



OpenStage 20 T HiPath 3000, OpenScape Business

User Guide

A31003-S2000-U103-11-19

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

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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.

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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/>.

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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 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 or your telephone. Please contact your system administrator.
- Your communication platform does not feature this function. Please contact your 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 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.

Speakerphone quality and display legibility



- 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.
- Proceed as follows to optimise 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 67.

Getting to know the OpenStage

The following sections describe the most frequently used controls and displays.

The user interface of your OpenStage 20 T



1	You can make and receive calls as normal using the handset .
2	The display permits intuitive operation of the phone → Page 15.
3	The function keys allow you to call up the most frequently used functions during a call (e.g. Disconnect/Release) → Page 12.
4	 mailbox key and  menu key .
5	Audio keys are also available, allowing you to optimally configure the audio features of your telephone → Page 12.
6	The 3-way navigator is a convenient navigation tool → Page 13.
7	The dialpad is provided for entering phone numbers/codes.





Properties of your OpenStage 20 T

Display type	LCD, 24 x 2 characters
Full-duplex speakerphone function	✓
Wall mounting	✓

Keys

Function keys





Key	Function when key is pressed
	End (disconnect) call → Page 22.
	Saved number redial (last number dialled) → Page 22.
	Button for fixed call forwarding (with red key LED) ¹ → Page 24.
	Activate/deactivate microphone (also for speakerphone mode) → Page 22.

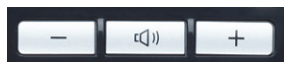
¹ If the key LED on your phone is flashing, your station has been set up as a forwarding destination.




Mailbox key and Menu key




Key	Function when key is pressed
	Open mailbox (with red key LED) → Page 16.
	Open Program/Service menu (with red key LED) → Page 18.

Audio keys









Key	Function when key is pressed
	Reduce volume and set contrast brighter → Page 67.
	Turn speaker on/off (with red key LED) → Page 21.
	Increase volume and set contrast darker → Page 67.

3-way navigator

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

This control allows you to manage most of your phone's functions as well as its displays.

Operation	Functions when key is pressed
 Press the  key.	In idle mode: <ul style="list-style-type: none"> • Open the idle menu → Page 15 In lists and menus: <ul style="list-style-type: none"> • Scroll down
 Press the  key.	In idle mode: <ul style="list-style-type: none"> • Open the idle menu → Page 15 In lists and menus: <ul style="list-style-type: none"> • Scroll up
 Press the  key.	Entry selected: <ul style="list-style-type: none"> • Perform action



Dialpad

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

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

Alphabetic labelling of dial keys is also useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the telephone spell a name, e.g. 0700 - PATTERN = 0700 - 687837).

Multi-function keys

Function		
Press and hold		Turn phone lock on/off → Page 51
Text input → Page 14	Next letter in uppercase	Delete character

Character overview

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

- 1 Space
- 2 Next letter in uppercase
- 3 Delete character

Text input

Enter the required characters using the dialpad.

Choose the functions using the and keys.

Confirm your input with .

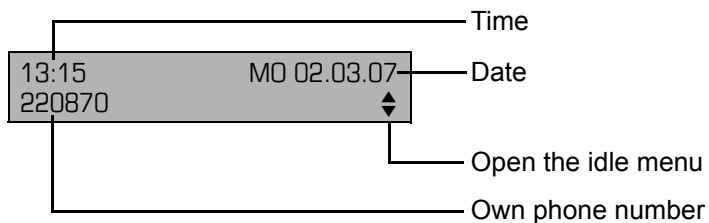
Display

Your OpenStage 20 T comes with a tilt-and-swivel black-and-white LCD display. Adjust the tilt and contrast to suit your needs → Page 67ff.


Idle mode

Your phone is in idle mode when there are no calls taking place or settings being made.

Example:



Idle menu

When in idle mode, press the  key on the 3-way navigator → Page 13 to display the idle menu. You can call up various functions here. The idle menu includes selected functions from the Program/Service menu → Page 18.

The idle menu may contain the following entries:

- Caller list
- Forwarding on
- Lock phone
- DND on¹
- Advisory msg. on
- Ringer cutoff on
- Send message
- View sent message²
- View callbacks³
- Directory
- HF answerback on
- Suppress call ID
- Waiting tone off
- DISA internal

1. Must be activated by service personnel.
 2. Only appears when there are messages that the recipient has not yet viewed.
 3. Only appears if callback requests are saved.


Mailbox


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

Messages

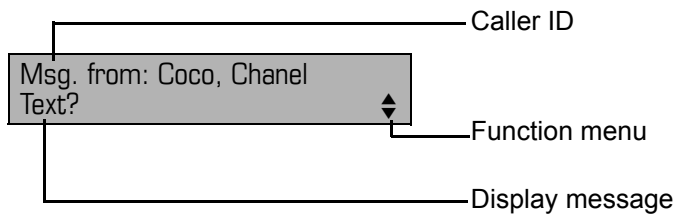
You can send short text messages to individual internal stations or groups.


In idle mode (→ Page 15) the following signals alert you to the presence of new messages:

-  key LED lights up
- "Messages received" is displayed.

Press the mailbox key .

Example:



 For a description of how to edit the entries → Page 55.

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.

An appropriate message also appears on the display (for instance, in Entry Voice Mail: „X new messages“).

To listen to your voicemail, follow the instructions on the display.

Caller list

If you are unable to accept an external or internal call, the call attempt is stored in the caller list. External answered calls can also be saved in the caller list (consult your service personnel).

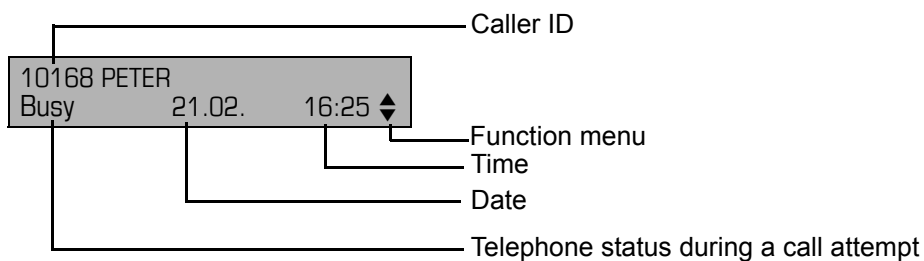
Your telephone stores up to ten calls in chronological order. Each call is assigned a time stamp. The oldest entry not yet deleted in the list is displayed first. Multiple calls from the same caller do not automatically generate new entries in the caller list. Instead, only the most recent time stamp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

The caller list is automatically displayed → Page 32 in the idle menu → Page 15.

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


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

Example:



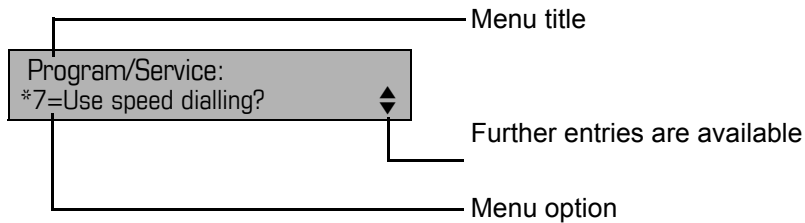
|||➔ For a description of how to edit the call logs → Page 32.

Program/Service menu

Use the  menu key to reach the Program/Service menu for your communication system.

The menu key LED remains red as long as you are in this menu.









Example:



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

To access


The Program/Service menu on your communication system can be accessed in three ways:

1. Press the menu key , choose an option using the  or  key and select the  key to confirm.
2. Press the  or  key and choose a function from the idle menu → Page 15.
3. Press  or  in idle mode and select the code for the relevant function.



You will find an overview of the available functions as well as the corresponding codes on → Page 76.


Basic functions

 Please read the introductory chapter "Getting to know the OpenStage" → Page 11 carefully before performing any of the steps described here on your phone.

Answering a call

Special default ring signalling is set for your telephone:

- 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.



The number or the name of the caller appears on the display.

Answering a call via the handset

The phone rings. The caller appears on the screen.

Lift the handset.

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

Answering a call via the loudspeaker (speakerphone mode)

Notes on using speakerphone mode

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

The phone rings. The caller appears on the screen.

Press the key shown. The LED lights up.

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

Ending a call

Press the key shown. The LED goes out.

Press the key shown.

Switching to speakerphone mode

Prerequisite: You are conducting a call via the handset.

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

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

U.S. mode

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

Press the key shown.

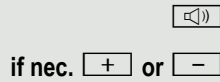
Replace the handset. Proceed with your call.

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

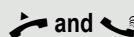
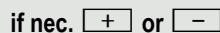
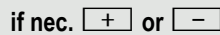
Switching to the handset

Prerequisite: You are conducting a call in speakerphone mode.

Lift the handset. Proceed with your call.



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 key shown. The LED lights up.

Deactivating



Press the key shown. The LED goes out.

Making calls

Off-hook 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.

On-hook dialling



Internal calls: Enter the station number.

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

The other party answers with speaker:



Lift the handset.

or

On-hook dialling: Speakerphone mode.


The called party does not answer or is busy:



Press the key shown. The LED goes out.

Redialling a number

The last three external phone numbers dialled are stored automatically.

 If this feature is configured (consult your service personnel), account codes entered are also saved → Page 47.

You can redial them simply by pressing a key.

Displaying and dialling saved station numbers

Press the key shown.

Keep confirming until the phone number you want appears.

Select and confirm the option shown.

Ending a call

Replace the handset.



or



Press the key shown.

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. The caller appears on the screen.

Press the key shown.



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

Turning the microphone on and off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the hands-free microphone. You can also switch on the handsfree microphone to answer an announcement via the telephone speaker (speaker call → Page 28).

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

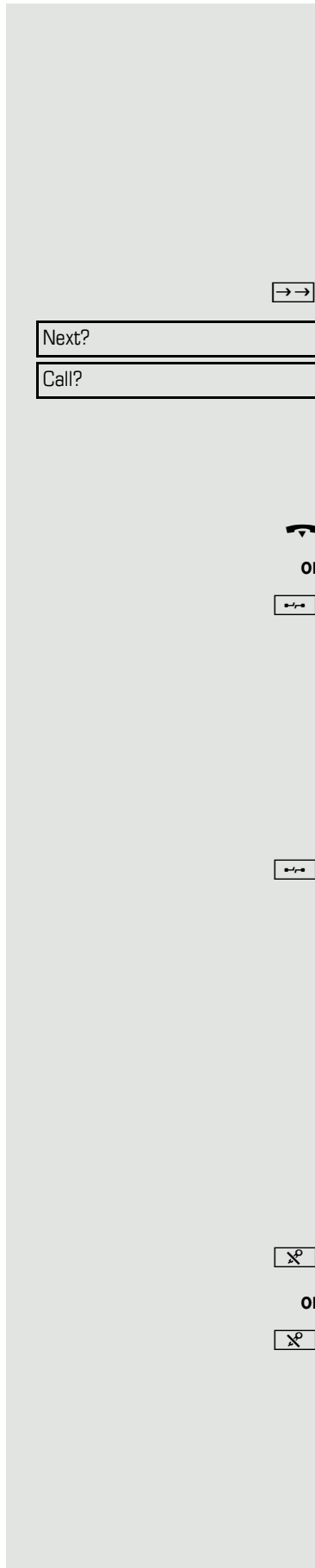
Press the key shown. The LED lights up.



or



Press the illuminated key. The LED goes out.



