudspeaker key for this line is pressed

Displaying the line in the "Overview" tab

Specify here if the selected line should be displayed in the "Overview" tab.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Configuration — Select and confirm the option shown.

Keyset — Select and confirm the option shown.

Lines — Select and confirm the option shown.

Line 1 — Select and confirm the required line (for example, line 1).

Allow in overview — Select and confirm the option shown.

Yes — Select and confirm the option shown in the context menu.

Save & Exit — Select and confirm the option shown.

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Step by step

Setting the time for a delayed ringer

Specify the length of time before a held call should be signaled on a line.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Configuration — Select and confirm the option shown.

Keyset — Select and confirm the option shown.

Lines — Select and confirm the option shown.

Line 1 — Select and confirm the required line (for example, line 1).

Ring delay — Select and confirm the option shown.

Enter and confirm a delay value.

Save & Exit — Select and confirm the option shown.

You can activate and deactivate the set delay time for all line keys using a function key → page 56.

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Step by step

Configuring the "Overview" tab display

Specify here the sequence in which the individual lines in the "Overview" tab should appear on the display.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Configuration — Select and confirm the option shown.

Keyset — Select and confirm the option shown.

Overview — Select and confirm the option shown.

All lines that are displayed in the overview are listed.

Line 1 — Select and confirm the required line (for example, line 1).

Select one of the following options from the context menu to move an individual line:

- Move up
- Move down
- Move to top
- Move to bottom

or

Use FPK order — Select and confirm the option shown to arrange the lines in the same sequence as the line keys

or

Add all lines — Select and confirm the option shown to display all line keys in the overview.

The setting made for "Allow in overview" (→ page 110) is disregarded here.

Save & Exit — Select and confirm the option shown.

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Step by step

Line preview

Prerequisite: You are already on a call on one line and a further call rings on a secondary line. You have programmed a sensor key with the "Preview" function → page 50.

Preview for a call

Prerequisite: Your administrator has deactivated the permanent preview function.

Press the "Preview" sensor key. The key illuminates. The preview function is temporarily activated.

Press the flashing line key. A popup window opens and you receive information about the caller. Press the line key again to accept the call or wait until the popup closes itself after a specified period of time.

The preview function is switched off and has to be switched on again for a further operation.

Permanent preview

Prerequisite: Your administrator has activated the permanent preview function.

Press the "Preview" sensor key. This way the preview for all lines with "preview mode" remains active until you press the "Preview" sensor key again.

If the line preview has been deactivated, a call is answered immediately on a line when the line key is pressed, without first showing caller information.

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Step by step

Rollover for a line

Your administrator can determine how rollover calls are to be signaled.

Only the relevant line key blinks.

or

You hear a **special advisory tone** via the currently active microphone and the corresponding line key blinks.

or

The **ringer melody set sounds briefly** (approx. 3 seconds) via the loudspeaker and the corresponding line key blinks.

or

You hear a short **notification tone**

The ringer melody is not played in speakerphone mode.

The telephone rings using the configured call signal, the corresponding line key blinks, and a pop-up menu containing the available information is displayed.

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Step by step

Privacy/security

Deactivating the ringer

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

Hold down the key shown.

The "Ringer off" icon appears in the status bar on the idle display → page 27.

Hold down the key once again to reactivate the ringer. The icon disappears.

You can also switch the function on and off using the option in the idle menu.

Ringer off?

Select and confirm the option shown.

or

Deactivating the ring tone via sensor key

Prerequisite: The "Ringer off" sensor key must be programmed (→ page 50).

Press the "Ringer off" sensor key

An incoming call is signaled by a single ring tone burst.

Press the illuminated sensor key once more to deactivate the "Ringer off" function.

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Step by step

Do not disturb

If "Do not disturb" is activated, your telephone will not ring. The caller hears the busy signal.

On multi-line telephones (→ page 13) you can only activate the "Do not disturb" function for your primary line.

Prerequisite: A programmable key is assigned the function "Do Not Disturb" (see → page 50). "Do not disturb" must be activated (→ page 117).

Enabling do not disturb via a key

Press the "Do not disturb" programmable key.

Press the lit programmable key once more to deactivate the "Do not disturb" function.

You can also use the programmable key to activate the "Do not disturb" function during a call or deactivate it when an incoming call is being signaled.

or

Enabling do not disturb via the idle menu

Do not disturb on

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

or

Do not disturb off

Select and confirm the option shown in the idle menu. The "Do not disturb" icon is deleted.

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Step by step

Allowing "Do not disturb"

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the User password.
Configuration	Select and confirm the option shown.
Incoming calls	Select and confirm the option shown.
Handling	Select and confirm the option shown.
Allow DND	Select and confirm the option shown.
Yes	Select and confirm the option shown.
Save & Exit	Select and confirm the option shown.

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Step by step

Security

User password

Your User password protects your individual configurations, including your language settings. You can also use the User password to lock your telephone → page 121.

The Administrator may have configured the following settings:

- The password is deactivated: You do not have the option of configuring user settings. The message "Password is disabled" is displayed.
- The password is temporarily blocked: You do not have the option of configuring user settings at this time. The message "Password.suspended" is displayed.
- After initialling logging onto a user area, you may have to replace the default password with a new password.
- A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Change Password ({1} days left)" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period is over. Confirm "Change password" and change the password as described in this section.
- If you repeatedly enter the wrong password (2 to 5 times), additional attempts are blocked. You can make another attempt after a predefined time.
- It is possible that you will not be able to re-use a previously used password for a long time, so you will have to create another "new password". The message "Password requires change" is displayed. This does not affect deactivation of the user password → page 120.
- Your administrator can tell you about the rules for what and how many characters can or must be used in the password.

The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password protected (see also → page 120).

You can also change the user password via the Web interface → page 184.

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Step by step

	Press the key shown.
Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Change and confirm User password.
Security	Select and confirm the option shown.
Change user password	
	Select and confirm the option shown.
Current password	Select and confirm the option shown.
	Enter the current password (at least six characters, text entry, see → page 26) and confirm your entry.
New user password	Select and confirm the option shown.
	Enter a new password (at least six characters, text entry, see → page 26) and confirm your entry.
Confirm new user password	Select and confirm the option shown.
	Enter and confirm the new password once more.
Save & Exit	Select and confirm the option shown.

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Step by step

Deactivate user password

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

The deactivation of the password prompt does not affect the Web interface → page 184 or CTI applications that use a password prompt. As long as the user password is deactivated, you do not have access to user settings via the Web interface.

If you deactivate the user password, you are **not** able to lock the phone → page 121 and the user menu is **not** password-protected.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Change and confirm User password.

Security — Select and confirm the option shown.

Change user password — Select and confirm the option shown.

Current password — Select and confirm the option shown.

Enter the current password (at least six characters, text entry, see → page 26) and confirm your entry.

New user password — Select and confirm the option shown.

Enter six zeros ("000000") to deactivate the password. Confirm entry (at least 6 characters, (text entry, see → page 26).

Confirm new user password — Select and confirm the option shown.

Enter six zeros ("000000") and confirm.

Save & Exit — Select and confirm the option shown.

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Step by step

Phone locking

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

Predefined numbers from the dial plan can still be dialed when the phone is locked. For more information, contact your administrator.

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

You can only lock the phone if you set a user password (→ page 118). The password for this should not match the default "000000".

