



# OpenStage 10 T HiPath 3000, OpenScape Business

**User Guide**

A31003-S2000-U121-7-7619

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

Copyright © Unify GmbH & Co. KG 06/2014  
Hofmannstr. 51, 81379 Munich/Germany

All rights reserved.

Reference No.: A31003-S2000-U121-7-7619

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

An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

Availability and technical specifications are subject to change without notice.

Unify, OpenScape, OpenStage and HiPath are registered trademarks of Unify GmbH & Co. KG. All other company, brand, product and service names are trademarks or registered trademarks of their respective holders.

## Important information



Never open the telephone or a key module. Should you encounter any problems, contact the responsible administrator.



Use only original accessories! The use of other accessories may be hazardous and will render the warranty, extended manufacturer's liability and the CE marking invalid.

## 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 European Directive 2002/96/EC. Countries outside the European Union may impose other regulations regarding the disposal of electrical and electronic equipment.

## Location of the telephone

- The telephone should be operated in a controlled environment with an ambient temperature between 5°C and 40°C.
- To ensure good speakerphone quality, 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.unify.com>.

Technical notes, current information about firmware updates, frequently asked questions and lots more can be found on the Internet at:

<http://wiki.unify.com/>.

# Contents

<b>Important information</b> . . . . .	<b>3</b>
<b>Trademarks</b> . . . . .	<b>3</b>
Location of the telephone . . . . .	4
Product support on the internet . . . . .	4
<b>General information</b> . . . . .	<b>8</b>
About this manual . . . . .	8
Service . . . . .	8
Intended use . . . . .	9
Telephone type . . . . .	9
Team functions . . . . .	9
<b>Getting to know the OpenStage</b> . . . . .	<b>10</b>
The user interface of your OpenStage 10 T . . . . .	10
Keys . . . . .	11
Audio keys . . . . .	11
Function keys . . . . .	11
Mailbox . . . . .	12
Messages . . . . .	12
Voicemail . . . . .	12
Calling functions . . . . .	13
Using codes . . . . .	13
Using function keys . . . . .	13
<b>Basic functions</b> . . . . .	<b>14</b>
Answering calls . . . . .	14
Answering a call via the handset . . . . .	14
Open listening in the room during a call . . . . .	14
Making calls . . . . .	15
Dialling . . . . .	15
On-hook dialling . . . . .	15
Dialling with redial keys . . . . .	16
Redialling a number . . . . .	16
Ending a call . . . . .	16
Rejecting calls . . . . .	17
Turning the microphone on and off . . . . .	17
Calling a second party (consultation) . . . . .	18
Switching to the held party (alternating) . . . . .	18
Transferring a call . . . . .	18
Call forwarding . . . . .	19
Using variable call forwarding . . . . .	19
Forwarding key . . . . .	19
Using call forwarding no reply (CFNR) . . . . .	20
Call forwarding in the carrier network and forwarding multiple subscriber numbers (MSN) (not for U.S.) . . . . .	20
Using callback . . . . .	21
Saving a callback . . . . .	21
Accepting a callback . . . . .	21

Deleting saved callbacks (all) . . . . .	21
<b>Enhanced phone functions . . . . .</b>	<b>22</b>
Answering calls . . . . .	22
Accepting a specific call for your colleague . . . . .	22
Using the speakerphone . . . . .	22
Answering calls from the entrance telephone and opening the door . . . . .	23
Accepting a call from an answering machine . . . . .	24
Making calls . . . . .	25
Making calls using system speed-dial numbers . . . . .	25
Dialling with speed-dial keys . . . . .	25
Talking to your colleague with a speaker call . . . . .	26
Talking to your colleague with discreet calling . . . . .	27
Automatic connection setup (hotline) . . . . .	27
Assigning a station number (not for U.S.) . . . . .	27
Associated dialling/dialling aid . . . . .	27
During a call . . . . .	28
Using call waiting (second call) . . . . .	28
Preventing and allowing call waiting (automatic camp-on) . . . . .	29
Turning the call waiting tone on and off . . . . .	29
Accepting call on hold . . . . .	29
Parking a call . . . . .	30
Conducting a conference . . . . .	31
Activating tone dialling/DTMF suffix dialling . . . . .	32
Recording calls . . . . .	32
Transferring a call after a speaker call announcement in a group . . . . .	33
Sending a trunk flash . . . . .	33
If you cannot reach a destination . . . . .	34
Call waiting (camp-on) . . . . .	34
Busy override - joining a call in progress . . . . .	34
Using night answer . . . . .	35
Dialling with call charge assignment . . . . .	35
<b>Privacy/security . . . . .</b>	<b>36</b>
Activating/deactivating "Do not disturb" . . . . .	36
Caller ID suppression . . . . .	36
Silent monitoring/Secret busy override . . . . .	37
Monitoring a room . . . . .	37
Trace call: identifying anonymous callers (not for U.S.) . . . . .	38
Locking the telephone to prevent unauthorised use . . . . .	38
Locking another telephone to prevent unauthorised use . . . . .	39
Saving your PIN code . . . . .	39
<b>More functions/services . . . . .</b>	<b>40</b>
Appointment reminder function . . . . .	40
Saving a timed reminder . . . . .	40
Using timed reminders . . . . .	40
Sending a message . . . . .	41
Creating and sending a message . . . . .	41
Editing incoming messages . . . . .	42
Using another telephone like your own for a call . . . . .	42
Changing a number (after exchanging/moving/relocating a phone) . . . . .	43
Fax details and message on answering machine . . . . .	43
Resetting services and functions . . . . .	

(system-wide cancellation for a telephone) . . . . .	44
Activating functions for another telephone . . . . .	44
Using system functions from externally	
DISA (Direct Inward System Access) . . . . .	45
Controlling connected computers or their programs / telephone data service . . . . .	46
Communicating with PC applications over a CSTA interface . . . . .	47
Controlling relays . . . . .	48
Paging persons (not for U.S.) . . . . .	48
<b>Using team functions . . . . .</b>	<b>49</b>
Activating/deactivating a group call . . . . .	49
Accepting a call for another member of your team . . . . .	50
Ringing group . . . . .	50
Uniform Call Distribution (UCD) . . . . .	51
<b>Individual phone configuration . . . . .</b>	<b>52</b>
Adjusting audio settings . . . . .	52
Adjusting the receiving volume during a call . . . . .	52
Adjusting the ring volume . . . . .	52
Adjusting the ring tone . . . . .	52
<b>Testing the phone . . . . .</b>	<b>52</b>
Testing the phone's functionality . . . . .	52
<b>Fixing problems . . . . .</b>	<b>53</b>
Contact partner in case of problems . . . . .	53
Troubleshooting . . . . .	53
Care and cleaning instructions . . . . .	53
<b>Index . . . . .</b>	<b>54</b>
<b>Overview of functions and codes</b>	
<b>(alphabetical) . . . . .</b>	<b>57</b>

# General information

## About this manual

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


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

- The function is not configured for you and your telephone. Please contact your system administrator.
- Your communication platform does not feature this function. Please contact your Unify sales partner for information on how to upgrade.