Calling a second party (consultation)

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

Consultation?



Confirm the option shown.

Call the second party.

Return to held call?

or

Quit and return?

Return to the first party, the second party does not answer:

Confirm the option shown.

End the consultation:

Select and confirm the option shown.

Toggle/Connect?

Switching to the held party (alternating)

Select and confirm the option shown.

Conference?


Combining the call parties in a three-party conference

Select and confirm the option shown.

Leave conference?

Leaving a conference

Select and confirm the option shown.

 For more information on conferences, see → Page 42.

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.

Consultation?



Confirm the option shown.

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



Announce the call, if necessary.



Replace the handset.

or

Transfer?


Select and confirm the option shown¹.

1. "Differing display views in a HiPath 4000 environment" → Seite 70

Forwarding calls

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.

If you are a call forwarding destination, the call forwarding key will flash
→ Page 12.



Press the key shown.

or



Open the idle menu → Page 15.

Forwarding on?

Select and confirm the option shown.

1=all calls?

Confirm the option shown.

or

2=external calls only?

Select and confirm the option shown.

or

3=internal calls only?

Select and confirm the option shown.



Enter the destination number.

Save?

Confirm the option shown.

100168

The call forwarding symbol as well as the phone number and possibly also the forwarding destination name are displayed.

Deactivating call forwarding



Press the key shown.

or



Open the idle menu → Page 15.

Forwarding off

Select and confirm the option shown.

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.

Press the key shown.

Select and confirm the option shown.

Enter the destination number.

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

Confirm the option shown.

Deactivating call forwarding no reply

Press the key shown.

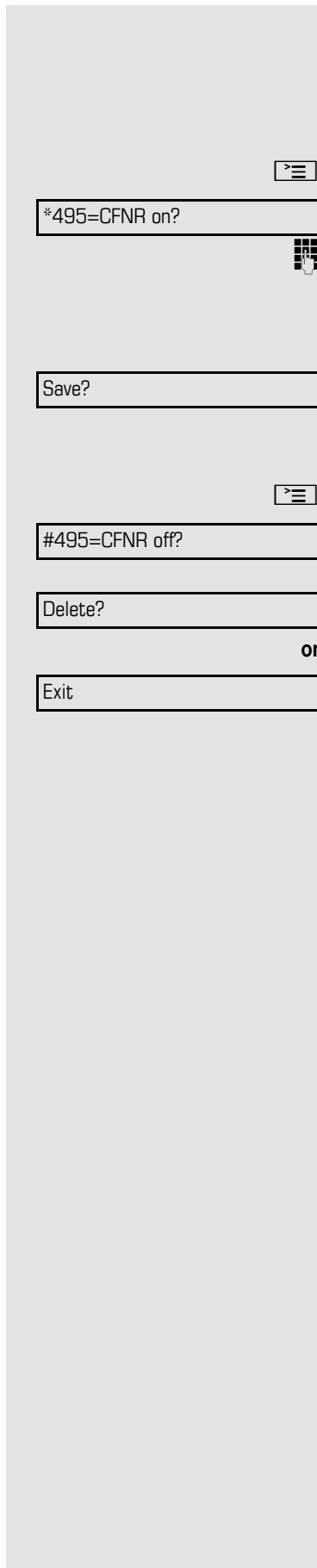
Select and confirm the option shown.

Confirm to deactivate and delete the forwarding destination.

Select and confirm to return to idle mode and not deactivate call forwarding.



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



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.

Press the key shown.

Select and confirm the option shown.

Select and confirm the required type of call forwarding.

Select and confirm the option shown.

Select and confirm the option shown.

Enter your DID number.

Enter the destination number (without the external code).

Confirm the option shown.

Deactivating call forwarding

Select and confirm the option shown.

Confirm the displayed call forwarding type.

Enter your DID number.

Using callback

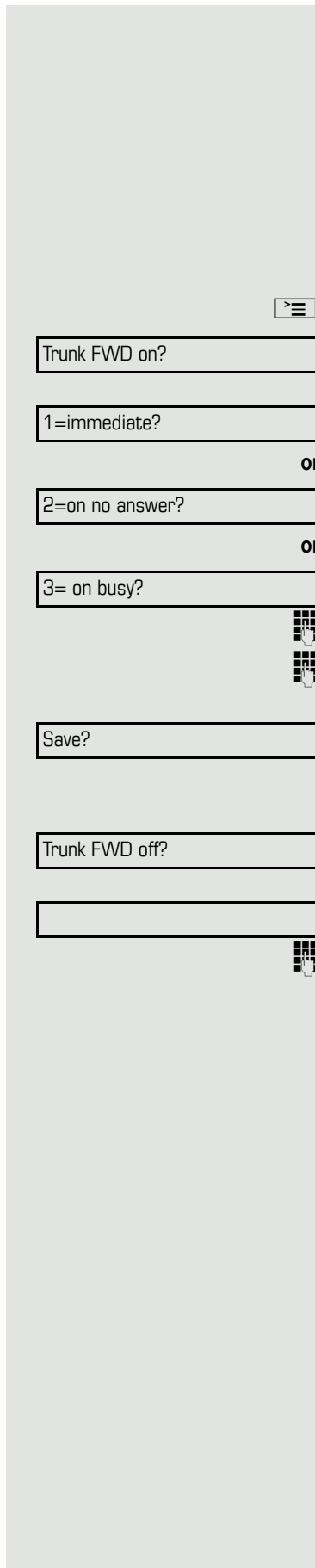
You can request a callback if the internal station called is busy or if nobody answers. This also applies for external calls via ISDN exchanges. This feature saves you from having to make repeated attempts to reach the user.


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.





Callback?

Saving a callback

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

Confirm the option shown.

Accepting a callback

Prerequisite: A callback was saved. Your telephone rings and the following message appears on the display "Callback: ..." ..".

Lift the handset.



or



or



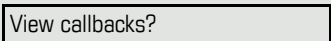
Answer?

Select and confirm the option shown.

You hear a ring tone.

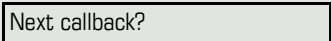
Viewing and deleting a saved callback

Open the idle menu → Page 15.



View callbacks?

Select and confirm the option shown¹.



Next callback?

Select and confirm to display additional entries.



Delete?

Confirm the option shown.

Ending retrieval



Exit?

Select and confirm the option shown.

or



Press the key shown. The LED goes out.

or



Press the key shown. The LED goes out.

1. "Differing display views in a HiPath 4000 environment" → Seite 70

Enhanced phone functions

Answering calls

Accepting a specific call for your colleague

You hear another telephone ring.

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown¹.

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

Confirm the option shown.

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

Using the speakerphone

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

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

Lift the handset and answer the call.

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

Press the key shown and answer.



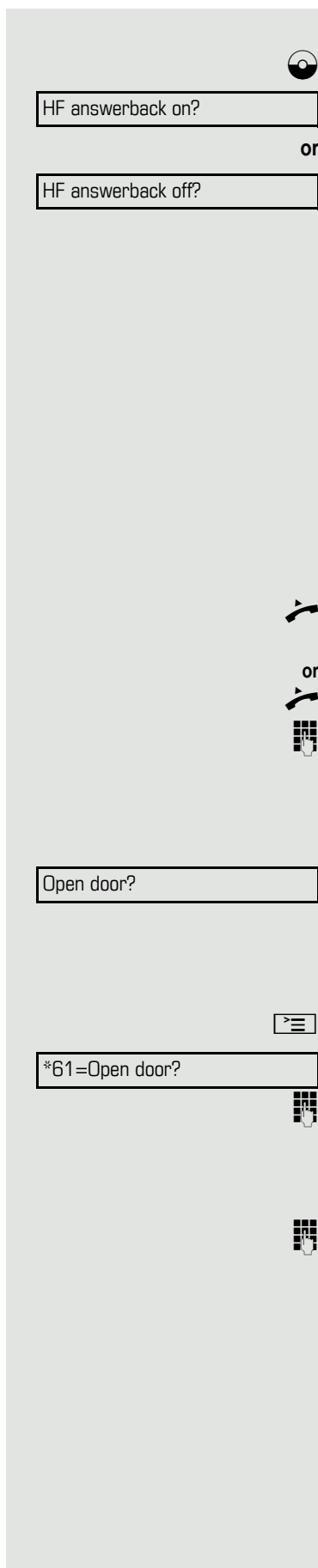
If handsfree answerback is enabled (see below), you do not need to switch on the microphone - you can answer directly. You can answer immediately in speakerphone mode.

If handsfree answerback is disabled (default setting), follow the procedure described above.

Placing a speaker call to a colleague → Page 37.



1. "Differing display views in a HiPath 4000 environment" → Seite 70



Enabling and disabling handsfree answerback

Open the idle menu → Page 15.

Select and confirm the option shown.

Select and confirm the option shown.

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 activate the **door opener**, enabling visitors to open the door themselves by entering a 5-digit code (e.g. using a DTMF transmitter or the keypad installed).

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.

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

Confirm the option shown.

Opening the door from your telephone without calling the entrance telephone

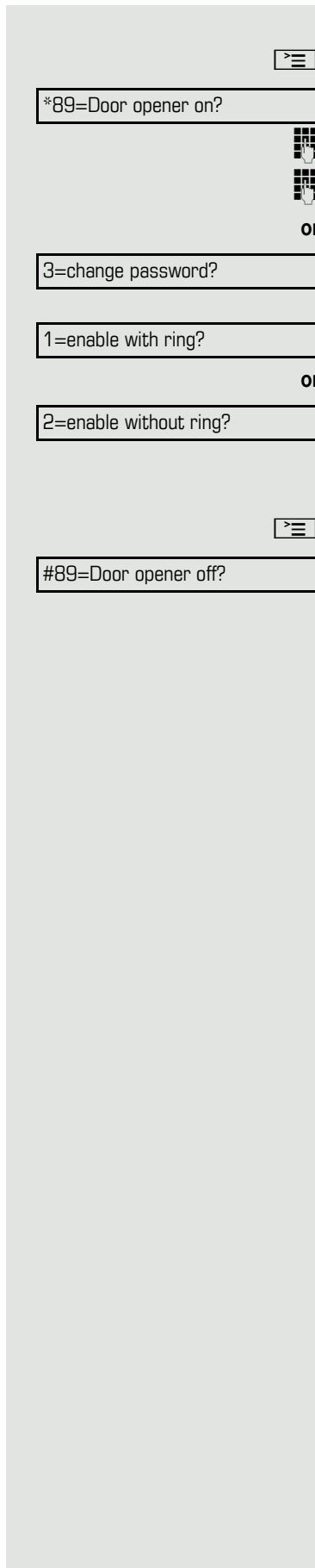
Press the key shown.