Check if necessary whether the telephone lock function has been activated for you by administrator.

Activating the phone lock

#	Hold down the key shown until "Phone lock: Confirm locking the phone" appears.
Confirm lock	Confirm. The phone is locked.
or	
	Press the key shown.
User	Select and confirm the option shown.
	Enter and confirm the User password.
Security	Select and confirm the option shown.
Phone lock	Select and confirm the option shown.
Phone lock	Select and confirm the option shown.
Yes	Select and confirm the option shown.

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Step by step

Save & Exit

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

If an emergency number has been entered on the telephone by administrator, **Emergency call** will be offered on the display once you have activated the phone lock. You can also dial the emergency number via the keypad.

Unlocking the phone

The following is displayed: Phone locked.

There are two options available for unlocking the phone:
- User unlock
- Admin entsperren

User unlock

Select and confirm if you know the user password. You are prompted to enter the user password.

or

Admin unlock

Select and confirm if you only know the administrator password. You are prompted to enter the administrator password.

User password or enter and confirm the administrator password. The phone is unlocked if the password is correct.

If the telephone is locked, an emergency number entered by administrator can be dialled using the keypad or the option **Emergency call**.

If the telephone is locked repdial keys cannot be used. This also applies if the emergency number is saved on it.

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Step by step

Mobility

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

Mobility scenarios

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

Logging on and off at the same phone

- Log on as a mobility user → page 124.
- Log off as a mobility user → page 125.

Logging on and off at different phones

In these cases, administrator may have made the following settings:

- Log on at a remote phone with forced logon, when the user is still logged on at that phone → page 126.
- Delayed logon at a remote phone with forced logon, when the user is still logged on at that phone and the phone is busy → page 127.

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Step by step

Logging on and off at the same phone

Logging on to the phone

No other mobility user is logged on.

Logon via a key

If a sensor key is configured for Mobility .

Press the "Mobility" sensor key.

or

Logon via the context menu

Mobile logon

Select and confirm the option shown in the idle display (→ page 30) context menu.

The **Mobility logon** dialog appears.

Mobility ID

You are prompted to enter your mobility ID.

Enter and confirm Mobility ID, usually a telephone number.

Enter password

You are prompted to enter the password.

Enter and confirm the user password.

The following messages appear on the display:
- Logging on mobile user
- Validating
- Registering
- Downloading user data

Once logon is complete, the "Mobility" program key LED lights up and the mobility icon appears in the graphic display next to the mobile phone number.

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Step by step

Logging off from the phone

Prerequisite: You are logged on as a mobility user.

Logoff via key

If a program key is configured for Mobility.

Press the "Mobility" program key.

or

Logon via the context menu

Mobile logoff

Select and confirm the option shown in the idle display context menu → page 30.

Mobile logoff

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

In the graphic display, the following messages appear:
- Logging off mobile user
- Uploading user profile
- Registering
- Downloading user data

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

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Step by step

Logging on at different telephones

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

Logging on with forced logoff at a remote phone

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

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

Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

or

Logon via the context menu

Mobile logon

Select and confirm→ page 30 the option shown in the idle display context menu.

Mobility ID

You are prompted to enter your mobility ID.

Enter and confirm Mobility ID, usually a telephone number.

Enter password

You are prompted to enter the password.

Enter and confirm the user password.

The following mobility messages appear in the display:
- Validating
- Logging off elsewhere
- Registering
- Downloading user data

The logoff is simultaneously displayed on the remote phone. Once logon is complete, the "Mobility" program key LED lights up and the mobility icon appears in the graphic display .

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Step by step

Logging on with forced, delayed logoff at a remote phone

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

Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

or

Logon via the context menu

Mobile logon

Select and confirm the option shown in the idle display context menu → page 30.

Mobility ID

You are prompted to enter your mobility ID.

Enter and confirm Mobility ID, usually a telephone number.

Enter password

You are prompted to enter the password.

Enter and confirm the user password.

The following mobility messages appear in the display:
- Validating
- Logging off elsewhere

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

- Registering
- Downloading user data

Once logon is complete, the "Mobility" program key LED lights up and the mobility icon appears in the graphic display .

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Step by step

OpenScape Voice functions

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

On multi-line telephones, the full scope of OpenScape Voice functions is only available for the primary line.

Feature toggle key

You can pick a programmable sensor key and program it as a feature toggle key for activating the "make line busy" and "stop hunt" functions.

You can then use the programmable sensor key to activate or deactivate the relevant OpenScape Voice function on the server for this phone.

You can only program first-level programmable sensor keys because those linked to LEDs are used to display function status as either **on** (LED on) or **off** (LED off). The LED indicates the status of the function on the server and can therefore change without any of the programmable sensor keys being pressed.

Example:

Switching between "Line busy" and "Line free" (see also → page 135).

Prerequisite: Your administrator configured a programmable sensor key with the function "Busy" ("make line busy" for the hunt group) → page 54.

Press the programmable sensor key – the key lights up.

Press the illuminated programmable sensor key once again to release the line - the keys stops illuminating.

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Step by step

Making anonymous calls

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

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

Deactivating

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

Lift the handset.

Enter the code (see the table of codes → page 148) to transmit the caller information.

You hear a confirmation tone.

Activating

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

Lift the handset.

Enter the code (see the table of codes → page 148) to suppress the caller ID.

Wait until you hear the confirmation tone.

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

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Step by step

Temporarily activating anonymous calling for the next call

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

Lift the handset.

Enter the code (see the table of codes → page 148).

Wait until you hear the confirmation tone.

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

Caller ID transmission is reactivated after this call.

Temporarily deactivating anonymous calling for the next call

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

Lift the handset.

Enter the code (see the table of codes → page 148).

Wait until you hear the confirmation tone.

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

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Step by step

Creating a list for selective calls

For call acceptance

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

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

- the caller receives a message that the party refuses to accept any calls with this number,

or

- the call is forwarded to an external phone number.

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

Lift the handset.

Enter the code (see the table of codes → page 148).

Various announcements deliver the following information:

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

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

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

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Step by step

For call rejection

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

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

Lift the handset.

Enter the code (see the table of codes → page 148).

Various announcements deliver the following information:
- the name of the feature (selective call rejection)
- the current status (active or inactive)
- the current scope of the selection list.

These announcements are followed by verbal user prompts that let you:
- add entries to the selection list
- delete entries in the selection list
- check the selection list
- activate or deactivate the function.

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Step by step

Anonymous calls

Rejecting

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

Lift the handset.

Enter the code (see the table of codes → page 148).

Accepting

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

Lift the handset.

Enter the code (see the table of codes → page 148).

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Step by step

Using abbreviated dialing

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

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

Lift the handset.

Enter the code (see the table of codes → page 148) followed by a number between 0 and 999 for the phone number you want to dial.

The number is automatically dialed.

Call tracing

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

Lift the handset.

Enter the code (see the table of codes → page 148). The phone number is determined. Ask your administrator for the result.

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Step by step

Hunt group functions

To ensure optimum handling of specific calls, your telephone can be assigned to a pickup group → page 22 and/or a hunt group.

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

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

This feature can also be configured using the programmable feature toggle key → page 128.

Making a line busy

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

Activating

Lift the handset.

Enter the code (see the table of codes → page 148).

