




# Documentation

OpenScape Voice

OpenScape Desk Phone IP 35G

User Guide

## Important information

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

## Trademarks



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



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

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

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

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

## Location of the telephone

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

## Product support on the internet

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

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

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# General information

## About this manual

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

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

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

This user guide is intended to help you familiarize yourself with OpenScape Desk Phone IP 35G and all of its functions. It contains important information on the safe and proper operation of your OpenScape Desk Phone IP 35G phone. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

These instructions should be read and followed by every person installing, operating or programming an OpenScape Desk Phone IP 35G phone.



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

This user guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating your OpenScape Desk Phone IP 35G phone.

## Symbols used in the manual

### Settings

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



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



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

### Service

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

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

### Intended use

The OpenScape Desk Phone IP 35G is a desktop unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. Any other use is regarded as unauthorized.

### Telephone type

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

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

### Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear. The optimum distance is approx. 50 cm.
- Proceed as follows to optimize display legibility:
  - Turn the phone to tilt the display to ensure you have a frontal view of the display while eliminating light reflexes.
  - Adjust the contrast as required → page 158.

### Single-line telephone/multi-line telephone

Your OpenScape Desk Phone 35G is a "multi-line telephone". This means that multiple lines can be configured, which is not the case with single-line phones. Each line is assigned an individual phone number which you can use to make and receive calls.

The programmable keys function as line keys on multi-line phones → page 17.

A number of specific features must be considered when using a multi-line phone to make and receive calls → page 109.

## Getting to know your OpenScape Desk Phone IP 35G

The following sections describe the most frequently used operating elements and the displays on your OpenScape Desk Phone IP 35G.

### The user interface of your OpenScape Desk Phone IP 35G



1	With the <b>Handset</b> , the user can pick up and conduct calls in the usual manner.
2	The <b>Display</b> provides intuitive support for telephone operation and allows the user to control the phone settings via the local User menu (the display offers two lines with up to 33 characters each).
3	<p>The <b>Fixed Function Keys</b> (not re-programmable) provide access to frequently used telephony functions, as follows:</p> <p><b>Messages:</b> Provides access to the Call Log, allowing the user to view and manage the lists of Missed Calls, Dialed Calls, Received Calls, Forwarded Calls and to access and manage the Voice Mail.</p> <p><b>Settings:</b> Provides access to the User menus for locally controlling the phone settings.</p> <p><b>Speaker:</b> Turns on/off the hands-free mode (speakerphone).</p> <p><b>Headset:</b> Switches the audio sound to the headset or back from the headset to the handset speaker/speaker phone.</p> <p><b>Vol.+ and Vol.-:</b> increases/decreases the speaker/headset volume.</p> <p><b>Mute:</b> Turns on/off the microphone during conversations. This feature is used to prevent the listening party from hearing what is being said at the calling party's location or to prevent noise from being transmitted to all participants in conference calls.</p>
4	With the <b>Navigation Keys</b> , the user can navigate through the various phone functions, applications and configuration menus.
5	<p>The <b>Fixed Function Keys</b> (re-programmable via WBM) provide access to frequently used telephony functions, as follows:</p> <p><b>Transfer:</b> Transfers calls to other destinations.</p> <p><b>Conference:</b> Provides access to the conferencing features. By default, pressing this key automatically seizes an outgoing line and turns on the hands-free mode.</p> <p><b>Hold:</b> Places an ongoing call on hold or reconnects a held call.</p>
6	The <b>Keypad</b> is provided for input of phone numbers, codes and text.
7	<p>The <b>Free Programmable Keys</b> enable the user to customize the telephone in line with his/her personal needs by assigning individual phone numbers and functions.</p> <p>Preset default values:</p> <ul style="list-style-type: none"> <li>• Forward</li> <li>• Pick up</li> <li>• Do Not Disturb (DND).</li> </ul>
8	<p>Inbound calls are visually signaled via the <b>Alert Bar</b>.</p> <p>Waiting Voice Mail messages and Missed Calls are also signaled via the alert bar LED if the Message Waiting LED and Missed Call LED features are configured accordingly.</p>

## Navigation keys

These are used to manage most of your phone's functions and display.