Select and confirm the option shown.

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 doorbell call signal may or may not be forwarded.



Activating the door opener

Press the key shown.

Select and confirm the option shown.

Dial the entrance telephone number.

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

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

Select and confirm the option shown.

You can also open the door without a doorbell ring.

Deactivating the door opener

Press the key shown.

Select and confirm the option shown.

Making calls

En-bloc sending/correcting numbers

If this feature is configured (consult your service personnel), a connection is not attempted immediately when a station number is entered. This means that you can correct the number if necessary.

The station number is only dialled at your specific request.

Internal calls: Enter the station number.

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

Dialling entered/displayed numbers

Lift the handset.

Confirm the option shown.

Correcting numbers entered



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

Select and confirm the option shown.

The last digit entered in each case is deleted.

Enter the required digit(s).

Cancelling en-bloc sending

Select and confirm the option shown.

Press the key shown. The LED goes out.

Press the key shown.



or

Please dial?

Delete number?



Cancel?

or



or



Using the caller list

Detailed information as well as a sample display entry are provided on → Page 17.

Retrieving the caller list

Prerequisite: Service personnel has set up a caller list for your telephone. Open the idle menu → Page 15.

Confirm the option shown¹.

The latest entry is displayed, see the example on → Page 17.

To view other calls, confirm each subsequent display.

Ending retrieval

Select and confirm the option shown.

Press the key shown. The LED goes out.

Press the key shown. The LED goes out.

Displaying the call time

Prerequisite: You have retrieved the caller list and the selected call is displayed → Page 17.

Select and confirm the option shown.

Dialling a station number from the caller list

Prerequisite: You have retrieved the caller list and the selected call is displayed. Select and confirm the option shown.

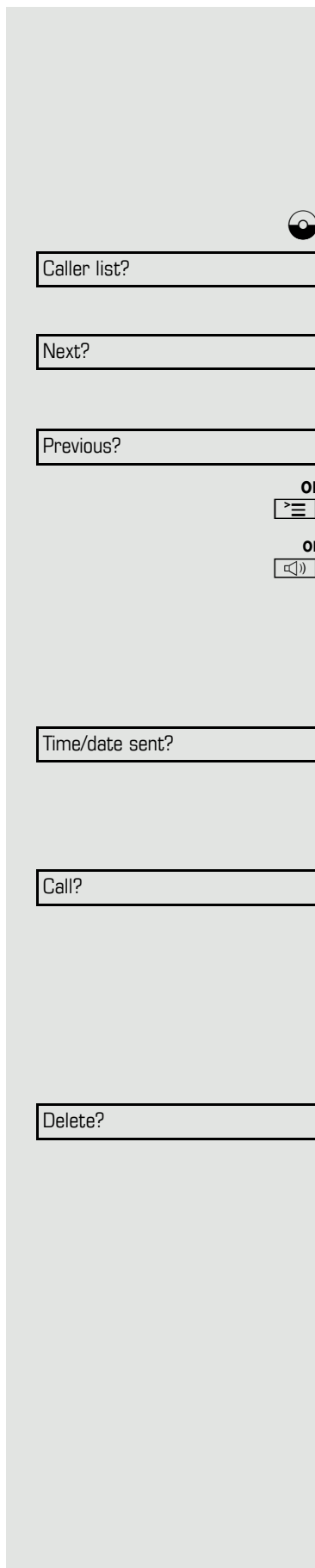


The caller is automatically deleted from the caller list when a connection is finally set up.

Removing an entry from the caller list

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

Confirm the option shown.



1. "Differing display views in a HiPath 4000 environment" → Seite 70

Dialling a number from the internal directory

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

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

Lift the handset.

Press the key shown. The LED lights up.

Confirm the option shown.

If several directories have been configured:

Confirm the option shown.

The first entry is displayed on the screen.

Scroll to next or previous entry.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the name you want to find, or just the first few letters, using the keypad
→ Page 13.

Select and confirm each letter to be deleted. The last letter entered is deleted. If all letters are deleted, the first entry in the directory will be displayed again.

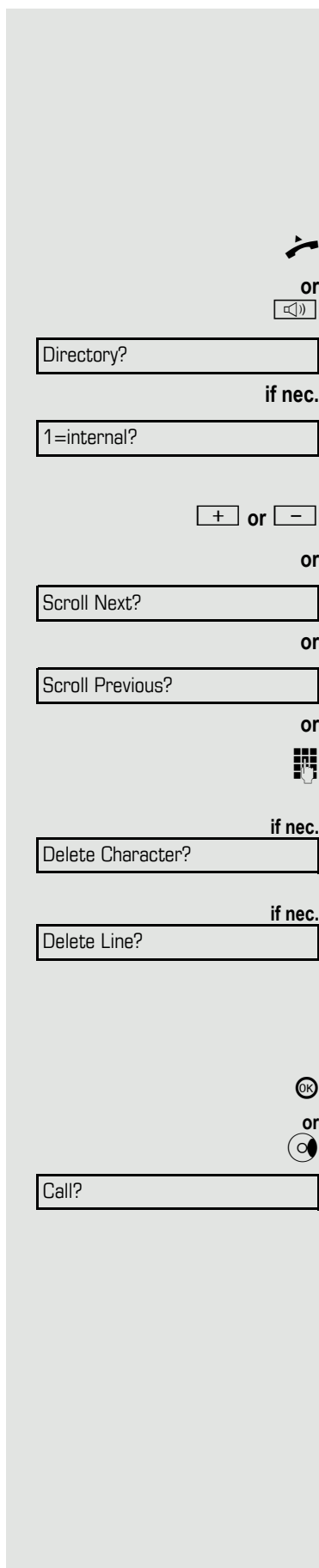
Select and confirm the option shown. All entered letters are deleted and the first entry in the directory is displayed again.

The entry you wish to dial appears on the screen

Press the key shown to dial the number immediately.

Press the key shown.

Select and confirm the option shown.



Using the LDAP directory

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

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

Lift the handset.

Press the key shown. The LED lights up.

Confirm the option shown.

If several directories have been configured:


Select and confirm the option shown.

Enter the name you wish to search for using the keypad (max. 16 characters) → Page 13.

Partial entries are accepted, for example "Mei" for Meier.

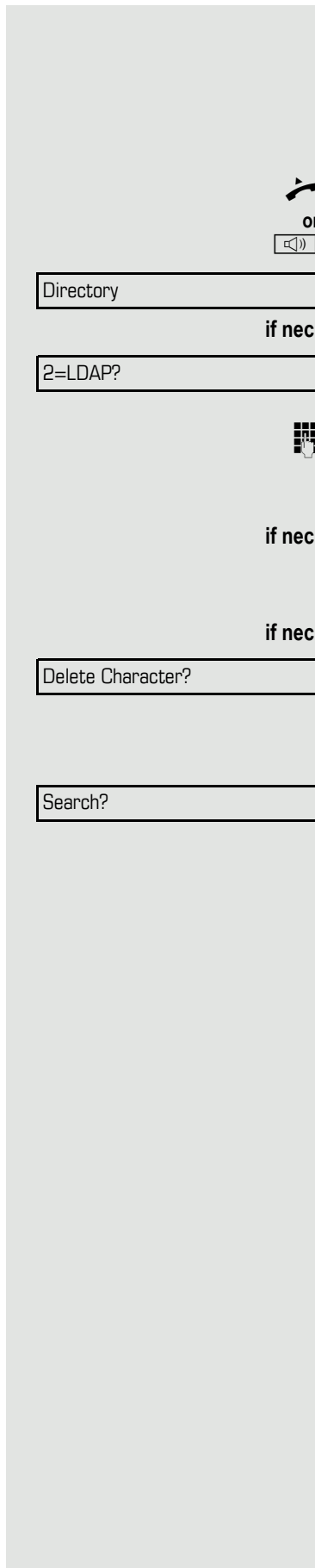
If configured (consult your service personnel), you can also search for last name and first name. To separate last name and first name by a space, enter "0". Partial entries are accepted, for example "Mei P" for "Meier Peter".

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

 In large databases, the results of the search may be incomplete if too few characters are entered → Page 35.

Confirm the option shown.

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



or

or

or

or

The result is displayed

If only one name is found, it is displayed.

Confirm the option shown.

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

Scroll to the next or previous entry.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

If no name is found

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

Select and confirm the option shown.

For further procedure, see above.

If too many names are found

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

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



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

Confirm to view the incomplete list.

For further procedure, see above.

Narrow down the search.

Select and confirm in order to change the search.

For further procedure, see above.

Making calls using system speed-dial numbers

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

Press the key shown.

Select and confirm the option shown¹.

Enter a three-digit speed-dial number.

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 36.

Press the key shown.

Select and confirm the option shown^[1].

Press the key shown.

Press the required speed-dial key.

Configuring a speed-dial key

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

Press the key shown.

Select and confirm the option shown^[1].

Confirm the option shown.

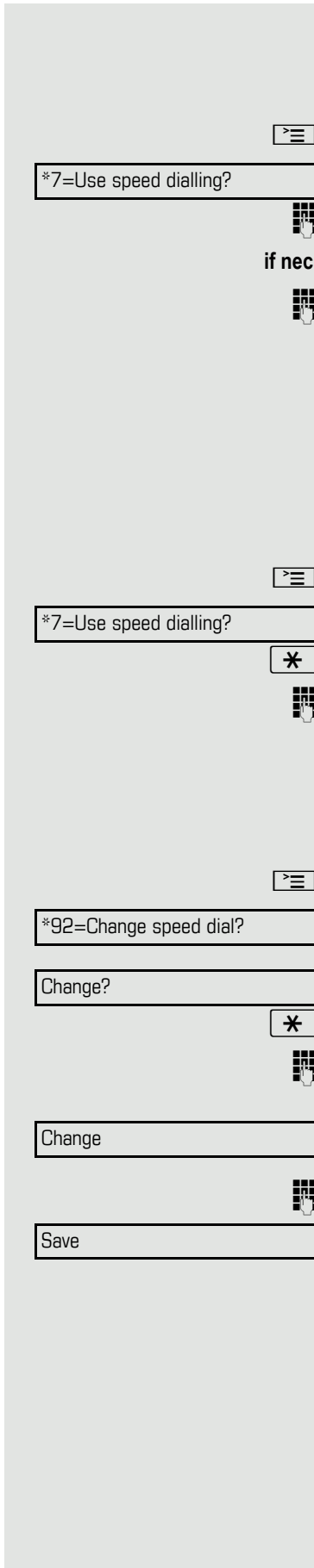
Press the key shown.