Wait until you hear the confirmation tone.

Deactivating

Make the line free once more for the hunt group.

Lift the handset.

Enter the code (see the table of codes → page 148).

Wait until you hear the confirmation tone.

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Step by step

Marking the last line in the hunt group chain

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

Activating

Lift the handset.

Enter the code (see the table of codes → page 148).

Wait until you hear the confirmation tone.

Deactivating

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

Lift the handset.

Enter the code (see the table of codes → page 148).

Wait until you hear the confirmation tone.

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Step by step

Reachability

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

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

Serial call

Managing number lists/activating serial call

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

Lift the handset.

Enter the code for the edit mode (see code table → page 148).

The edit mode opens and you hear an announcement with the following information:
- Feature name
- Current status (active/inactive)
- Number of numbers currently on the serial call list

You are prompted to do one of the following:
- Activate/deactivate the feature (only if numbers are already entered in the list)
- Call up the numbers currently entered in the list.
- Add or delete numbers
- Repeat the options in edit mode

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

If the serial call is activated, incoming calls are first routed to your phone. If you do not answer within the timeframe defined by the administrator, the next destination phone rings for the configured period of time. The caller

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Step by step

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

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

Parallel call

Managing number lists/activating parallel call

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

Lift the handset.

Enter the code for the edit mode (see code table → page 148).

The edit mode opens and you hear an announcement with the following information:
- Feature name
- Current status (active/inactive)
- Number of numbers currently on the parallel call list

You are prompted to do one of the following:
- Activate/deactivate the feature (only if numbers are already entered in the list)
- Call up the numbers currently entered in the list.
- Add or delete numbers
- Repeat the options in edit mode

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

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

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

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Step by step

Activating/deactivating parallel call via code

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

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

Lift the handset.

Enter the code to activate or deactivate the parallel call (see code table → page 148).

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Step by step

Parking a call

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

Call park

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

Enter the code for parking followed by a line number (see code table → page 148).

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

Replace the handset

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

Unparking

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

Lift the handset.

Enter the unparking code (see code table → page 148). He is prompted to enter a line number.

Enter the specified line number.

Your colleague is now connected with the waiting caller.

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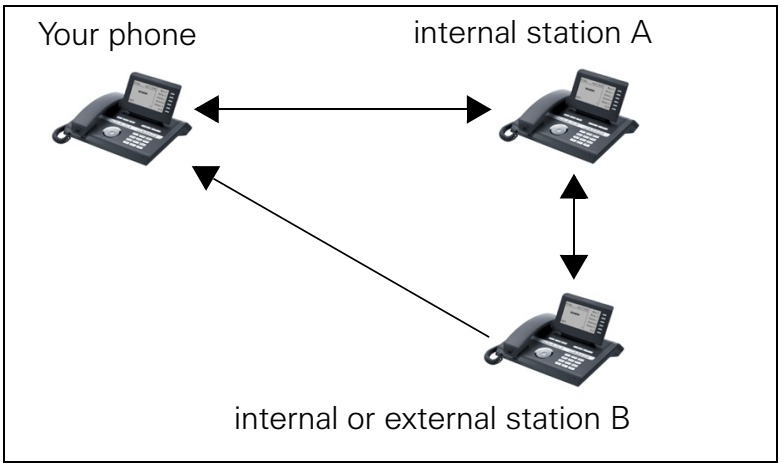
Step by step

Silent Monitoring

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

Active silent monitoring

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



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

Lift the handset.

Enter the code for active silent monitoring and the destination number (see code table → page 148). You are connected to the call and can listen. If necessary notify station A.

End the silent monitoring unnoticed by replacing the handset.

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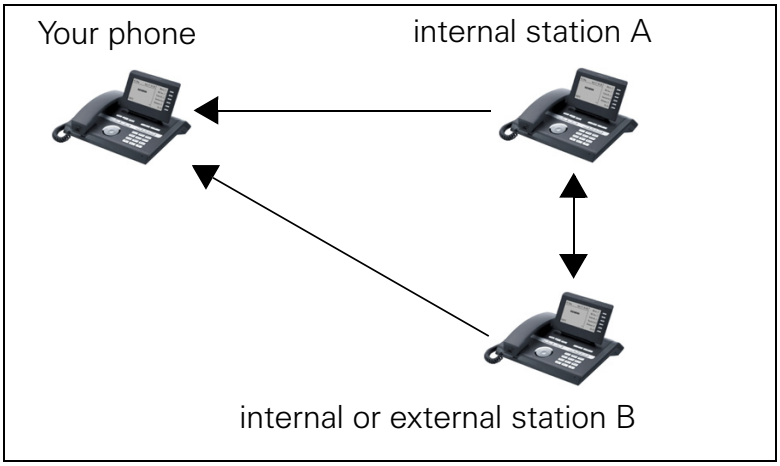
Step by step

Muted silent monitoring

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



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

Lift the handset.

Enter the code for active silent monitoring and the destination number (see code table → page 148). You are connected to the call and can listen.

End the silent monitoring unnoticed by replacing the handset.

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Step by step

One-way Intercom and Two-way Intercom function

With One-way Intercom or Two-way Intercom, the loudspeaker or speakerphone function of a destination phone is activated automatically when the connection is established. Use of these functions is conceivable for example between an executive and secretary or between a doctor and receptionist.

Possible functions include:
- One-way Intercom
  - with variable input of member number
  - to a saved member number
- Two-way Intercom
  - with variable input of member number
  - to a saved member number

Prerequisites:
- The team member belongs to the same collective group as you and has likewise been assigned a member number.
- The team member's phone has a loudspeaker (One-way Intercom) and/or a speakerphone function (Two-way Intercom).
- Automatic answering is activated for the team member.
- The team member's phone is idle.
- The member numbers of the callers are known for the One-way Intercom and Two-way Intercom functions.

You can cancel One-way Intercom or Two-way Intercom by replacing the handset or – during a consultation – resume the held call.

Two-way Intercom connections can be established from the following states:
- In idle status
- During manual call holding
- In a consultation

Functions such as "call forwarding" or "do-not-disturb" are temporarily disabled on the destination caller's phone by the One-way Intercom and Two-way Intercom functions.

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Step by step

One-way Intercom

From your phone, you can directly call any team member whose telephone has a loudspeaker.

One-way Intercom with variable input of member number

Lift the handset.

Enter the code for One-way Intercom (see code table → page 148) followed by the one or two-digit member number of the respective team member.

As soon as the connection has been established, you will hear a confirmation tone and can speak to the other party via the loudspeaker.

To end the call, simply hang up.

One-way Intercom to a saved member number

Prerequisite: The code for One-way Intercom and the member number are programmed on a sensor key.

Press the programmed sensor key. A connection to that member's loudspeaker will immediately be established: You can speak to the destination caller via your speakerphone.

Two-way Intercom

From your phone, you can directly call any team member whose telephone has a speakerphone function. The loudspeaker and microphone of the destination phone are switched on automatically.

Two-way Intercom with variable input of member number

Press the key to use your speakerphone function.

Enter the code for Two-way Intercom (see code table → page 148) followed by the one or two-digit member number of the respective team member.

As soon as the connection has been established, you will hear a confirmation tone and can reach the destination caller via this caller's speakerphone function.