These operating instructions are intended to help you familiarise yourself with the OpenStage and all of its functions. It contains important information on the safe and proper operation of the OpenStage. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone.

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

---

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


---

These operating instructions are designed to be simple and easy to understand, providing clear step-by-step instructions for operating the OpenStage.

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

## Service

---

 The Unify service department can only help you if you experience problems or defects with the phone itself.  
Should you have any questions regarding operation, your specialist retailer or network administrator will 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 or wall-mounted unit designed for voice transmission. Any other use is regarded as unintended.

## Telephone type

The identification details (exact product designation and serial number) of your telephone can be found on the nameplate on the underside of the base unit. Specific details concerning your communication platform can be obtained from your service technician.

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

## Team functions

For even more efficient telephone functionality, your service personnel can configure various team functions such as call pickup, hunt groups and call distribution groups.

## Getting to know the OpenStage

The following sections describe the most frequently used controls.

### The user interface of your OpenStage 10 T



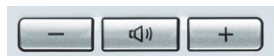
1	You can make and receive calls as normal using the <b>handset</b> .
2	Loudspeaker for open listening.
3	The <b>function keys</b> can be assigned phone numbers and functions by your service personnel → Page 11.
4	<b>Audio keys</b> are also available, allowing you to optimally configure the audio features of your telephone → Page 11.
5	The <b>dialpad</b> is provided for entering phone numbers/codes.

### Properties of your OpenStage 10 T

Wall mounting	✓
---------------	---

## Keys

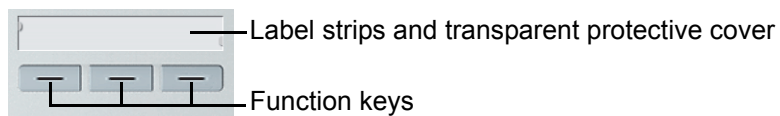
### Audio keys



Key	Function when key is pressed
	Set the volume lower → Page 52.
	Turn speaker on/off (with red LED key) → Page 14.
	Set the volume higher → Page 52.

### Function keys

Your OpenStage 10 T has 3 function keys, which can be assigned functions or phone numbers by your service personnel.



Depending on how they are programmed by service personnel, you can use the keys as:

- Function keys
- Redial keys
- Trunk key




➡ The function keys (except for the "Shift" key) can be programmed on two levels. The "Shift" key must be configured for this and extended key functionality must be active (consult your service personnel).

Only external phone numbers and internal phone numbers without LED display can be saved on the second level.

➡ Your service personnel can customise the default assignment – consultation, release, last number redial – in line with your needs and requirements once the order has been placed.

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

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

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

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

## Mailbox

Depending on your communication platform and its configuration (consult your service personnel), you can use the Mailbox key<sup>1</sup> to access incoming messages and messages from services such as HiPath Xpressions.

## Messages

In idle mode, the following signals alert you to the presence of a new message:

- The LED on the "Mailbox" key lights up.
- A special tone (continuous buzzing) or an announcement is audible when you lift the handset.



For a description of how to edit the entries → Page 42.

## Voicemail

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

To play back your voicemail, follow the instructions.

1. Must be configured by service personnel.


## Calling functions

The extensive range of features offered by your communication system can be customised dynamically depending on the given situation. You can activate the functions available on your OpenStage 10 T via the individually programmed function keys and/or with an appropriate code.

### Using codes

All communication system functions can be activated via codes.

---

 Codes that activate functions are always preceded by the star key, whereas codes that deactivate/delete functions always start with the hash key.

---

### Making settings in idle mode

Example:

Your phone is in idle mode.

Enter the code to activate the "Do not disturb" feature.

The speaker key lights up when you start programming and goes out when the operation is over.

In some situations, an acoustic signal is also output.

### Activating functions during a call

Example:

You are conducting a consultation call and would like to toggle between the two parties.

Press the "Consult" key.

Enter the code.

An overview of the most important procedures and default codes is provided in the appendix to this user manual → Page 57.

Default codes are also specified in the descriptions in the main part of this user manual.

---

 Default codes can be modified by your service personnel.

---

### Using function keys

Your service personnel can program the three function keys with frequently used functions. You can activate a function by simply pressing the relevant key (if permitted by the current situation).

For more information, see → Page 11.


Example:

Your phone is in idle mode.

Press the "DoNotDisturb" key. The LED lights up. Do not disturb is active.




## Basic functions

 Please read the introductory chapter "Getting to know the OpenStage" → Page 10 carefully before performing any of the steps described here on your phone.

### Answering calls

Your OpenStage rings with the tone signal set when an incoming call is received.

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



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

### Answering a call via the handset

The phone rings.

Lift the handset.

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

if nec.  or 

### Open listening in the room during a call

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

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

#### Activating



Press the speaker key. The LED lights up.

#### Deactivating



Press the speaker key. The LED goes out.

## Making calls

### Dialling



Lift the handset.

Internal calls: Enter the station number.

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

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



Replace the handset.

or



if configured:

Press the "Release" key.

### On-hook dialling



Internal calls: Enter the station number.

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



Your system may also be programmed so that you have to press the "internal" key before you dial the internal number.

You then do not have to enter an external code to call the external party (automatic trunk seizure/prime line is not active; consult your service personnel).

#### The other party answers with speaker



Lift the handset.

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



Press the speaker key. The LED goes out.

or



Press the "Release" key.

## Dialling with repdial keys

**Prerequisite:** Redial keys are programmed on your phone.

Press the key with the saved number.

If the number is saved at the second level, press the "Shift" key first.



You can also press the redial key during a call and automatically initiate a callback → Page 18.

## Redialling a number

The last external station number dialled is automatically saved.



If this feature is configured (consult your service personnel), account codes entered are also saved → Page 35.

You can redial them simply by pressing a key.

**Prerequisite:** The "Redial" key is programmed on your telephone.

Lift the handset.

Press the "Redial" key.



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

## Ending a call

Replace the handset.

or  
if configured:

Press the "Release" key.



## Rejecting calls

You can reject calls you do not wish to take. The call is then signalled on another definable telephone (consult your service personnel).

The phone rings.

if configured:

Press the "Release" key.

If a call cannot be rejected, your telephone will continue to ring.