Key	Function when key is pressed
	<ul style="list-style-type: none"> <li>• Cancel function</li> <li>• Delete character left of cursor</li> <li>• Go up one menu level</li> </ul>
	In lists and menus: Scroll up. Set lighter contrast → page 158.
	In idle mode: Open the idle menu → page 21. In lists and menus: Scroll down. Set darker contrast → page 158.
	<ul style="list-style-type: none"> <li>• Confirm input</li> <li>• Perform action</li> </ul>

## Programmable function keys

Your OpenScope Desk Phone IP 35G has three keys (with LED) which are initialized with default settings but you also can assign other functions or numbers to this keys.



Default settings of the programmable keys:

- Forward
- Pick up
- DNC (Do Not Disturb)

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

- Function keys → page 65
- Selected dialling keys → page 67

Each key can be programmed with an other function → page 65

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



Line and DDS keys can only be programmed by administrator via the service menu.

Your OpenScope Desk Phone IP 35G is delivered with a paper key label sheet and one clear plastic cover.

Write functions or names in the fields on a key label and replace the insert-

ed plastic key label by that paper key label.




This also can be done by using the Key Labeling Tool (KLT) and a laser printer.

The KLT is available in the internet:

<http://wiki.siemens-enterprise.com/>.

Put the clear cover foil over the paper key label.

## Meaning of LED displays on function keys

LED		Meaning of function key
	Off	The function is deactivated.
	Flashing <sup>1</sup>	Indicates the function status.
	On	The function is activated.

[1] 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.



The programmable keys on multi-line phones function as trunk keys  
→ page 17.



### Trunk keys (on multi-line phones only)

The programmable keys on multi-line phones function as line keys. Each key that is assigned the function "line" is handled as a line. This means up to three lines can be configured.

A distinction is drawn here between primary, secondary and phantom lines. Each of these line types can be used on a private or shared basis.

#### Primary line

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



To avoid conflict between individual multi-line phones, the functions "Do not disturb" and "Call forwarding" can only be used for the primary line.

---

#### Secondary line

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

#### Phantom line




Phantom lines are not used as primary lines by any telephones in the line trunk group. Phantom lines are established when the number of lines provided by a communications system exceeds the number of available telephones.

#### Line utilization

- **Private line:** A line that is used by a single telephone. This line cannot be used as a secondary line by another telephone.
- **Shared line:** A line that is configured on multiple telephones. The line status is displayed for all telephones that share this line. If, for example, a shared line is being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones (→ page 18).
- **Direct call line:** A line with a direct connection to another telephone.

You can see the status of the line from the LED:

### LED display

LED		Explanation
	<b>Not lit</b>	The phone is in idle mode.
	<b>Flashing</b>	<ul style="list-style-type: none"> <li>• Incoming call on the line (→ page 109)</li> <li>• "Hold reminder" is activated (→ page 80)</li> </ul>
	<b>Flickering</b>	<ul style="list-style-type: none"> <li>• Outgoing call on the line</li> <li>• The incoming call was prioritized and selected in accordance with the "Automatic line selection for incoming calls" option</li> </ul>
	<b>Fast blinking</b>	The line is on "Hold".
	<b>Blinking</b>	Call forwarding is activated
	<b>Illuminated</b>	The line is busy

## Keypad



You can only use the digits 1 to 9 and 0 as well as the \* and # characters when dialing a number. To delete digits press **Back**.

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

Example: To enter the letter "h", press the number **4** key on the keypad twice. When entering text, all characters available for the key pressed and the character selected are briefly displayed.