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Step by step

Two-way Intercom to a saved member number

Prerequisite: The code for Two-way Intercom and the member number are programmed on a sensor key.

Press the programmed sensor key. A connection to the team member is established immediately and your speakerphone function will be switched on.

As soon as the connection has been established, you will hear a confirmation tone and can reach the destination caller via this caller's speakerphone function.

Announcing the local phone number

You can use this function in order, for example, to identify the phone number of a phone in a conference room if it is not indicated on the display.

Lift the handset.

Enter the code for "Announcing the local phone number" (see code table → page 148). The phone number is announced.

Then hang up.

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Step by step

Dialling the last caller

You can retrieve and dial the phone number of the last answered or dialled caller. The following two functions could be used alternatively if you have disabled the call journal → page 94.

Retrieving and dialling the last answered caller

The following phone numbers can be saved for retrieval:
- The last answered call
- The last missed call
- The last picked up call (group call)

Lift the handset.

Enter the code for dialling the last answered caller (see code table → page 148). The phone number is dialled and the connection is established.

Retrieving and dialling the phone number of the last caller dialled

Instead, you can also use the normal redial functions of your phone as usual.

Lift the handset.

Enter the code for dialling the last caller dialled (see code table → page 148). The phone number is dialled and the connection is established.

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Step by step

Picking up out-of-hours calls

If your switchboard is no longer attended after a certain time, an out-of-hours call function can be configured on one or more phones for this period.

For example, if you hear one of the phones that has an out-of-hours call function configured ringing when the office is closed, you can pick up the call early from your phone.

You can also forward your phone to the phone with the out-of-hours call function before leaving the office so that colleagues who have not yet left can pick up calls for you.

Lift the handset.

Enter the code (see code table → page 148) for the out-of-hours call pickup in order to pick up the ringing call.

You can also configure a key for picking up out-of-hours calls.

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Code table for OpenScape Voice functions

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

Function	Code	Description
Making anonymous calls off		→ page 129
Making anonymous calls on		→ page 129
Making anonymous calls temporarily on		→ page 130
Making anonymous calls temporarily off		→ page 130
List for selective call acceptance		→ page 131
List for selective call rejection		→ page 132
Rejecting anonymous calls		→ page 133
Accepting anonymous calls		→ page 133
Using abbreviated dialing		→ page 134
Call tracing		→ page 134
Making a line busy on		→ page 135
Making a line busy off		→ page 135
End of hunt group chain on		→ page 136
End of hunt group chain off		→ page 136
Edit mode for serial call		→ page 137
Edit mode for parallel call		→ page 138
Activating a parallel call		→ page 139
Deactivating a parallel call		→ page 139
Parking a call		→ page 140
Unparking a call		→ page 140
Active silent monitoring		→ page 141
Muted silent monitoring		→ page 142
One-way Intercom		→ page 144
Two-way Intercom		→ page 144
Announcing the local phone number		→ page 145
Last answered caller		→ page 146
Last dialled caller		→ page 146
Picking up out-of-hours calls		→ page 147

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Step by step

Individual phone configuration

Display

Adjusting the display to a comfortable reading angle

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

Setting contrast

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

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Phone — Select and confirm the option shown.

Display — Select and confirm the option shown.

Contrast — Select and confirm the option shown.

Set and confirm the contrast.

Save & Exit — Confirm.

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Step by step

Adjusting the brightness

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

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Phone — Select and confirm the option shown.

Display — Select and confirm the option shown.

Brightness — Select and confirm the option shown.

Set and confirm the contrast.

Save & Exit — Confirm.

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Step by step

Backlight time

You can have the background lighting switch off automatically after a time defined by you.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings

Select and confirm the option shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Phone

Select and confirm the option shown.

Energy saving

Select and confirm the option shown.

Backlight time

Select and confirm the option shown.

The following time options are available to you:

- 1 minute
- 5 minutes
- 30 Minuten
- 60 minutes
- 2 hours
- 4 hours
- 8 hours

The default setting is 1 minute.

Set and confirm the time.

Save & Exit

Confirm the option shown.

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Step by step

Contrast for the OpenStage Key Module

If an OpenStage Key Module is connected to your OpenStage 40, you can set contrast for it.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Phone — Select and confirm the option shown.

Display — Select and confirm the option shown.

Key mod. contrast — Select and confirm the option shown.

Set and confirm the contrast.

Save & Exit — Confirm.

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Step by step

Date and time

You can set the date and time display here if necessary.

You can also configure these settings via the Web interface → page 184.

Setting the time

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Date and time — Select and confirm the option shown.

Time — Select and confirm the option shown.

Enter and confirm the time.

Save & Exit — Confirm.

Setting the date

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Date and time — Select and confirm the option shown.

Date — Select and confirm the option shown.

Enter and confirm the date.

Save & Exit — Confirm.

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Step by step

Setting daylight saving time

Prerequisite: **Auto DST** is deactivated → page 155.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Date and time — Select and confirm the option shown.

Daylight saving — Select and confirm the option shown.

Yes — Select and confirm the option shown in the context menu.

Save & Exit — Confirm.

Setting the difference between daylight saving and standard time

Prerequisite: **Auto DST** is deactivated → page 155.

Enter the difference to be used for daylight saving time.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Date and time — Select and confirm the option shown.

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Step by step

Difference (mins)	Select and confirm the option shown.
	Enter and confirm the difference between daylight and standard time in minutes.
Save & Exit	Confirm.

Automatic daylight saving time

The **Auto DST** setting (automatic time-update) is provided for information purposes and can only be changed by your administrator.

You can also access this information via the Web interface → page 184.

	Press the key shown.
Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the user password.
Date and time?	Select and confirm the option shown.

Daylight saving time must be manually set if a **No** is entered for **Auto DST** → page 154.

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Step by step

Time display format

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the User password.
Locality	Select and confirm the option shown.
Time format	Select and confirm the option shown.
24 hour	Select and confirm the time format (12- or 24-hour display) in the context menu.
Save & Exit	Confirm.

Date display format

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the User password.
Locality	Select and confirm the option shown.
Date format	Select and confirm the option shown.
dd/mm/yyy	Select and confirm the format you want.
Save & Exit	Confirm.

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Step by step

Audio

Volumes

Use this selection to set the following volumes:
- Loudspeaker
- Ringer
- Handset
- Headset
- Handsfree
- Rollover

Example: **Handset**

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Audio — Select and confirm the option shown.

Volumes — Select and confirm the option shown.

Handset — Select and confirm the volume you want to adjust (for example, "Handset").

Set and confirm the volume.

An acoustic sample of the current volume is output via audio feedback when you adjust the volume.

Save & Exit — Confirm.

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Step by step

Settings

Room character

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

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Audio — Select and confirm the option shown.

Settings — Select and confirm the option shown.

Room character — Select and confirm the option shown.

Normal — Select and confirm the room character in the context menu (for example, "Normal") (→ page 186).

Save & Exit — Confirm.

Ringtone

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

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

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Step by step

if nec.	Enter and confirm the user password.
Audio	Select and confirm the option shown.
Settings?	Select and confirm the option shown.
Ringer file	Select and confirm the option shown.
ABC.wav	Select and confirm the required ringer file[1] or "pattern." You will immediately hear the associated ringer melody. Confirm current ringtone file.
Save & Exit	Confirm the selected ringtone to use it or try a different ringtone.