## Turning the microphone on and off

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



You are conducting a call.

if configured:



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



Press the "Microphone" key. The LED goes out.

The microphone is switched on again.

## Calling a second party (consultation)

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

**Prerequisite:** The "Consult" key is programmed on your telephone.

Press the "Consult" key. The LED flashes.

Call the second party.

### Returning to the first party

Press the "Consult" key and wait two seconds.

(depending on the configuration)

Press the "Consult" key twice.

## Switching to the held party (alternating)

Press the "Consult" key.

Enter the code. The LED continues to flash.

### Combining the call parties in a three-party conference


Press the "Consult" key.

Enter the code. The LED goes out.

### Allowing call partners to continue a conference after you exit

Replace the handset.

---

 For more information on conferences, see → Page 31.

---

## Transferring a call

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

Press the "Consult" key. The LED flashes.

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

Announce the call, if necessary.

Replace the handset.



or



## Call forwarding

### Using variable call forwarding

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

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

If DID DTMF is active (consult your service personnel), you can also forward calls to this destination. Destinations: Fax = 870, DID = 871, Fax DID = 872.

The phone is in idle mode → Page 13.

Enter the code.

Enter the forwarding type you want:

1=all calls, 2=external calls only, 3=internal calls only

Enter the destination number (external destinations with external code).

### Deactivating call forwarding

The phone is in idle mode → Page 13.

Enter the code.

## Forwarding key

Your service personnel can program the "forwarding" function on a function key on your OpenStage 10 T. This forwarding action can be programmed either "completely" or "incompletely".

### Activating forwarding

**Prerequisite:** Your service personnel programmed the forwarding key "completely".

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

The permanently programmed forwarding function is activated.

**Prerequisite:** Your service personnel programmed the forwarding key "incompletely".

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

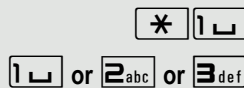
Enter the forwarding type you want:

1=all calls, 2=external calls only, 3=internal calls only

Enter the destination number (external destinations with external code).

### Deactivating call forwarding

Press the "Forwarding" key. The LED goes out.



## Using call forwarding no reply (CFNR)

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

The phone is in idle mode → Page 13.

Enter the code.

Enter the destination number.

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

## Deactivating call forwarding no reply

The phone is in idle mode → Page 13.

Enter the code.

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

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

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

The phone is in idle mode → Page 13.

Enter the code.

Enter the forwarding type you want:

1 = immediate, 2 = unanswered calls, 3 = on busy.

Enter the destination number (without the external code).

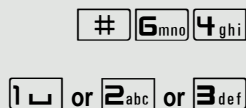
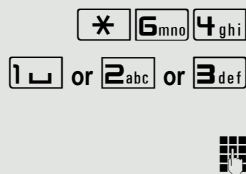
## Deactivating call forwarding

The phone is in idle mode → Page 13.

Enter the code.

Enter the activated call forwarding type.

1 = immediate, 2 = unanswered calls, 3 = on busy.



## Using callback

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

You receive a callback:

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



When configured (consult your service personnel), all callback requests are automatically deleted overnight.

## Saving a callback

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

if configured:

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



or



Press the "Consult" key. The LED flashes.

Enter the code.



## Accepting a callback

**Prerequisite:** A callback was saved.

Your telephone rings.



Lift the handset.



You hear a ring tone.



## Deleting saved callbacks (all)

if configured:

Press the "Callback" key. The LED goes out.



or

Enter the code.



## Enhanced phone functions

### Answering calls

#### Accepting a specific call for your colleague


You hear another telephone ring.

Lift the handset.

Enter the code.

Enter the number of the ringing telephone.

---

 Accepting a call in a team → Page 50.

---


#### Using the speakerphone

A colleague addresses you directly over the speaker with a speaker call. You hear a tone before the announcement.

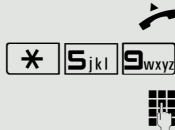
You can answer directly via the handset.

Lift the handset and answer the call.

---

 Placing a speaker call to a colleague → Page 26.

---



## Answering calls from the entrance telephone and opening the door

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

### Speaking to visitors via the entrance telephone

**Prerequisite:** Your telephone rings.

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

or

Lift the handset after more than thirty seconds.

Dial the entrance telephone number.

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

if configured:

Press the "Door opener" key.

or

Press the "Consult" key. The LED flashes.

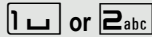
Enter the code.

Dial the entrance telephone number.

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

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





### Activating the door opener

The phone is in idle mode → Page 13.

Enter the code.

Dial the entrance telephone number.

Enter the five-digit code. Default code = "00000" (consult your service personnel).

Enter the door opener type. 1=enable with ring, 2=enable w/o ring (you can also open the door without a doorbell ring).

### Deactivating the door opener

The phone is in idle mode → Page 13.

Enter the code.

Dial the entrance telephone number.

### Accepting a call from an answering machine

You can accept a call from an answering machine if there is an answering machine connected to your system and a key is programmed for it on your phone (consult your service personnel).

The LED lights up. Press the key shown.



## Making calls

### Making calls using system speed-dial numbers

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

The phone is in idle mode → Page 13.

if configured:

Press the "Speed Dial" key. The LED flashes.

or



Enter the code.



Enter a three-digit speed-dial number.

if nec.

### Suffix dialling

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

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



### Dialling with speed-dial keys

**Prerequisite:** You have configured speed-dial keys → Page 26.

Lift the handset.

if configured:

Press the "Speed Dial" key. The LED flashes.

or



Enter the code.



Press the key shown.



Press the required speed-dial key.



### Configuring a speed-dial key

You can program the keys **[0+]** to **[9wxyz]** with ten external station numbers.

The phone is in idle mode → Page 13.

Enter the code.

Press the key shown.

Press the required speed-dial key.

First enter the external code and then the external station number (wait approx. 5 seconds).

### Talking to your colleague with a speaker call

You can make a loudspeaker announcement to an internal user with a system telephone without any action on their part.

Lift the handset.

Enter the code.

Enter the station number.



## Talking to your colleague with discreet calling

If this function has been configured (consult your service personnel), you can join an ongoing call conducted by an internal user on a system telephone with display.


You can listen in unnoticed and speak to the internal user without being overheard by the other party (discreet calling).

The phone is in idle mode → Page 13.

Enter the code.

Enter your internal station number.

---

 Your service personnel can protect your telephone against discreet calling.

---

## Automatic connection setup (hotline)

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

Lift the handset.

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

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

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

Lift the handset.

Enter the code.

Enter the DID number you wish to use.

Dial the external number.