### Character overview (depends on the current language setting)

Taste	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
<b>1</b>	1	1															
<b>2</b> abc	a	b	c	2	ä												
<b>3</b> def	d	e	f	3													
<b>4</b> ghi	g	h	i	4													
<b>5</b> jkl	j	k	l	5													
<b>6</b> mno	m	n	o	6	ö												
<b>7</b> pqrs	p	q	r	s	7	ß											
<b>8</b> tuv	t	u	v	8	ü												
<b>9</b> wxyz	w	x	y	z	9												
<b>0</b> +	0	+															
<b>*</b>	.	*	1	#	,	?	!	'	"	+	-	(	)	@	/	:	_
<b>#</b>	2																

[1] Space

[2] Switch between upper and lower case

## Multi-function keys

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

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

## Text editor

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

You can select further editor functions via the navigation keys and confirm each one using **OK** key:

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

## Display

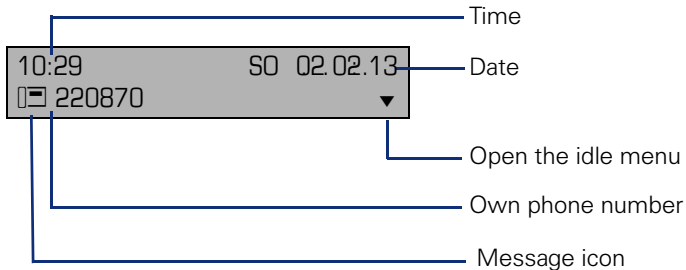
Your OpenScape Desk Phone IP 35G comes with a black-and-white LCD display. Adjust the contrast to suit your needs (→ page 158).

### Idle mode

If there are no calls taking place or settings being made, your OpenScape Desk Phone IP 35G is in idle mode.

➡ Press the **Messages** key to return to the idle display again, for example, from a call list (→ page 25). To return to the idle display again from the Settings menu (→ page 27), press the **Settings** key. You can also configure a "Show telephone screen" function however for both cases (see → page 65) to return to the idle mode screen again.

Example:



### Idle menu





In idle mode press navigation keys . The current function is displayed in the second display line, or **OK**→ page 17, then the idle menu opens. You can call up various functions here. Entries may vary.

The idle menu may contain the following entries:





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

### Icons in the idle display

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

Icon	Explanation
	The ring tone is deactivated.
	The phone lock is activated.
	The "Do not disturb" function is activated.
	A mobile user is logged on to the telephone.

Your attention will be drawn to events in the second line:

Icon	Meaning
	You received new voice messages.
	New entries have been added to the call lists.
	Local call forwarding is active.
	An advisory icon in front of own phone number (replaced, for example, by call forwarding or mobility icon).

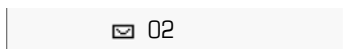
## Context-dependent displays

Depending on the situation at hand, the display on your OpenScape Desk Phone IP 35G phone displays different content, to which you can respond intuitively.

### Information on actual events

The following icons appear centered on the display when your phone is idle and signal current properties or events.

Example: You missed two calls in your absence.



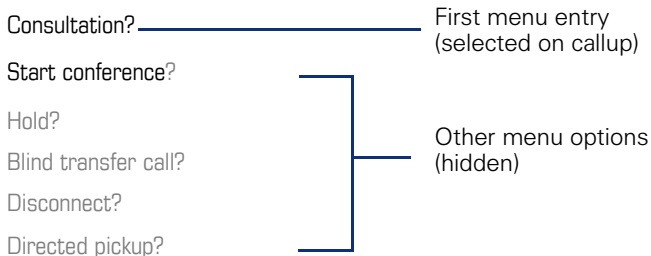
You have two new voice messages that you can open by pressing **Messages** → page 25.

Your attention will be drawn to events in the second line:

Icon	Explanation
	You received new voice messages.
	New entries have been added to the call lists.
	Local call forwarding is active.
	Message icon in front of own phone number (replaced, for example, by call forwarding or mobility icon).