Pattern melody

You can also configure this setting via the Web interface → page 184.

Prerequisite: You have choosen the "pattern" ringtone, see → page 158.

	Press the key shown.
Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the User password.
Audio	Select and confirm the option shown.
Settings	Select and confirm the option shown.
Ringer melody	Select and confirm the option shown.
4	Select the required pattern melody[1] between 1 and 8 (e. g. **4**). You will immediately hear the corresponding Ringer melody. Confirm the selected Ringer melody.
Save & Exit	Select and confirm the option shown.

1. The phone displays the current setting.

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Step by step

Pattern sequence

You can also configure this setting via the Web interface → page 184.

Prerequisite: You have choosen the "pattern" ringtone, see → page 158.

Press the key shown.

Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
Audio	Select and confirm the option shown.
Settings	Select and confirm the option shown.
Ringer tone sequence	Select and confirm the option shown.
2	Select your desired Ringer tone sequence between 1 and 3 (e. g. **2**) You immediately hear the set Ringer melody with the chosen Ringer tone sequence. Confirm the selected setting.
Save & Exit	Select and confirm the option shown.

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Step by step

Country setting for speakerphone mode

Enter the country setting you prefer for speakerphone mode here (see → page 19).

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings	Select and confirm the option shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the User password.
Audio	Select and confirm the option shown.
Settings	Select and confirm the option shown.
Open listening	Select and confirm the option shown.
Standard mode	Select and confirm the setting you want in the context menu ("Standard mode" or "US mode.
Save & Exit	Confirm.

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Step by step

Setting headset port use

Here you set whether you are using a wired or cordless DECT headset.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings	Select and confirm the option shown.
User	Confirm.
if nec.	Enter and confirm the user password.
Audio	Select and confirm the option shown.
Settings	Select and confirm the option shown.
Headset socket	Select the option shown.
Wired headset?	From the following setting[1] select and confirm the option shown in the context menu. • Wired headset • Cordless headset • Conference unit
Save & Exit	Select and confirm the option shown.

1. The phone displays the current setting.

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Step by step

Tone and indication with an unsecured voice connection

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

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

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Configuration — Select and confirm the option shown.

Connected calls — Select and confirm the option shown.

Secure call alert — Select and confirm the option shown.

Yes — Select and confirm the option shown in the context menu.

Save & Exit — Select and confirm the option shown.

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Step by step

Key click

You can configure whether a key click should be audible when a key is pressed. You can also decide whether this should apply for all keys or only for the keys on the keypad. In addition, you can adjust the click volume or disable the sound.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Phone — Select and confirm the option shown.

Key click — Select and confirm the option shown.

Adjusting the volume for the Key click

Volume — Select and confirm the option shown.

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

- Low
- High
- Off (for no click)

Key selection

Keys — Select and confirm the option shown.

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

or

All keys — Select and confirm the option shown.

Save & Exit — Confirm the option shown.

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Step by step

Setting the language and country

Selecting a language

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings

Select and confirm the option shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Locality?

Select and confirm the option shown.

Speech?

Select and confirm the option shown.

Deutsch

Select and confirm the language[1] in the context menu.

Save & Exit

Confirm.

1. The phone displays the current setting.

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Step by step

You may choose from the following languages:

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

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Step by step

Country-specific setting

Adapt your phone settings to suit the country-specific conditions (for example, transmission parameters).

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Locality — Select and confirm the option shown.

Country — Select and confirm the option shown.

Germany — Select and confirm the country [1] in the context menu.

Save & Exit — Confirm.

You may choose from the following countries:

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

1. The phone displays the current setting.

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Step by step

Context menu

After a connection is set up, a context menu appears with dependent functions. You can activate/deactivate the automatic display and can also set how long the context menu should be displayed.

You can also configure this setting via the Web interface → page 184.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Configuration — Select and confirm the option shown.

Context menu — Select and confirm the option shown.

Activating/deactivating automatic menu display

Automatic menu... — Select and confirm the option shown.

Yes — In the context menu select and confirm to activate automatic menu display.

Save & Exit — Select and confirm the option shown.

Setting the display time

Display time — Select and confirm the option shown.

20 — In the context menu select and confirm a value from the following options:

5
10
20
30
60
120
Unlimited display

Save & Exit — Select and confirm the option shown.

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Step by step

Network information

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

Press the key shown.

Settings

Select and confirm the option shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Network information

Select and confirm for the following overview:

Network information

Options: Exit→

IP address: 192.168.1.9

WBM URL http://192.168.1.

DNS domain: opera.local

LAN RX:

LAN TX:

PC RX:

PC TX:

LAN autonegotiated: Yes

LAN information: 100 Mbps full

PC autonegotiated: Yes

PC information: Link down

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

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

DNS domain: The administrator can also assign the phone to the IP address of a DNS domain (for example, http://my-openStage.phone/).

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Step by step

Resetting user data

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

- Display contrast
- Language setting
- Audio settings
  - Volumes
  - Settings
- Call lists
  - All entries are deleted
- Programmable keys
  - All personalized programming is deleted (see also → page 57).

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

Initiating the reset

Press the key shown.

Settings

Select and confirm the option shown.

User

Confirm.

if nec.

Enter and confirm the user password.

Reset

Select and confirm the option shown.

Reset all user data

Select and confirm "Reset all user data." The user data is reset to factory settings.

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Step by step

Call recording

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

You should configure a recording button in order to simplify handling of manual call recording → page 50. It is assumed in the description below that a corresponding key has been configured.

Recording modes

The administrator can configure the following operating modes for call recording:

- Manual
- AutoStart
- All Calls
- Disabled

The following settings are possible to audibly signal the recording:

- Repeated
- Single Shot
- Off

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

Mode: ALL CALLS:

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

Mode: MANUAL

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

Mode: AUTOSTART

The telephone starts the recorder automatically. You can stop or pause the recorder yourself however and restart it. If a call has already been recorded, new

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Step by step

incoming and outgoing calls will also be recorded. If you pause the recorder during a call, special calls such as consultation calls, call pickups and second calls will not be recorded as long as the recorder is paused. If the telephone reverts to idle status, the AutoStart process is set up again for the next call.

Explanations of recording

Recordable calls

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

- Outgoing
- Incoming
- Consultation
- Pickup
- Reconnect
- Second call
- Connected call
- Conference[1]
- Automatic call acceptance
- Secured or unsecured line

Non-recordable calls

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

1. Server-based conference only

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Step by step

Enhanced functions:

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

The following features are not supported:

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

Recording tips

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

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

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

Multiline

In terms of call recording, no distinction is made between multiline and singleline. If recording has started, recording is performed, otherwise not. The recording status of a line persists as long as calls are connected to this line.

For example, if line A is being recorded (initiated manually) and you switch to line B or line A is placed on manual hold and you switch to line B, the recording is ended and a partial recording saved.

If you disable recording for the call on line B (mode = manual or auto start) and switch back to line A, the recording for line A is not started again.

The modes mentioned (All Calls, AutoStart or Manual) refer to the telephone and are therefore the same for all lines.

1. Server-based conference only

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Step by step

Recording conversations

Using the call recording feature

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

- switched on (standby ○)
- switched off or stopped (■)
- started (►)
- paused (❚❚)

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

Automatic call recording

This is the simplest mode. If you have accepted a call or called a subscriber and the subscriber answers, the call is recorded automatically. Refer to → page 172 to check which calls this can be.