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

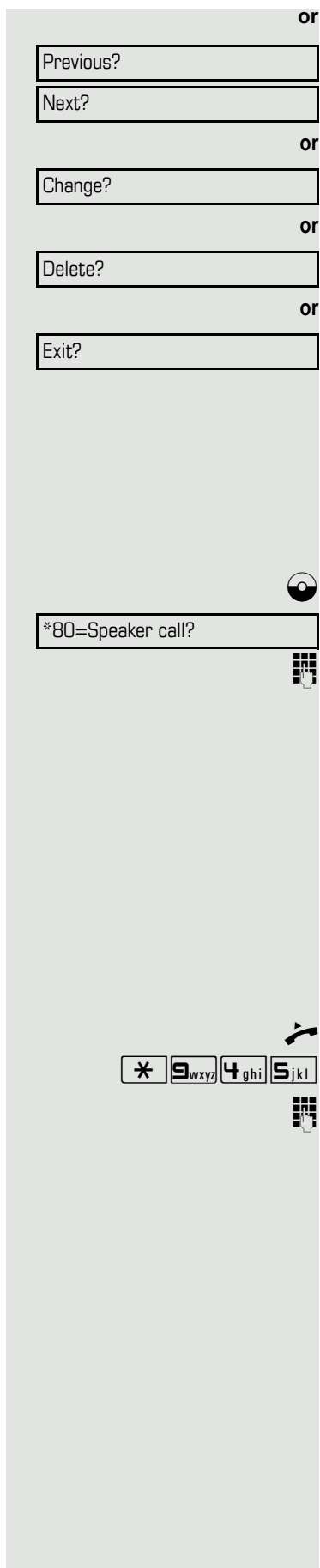
Confirm the option shown.

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

Confirm the option shown.



1. "Differing display views in a HiPath 4000 environment" → Seite 70



If you make a mistake:

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

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.


Talking to your colleague with a speaker call

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

Open the idle menu → Page 15.

Select and confirm the option shown.

Enter the station number.

 Responding to a speaker call → Page 28.

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).

Lift the handset.

Enter the code.

Enter your internal station number.

 Your service personnel can protect your telephone against discreet calling.

Automatic connection setup (hotline)

If this function is configured (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.

Press the key shown.

Select and confirm the option shown.

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. The operating procedure depends on whether the dialling aid is connected to the **S₀ bus** or the **a/b (T/R) port**.

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

Dialling aid on the S0 bus

On the PC, select a destination and start dialling.

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

Dialling aid at the a/b (T/R) port

On the PC, select a destination and start dialling.

"Lift the handset" appears on the PC screen.

Lift the handset.

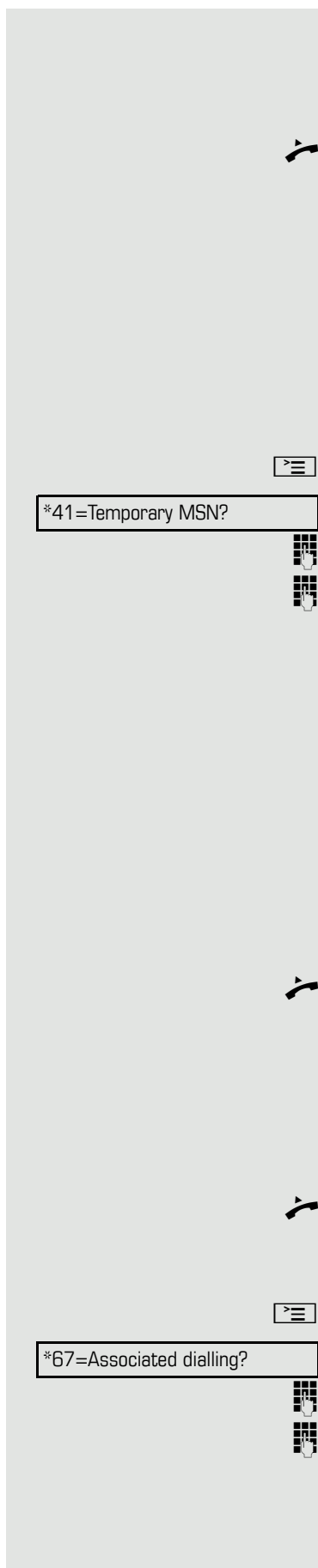
Dialling aid from your telephone for another telephone:

Press the key shown.

Select and confirm the option shown.

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

Enter the number you wish to dial.



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 40.

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

Select and confirm the option shown.

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

Ending the second call and resuming the first one

Confirm the option shown.

Replace the handset.

Recall the first party.

Lift the handset.

Call waiting?

Quit and return?

or

↩ • 23189 Coco

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 39 from being signalled by automatic camp-on during an ongoing call.



#490=Call wait.trm.off?

or

*490=Call wait.trm.on?

Press the key shown.

Select and confirm the option shown¹.

Select and confirm the option shown.

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



Open the idle menu → Page 15.

Waiting tone off?

Select and confirm the option shown.

Deactivating



Open the idle menu → Page 15.

Waiting tone on?

Select and confirm the option shown.

Saving a number

You can save your call partner's station number for subsequent redialling from the caller list → Page 32.

Prerequisite: You are conducting a call.

Save number?

Select and confirm the option shown.

1. "Differing display views in a HiPath 4000 environment" → Seite 70

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, for example, if you want to continue a call at another phone.

Prerequisite: You are conducting a call.

Press the key shown.

Select and confirm the option shown.

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

Retrieving a parked call

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

Press the key shown.

Select and confirm the option shown¹.

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, after a specific period of time the call is returned to the telephone from where it was parked (recall).



1. "Differing display views in a HiPath 4000 environment" → Seite 70

Conducting a conference

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

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

Call the first party.

Select and confirm the option shown.

Call the second party. Announce the conference.

Select and confirm the option shown.

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

If the second party does not answer

Confirm the option shown.

Adding up to five parties to a conference

Confirm the option shown.

Call the new party. Announce the conference.

Select and confirm the option shown.

Removing parties from the conference

Select and confirm the option shown. The first party is displayed.

Confirm as often as required until the desired party appears.

Select and confirm the option shown.

Leaving a conference

Select and confirm the option shown.

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

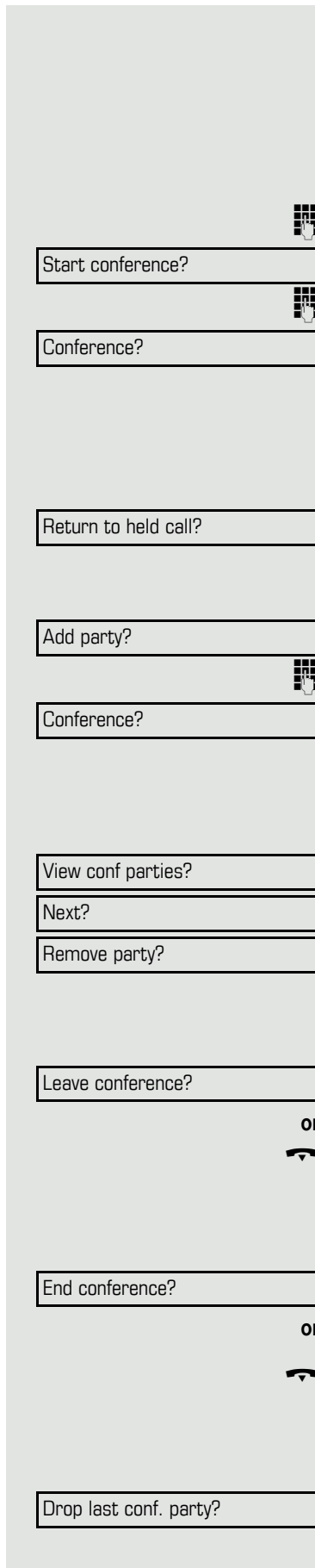
Ending a conference

Select and confirm the option shown.

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

Removing the central office party from the conference

Select and confirm the option shown.




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.

Press the key shown.

Select and confirm the option shown.

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.

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 37) to announce a call in progress to a group of users → Page 63.

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

Prerequisite: You are conducting a call.

Confirm the option shown. The other party is placed on hold.

Press the key shown.

Select and confirm the option shown.


Enter the group's station number.

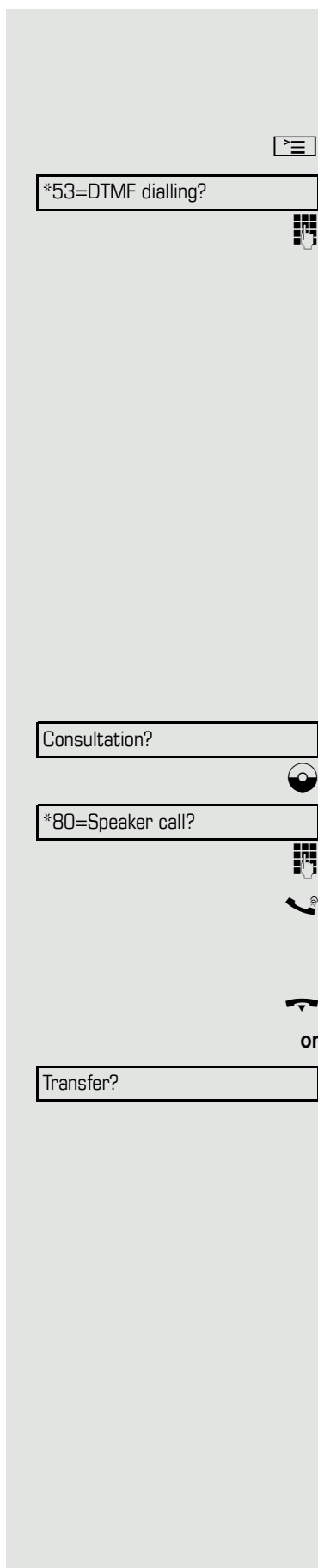
Announce the call.

When a member of the group accepts the call → Page 28, you are connected to this party.

Replace the handset.

Select and confirm the option shown¹.

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



1. "Differing display views in a HiPath 4000 environment" → Seite 70

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.

Press the key shown.

Select and confirm the option shown.

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 "Camp-on" appears on the display and the busy tone is followed by the ringtone.

The called party can then respond → Page 39.



The called party can prevent automatic call waiting → Page 40.

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

Busy override - joining a call in progress

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

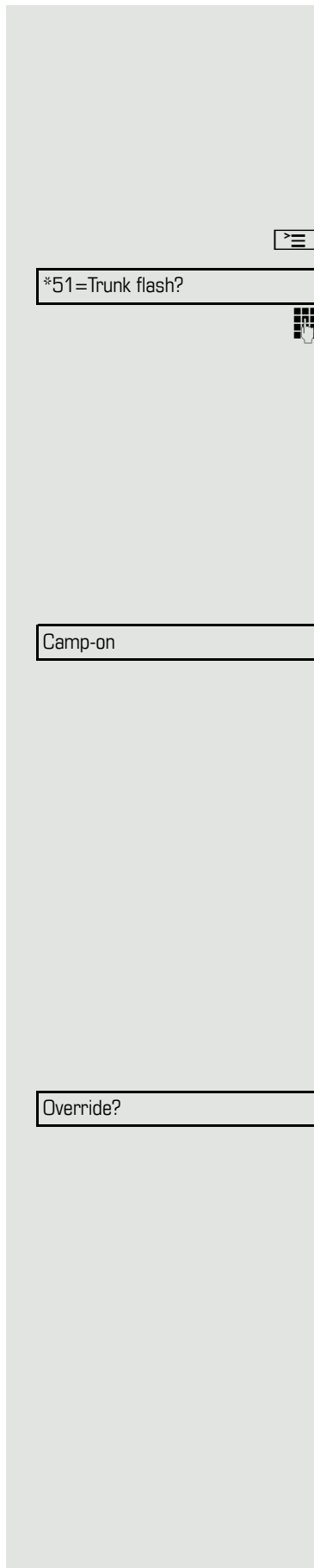
Prerequisite: You have dialled an internal number and hear a busy signal. It is important that you reach the called party.