## Associated dialling/dialling aid

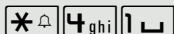
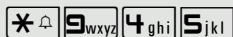
If this function has been configured (consult your service personnel), you can use a dialling aid to dial numbers and set up calls for your telephone.

Lift the handset.

Enter the code.

Enter the internal number of the party for whom the call is to be made.

Enter the number you wish to dial (external with external code).



## During a call

### Using call waiting (second call)

Callers can still reach you while you are conducting another call. A signal alerts you to the waiting call.

You can ignore or accept the second call.

When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on.

You can also block the second call or the signal tone → Page 29.

**Prerequisite:** You are conducting a phone call and hear a tone (approx. every six seconds).

### Ending the first call and answering the waiting call

Replace the handset. Your telephone rings.

Answer the second call. Lift the handset.

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

Press the "Consult" key. The LED flashes.

Enter the code.

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

### Ending the second call and resuming the first one

Press the "Consult" key and wait two seconds.

or  
(depending on the configuration)

Press the "Consult" key twice.



or



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

If this function has been configured (consult your service personnel), you can prevent or allow a second call → Page 28 from being signalled by automatic camp-on during an ongoing call.

The phone is in idle mode → Page 13.

Enter the code for "Call wait.trm.off"

# 4 g h i 9 w x y z 0 +

or

enter the code for "Call wait.trm.on".

\* 4 g h i 9 w x y z 0 +

## Turning the call waiting tone on and off

You can suppress the call waiting tone (approx. every six seconds) for second calls. A single special dial tone then alerts you to the waiting call.

### Activating the call waiting tone

The phone is in idle mode → Page 13.

Enter the code.

# 8 t u v 7 p q r s

### Deactivating the call waiting tone

The phone is in idle mode → Page 13.

Enter the code.

\* 8 t u v 7 p q r s

## Accepting call on hold

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

Lift the handset.

Enter the code.

\* 6 m n o 3 d e f

Enter the trunk number.



## Parking a call

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

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

Press the "Consult" key. The LED flashes.

Enter the code.

Enter the number of the park position (0 - 9) and make a note of it.

You will hear a negative confirmation tone if the park position number you enter is already in use. Enter another one.

Replace the handset.

## Retrieving a parked call

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

Lift the handset.

Enter the code.

Enter the park position number you noted earlier.

If the park position number you enter is not in use, you cannot retrieve the call.




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



## Conducting a conference

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

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



Lift the handset.



Call the first party.



Press the "Consult" key. The LED flashes.



Call the second party.



Announce the conference.



Press the "Consult" key.



Enter the code. The LED goes out.

A tone sounds every 30 seconds to indicate that a conference is in progress (can be disabled, consult your service personnel).

### If the second party does not answer



Press the "Consult" key and wait two seconds.

or



Press the "Consult" key twice.

### Adding up to five parties to a conference



Press the "Consult" key. The LED flashes.



Call the new party.



Announce the conference.



Press the "Consult" key.



Enter the code. The LED goes out.  
etc.

### Leaving a conference



Replace the handset.

### Ending a conference



Press the "Consult" key. The LED flashes.



Enter the code. The LED goes out.

### Removing the central office party from the conference



Press the "Consult" key. The LED flashes.



4

ghi

9

wxyz

1

┘

Enter the code.





## Activating tone dialling/DTMF suffix dialling

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


You have set up a connection.

Press the "Consult" key. The LED flashes.

Enter the code.

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

---

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

---

## Recording calls

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

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

if configured:

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


or

Press the "Consult" key. The LED flashes.

Enter the code.

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

---

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

---

## Stopping recording

if configured:

Press the illuminated "Recording" key. The LED goes out.

or

Press the "Consult" key. The LED flashes.

Press the "Consult" key. The LED goes out.

## Listening to a recording

Playback of the recording depends on the voice recording system used (see the associated user guide or → Page 42).



or





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

If this function has been configured (consult your service personnel), you can use a speaker call (announcement → Page 26) to announce a call in progress to a group of users → Page 49.

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

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

Press the "Consult" key. The LED flashes.

Enter the code.

Enter the group's station number.

Announce the call.

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

Replace the handset.



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

## Sending a trunk flash

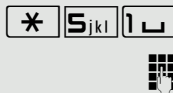
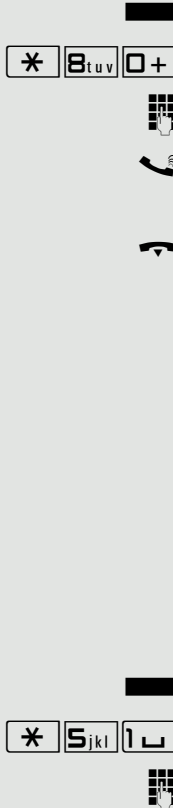
To activate ISDN-type services and features through the network carrier's analogue trunks or those of other communication platforms (such as "consultation hold"), you must send a signal to the trunks before dialling the service code or telephone number.

**Prerequisite:** You have set up an external connection via an analogue line.

Press the "Consult" key. The LED flashes.

Enter the code.

Enter the service code and/or telephone number.



## If you cannot reach a destination

### Call waiting (camp-on)

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

Wait (approx. 5 seconds) until the busy tone is followed by the ring tone.

The called party can then respond → Page 28.



The called party can prevent automatic call waiting → Page 29.

If this feature is configured (consult your service personnel), you will immediately hear the ring tone.

### Busy override - joining a call in progress

This function is only available if it has been configured (consult your service personnel).

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

Press the "Consult" key. The LED flashes.

Enter the code.

The called party and person to whom this party is talking hear an alerting tone every two seconds.

If the called party has a system telephone with display, the following appears on the screen: "Override: (Number or name)".

You can now start talking.



## Using night answer

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

### Activating

The phone is in idle mode → Page 13.

Enter the code.

Enter the destination number within 5 seconds (= temporary night answer service).

Enter the code or make no entry (= standard night answer service).

### Deactivating

The phone is in idle mode → Page 13.

Enter the code.

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

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

## Dialling with call charge assignment

You can assign external calls to certain projects.

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

Lift the handset.

Enter the code.

Enter the account code.

Press the key shown (depends on configuration; consult your service personnel).

Enter the external station number.

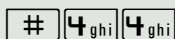
---

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

---



or



if nec.



## Privacy/security

### Activating/deactivating "Do not disturb"

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

#### Activating

The phone is in idle mode → Page 13.

Enter the code.




#### Deactivating

The phone is in idle mode → Page 13.

Enter the code.




---

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

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

---

### Caller ID suppression

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

#### Activating

The phone is in idle mode → Page 13.

Enter the code.




#### Deactivating

The phone is in idle mode → Page 13.

Enter the code.




---

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

---

## Silent monitoring/Secret busy override

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

Lift the handset.