As soon as the recording starts, you will see the recording symbol ⌐⌐ and hear a beep (see also → page 172).

You cannot pause the recording manually in this mode.

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Step by step

Manual call recording

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

Prerequisite: Manual mode is selected. The recording button is configured and indicates the status.

Recording on

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

Recording off

or disable the option.

or

Press the recording button to enable the option - the LED key lights up.

or press the key shown to disable the option - the LED extinguishes.

The recording button also indicates the status change if you activated or deactivated call recording via the context menu.

Call recording with AutoStart

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

Lift the handset.

or

Press the key shown.

The station answers. You hear a beep, the recording symbol is shown on the display and the recording button LED remains lighting. The call is now being recorded (see also → page 172)

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

or

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

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Step by step

Controlling call recording

Starting call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are conducting a call. Recording has not started. The recording button LED is not lighting.

You are conducting a call (see also → page 172).

Press the recording button to start the recording - the LED key lights up.

You hear a beep and the recording symbol ⌐⌐ is shown on the display. The call is now being recorded (see also → page 172)

Pausing call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are conducting a call. Recording has started. The recording button LED lights up.

You are conducting a call (see also → page 172).

Press the recording button to pause the recording - the LED extinguishes and the recording symbol ⌐⌐ on the display disappears.

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

Ending call recording automatically

Prerequisite: You are conducting a call. Recording has started. The recording button LED lights up.

or

The recording is ended automatically as soon as the call is terminated or if the call status changes so that the call is no longer being recorded - for example if a line is placed on manual hold and another line is seized (Multiline).

The LED extinguishes and the recording symbol ⌐⌐ on the display disappears.

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Step by step

Consultation during call recording

Prerequisite: You are conducting a call. Recording has started. The recording button LED is lighting.

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

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

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

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

Second call during call recording

Prerequisite: You are conducting a call. Recording has started. The recording button LED is lighting.

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

A second call party camps on → page 68.

In the pop-up menu:

Accept

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

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Step by step

Call recording while alternating

Prerequisite: You have an active or held consultation or second call. Recording has started. The recording button LED is lighting.

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

Alternate

Select and confirm the option shown in the context menu for this connection.

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

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

Your call is paused and reconnected during the recording.

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

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

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

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Step by step

Setting up a conference during recording

Prerequisite: You are conducting a consultation call → page 34 or you have accepted a second call → page 68 and the "System conference" feature was configured by the administrator. Recording has started. The main call is placed on hold. The recording button LED is lighting.

Conference

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

You hear a beep and the recording symbol ⌐⌐ is shown in the line for the conference call.

Adding conference participants during the recording

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

You have performed a consultation or accepted a second call (→ page 34 or → page 68). The conference call is placed on hold.

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

Conference

Select the option shown in the context menu for the consultation or second call in order to include the new participant in the conference. The conference is displayed with all current participants.

You hear a beep and the recording symbol ⌐⌐ is shown again in the line for the conference call.

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Step by step

Your call is included in a conference during the recording.

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

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

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

Putting a line on hold manually during the recording

There are two options for placing a line manually on hold:

- You place the active line on hold during the call recording and then resume the call on this line.
- You seize a different line during call recording. The first line is placed on manual hold.

Prerequisite: The telephone has more than one line configured. The active line is being recorded. The recording button LED is lighting.

Holding and retrieving the call on the line

You are conducting a call, for example on line A. You hear a beep and the recording symbol ⌐⌐ is shown on the display. The call is now being recorded.

Press line key A. The line key LED starts flickering. The call is placed on hold. The recording is paused while the call is on hold. The recording symbol ⌐⌐ on the display disappears.

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Step by step

Retrieving a held call:

Press line key A. The line key LED lights up. The call is retrieved. You hear a beep and the recording symbol is shown on the display again. Call recording is continued.

Holding a call on the line and conducting a call on a different line

Press line key B – the LED lights up. You hear a beep and the recording symbol is shown on the display for line B – this call on line B is being recorded. Line A is placed on hold, call recording of line A has been terminated.

Press line key A to resume the call. You hear a beep and the recording symbol is shown on the display for line A – a new recording of line A commences.

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Step by step

Diagnostic information

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

Press the key shown.

Settings

Select and confirm the option shown.

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Diagnostic information

Select and confirm the option shown.

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

You can see a more structured view of the list via the WEB Surface → page 184:

Example:

Diagnostic.Information		
2011-05-17 08:23:40		
00	terminal.number:	3335
01	sip.server:	192.168.1.240
02	sip.port:	5060
03	sip.registrar:	192.168.1.240
04	sip.registrar.port:	5060
05	sip.gateway:	
06	sip.transport:	UDP
07	sip.gateway.port:	5060
08	server.features:	No
09	dns.results:	5060
10	multiline:	No
11	registered.lines:	5060
12	backup.active:	Yes
13	backup.proxy:	
14	software.version:	V3 R0.22.0 SIP 110502
15	display.message:	None

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Step by step

Diagnostic.Information		
16	last.restart:	2011-05-11T13:46:46
17	memory.free:	17,801K free
18	ip.adress:	192.168.1.202
19	subnet.mask:	255.255.255.0
20	default.route:	192.168.1.2
21	primary.dns:	192.168.1.105
22	secondary.dns:	192.168.1.2
23	route.1.ip:	
24	route.1.gateway:	None
25	route.1.mask:	None
26	route.2.ip:	None
27	route.2.gateway:	None
28	route.2.mask:	None
29	mac-address:	0001e32fc7be
30	discovery.mode:	Manual
31	dhcp.reuse:	No
32	lan.port.type:	0
33	pc.port.status:	None
34	pc.port.type:	0
35	pc.port.autoMDIX:	No
36	vlan.id:	
37	qos.layer.2:	No
38	qos.layer.2.voice:	5
39	qos.layer.2.signalling:	None
40	qos.layer.2.default:	0
41	qos.layer.3:	No
42	qos.layer.3.voice:	13
43	qos.layer.3.signalling:	7
44	lldp.med.operation:	No

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Web interface (WBM)

General

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

Calling up the Web interface

For more information on the IP address, the Web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → page 169.

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

https://[IP address of the phone]

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

or

https://[Name of the phone]

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

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

You will be prompted to configure a user password the first time you call up the Web interface → page 118. You must log on with this password in future every time you want to open the User Pages.

Administrator Pages

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

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User pages

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

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

Button functions

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

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User menu

All settings that you can make via the Web interface's user menu can also be made via the phone's user menu → page 38.