Select and confirm the option shown.

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

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

You can now start talking.



Using night answer

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

Activating

Night answer on?

Select and confirm the option shown.

*=default?

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

or

*

Enter the code (= standard night answer service).

or



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

Save?

Confirm the option shown.

Night answer off?

Select and confirm the option shown.

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

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

Displaying and assigning call charges

Displaying call charges (not for U.S.)

For the current call:

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



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

For all calls and for the last call

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

Press the key shown.

Select and confirm the option shown¹.



*65=Show call charges?

1. "Differing display views in a HiPath 4000 environment" → Seite 70

Dialling with call charge assignment

You can assign external calls to certain projects.

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

Press the key shown.

Select and confirm the option shown.

Enter the account code.

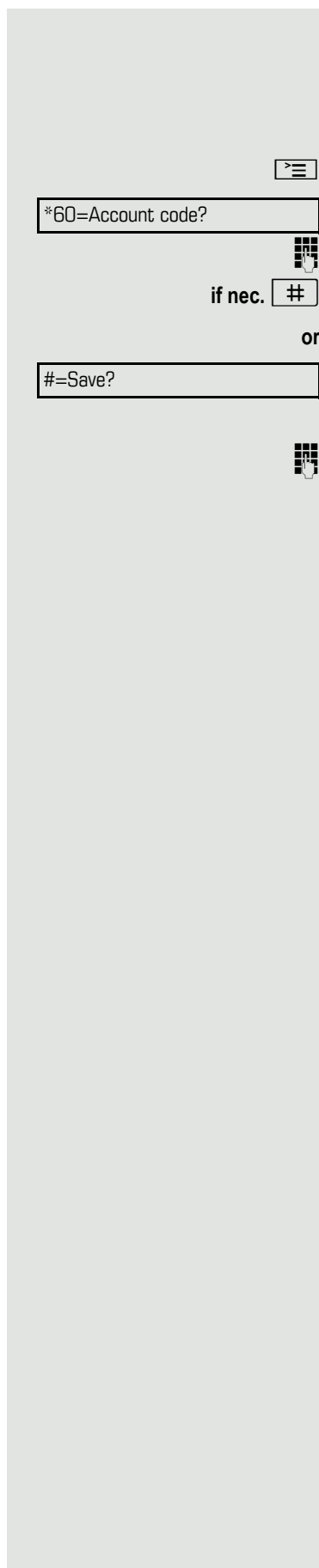
Press this key.

Confirm the option shown.

Required depending on the configuration; consult your service personnel.

Enter the external station number.

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



Privacy/security

Turning ringer cutoff on and off

If you do not wish to take calls, you can activate the ringer cutoff function. Calls are only identified by **one** ring signal and they are shown on the display.

Activating

Open the idle menu → Page 15.

Select and confirm the option shown¹.

Deactivating

Open the idle menu → Page 15.

Select and confirm the option shown.

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

Open the idle menu → Page 15.

Select and confirm the option shown.

Deactivating

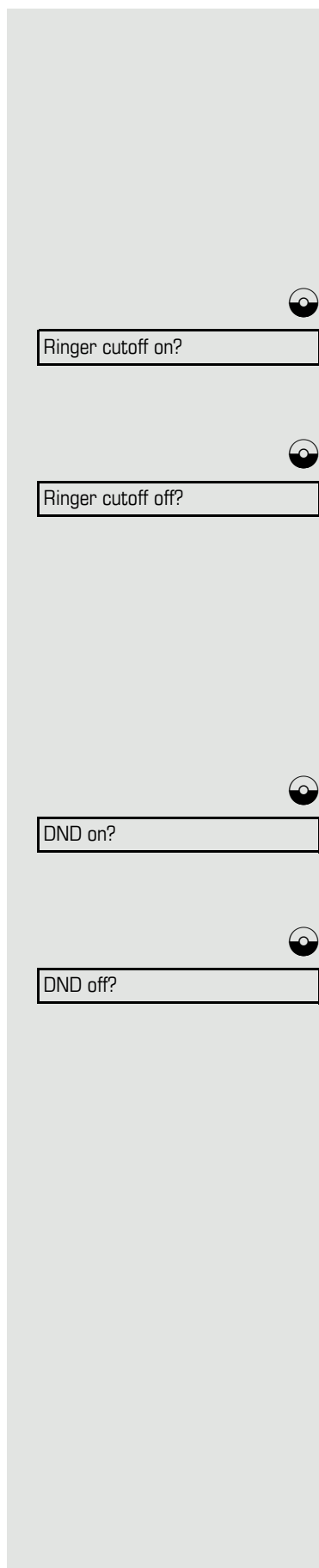
Open the idle menu → Page 15.

Confirm the option shown.

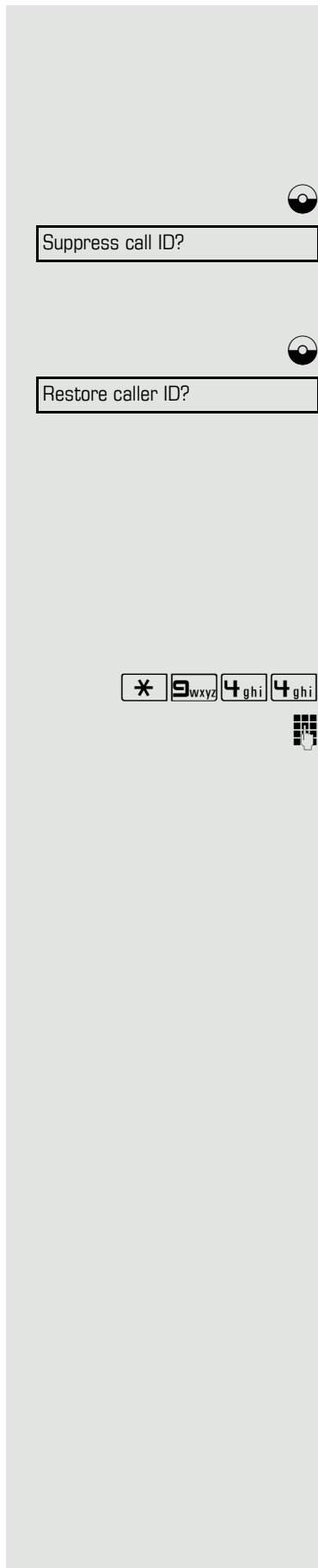


When you lift the handset, you will hear a special tone (continuous buzzing) reminding you that "Do not disturb" is activated.

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



1. "Differing display views in a HiPath 4000 environment" → Seite 70



Caller ID suppression

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

Activating


Open the idle menu → Page 15.

Select and confirm the option shown.

Deactivating

Open the idle menu → Page 15.

Select and confirm the option shown.

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

Silent monitoring/Secret busy override

If configured (consult responsible service personnel), you can join in an ongoing call conducted by an internal user and monitor silently and unnoticed.

Enter the code.

Enter your internal station number.

Monitoring a room

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

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

Activating the telephone to be monitored

Press the key shown.

Select and confirm the option shown.

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

Deactivating the telephone to be monitored

Press the illuminated key. The LED goes out.

Replace the handset.

Monitoring the room

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

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

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

Press the key shown.

Select and confirm the option shown.



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.

Locking the phone

Open the idle menu → Page 15.

Select and confirm the option shown.

Enter code (telephone lock) → Page 52.

 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 51.

Unlocking the phone

Open the idle menu → Page 15.

Select and confirm the option shown.

Enter code (telephone lock) → Page 52.

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.

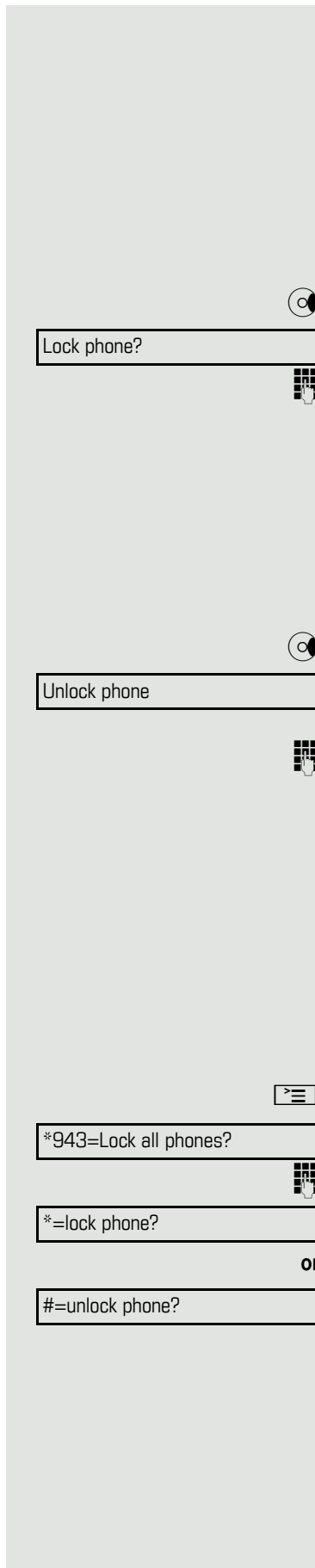
Press the key shown.

Select and confirm the option shown.

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

Confirm the option shown.

Select and confirm the option shown.



Saving your PIN code

Enter a PIN code to use the functions

- for locking the telephone to prevent unauthorised use → Page 51
- for using another telephone like your own → Page 57.
- for changing a number → Page 57

You can save this code.

Press the key shown.

Confirm the option shown.

Enter the current five-digit code.

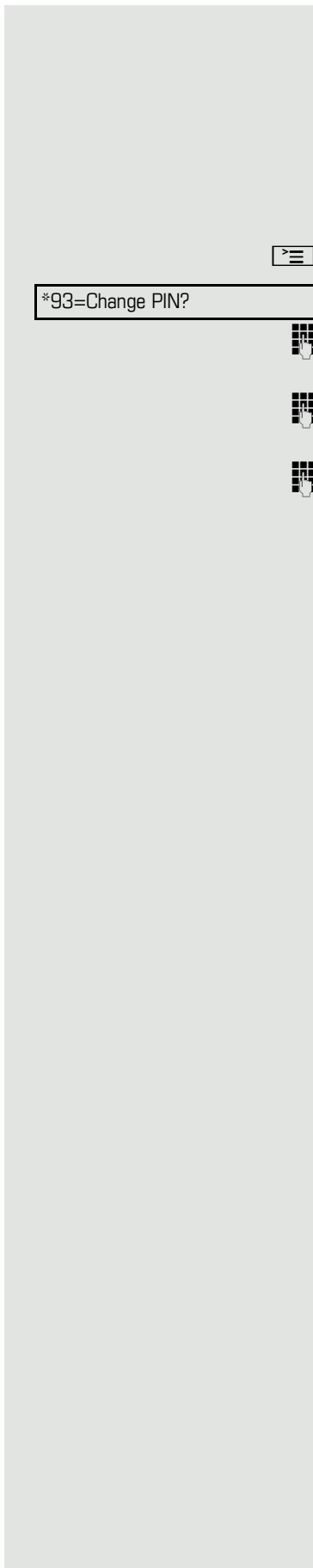
If you have not yet set a code, use "00000" the first time.