Enter the code.

Enter your internal station number.

## Monitoring a room

You can use a phone to monitor a room. This function must be enabled on the monitoring phone.

When you call this phone, you can immediately hear what is happening in that room.

### Activating the telephone to be monitored

Lift the handset and leave it directed towards the noise source.

Enter the code.

### Deactivating the telephone to be monitored

Replace the handset.

### Monitoring the room

Lift the handset.

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



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

You can identify malicious external callers. You can record the caller's phone number during a call or for up to 30 seconds after a call. You should not hang up in the process.

You are conducting an external call.

Press the "Consult" key. The LED flashes.

Enter the code.



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

## Locking the telephone to prevent unauthorised use

You can prevent unauthorised parties from accessing certain functions on your phone during your absence, for example you can prevent external station numbers being dialled or your mailbox being accessed. Consult your service personnel to determine which functions are locked.

**Prerequisite:** You have configured a PIN code → Page 39.

### Locking the phone

The phone is in idle mode → Page 13.

Enter the code.

Enter code (telephone lock) → Page 39.

### Unlocking the phone

The phone is in idle mode → Page 13.

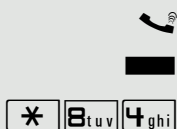
Enter the code.

Enter code (telephone lock) → Page 39.



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

Your phone can also be locked or unlocked by an authorised party → Page 39.



## Locking another telephone to prevent unauthorised use

If configured (consult your service personnel), you can lock and unlock other telephones to prevent unauthorised access.

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

The phone is in idle mode → Page 13.

Enter the code.

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

Enter the code to lock the phone.

Enter the code to unlock the phone.


## Saving your PIN code

Enter a PIN code to use the functions

- for protecting your phone against unauthorised use → Page 38
- for using another telephone like your own → Page 42
- for changing a number → Page 43

You can save this code.

---

 If you forget your code, consult your service personnel. They can reset your code to "00000".  
Your phone can also be locked or unlocked by an authorised party → Page 39.

---

The phone is in idle mode → Page 13.

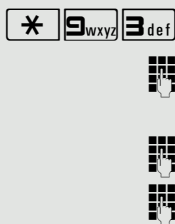
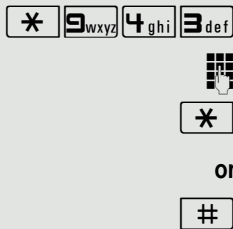
Enter the code.

Enter the current five-digit code.

If you have not yet set a code, use "00000" the first time.

Enter the new code.

Re-enter the new code.



## More functions/services

### Appointment reminder function

You can configure your phone to call you to remind you about an appointment. For this to happen, you need to save the time at which you wish to be reminded. You can enter a single appointment that will take place in the next twenty-four hours or you can enter a daily recurring appointment.

### Saving a timed reminder

The phone is in idle mode → Page 13.

Enter the code.

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

If the selected language is "US English" (consult your service personnel), enter code 2 for "am" or 7 for "pm".

### Deleting saved reminders

The phone is in idle mode → Page 13.

Enter the code.

### Using timed reminders

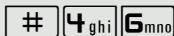
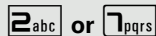
**Prerequisite:** You have saved a reminder → Page 40. The saved time arrives.

Your telephone rings.

Lift the handset and replace it again.



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





## Sending a message

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

Transmitted text messages are saved as callback requests on OpenStage 10 T as well as on system telephones with no display and on ISDN, pulse or tone dialling telephones.

## Creating and sending a message

The phone is in idle mode → Page 13.

Enter the code.

Enter the internal station number of the recipient or group.

Select predefined text (can be changed by service personnel). Enter the code.

0 = Please call back

1 = Someone is waiting

2 = Appointment

3 = Urgent call

4 = Do not disturb

5 = FAX waiting

6 = Dictation please

7 = Please come see me

8 = Please make coffee

9 = Ready to depart

## Deleting sent messages

You can delete messages already sent to ensure they are not received.

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

The phone is in idle mode → Page 13.

Enter the code.



Texts sent to groups can only be deleted by the originator.



## Editing incoming messages

Pay attention to the notes on → Page 12.

### Calling the sender

Lift the handset.

if configured:

Press the "Mailbox" key shown.



or



Enter the code.

A connection is set up to the party who sent the message.

### Deleting messages

The phone is in idle mode → Page 13.

Enter the code.

All incoming messages are deleted.



## Using another telephone like your own for a call

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

The phone is in idle mode → Page 13.

Enter the code.

Enter the number of the other user.

Enter the other user's lock code.

Dial the external number.

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



## Changing a number (after exchanging/moving/relocating a phone)

When configured (consult your service personnel), you can move your number to any other phone.

Your phone to date is then assigned the old number of your new phone; the numbers including phone settings (e.g. programmed keys) are exchanged.

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

The following procedure is carried out on the new phone.

The phone is in idle mode → Page 13.

Enter the code.

Enter own station number.

Enter code (telephone lock) → Page 39.  
(Not necessary if you have not set a code.)

Enter the code.



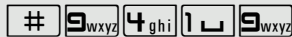
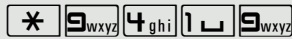
You can however connect your phone to a different port and then carry out the procedure.

## Fax details and message on answering machine

If there is a fax machine or answering machine connected to your system and the "Fax service" key is programmed on your phone, this key lights up when a fax or message is received.

### Deactivating signalling

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



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

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

- Forwarding on
- Advisory msg. on
- Ringing group on
- Hunt group off
- Suppress call ID
- Waiting tone off
- DND on
- Ringer cutoff on
- Received messages:
- View callbacks

The phone is in idle mode → Page 13.

Enter the code.



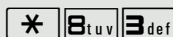
## Activating functions for another telephone

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

- Do not disturb,  
code \*97/#97 → Page 36
- Call forwarding,  
code \*11, \*12, \*13, #1 → Page 19
- Lock and unlock phone,  
code \*66/#66 → Page 38
- Ringing group,  
code \*81/#81 → Page 50
- Group call,  
code \*85/#85 → Page 49
- Reset services and functions,  
code #0 → Page 44
- Control relays,  
code \*90/#90 → Page 48
- Night answer,  
code \*44/#44 → Page 35
- Timed reminders,  
code \*46/#46 → Page 40

The phone is in idle mode → Page 13.

Enter the code.



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



Enter a code – such as \*97 for Do not disturb on – and a procedure if necessary.