User Pages

User login ☎ → page 118

Date and Time
- Local time ☎ → page 153
- Local date (day, month, year) ☎ → page 153
- Allow daylight saving ☎ → page 154
- Difference (minutes) ☎ → page 154
- Auto time change ☎ → page 155

Audio
- Ringer melody (☎ → page 159)
- Ringer tone sequence (☎ → page 160)
- Ring file (☎ → page 158)
- Room Character (☎ → page 158)
- Open listening (☎ → page 161

Configuration
- Outgoing calls
  - Autodial delay (seconds) ☎ → page 80
  - Callback option ☎ → page 48
  - Allow busy when dialing ☎ → page 81
  - Allow transfer on ring ☎ → page 74
  - Allow immediate dialing ☎ → page 30
- **Incoming calls**
  - Deflecting
    - Allow deflection (☎ → page 59
    - Default deflect destination ☎ → page 59
    - Deflect to DSS ☎ → page 59
  - Forwarding
  - Settings
    - Forwarding Favorites Destination 1 to Destination 5 ☎ → page 41
    - Forward all calls allowed ☎ → page 43
    - to ☎ → page 43
    - Direct destination ☎ → page 40
    - Forward on busy allowed ☎ → page 43
    - to ☎ → page 43
    - Direct destination ☎ → page 40
    - Forward on no reply allowed ☎ → page 43
    - to ☎ → page 43
    - Direct destination ☎ → page 40
    - No reply delay (seconds)[1] ☎ → page 44

[1]. Only if "Server features" was deactivated by your administrator

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- Alerts
  - Visual alerts → page 61
  - Audible alerts → page 61
  - Forwarding party → page 45
- Handling
  - Allow call waiting → page 70
  - Allow DND → page 117
  - Allow busy when dialing → page 81
- CTI calls
  - Allow auto-answer → page 75
  - Allow beep on auto-answer → page 75
  - Allow beep on auto-reconnect → page 76
- Connected calls
  - Allow call transfer → page 73
  - Allow call joining → page 38
  - Allow exit conference → page 84
  - Allow hold reminder → page 64
  - Hold reminder delay (minutes) → page 65
  - Hold and hang-up → page 66
  - Allow music on hold → page 67
  - Allow conferences → page 83
  - Allow secure call alert → page 163
  - Toggle associate → page 71
  - Lower IL alert (for GB only)
- Context menu
  - Auto show menu → page 168
  - Auto hide time (sec.) → page 168
- **Keyset**
  - Lines
    - Ring delay (seconds) → page 111
    - Allow in overview → page 110
    - Address[1]
    - Primary line[1]
    - Ring on/off[1]
    - Selection order[1]
    - Hot-/Warmline[1]
    - Hot warm destination → page 100
  - Overview
    - Use FPK order → page 112
    - Add all lines → page 112
    - Reordering directions: Move down, Move to bottom, Move to top, Move up → page 112
- BLF
  - Busy Lamp Field: **not** for OpenScape Voice
- Call logging
  - Enable call log → page 94

[1]. Information - read only

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Phone

- Display settings
  - Display brightness
    - -3
    - -2
    - -1
    - Default
    - +1
    - +2
    - +3
  - Contrast ☎ → page 149
  - Key module contrast ☎ → page 152
- Program keys
  - Normal
    - Edit ☎ → page 51.
  - Shifted
    - Edit ☎ → page 51.
- Key Module 1 (if available such as Program keys)
- Key Module 2 (if available such as Program keys)
- Key click
  - Volume
    - Off
    - Low
    - Medium
    - High
  - Keys
    - Keypad only
    - All keys
- Energy saving
  - Backlight time
    - 1 minute (Preset)
    - 5 minutes
    - 30 minutes
    - 60 minutes
    - 2 hours
    - 4 hours
    - 8 hours

Locality

- Country ☎ → page 167
- Language ☎ → page 165
- Date format ☎ → page 156
- Time format ☎ → page 156

Security

- Password
  - Current Password
  - New password ☎ → page 118
  - Confirm password

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Phone book

- Contact list ☏ → page 87
- New contact ☏ → page 87
- Delete all contacts ☏ → page 88

Diagnostic information ☏ → page 182

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Fixing problems

Caring for your telephone

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

Troubleshooting

Pressed key does not respond:

If the telephone is locked repdial keys cannot be used. This also applies when an emergency number is saved on it.

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

The phone does not ring on call:

Check whether the ringtone is deactivated (see icon in the status bar on the display → page 27). If it is deactivated, activate the ringtone

The displayed time is incorrect:

The time is corrected automatically over night after 24 hours at the latest.

You cannot dial a number:

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

To correct any other problems:

First contact the relevant administrator. If the administrator is unable to correct the problem, contact Customer Service.

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Contact partner in the case of problems

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

Labeling keys

The following options are available for labeling keys of the OpenStage Key Module 15 (→ page 19) with the functions or numbers assigned to them:

Labeling

- By hand:
  Labeling strips are supplied with your OpenStage Key Module 15. Note the function or name in the white field on the strip and insert the strip on your OpenStage Key Module 15.
- With a computer via the Internet:
  You can find the "online labeling tool" together with the user interface at http://wiki.siemens-enterprise.com/index.php/Key_Labelling_Tool.
- Select the appropriate key labeling tool in your language. You can use the tool online via the browser or you can download it for local use.

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Local user menu

Opening the user menu on the phone

Press the ☰ key to open the telephone menu.

On the **Settings** menu, open the **User** menu. You are prompted to enter the User password → page 118. Confirm this with **OK**. The options of the user menu are available.

User menu display

The majority of settings that can be made via the user menu on the phone, can also be made via the web interface → page 184.

Changes are usually confirmed using the **Save & Exit** option or discarded using the **Exit (Discard Changes)** option. You can exit the current menu level using the left key of the navigator (→ page 21).

⊞ User

Date and time?

- Option: Save & Exit
  - Exit (Discard Changes)
- Time: hh:mm → page 153
- Date: DD.MM.YYYY → page 153
- Daylight saving: Yes → page 154
  - Yes
  - No
- Difference (mins): mm → page 154
- Auto DST: Yes/No → page 155

⊞ Audio?

- Volumes?
  - Option: Save & Exit
    - Exit (Discard Changes)
  - Loudspeaker: → page 157
  - Ringer: → page 157
  - Handset: → page 157
  - Headset: → page 157
  - Handsfree: → page 157
  - Rollover: → page 157
- Settings?
  - Option: Save & Exit
    - Exit (Discard Changes)
  - Ringtone: Ring file → page 158
    - Pattern
    - Ringer1.wav

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- Ringer2.wav
- Ringer3.wav
- Ringer4.wav
- Ringer5.wav
- Ringer6.wav
- Ringer melody: 2 → page 159
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
- Ringer tone sequence: 1 → page 160
  - 1
  - 2
  - 3
- Room character: Normal → page 158
  - Normal
  - Echoing
  - Muffled
- Open listening: Standard mode → page 161
  - Standard mode
  - US mode
- Headset socket: Cordless headset → page 162
  - Wired headset
  - Cordless headset
  - Conference unit

⊞ User Configuration?

– Outgoing calls?

- Option: Save & Exit
  - Exit (Discard Changes)
- Autodial delay: 6 → page 80
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
  - 9
- Callback: Yes → page 48
  - Yes
  - No
- Busy when dialling: Yes → page 81

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- Yes
- No
- Transfer on ring: Yes → page 74
  - Yes
  - No
- Immediate dialling: Yes → page 30
  - Yes
  - No

– Incoming calls?