### Context menus

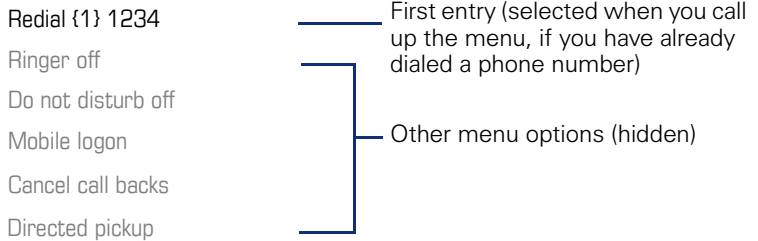
If an arrow appears beside an entry in the second line, a context menu whose options you can select using navigation keys or (→ page 17). The range of functions available is situation-specific.





Press the **Messages** key to return to the telephony interface again, for example, from a call list (→ page 25). To return to the telephony interface again from the Settings menu (→ page 27), press the **Settings** key. You can also configure a "Show telephone screen" function however for both cases (see → page 65) to return to the telephony interface screen again.

### Idle display context menu

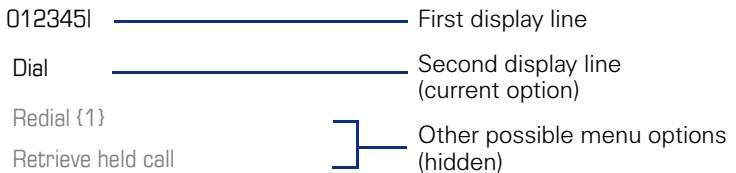
You receive the following functions (if activated) by pressing navigation keys **OK** or . The current function is displayed in the second display line. The other functions are hidden and can be selected using navigation keys  or :



### Functions during a call

In many operating situations you are offered appropriate functions or notes in the second line of the display. Other available functions remain hidden and can be selected using navigation keys  or .








Example: You set up a consultation call. The second line displays the first of three dependant functions. Select the appropriate function and confirm this with **OK**.



The menu with the functions closes automatically after you have executed an action.

To delete info-only messages, press Navigation key **OK**.

### Icons during a call

Icon	Meaning
	The call is active.
	High-quality voice connection (G.722).
	The call has been disconnected.
	You have placed the call on hold (e.g. consultation hold).
	Your call partner has placed the call on hold.
	The voice connection is secure.
	The voice connection is not secure.



### Records

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

The LED on the **Messages** key flashes to signal new missed calls or messages → page 17.

Press the **Messages** key and use the navigation keys to select the required submenu.

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

You can use the navigation keys to navigate through the menus as described on → page 17.

### Messages

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

If your system is appropriately configured, activating this function opens the menu for voicemail → page 42.

### Calls

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

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

The number of missed calls and unchecked calls is shown on the idle display. Missed calls are not saved and displayed if the call journal is disabled → page 104.

#### Call lists

---



The call journal function must be activated in order to display call lists → page 104. The call journal must also be activated for the customary last number redial function. If the call journal is not activated, you are simply shown the voicemail selection when you press the Message key.

---

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

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

- Phone number/name depending on available data.
- Number of call attempts.

- The time of the last call attempt from each user listed, if made on the current day, otherwise the date of the last call attempt.

The administrator may have made special settings for missed calls. To indicate new missed calls,

- the LED on the Message key flashes and you are shown a message on the display,
- or you may simply receive a message on the display.

Missed calls are not signaled if the call journal is disabled → page 104.

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

You can delete all the entries in the respective call list → page 103. After selecting an entry, you can dial it immediately by confirming → page 94.

### **Additional notes on call lists**

Note the setting options for voice messages and have the possible combinations explained to you by service personnel if necessary.

Missed calls are not signalled if the call journal is disabled.

If missed calls for this connection were answered by other subscribers, these calls are not listed in the missed calls list or are marked with a green checkmark in accordance with the setting in the call logging.

Logging for call forwarding was also changed in the framework of the new call logging. All forwarded calls are now only logged under "Forwarded Calls" and no longer as before with some also logged as "Missed Calls". This is regardless of how the new parameter for missed calls is defined.

### Settings menu

You can make local settings here.

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

You can use the navigation keys to navigate through the menus as described on → page 17.