## Using system functions from externally DISA (Direct Inward System Access)

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

- Reset services and functions, code #0 → Page 44
- Call forwarding, code \*11, \*12, \*13, #1 → Page 19
- Lock and unlock phone, code \*66/#66 → Page 38
- Save your PIN code, code \*93 → Page 39
- Send a message, code \*68/#68 → Page 41
- Ringing group, code \*81/#81 → Page 50
- Group call, code \*85/#85 → Page 49
- Caller ID suppression, code \*86/#86 → Page 36
- Open door, code \*61 → Page 23
- Release door opener, code \*89/#89 → Page 24
- Control relays, code \*90/#90 → Page 48
- Do not disturb, code \*97/#97 → Page 36
- Dial using speed dial, code \*7 → Page 25
- Associated service, code \*83 → Page 44

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

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

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

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

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

Dial the external number.



You can only perform one function/establish one outgoing connection at a time.

The connection is cleared as soon as the function is successfully activated.

In the case of an external-external call, the connection is cleared as soon as one of the call partners hangs up.

## Controlling connected computers or their programs / telephone data service

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

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

Press the "Consult" key. The LED flashes.

Enter the code.

Press the key shown. The lamp is flashing. Enter the code.

For entering data, you are guided by the connected computer. However, depending on the configuration (consult your service personnel), you have to enter your data in one of the following ways:

### Input in en-bloc mode

Enter data.

Complete your entry.

### Input in online mode

The connected computer processes your entries directly.

Enter the code.

Enter data.



## Communicating with PC applications over a CSTA interface

If configured (consult your service personnel), you can use your phone to communicate with PC applications (CSTA = **C**omputer **S**upported **T**elecommunications **A**pplications). Information is sent to the application and received from the application via acoustic signalling.

if configured:

Press the "Data I/O" key.

or



Enter the code.

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

Use the relevant keys to communicate with the application.

### Temporarily interrupting communication with the application

The phone rings. You answer the call.

The "Data I/O" key flashes: Communication with the application was automatically interrupted.

### Resuming communication with the application

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

### Ending communication with the application

Lift the handset and replace it again.



## Controlling relays

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

### Activating

The phone is in idle mode → Page 13.

Enter the code.

Enter the relay.

### Deactivating

The phone is in idle mode → Page 13.

Enter the code.

Enter the relay.

## Paging persons (not for U.S.)

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

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

### Paging persons

To ensure that you can be found, you must have enabled a ringing group → Page 50, call forwarding → Page 19 or call forwarding-no answer to the internal station number of your PSE.

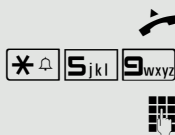
A call request is signalled automatically.

### Answering the page from the nearest telephone

Lift the handset.

Enter the code.

Enter own station number.





## Using team functions

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

### Activating/deactivating a group call

If configured (consult your service personnel), you belong to one or more groups of stations, which can be reached via hunt group or group call station numbers. Incoming calls are signalled one after the other (= hunt group) or simultaneously (= group call) on all phones in the group, until a group member answers the call.

Each station in the group can still be reached via its own station number.

You can activate and deactivate the audible signal for a hunt group or group call. If the LED for a programmed "Group call" key is lit, the audible tone was activated for at least one group.

#### Activating

The phone is in idle mode → Page 13.

if configured:

Press the "Group call" key. The LED lights up.

Enter the code.

#### Deactivating

The phone is in idle mode → Page 13.

if configured:

Press the "Group call" key. The LED goes out.

Enter the code.



If you have deactivated the audible tone for the group you belong to, you will hear a special dial tone when you lift the handset.



## Accepting a call for another member of your team

You can use your own telephone to accept calls for other telephones in your team, even while on a call (call pickup groups; consult your service personnel).

**Prerequisite:** Your telephone rings briefly.

Lift the handset.

Enter the code.



## Ringling group

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

### Saving phones for the ringing group

The phone is in idle mode → Page 13.

Enter the code.

Enter your internal station number.



### Removing all telephones in a call ringing group

The phone is in idle mode → Page 13.

Enter the code.



## Uniform Call Distribution (UCD)

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

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

### Logging on/off for a service

The phone is in idle mode → Page 13.

Enter the code for "Log on".

Enter your identification number ("Agent:"). Consult your service personnel to find out what it is.

Enter the code for "Log off".

### Logging on and off during your shift

The phone is in idle mode → Page 13.

Enter the code for "Not available".

Enter the code for "Available".

### Activating/deactivating work time

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

You have or had a connection.

Enter the code for "Work on".

The phone is in idle mode → Page 13.

Enter the code for "Work off".

### Turning the night service on and off for UCD

The phone is in idle mode → Page 13.

Enter the code for "UCD night on",  
depending on the configuration:

Press the key shown.

Enter the station number.

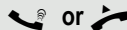
Enter the code for "UCD night off".



or



or



or



or





## Individual phone configuration

### Adjusting audio settings



#### Adjusting the receiving volume during a call

You are conducting a call.

 or 

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



#### Adjusting the ring volume

 or 

Press one of the keys shown in idle mode.





Press the key shown.

 or 

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



#### Adjusting the ring tone

 or 

Press one of the keys shown in idle mode.



Press the key shown.

 or 





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

## Testing the phone

### Testing the phone's functionality

You can test your phone's functionality.

The phone is in idle mode → Page 13.

Enter the code.

If everything is functioning correctly:

- all LEDs on the phone light up and
- the ring tone is audible

## Fixing problems

### Contact partner in case of problems

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

### Troubleshooting

#### Pressed key does not respond

Check if the key is stuck.

#### Telephone does not ring

Check whether the "Do not disturb" function is activated on your telephone. When you lift the handset, you will hear a special tone. If so, deactivate the "Do not disturb" function → Page 36.

#### You cannot dial an external number

Check whether your telephone is locked. When you lift the handset, you will hear a special tone. If so, unlock your phone → Page 38.

#### To correct any other problems

First consult your service personnel. Customer Service must clarify any problems that cannot be resolved.

### Care and cleaning instructions

- Never spray the phone with liquids as the penetrating fluids can lead to malfunctions or may damage the device.
- Clean the phone with a soft and slightly damp cloth.
- Do not use substances such as alcohol, chemicals, household cleaners or solvents, as these substances can lead to surface damage or cause the coating to peel.