Enter the new code.

Re-enter the new code.



If you forget your code, consult your service personnel. They can reset your code to "00000".



More functions/services

Appointment reminder function

You can configure your phone to call you to remind you about appointments
→ Page 53.

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

Saving a timed reminder

Press the key shown.

Confirm the option shown.

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

If the selected language is "US English" (settings → Page 69) you can enter the code 2 for "am" or 7 for "pm" (default = "am").

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Deleting and checking a saved appointment

Press the key shown.

Confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.


Using timed reminders

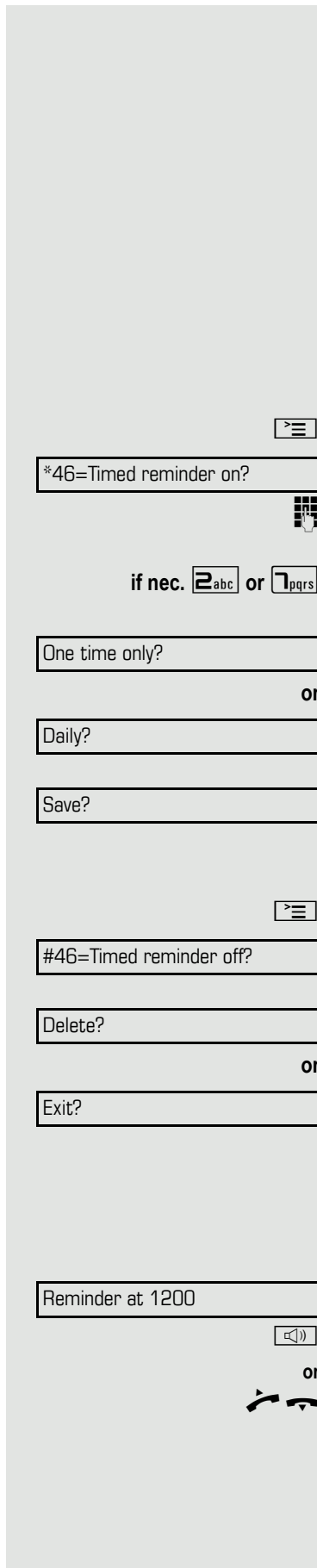
Prerequisite: You have saved a reminder → Page 53. The saved time arrives.

The phone rings. The appointment time is displayed.

Press the key twice.

Lift the handset and replace it again.

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



Sending a message

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

Creating and sending a message

Open the idle menu → Page 15.

Select and confirm the option shown.

Enter the internal station number of the recipient or group.

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


Enter the code directly.

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

Select and confirm the option shown.

Text entry (up to 24 characters) → Page 13.

Confirm the option shown.

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

Displaying and deleting messages you have sent

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

Open the idle menu → Page 15.

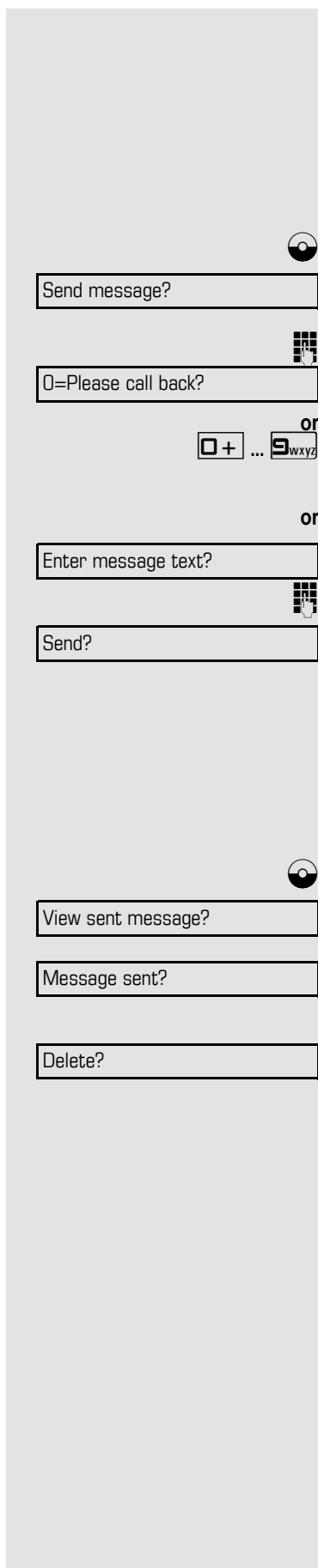
Select and confirm the option shown.

Confirm the option shown.

The text message is displayed.

Select and confirm the option shown.

The message is deleted.



Viewing and editing incoming messages

Pay attention to the notes on → Page 16.

The LED lights up. Press the key shown.



or

View messages?



Confirm the option shown.

The sender's caller ID appears on the display.

Message sent?

Confirm the option shown.

The text message appears on the display.

Time/date sent?

Confirm the option shown.

Calling the sender

Select and confirm the option shown.

Call sender?

Deleting messages

Select and confirm the option shown.

Delete?

Leaving an advisory message

You can leave messages/advisory messages on your phone's display for internal callers who wish to contact you in your absence.

When you receive a call, the message appears on the caller's display.


Open the idle menu → Page 15.

Select and confirm the option shown.

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

Enter the code directly.

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

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

Select and confirm the option shown.

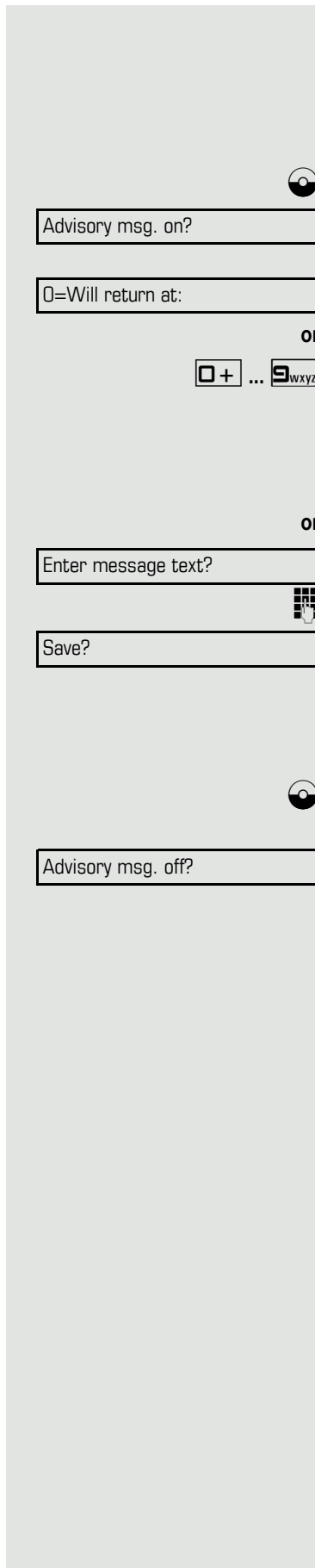
Enter message (up to 24 characters) → Page 13.

Confirm the option shown.

Deleting advisory messages

Open the idle menu → Page 15.

Select and confirm the option shown.



Using another telephone like your own for a call

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

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown¹.

Enter the number of the other user.

Enter the other user's lock code → Page 52.

if nec.

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

Dial the external number.

This state is 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.

Press the key shown.

Select and confirm the option shown.

Enter own station number.

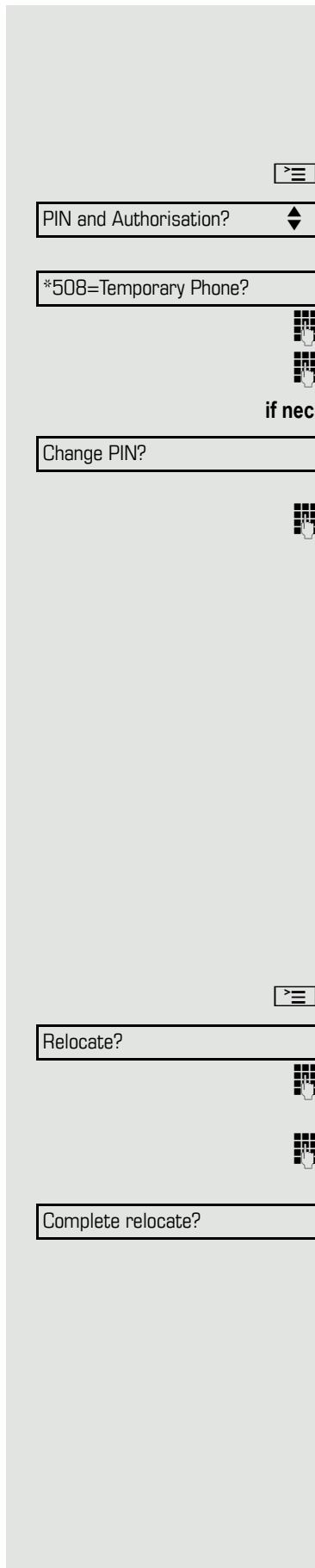
Enter code (telephone lock) → Page 52.
(Not necessary if you have not set a code.)

Confirm the option shown.



If you change numbers of different system phones, programmed keys are replaced with the default assignment.

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



1. "Differing display views in a HiPath 4000 environment" → Seite 70

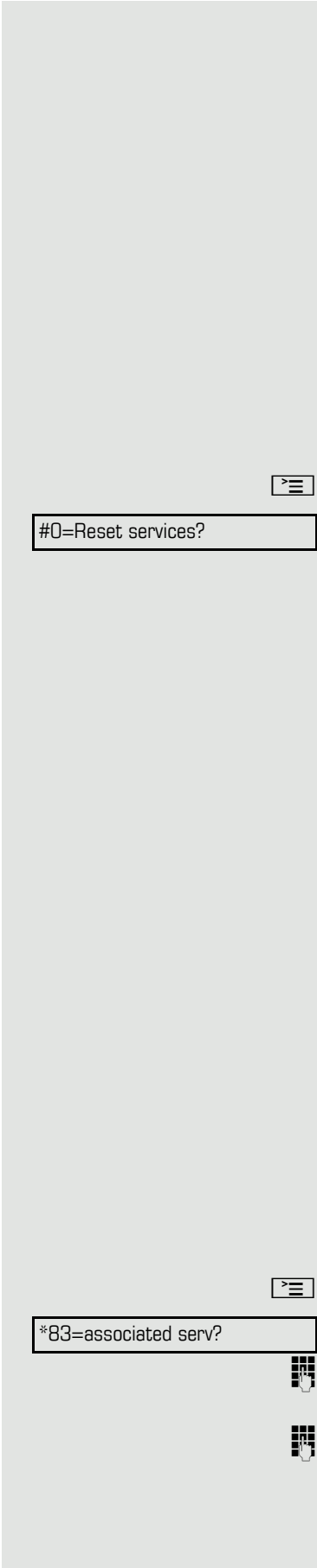
Resetting services and functions (system-wide cancellation for a telephone)

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

Press the key shown.