### User settings

In the **User** menu (see → page 197), settings options are provided that allow you to adapt the telephone to your individual requirements.

Select a menu using the navigation keys:

- "Date and time" → page 159
- "Audio" → page 163
- "Configuration"
- "Phone" → page 158
- "Locality" → page 163
- "Security" → page 122 or → page 125
- "Network information" → page 175
- "Diagnostic information" → page 188
- "Reset" → page 176

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

- **Save & Exit** (If you have made a setting and want to keep it)
- **Exit (no save)** (If you have made a setting which you do not want to use after all or if you do not want set any of the options)
- **Back** (If you want to leave the main menu or submenu)
- Press and hold the  key to access the option to leave the current menu level.
- You exit the menu by pressing the Settings key and return to idle mode → page 21.

### Interrupting editing in the menu

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

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

Interrupting the editing:

- By pressing the **Settings** key you interrupt the editing, leave the menu and return to idle mode → page 21.
- If you receive a call during editing and you answer it, you automatically change to the call view (see also → page 24).

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

### Network information

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



View information on the phone → page 175



Contact your administrator for more on the network information values listed here.

### Diagnostic Information



Provides information on all the main settings for the telephone. Can provide valuable help in support situations → page 188

### Reset phone



Personal settings made via the telephone menu or the web interface can be reset to factory settings → page 176.

## Control and monitoring function


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

### Control function

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

### Monitoring function

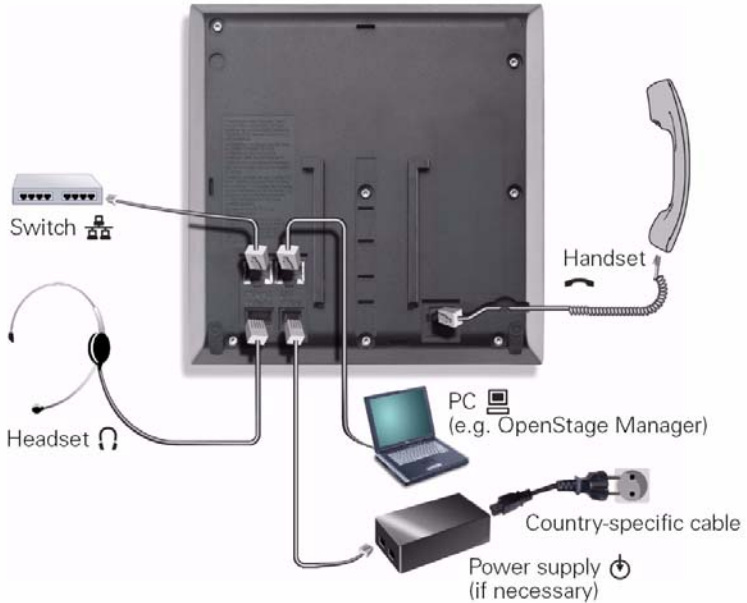
In order to detect malfunctioning of a phone for example, the administrator installs a monitoring function. You can use your phone as normal during monitoring. However you will first be informed about the operation with a message on the display and prompted to allow monitoring.

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

### Activating a diagnostic call

In the event of connection problems with a specific destination, the administrator may ask you to enter an activation code before the number of the subscriber, which can be used to initiate tracing of the call data on the phone. The activation code, which must be provided to you by the administrator and which comprises a leading asterisk, followed by three digits and the hash sign as the terminating character, must be entered before the actual phone number. At the end of the call, the call-related data is sent for further analysis to the DLS server, which then passes it to the "OpenScape Voice Trace Manager".

## Ports on the underside of the phone



## Using network ports more efficiently

OpenScope Desk Phone IP 35G has a built-in Ethernet switch. This means that you can connect a PC to the LAN directly via the phone. The telephone-PC connection option must first be activated on the telephone by administrator.



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

## Step by step

## Basic functions



Please read the introductory chapter "Getting to know your OpenScape Desk Phone IP 35G" → page 13 carefully before performing any of the steps described here on your phone.