# Index

- A**
- Accepting (call) ..... 22, 50
  - Agents ..... 51
  - Announcement ..... 26
  - Answering machine ..... 43
    - Call pickup ..... 24
  - Assigning a DID number ..... 27
  - Associated dialling/dialling aid ..... 27
  - Associated service ..... 44
  - Audio keys ..... 11
  - Automatic call waiting
    - Preventing/allowing ..... 29
  - Automatic connection setup ..... 27
  - Automatic trunk seizure/prime line is not active ..... 15
- C**
- Call
- Accepting from the answering machine ..... 24
  - Accepting in a group ..... 50
  - Answering ..... 14
  - Directed transfer ..... 22
  - Distributing ..... 51
  - Entrance telephone ..... 23
  - Forwarding ..... 19
  - Forwarding MSN in CO ..... 20
  - Parking ..... 30
  - Recording ..... 32
  - Rejecting ..... 17, 23
  - Retrieving from hold ..... 29
  - Retrieving from park ..... 30
  - Transferring ..... 18
- Call charge assignment ..... 35
- Call forwarding ..... 19
- MSN in CO ..... 20
  - Multiple subscriber number (MSN) ..... 20
- Call volume ..... 14, 52
- Call waiting ..... 34
- Answering ..... 28
  - Tone off ..... 29
- Call waiting tone on/off ..... 29
- Callback ..... 21
- Caller ID suppression ..... 36
- Calling a second party ..... 18
- Calling functions ..... 13
- Calls in queue ..... 51
- CE marking ..... 3
- Central telephone lock ..... 39
- Change number ..... 43
- Cleaning information ..... 53
- Code lock
- Central ..... 39
  - For phone ..... 38
- Conference ..... 18
- Connection setup
  - Automatic ..... 27
- Consultation ..... 18
- Control relays ..... 48
- Controls ..... 10
- D**
- Details, fax ..... 43
- Dialling
  - Dialling aid ..... 27
  - Dialling the last number ..... 16
  - Internal / external ..... 15
  - On-hook ..... 15
  - Using quick dial ..... 25
  - Using redial ..... 16
  - Using redial keys ..... 16
- Dialling external calls ..... 15
- Dialling internal calls ..... 15
- Dialling the CO ..... 15
- Direct Inward System Access ..... 45
- DISA ..... 45
- Discreet calling ..... 27
- Distributing calls ..... 51
- Do not disturb ..... 36
- Door opener ..... 24
- DTMF suffix dialling (tone dialling) ..... 32
- E**
- Entrance telephone ..... 23
- Exchanged phone ..... 43
- External code ..... 15
- F**
- Fax details ..... 43
- Forwarding key ..... 19
- Forwarding MSN in CO ..... 20
- Forwarding multiple subscriber number (MSN) ..... 20
- Function keys ..... 11
- Functions
  - For another phone on/off ..... 44
  - Resetting ..... 44
  - Using from externally ..... 45
- G**
- General information ..... 8
- Group call ..... 49

- ## H
- Handsfree answerback ..... 22
  - Hotline ..... 27
  - Hotline delayed ..... 27
  - Hunt group ..... 49
- ## I
- Important information ..... 4
- ## L
- LED displays
    - DSS keys ..... 12
    - Function keys ..... 12
  - Location of the telephone ..... 4
  - Locking/unlocking ..... 38
- ## M
- Mailbox ..... 42
  - Making mobile calls ..... 42
  - Malfunctions ..... 53
  - Message (text)
    - Answering ..... 42
    - Deleting/viewing ..... 41
    - Receiving ..... 42
    - Sending ..... 41
  - Move function ..... 43
  - Move with phone ..... 43
- ## N
- Night answer ..... 35
- ## O
- Open listening ..... 14
  - Opening a door
    - Using a code ..... 23
  - Operating instructions ..... 3
  - Operating principle ..... 13
  - Override ..... 34, 37
- ## P
- Parking a call ..... 30
  - Personal identification number ..... 39
  - Phone
    - Locking ..... 38
    - Locking another ..... 39
    - Locking/unlocking ..... 38
    - Locking/unlocking centrally ..... 39
    - Operating ..... 13
    - Setting ..... 52
    - Testing ..... 52
    - Using another phone like your own ..... 42
  - Phone settings ..... 52
  - PIN ..... 39
  - PIN, saving ..... 39
  - Programming your telephone ..... 52
  - Project calls ..... 35
  - Project code, account code ..... 35
- ## R
- Radio paging equipment (PSE) ..... 48
  - Recall ..... 33
  - Receiving volume ..... 14, 52
  - Recording ..... 32
  - Redialling a number ..... 16
  - Relays ..... 48
  - Relocate ..... 43
  - Resetting functions ..... 44
  - Resetting services ..... 44
  - Ring tone ..... 52
  - Ring volume ..... 52
  - Ringing group ..... 50
  - Room monitor ..... 37
  - Room monitoring ..... 37
- ## S
- Safety notes ..... 3
  - Second call
    - Allowing ..... 29
    - Answering ..... 28
    - Preventing ..... 29
  - Second level ..... 16
  - Secret busy override ..... 37
  - Settings ..... 52
  - Settings on your telephone ..... 52
  - Shift ..... 16
  - Shift key ..... 16
  - Sicherheitshinweise ..... 3
  - Silent monitoring
    - Tone off ..... 37
  - Speaker call ..... 26
  - Speakerphone distance ..... 4
  - Special dial tone ..... 12, 36
  - Speed dialling
    - Dialling ..... 25
    - Saving station speed-dialling ..... 26
    - Suffix dialling ..... 25
    - System ..... 25
  - Station number

Assigning .....	27
Deactivating display .....	36
Suppressing .....	36
Station speed-dialling .....	26
Suffix dialling	
Automatic .....	25
DTMF tone dialling .....	32
System speed dialling .....	25
System-wide cancellation .....	44

## T

Telephone data service .....	46
Telephone maintenance .....	53
Telephone test .....	52
Temporary phone .....	42
Testing the phone's functionality .....	52
Testing the telephone .....	52
Three-party conference .....	18
Timed reminder .....	40
Timed reminder, answering .....	40
Toggle/connect .....	18
Tone dialling .....	32
Tracing a call .....	38
Transferring (call) .....	18
Troubleshooting .....	53
Trunk flash .....	33
Trunk seizure, automatic .....	15

## U

UCD .....	51
User support .....	8

## V

Variable call forwarding .....	19
Volumes	
Keys .....	11

## W

Work time .....	51
-----------------	----



## Overview of functions and codes (alphabetical)

The following table lists all available functions. If configured (consult the relevant service personnel), you can activate the functions by entering a code or by pressing a function key.