Select and confirm the option shown¹.



#0=Reset services?

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 48
- Call forwarding, code *11, *12, *13/#1 → Page 24
- Lock and unlock phone,
code *66/#66 → Page 51
- Ringing group
code *81/#81 → Page 63
- Leave an advisory message,
code *69/#69 → Page 56
- Group call,
code *85/#85 → Page 63
- Reset services and functions,
code #0 → Page 58
- Control relays,
code *90/#90 → Page 61
- Night answer,
code *44/#44 → Page 45
- Timed reminders,
code *46/#46 → Page 53

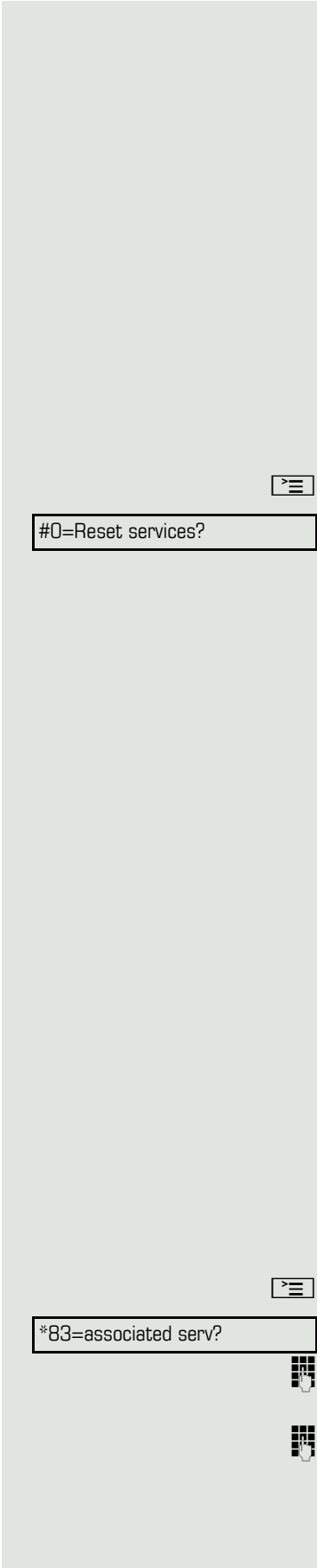
Press the key shown.

Confirm the option shown.

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

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

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



*83=associated serv?

1. "Differing display views in a HiPath 4000 environment" → Seite 70

Using system functions from outside 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 58
- Call forwarding, code *1/#1 → Page 24
- Lock and unlock phone, code *66/#66 → Page 51
- Save your PIN code, code *93 → Page 52
- Send a message, code *68/#68 → Page 54
- Leave an advisory message, code *69/#69 → Page 56
- Ringing group, code *81/#81 → Page 63
- Group call, code *85/#85 → Page 63
- Caller ID suppression, code *86/#86 → Page 49
- Camp-on tone, code *87/#87 → Page 40
- Open door, code *61 → Page 29
- Release door opener, code *89/#89 → Page 30
- Control relays, code *90/#90 → Page 61
- Do not disturb, code *97/#97 → Page 48
- Ringer cutoff, code *98/#98 → Page 48
- Dial using speed dial, code *7 → Page 36
- Associated service, code *83 → Page 58

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.

or



Dial the external number.



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

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

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

Using functions in ISDN via code dialling (keypad dialling)


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

Press the key shown.

Confirm the option shown.

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

Enter a code for the required ISDN function (consult your service personnel).

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

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

Controlling connected computers/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 key shown.

Confirm the option shown.

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 entry.

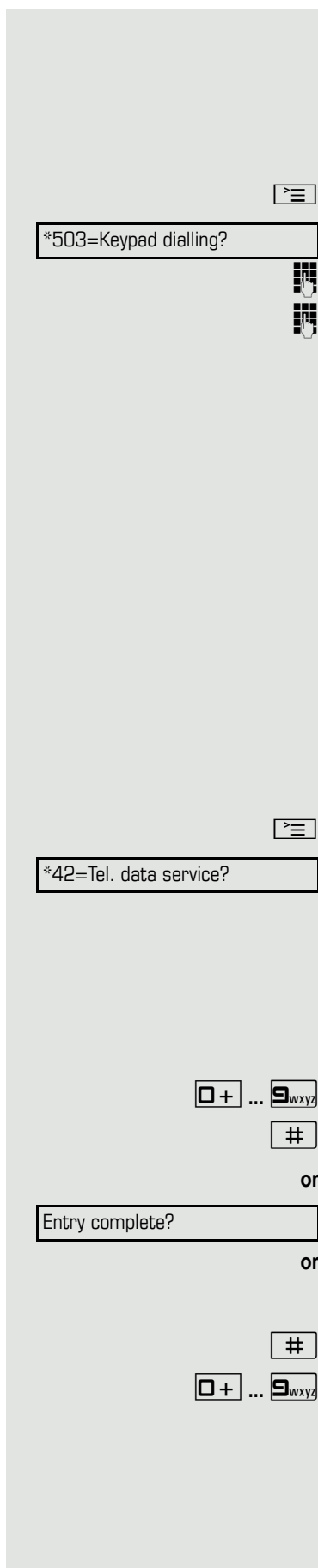
Confirm the option shown.

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). You send information to the application and receive information from the application, for example, via your phone display.

Enter the code.

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

Use the relevant keys to communicate with the application.

Ending communication with the application

Select and confirm the relevant CSTA message.

Lift the handset and replace it again.

Controlling relays (only for HiPath 3000 and OpenScape Business)

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).

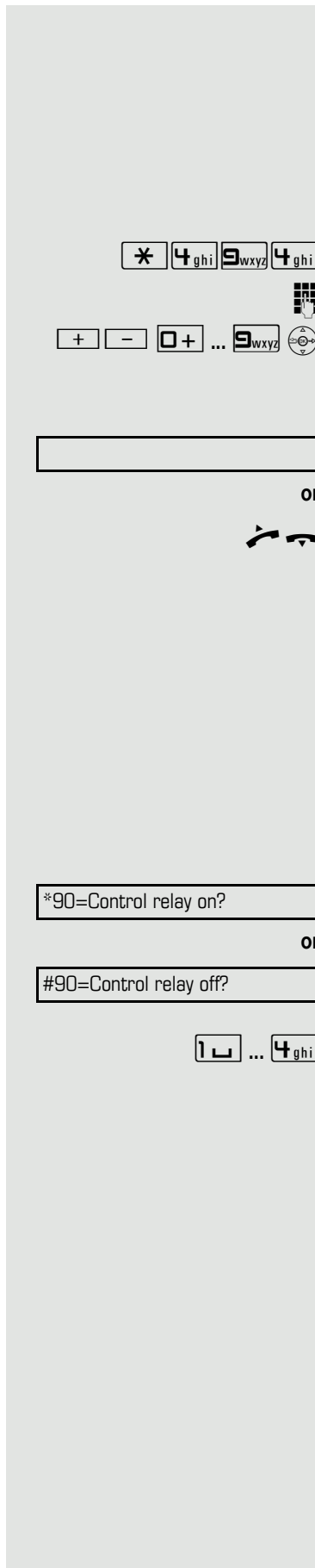
Select and confirm the option shown.

Select and confirm the option shown.

Enter the relay.

Sensors (HiPath 33x0/35x0 only)

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



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 64, call forwarding → Page 24 or call forwarding-no answer (service engineer) to the internal station number of your PSE.

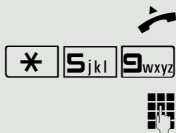
A call request is signalled automatically.

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, group call or individual trunks in a group.

You are part of a hunt group or call group

Open the idle menu → Page 15.

Select and confirm the option shown¹.

Leave group?

or

Join group?

Select and confirm the option shown.

You belong to multiple groups

Open the idle menu → Page 15.

Select and confirm the option shown^[1].

Leave group?

or

Join group?

Select and confirm the option shown.

301 X Group name

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

or

301 Group name

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

Next?

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

or

Leave group?

Select and confirm the option shown².
The audible tone for the group/trunk displayed is deactivated.

or

Join group?

Select and confirm the option shown^[2].
The audible tone for the group/trunk displayed is activated.

or

#=Leave all groups?

Select and confirm the option shown.
The audible tone for all groups and trunks is deactivated.

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2. "Differing display views in a HiPath 4000 environment" → Seite 70

or

*=Rejoin all groups?

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



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

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. "Call for:" appears on the upper display line with the station number or name of the originator; the station number or name of the caller appears on the lower line.

Pickup - group?

Confirm the option shown.

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, displaying and deleting telephones for the ringing group

Press the key shown.



*81=Ringling group on?

Select and confirm the option shown.

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



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

Ringling group off?

Select and confirm the option shown.

Uniform Call Distribution (UCD)

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

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

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

Press the key shown.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

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

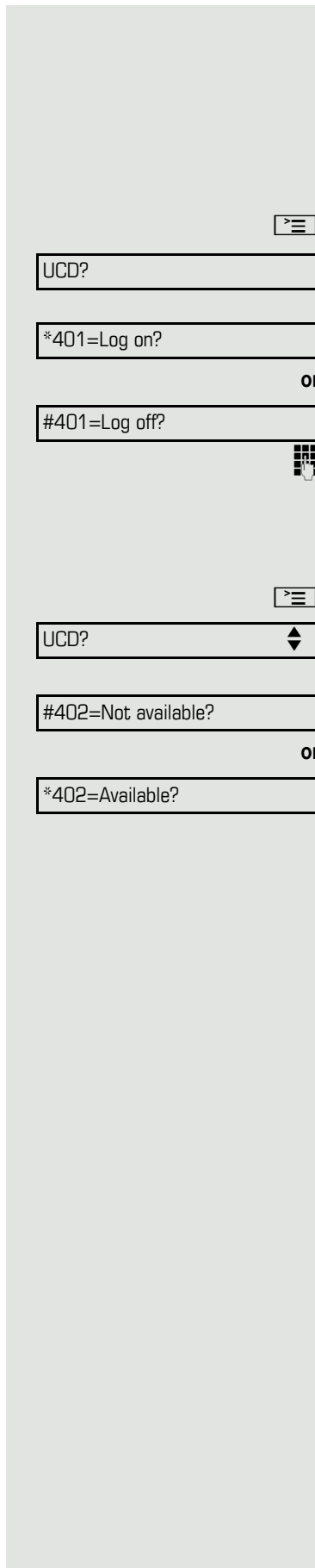
Logging on and off during your shift

Press the key shown.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.