## Secure voice transmission

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

If you call a party or receive a call from a party over a secure connection, a padlock icon appears on the display.<sup>1</sup> appears on the other party's line. You can opt to have voice connections that are no longer secure indicated by a brief alerting tone and the message "Unencrypted call" appears on the second line for two seconds (see → page 169).

## Emergency mode

If a failover system has been set up for your OpenScape Voice, you can still make calls and use the functions of the failover system despite network faults, for example.

If it happens that your telephone is no longer connected to OpenScape Voice, it is registered automatically on the configured failover system. The message "Restr. server function {1}" then appears on the display.

Some functions may not be accessible while in emergency mode, for example:


- Call forwarding
- Voicemail
- Callback
- Group functions
- Multiline
- OpenScape Voice functions

1. Closed for secure or open for nonsecure voice communication

## Step by step

### Answering a call

Your OpenScape Desk Phone IP 35G rings with the tone signal set when an incoming call is received. If transmitted, calling party information (name, phone number) appears on the display.

 If you have set a pattern melody → page 165 on your phone, it is possible that administrator has preset a different pattern melody or pattern sequence or deactivated the ringtone, depending on the call type (e.g. an external or internal call).

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

### Answering a call via the handset

The phone is ringing. The caller is displayed.

Lift the handset.

Set the call volume.

if nec. **Vol.+** or **Vol.-**

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

The phone is ringing. The caller is displayed. The **Speaker** key flashes.

Confirm by pressing **OK**.

or

**Speaker**

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

Set the call volume.

if nec. **Vol.+** or **Vol.-**

#### Suggestions for using speakerphone mode:

- Tell the other party that speakerphone mode is active.
- Adjust the call volume while speakerphone mode is active.

Accept? ▾

**OK**

or

**Speaker**



## Step by step

- The ideal distance between the user and the phone in speakerphone mode is about 50 cm.

### Answering a call via the headset

The phone is ringing. The caller is displayed. The **Speaker** and the **Headset** keys flashes.

Accept? ▾

**OK**

Confirm by pressing **OK**.

or

**Headset**

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

if nec. **Vol.+** or **Vol.-**

Set the call volume.

Step by step

## Directed pickup

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

### Accept call

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

A coworker's phone rings.

Directed pickup? ▾

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

or.



Lift the handset.

or

Speaker

Press the key shown.

or

Headset

Press the key shown.

Directed pickup? ▾

Select and confirm the option shown.




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

## Step by step

## Picking up the held call

**Prerequisite:** Your colleague has placed a call on hold on their multiline phone → page 110. You know the co-worker's internal phone number and the function is configured for you in OpenScape Voice.

Directed pickup? 

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

or.



Lift the handset.

or


**Speaker**

Press the key shown.

or

**Headset**

Press the key shown.

Directed pickup? 

Select and confirm the option shown.



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

Step by step

## Switching from handset to speaker-phone mode



Make note of the two different processes depending on the country setting. The default country setting is US. Activate, if necessary, your preferred setting → page 166.

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

**Speaker**

Press the key shown.



Replace the handset. Proceed with your call.

This is the procedure for country setting US.

For all other country settings the following procedure has to be done:

**Speaker and**

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

**Step by step**

## Switching from speakerphone mode to the handset

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



Lift the handset. The **Speaker** LED goes out.

## Open listening

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

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

### Activating

**Speaker** Press the key shown.

### Deactivating

**Speaker** Press the lit key.

Step by step

## Activating/deactivating the microphone

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the handsfree microphone.

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

### Deactivating the microphone

**Mute**

Press the key shown.

### Activating the microphone

**Mute**

Press the lit key.

## Ending a call

Disconnect? ▲

Select and confirm the option shown.

**or**

If you are conducting a call via the handset:



Replace the handset.

**or**

In speakerphone mode:

**Speaker**

Press the lit key.

**or**

In headset mode:

**Headset**

Press the lit key.

## Step by step

## Group call

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

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

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

The volume settings can be found from → page 163.