Functions		Operating steps
Accept call	directed	* <b>S</b> jkl <b>9</b> wxyz  internal
	group	* <b>S</b> jkl <b>7</b> pqrs
Accept call on hold		* <b>6</b> mno <b>3</b> def  trunk no.
Adjust ring tone		( <b>+</b> or <b>-</b> ) <b>2</b> abc <b>+</b> or <b>-</b>
Answer call		
Answer page (not for U.S.)		* <b>S</b> jkl <b>9</b> wxyz  internal
Assign station number (not for U.S.)		* <b>4</b> ghi <b>1</b> MSN  external
Associated dialling		* <b>6</b> mno <b>7</b> pqrs  internal   stn no.
Associated service		* <b>8</b> tuv <b>3</b> def  internal  code
Call charge assignment/account code		* <b>6</b> mno <b>0+</b> project code (if nec. <b>#</b> )   external
Call forwarding	CFNR off	<b>#</b> <b>4</b> ghi <b>9</b> wxyz <b>S</b> jkl
Call forwarding	CFNR on	* <b>4</b> ghi <b>9</b> wxyz <b>S</b> jkl  stn no.
Call forwarding	in the carrier network off	<b>#</b> <b>6</b> mno <b>4</b> ghi <b>1</b>
		<b>#</b> <b>6</b> mno <b>4</b> ghi <b>2</b> abc
		<b>#</b> <b>6</b> mno <b>4</b> ghi <b>3</b> def
Call forwarding	in the carrier network on	* <b>6</b> mno <b>4</b> ghi <b>1</b> external
		* <b>6</b> mno <b>4</b> ghi <b>2</b> abc  external
		* <b>6</b> mno <b>4</b> ghi <b>3</b> def  external
Call forwarding	off	<b>#</b> <b>1</b>
Call forwarding	on	* <b>1</b> <b>1</b> stn no.
		* <b>1</b> <b>2</b> abc  stn no.
		* <b>1</b> <b>3</b> def  stn no.
Call park		"Consult" * <b>S</b> jkl <b>6</b> mno ( <b>0+</b> ... <b>9</b> wxyz)
	unpark	<b>#</b> <b>S</b> jkl <b>6</b> mno ( <b>0+</b> ... <b>9</b> wxyz)
Call waiting		internal  stn busy, wait 5 s
Callback	answer (call)	
	delete	<b>#</b> <b>S</b> jkl <b>8</b> tuv
	save	"Callback"

Functions	Operating steps
Change call volume	or
Change number	 code
Consultation	"Consult"  stn no.
connect caller	
end, resume 1st call	(1x or 2x)  "Consult"
start three-party conference	"Consult"
toggle/connect	"Consult"
Control relay	off     ... on     ...
Data I/O Service	code
Direct answer	
Direct calling	internal
Discreet calling	internal
Do not disturb	off on
Door opener	enable w/o ring     int. + code enable with ring     int. + code entrance phone call  or after 30 sec.   internal lock     internal open door  "Consult"     internal
DTMF suffix dialling/tone dialling	"Consult"
End call	or  "Release"
Group call	leave or or      group
rejoin	 or or      group

Functions		Operating steps
Hotline		
Make calls		stn no.
Message	call sender	#
		or "Mailbox"
	delete (received)	#
	delete (sent)	#
	send	*    internal (...)
Microphone	activate	"Microphone"
	deactivate	"Microphone"
Night answer	off	#
	standard - on	*   *
	temporary - on	*    internal
Override		Stn busy  "Consult" *
Phone	central lock	*     internal *
	central unlock	*     internal #
	lock	*    code
	unlock	#    code
Phone test		*
Record call		"Consult" *
Redial		"Redial"
Reject calls		"Release"
Reset services		#
Ringing group	off	#
	on	*    internal
Room monitor	monitor	internal
	off	
	on	*
Save PIN		*    old code  2x new code

Functions		Operating steps
Second call	allow automatic camp-on	* 4 <sub>ghi</sub> 9 <sub>wxyz</sub> 0+
	call waiting	█ "Consult" * 5 <sub>ijkl</sub> 5 <sub>ijkl</sub>
	camp-on tone off	* 8 <sub>tu v</sub> 7 <sub>pqrs</sub>
	camp-on tone on	# 8 <sub>tu v</sub> 7 <sub>pqrs</sub>
	end 1st call, accept 2nd call	
	end, resume 1st call	(1x or 2x)  "Consult"
	prevent automatic camp-on	# 4 <sub>ghi</sub> 9 <sub>wxyz</sub> 0+
Silent monitor	* 9 <sub>wxyz</sub> 4 <sub>ghi</sub> 4 <sub>ghi</sub> internal	
Speed dial	station, dial	█ "Speed Dial"  (*0...*9) or * 7 <sub>pqrs</sub> (*0...*9)
	station, save	* 9 <sub>wxyz</sub> 2 <sub>abc</sub> * 0...9  external
	system, dial	█ "Speed Dial"  (000...999) or * 7 <sub>pqrs</sub> (000...999)
	Start	"Consult" * 3 <sub>def</sub> etc.
Start	add party (max. five)	stn no. █ "Consult"
	conference	stn no.  "Consult" * 3 <sub>def</sub>
	end conference	█ "Consult" # 3 <sub>def</sub>
	leave conference	
	party does not answer, proceed with 1st call	(1x or 2x)  "Consult"
	remove ISDN central office party from conference	█ "Consult" * 4 <sub>ghi</sub> 9 <sub>wxyz</sub> 1 <sub>u</sub>
Suppress call ID	off	# 8 <sub>tu v</sub> 6 <sub>mno</sub>
	on	* 8 <sub>tu v</sub> 6 <sub>mno</sub>
Tel. data service	█ "Consult" * 4 <sub>ghi</sub> 2 <sub>abc</sub>	
Timed reminder	answer timed reminder	
	delete reminder	# 4 <sub>ghi</sub> 6 <sub>mno</sub>
	save	* 4 <sub>ghi</sub> 6 <sub>mno</sub> (time e.g.: 0905)

Functions	Operating steps
Trace call (not for U.S.)	☎ ■■■ "Consult" * 8tuv 4ghi
Transfer call after a speaker call announcement in a group	☎ ■■■ "Consult" ■■■ stn no. ☎ ☎ ■■■ "Consult" * 8tuv 0+ ■■■ group ☎ ☎
Trunk flash	☎ ■■■ "Consult" * 5kl 1 0+ ■■■
Uniform Call Dis-tribution (UCD) Log off at the beginning of a shift	# 4ghi 0+ 1 0+ ☎
Log off work	# 4ghi 0+ 2abc ☎
Log on at the beginning of a shift	* 4ghi 0+ 1 0+ ■■■ code ☎
Log on work	* 4ghi 0+ 2abc ☎
Night answer off	# 4ghi 0+ 4ghi ☎
Night answer on	* 4ghi 0+ 4ghi * ☎
Work time off	# 4ghi 0+ 3def ☎
Work time on	(☎ or ☎) * 4ghi 0+ 3def ☎
Use mailbox	☎ ☎ # 6mno 8tuv 3def or ☎ ☎ ☐ "Mailbox"
Use phone like your own	☎ * 5kl 0+ 8tuv ■■■ internal ■■■ code ☎