Requesting and activating 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.



UCD?

Press the key shown.

Select and confirm the option shown.

*403=Work on?

Confirm the option shown.

or

#403=Work off?

Select and confirm the option shown.

Turning the night service on and off for UCD



UCD?

Press the key shown.

Select and confirm the option shown.

*404=UCD night on?

Confirm the option shown.

or

#404=UCD night off?

Select and confirm the option shown.

Display the number of waiting calls



UCD?

Press the key shown.

Select and confirm the option shown.

*405=Calls in queue?

Confirm the option shown.

Individual phone configuration

Adjusting display properties

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

Press one of the keys shown in idle mode.

Select and confirm the option shown.

Change the display contrast. Press the key repeatedly until the desired level is obtained.

Save.

or

Display contrast?

or

Adjusting audio settings

Optimise the audio settings on your OpenStage 20 T for your work environment and according to your personal requirements.

Adjusting the receiving volume during a call

You are conducting a call.

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

Adjusting the ring volume

Press one of the keys shown in idle mode → Page 15.

Confirm the option shown.

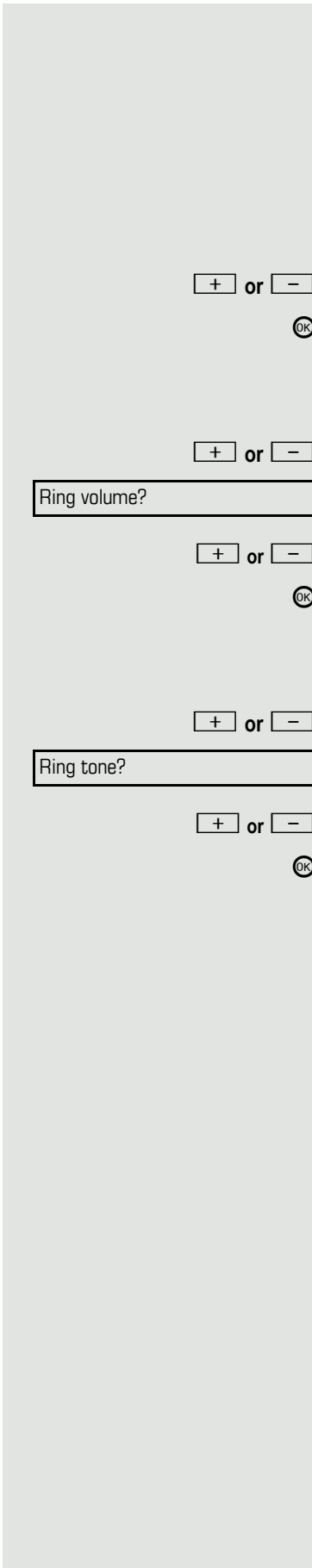
Raise or lower the volume. Keep pressing the key until the desired volume is set.
Save.

Adjusting the ring tone

Press one of the keys shown in idle mode → Page 15.

Select and confirm the option shown.

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



Adjusting the speakerphone to the room acoustics

To help the other party understand you clearly while you are talking into the microphone, you can adjust the telephone to the acoustics in your environment: „T0343 Quiet room," "T0344 Normal room" and "T0345 Noisy room."

Press one of the keys shown in idle mode → Page 15.

Select and confirm the option shown.

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

Save.

Language for system functions

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select the language you wish to use (e. g. "Spanish") and confirm.

Testing the phone

Testing the phone's functionality

You can test your phone's functionality.

Prerequisite: The phone is in idle mode.

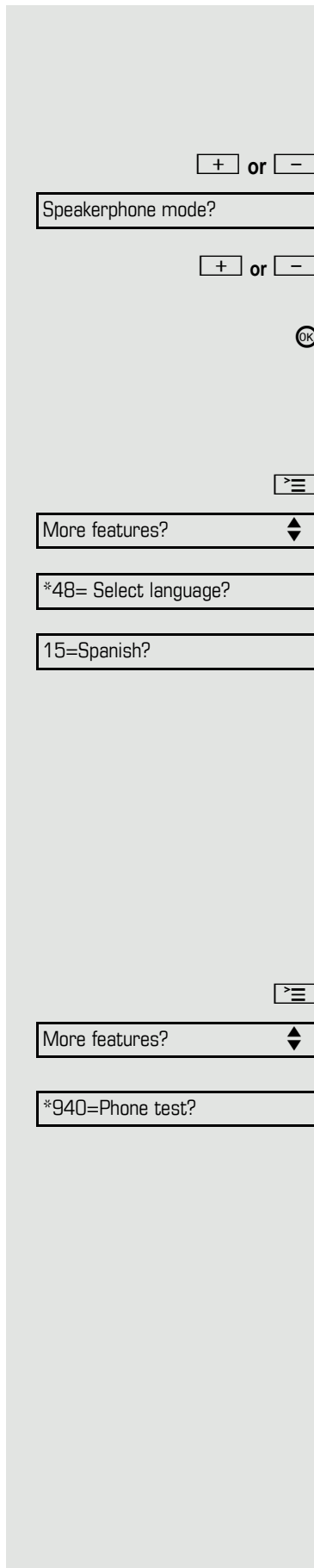
Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

If everything is functioning correctly:

- all LEDs on the phone flash (only the menu key LED is continuously lit)
- your station number is displayed
- the ring tone is audible



Differing display views in a HiPath 4000 environment

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

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

The following table provides an overview:

HiPath 3000 Open-Scape Business display	HiPath 4000 display	Description
Program/Service	Service menu?	→ Page 18
Transfer	Transfer?	→ Page 23
View callbacks	Show callback destinations?	→ Page 27
Pickup - directed	Directed pickup	→ Page 28
Caller list	Call list/log?	→ Page 32
Use speed dialling	Use speed dialling?	→ Page 36
Change speed dial	Speed dial?	
Call waiting trm.	Second call release?	→ Page 40
Call wait.trm. on/off	Second call on/off?	
Ringer cutoff on/off	Ringer cutoff on/off?	→ Page 48
Join/leave group	Hunt group on/off?	→ Page 63

Fixing problems

Responding to error messages

Incorrect input

Possible causes:

Station number is incorrect.

Possible reactions:

Enter correct station number.

Not authorised

Possible causes:

Locked function selected.

Possible reactions:

Apply to service personnel for authorisation for relevant function.

Currently not possible

Possible causes:

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

Possible reactions:

Enter correct station number. Call this station again later.

Invalid station number

Possible causes:

Dialled your own station number.

Possible reactions:

Enter correct station number.

Contact partner in case of problems

Consult 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 (→ Page 48). If so, deactivate it.

You cannot dial an external number:

Check whether your telephone is locked.

If the phone is locked, enter your PIN to unlock it → Page 51.

To correct any other problems:

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

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.

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


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


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




Overview of functions and codes (alphabetical)

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

Functions (=display)	... Interactively	...Via the Program/Service menu  → Page 18	Code
			
Call waiting	✓	✓	*55
Waiting tone off	✓	✓	*87
Waiting tone on	✓	✓	#87
Call wait.trm.on		✓	*490
Call wait.trm.off		✓	#490
Reject calls	✓		
Release			
Caller list	✓	✓	#82
Save number	✓	✓	*82
DND on	✓	✓	*97
DND off	✓	✓	#97
UCD			
Log on		✓	*401
Log off		✓	#401
Available		✓	*402
Not available		✓	#402
Work on		✓	*403
Work off		✓	#403
UCD night on		✓	*404
UCD night off		✓	#404
Calls in queue		✓	*405
Advisory msg. on	✓	✓	*69
Advisory msg. off	✓	✓	#69
Associated services		✓	*83
Associated dialling		✓	*67
Override	✓	✓	*62
Room monitor		✓	*88
En-bloc dialling			
Dialling	✓		
Data I/O service			*494
Reset services		✓	#0
Speaker call		✓	*80

Functions (=display)	... Interactively	...Via the Program/Service menu  → Page 18	Code
	 	 	
HF answerback on	✓	✓	*96
HF answerback off	✓	✓	#96
DISA			
DISA internal	✓	✓	*47
Discreet calling			*945
Phone test		✓	*940
Trace call		✓	*84
Temporary phone		✓	*508
Join group	✓	✓	*85
Leave group	✓	✓	#85
Rejoin all groups	✓	✓	*85*
Leave all groups	✓	✓	#85#
Hotline			
Send message	✓	✓	*68
View sent message	✓	✓	#68
View messages	✓	✓	#68
Mailbox			
Keypad dialling		✓	*503
Conference	✓	✓	*3
Start conference	✓		
Add party	✓		
End conference	✓	✓	#3
View conf parties	✓	✓	
Remove party	✓	✓	
Drop last conf. party			*491
Show call charges (own phone)		✓	*65
Use speed dialling		✓	*7
Change speed dialling (station)		✓	*92
Toggle/connect	✓	✓	*2
DTMF dialling		✓	*53
Mute on		✓	*52
Mute off		✓	#52
Silent monitoring	✓	✓	*944
Night answer on	✓	✓	*44
Night answer off	✓	✓	#44
Park a call		✓	*56
Retrieve call		✓	#56
Page			
Answer page (not for U.S.)		✓	*59

Functions (=display)	... Interactively	...Via the Program/Service menu  → Page 18	Code
	 	 	
Account code		✓	*60
Consultation	✓		
Return to held call	✓	✓	*0
Quit and return	✓	✓	*0
Transfer/Accept call	✓		
Callback	✓	✓	*58
View callbacks/delete	✓	✓	#58
Relocate	✓	✓	*9419
Complete relocate	✓	✓	#9419
Suppress call ID	✓	✓	*86
Restore caller ID	✓	✓	#86
Temporary MSN (not for U.S.)	✓	✓	*41
Ringing group on		✓	*81
Ringing group off		✓	#81
Ringer cutoff on	✓	✓	*98
Ringer cutoff off	✓	✓	#98
Control Relay On (only for HiPath 3000)		✓	*90
Control Relay Off (only for HiPath 3000)		✓	#90
Trunk flash		✓	*51
Select language		✓	*48
Lock phone	✓	✓	*66
Unlock phone	✓	✓	#66
Change PIN		✓	*93
Directory			
1=internal	✓		*54
2=LDAP	✓		*54
Tel. data service			*42
Timed reminder on		✓	*46
Timed reminder off		✓	#46
Door opener on		✓	*89
Door opener off		✓	#89
Door opener		✓	*61
Transfer	✓		
Pickup - directed		✓	*59
Pickup - group	✓	✓	*57
Accept call	✓		

Functions (=display)	... Interactively	...Via the Program/Service menu  → Page 18	Code
	 	 	
Forwarding on	✓	✓	*1
1=all calls	✓	✓	*11
2=external calls only	✓	✓	*12
3=internal calls only	✓	✓	*13
Forwarding off	✓	✓	#1
CFNR on		✓	*495
CFNR off		✓	#495
Trunk FWD on	✓	✓	*64
Trunk FWD off	✓	✓	#64
Redial	✓		
Lock all phones		✓	*943