### Step by step

Further administrator settings for group calls:

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

#### Picking up a group call with the call pickup key

**Prerequisite:** The Call pickup key is configured (per default one of the programmable function keys already is set to Pick up). Your administrator has set up the group call such that it is only displayed through flashing of the **Pick up** key. The phone can also ring when idle.

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

#### Pick up

Press the key shown.

The group call is now shown on the display with

**Pickup:** *Caller*  
**for:** *Party*

The pop-up menu opens:

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

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

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



**Step by step**

or



or

**Pick up****Picking up a group call**

The pop-up menu opens:

Confirm.

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

Press the key with the "Call pickup" function or press it again if call answering was initiated via the key. The speakerphone function is activated.

**Ignoring a group call**

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

### Step by step

**Messages**

Messages


Call Mailbox



**Messages**

## Listening to voicemail

To use this function, you need to have a voice mailbox set up on your communication platform for voicemails (see → page 25).

The **Messages** key flashes to indicate new messages and the  icon appears on the display. The LED only extinguishes when all new messages have been picked up and there are no missed calls.

### Picking up messages

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

Select and confirm to open the menu for voicemail.

If messages are waiting, you will be shown a list with the new messages and the messages you have already listened to, sorted by status. The number of the respective messages is indicated. You can browse the list using the cursor keys.

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

### Calling the mailbox directly

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

Lift the handset.

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



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

## Step by step

## Call control (2nd alert)

To ensure that you do not miss any important calls, administrator can configure a key (2nd alert) that blinks when a call is waiting, for instance, when you are dialing a number or when two calls come in simultaneously.



Call control does **not** work on multi-line phones

## Two calls simultaneously

**Prerequisite:** The 2nd alert key is set up and "call waiting" is permitted (→ page 87).



two calls ring at the same time.

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

- Accept
- Reject
- Deflect



The "2nd alert" key flashes and you hear an alerting tone.

### Display second caller



If you press the flashing "2nd alert" key, you will be shown information on the second caller and you will likewise be given the three options to choose from.

### Return to first caller



By pressing the flashing "2nd alert" key again, you will be shown the information on the first caller again.

### Accept a call

If you accept one of the calls, the other call is treated as a second call (see → page 84)

### Step by step

#### During dialling



Note that when you set up call control, the "Busy when dialling" → page 97 function will be disabled. The exception is if you dial a number during a Consult → page 50.

**Prerequisite:** The "2nd alert" key is set up and "call waiting" is permitted (→ page 87).



You receive a call while you are dialling. You hear an alerting tone and the "2nd alert" key flashes.



Press the flashing "2nd alert" key. Dialling is interrupted. The caller's information is displayed and you have the following options:

- Accept
- Reject
- Deflect

## Step by step

## Making calls



If you selected the option "Busy When Dialing" → page 97, you will not be interrupted by an incoming call. In this case, the caller hears the busy signal.

## Off-hook dialing



Lift the handset.

Enter the station number. If necessary correct input using the navigation keys → page 17.

Confirm or wait until the dial delay expires (see → page 95).

or

Confirm<sup>1</sup>. ## represents the last number dialed.

The connection is set up.



If you are using a dial plan and Immediate dialing is set (see → page 47, dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.



If a connection is temporarily inaccessible, you will hear a special information tone (short tone sequence). The fault can be rectified quickly, so try again to dial this phone number after a reasonable time.

1. Please note the information in relation to the call journal on → page 49

## Step by step

### On-hook dialing

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

**Speaker**



Press the key shown.

Enter the station number. If necessary correct input using the navigation keys → page 17.

**OK**

Press the key shown or wait until the dial delay expires (see → page 95).

**or**

Redial {1} ##? ▾

Confirm<sup>1</sup>. ## represents the last number dialed.

#### First enter the number

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



Enter the station number. If nec. Correct input using the navigation keys → page 17.

Dial

Confirm or wait until the dial delay expires (see → page 95).

The connection is set up.



If you are using a dial plan and Immediate dialing is set (see → page 47), dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.