- Deflecting?
  - Option: Save & Exit
    - Exit (Discard Changes)
  - Allow deflection: Yes → page 59
    - Yes
    - No
  - Default destination: → page 59
  - Deflect to DSS: Yes/No[1] → page 59
- Forwarding?
  - Settings?
    - ☐ All calls: 12345 → page 43
    - Enter destination (context menu) → page 41
    - List of saved numbers (context menu), if applicable
    - Edit favourites (Context menu) → page 41
      - Option: Save & Exit
        - Exit (Discard Changes)
        - Destination 1
        - Destination 2
        - Destination 3
        - Destination 4
        - Destination 5
    - Copy → page 42
    - Paste (if copying is active) → page 42
    - ☐ Busy → page 43
    - Enter destination (context menu) → page 41
    - List of saved numbers (context menu), if applicable
    - Edit favourites (Context menu) → page 41
      - Option: Save & Exit
        - Exit (Discard Changes)
        - Destination 1
        - Destination 2
        - Destination 3
        - Destination 4
        - Destination 5
    - Copy → page 42
    - Paste (if copying is active) → page 42
    - ☐ No reply: → page 43

[1]. Information - read only

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- Enter destination (context menu) → page 41
- List of saved numbers (context menu), if applicable
- Edit favourites (Context menu) → page 41
  - Option: Save & Exit
    - Exit (Discard Changes)
    - Destination 1
    - Destination 2
    - Destination 3
    - Destination 4
    - Destination 5
- Copy → page 42
- Paste (if copying is active) → page 42
- Set delay[1] → page 44

- Alerts
  - Option: Save & Exit
    - Exit (Discard Changes)
  - Visual alerts: No → page 61
    - Yes
    - No
  - Audible alerts: No → page 61
    - Yes
    - No
  - Forwarding party: Display last → page 61
    - Display first
    - Display last

- Handling
  - Option: Save & Exit
    - Exit (Discard Changes)
  - Allow call waiting: Yes → page 70
    - Yes
    - No
  - Allow DND: Yes → page 117
    - Yes
    - No
  - Busy when dialling: Yes → page 81
    - Yes
    - No

- CTI calls?
  - Option: Save & Exit
    - Exit (Discard Changes)
  - Auto-answer: Yes → page 75
    - Yes
    - No
  - Beep on auto-answer: Yes → page 75
    - Yes
    - No
  - Beep on auto-unhold: Yes → page 76

[1]. Only if "Server features" was deactivated by your administrator

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- Yes
- No

– Connected calls?

- Option: Save & Exit
  - Exit (Discard Changes)
- Allow call transfer: Yes → page 73
  - No?
  - Return?
- Allow call joining: Yes → page 38
  - Yes
  - No
- Join in conferences: Yes → page 84
  - Yes
  - No
- Allow hold rem.: Yes → page 64
  - Yes
  - No
- Hold rem. delay: 8 → page 65
  - 3?
  - 4?
  - 5?
  - 6?
  - 7?
  - 8?
  - 9?
  - 10?
  - 11?
  - 12?
  - 13?
  - 14?
  - 15?
- Hold and hang-up Yes → page 66
  - Yes
  - No
- Music on hold: Yes → page 67
  - Yes
  - No
- Allow conferences: Yes → page 83
  - Yes
  - No
- Secure call alert: Yes → page 163
  - Yes
  - No
- Toggle associate: Yes → page 71
  - Yes
  - No
- Lower IL alert (for GB only)

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- **Context menu**
  - Automatic display menu Yes → page 168
    - Yes
    - No
  - Display time 20 → page 168
    - 5
    - 10
    - 20
    - 30
    - 60
    - 120
    - Unlimited no.
- ⊞ **Keyset?**
  - Lines?
    - Line (one of **eight** possible)
      - Option: Save & Exit
        - Exit (Discard Changes)
      - Ring delay: 0 → page 111
      - Allow in overview: Yes → page 110
        - Yes
        - No
      - Hot warm action[1]: No action
      - Hot warm dest: nnnn → page 100
      - Address[1]: nnnn
      - Ring on/off[1]: On
      - Selection order[1]: 1
  - Overview? → page 112
    - Line (up to **eight** lines)
      - Move down
      - Move to bottom
      - Use FPK order
      - Add all lines
    - Save
    - Do not save
- **BLF?**
- Busy Lamp Field: **not** forOpenScape Voice
- Return?
- Call logging
  - Option: Save & Exit
    - Exit (Discard Changes)
    - Enable call log Yes → page 94
      - Yes
      - No

⊞ **Phone?**
- Display?
  - Option: Save & Exit

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- Exit (Discard Changes)
- Brightness → page 151
- Contrast: → page 149
- Key mod. contrast: → page 152

- Program keys
  Press the key to be programmed
  - Option: Save & Exit
    - Exit (Discard Changes)
  - Normal: Unallocated → page 51
    - Unallocated
    - *Further functions, see* → page 200
  - Label: *predefined or customized*
  - Settings: *function-dependent*
  - Shifted: Unallocated → page 51
    - Unallocated
    - *Further functions, see* → page 201
  - Label: *predefined or customized*
  - Settings: *function-dependent*
- Key Module (if available such as Program keys)
- Key click
  - Option Save & Exit
    - Exit (Discard Changes)
  - Volume → page 164
    - Off
    - Low
    - Medium
    - High
  - Keys → page 164
    - Keypad only
    - All keys
- Energy saving mode → page 151
  - Time for background lighting
    - Background lighting: 1 minute
    - Background lighting: 5 minutes
    - Background lighting: 30 minutes
    - Background lighting: 60 minutes
    - Background lighting: 2 hours
    - Background lighting: 4 hours
    - Background lighting: 8 hours
- Return?

Locality?

- Option: Save & Exit
  - Exit (Discard Changes)
- Country: DE → page 167
  - DE?
  - *Further countries, see* → page 167
- Language: Deutsch → page 165

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- Deutsch
- *Further languages, see* → page 166
- Date format: dd/mm/yyy → page 156
  - dd/mm/yyy
  - yyyy/mm/dd
  - mm/dd/yyyy
- Time format: 24 hour → page 156
  - 24 hour
  - 12 Hour (AM/PM)

Security?

- Change user password → page 118
  - Option: Save & Exit
    - Exit (Discard Changes)
  - Current password:
  - New user password:
  - Confirm New user password:
- Phone lock → page 121
  - Option: Save & Exit
    - Exit (Discard Changes)
  - Phone lock: No
    - Yes

Network information?

- Option: Exit
- Phone address: → page 169
- Web address:
- IP address:
- LAN RX:
- LAN TX:
- PC RX:
- PC TX:
- LAN autonegotiated: Yes
- LAN information: 10 Mbps full duplex
- PC autonegotiated: Yes
- PC information: Link down

Diagnostic information → page 182

Reset?

- Option: Cancel
  - Cancel
  - Reset all user data → page 170
  - Reset selected user data → page 57
- Function key data: No? → page 57
  - Yes
  - No

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Key functions

Normal

You can program the following functions on the Normal of the function keys:

- Selected dialling
- Repeat dialling
- Forward all calls
- Forward no reply
- Forward busy
- Mute
- Ringer off
- Hold
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Shift
- Conference
- Headset
- Do not disturb
- Group pickup
- Repertory dial
- Feature toggle
- Mobility
- Directed pickup
- Callback
- Cancel callbacks
- Consultation
- Call Waiting toggle
- Immediate ring
- PreView
- Start application
- Built in fwd
- Opening the phonebook

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Shifted

You can program the following functions on the Shifted of the function keys:

- Selected dialling
- Repeat dialling
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Conference
- Repertory dial
- Release
- Callback
- Cancel callbacks
- Consultation
- Start application

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