1. Please note the information in relation to the call journal on → page 49

## Step by step

## Immediate dialing

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

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

### Activating or deactivating immediate dialing



You can also configure this setting via the Web interface → page 190.

#### Settings

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm.

### Step by step

#### Dialing using the hot or warm line function

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

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

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

Examples:

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



## Step by step

## Redial



You must have activated the call journal in order to use the call list. This also applies for redialling the last number dialled → page 104. If the call journal is disabled, you will be shown the message "Key function unavailable" on the display when you try to execute the last number redial function using a correspondingly programmed function key.

If you still want to access the function for redialling the last number dialled despite having disabled the call journal, you can alternatively use the OpenScape Voice "last caller redial" function, assuming this function has been activated by the administrator → page 150.

## Redialing from the call list



Only calls to the primary line are received on multi-line phones (→ page 12).

## Messages

Calls ▾

Press the key. The "Records" menu opens.

Dialed ▾

Select and confirm (see also → page 25).

998324 01.01 ▾

Select and confirm the option shown. The Dialed call list opens

If entries are saved, select and confirm the required entry.

Dial ▾

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



or

## Speaker

Redial {1} ##? ▾


Lift the handset.


Press the key shown.

Confirm. The last phone number entered is dialed.

## Step by step

 or **OK**

Redial {1} ##? 

Consult? 

or

Start conference



### Redialing from the idle menu

press the key shown to open the idle menu

Confirm. The last phone number entered is dialed.

### Consulting a second party

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

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

Confirm.

### Start conference

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

Enter and confirm the second party's phone number.




If you want to use a **call list** for the consultation, select **Hold** in the context menu instead of Consult or press the **Hold** key and then select the required call list (→ page 94).

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

---

## Step by step

Disconnect & return? 

### Ending a consultation call

#### You end the consultation

Select and confirm the option shown.

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

#### The second party hangs up

If the second call partner hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ page 82). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Retrieve held call


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



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

### Switching to the held party (alternating)

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

Alternate? 

Select and confirm the option shown.

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



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

### Ending an alternate operation

Disconnect & return? 

Select and confirm the option shown.

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

### Step by step


## Putting on hold and retrieving successively or simultaneously

### Putting an active call on hold

**Prerequisite:** You have a single-line phone and are conducting a consultation call → page 50 or have accepted a second call → page 84.


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

### Retrieving the first call

 Switch to the first call.

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

### Retrieving the second call

 Switch to the held consultation or second call

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

## Step by step

## Connecting parties

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

**Prerequisite:** You are conducting a consultation call → page 50 and call joining is allowed → page 53.

Select and confirm the option shown.

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

or



or

Speaker

## Connect by hanging up

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



Settings

## Allowing call joining

You can also configure this setting via the Web interface → page 190.

Press the key shown.

Confirm.

if nec.



Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

### Step by step

## Call forwarding

You can forward calls for your phone to another phone. You can also change, activate and deactivate call forwarding during a call.

Three forwarding conditions can be programmed in the forwarding menu:

- All Calls
- Busy
- On no reply

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

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

Forwarded calls can be logged in a call list (see → page 25).

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

- All calls  
Destination phone number
- Busy  
Destination phone number
- No reply  
Destination phone number

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

## Step by step

**Activate or deactivate immediate forwarding**

**Prerequisite:** You have configured the key for "Variable call forwarding" (see → page 70). Otherwise you can configure the settings for call forwarding via the user menu (→ page 76). It is recommended to configure the key so that you can use the following convenience functions.

**Forward**

Press the "Variable call forwarding" key.

**Deactivating call forwarding**

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

**or** **Activate forwarding to last destination.**

The pop-up menu opens:

The message:

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

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

**Use last forwarding destination**

Accept? ▾

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

**or** **Activate with variable destination phone numbers**

If you want to use a new forwarding destination:

Set a forwarding destination ⚡

Select and confirm the option shown.



Enter and confirm the new destination phone number.

**or** Confirm saved destination phone number (displayed).

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

Step by step

## Saving destination phone numbers for call forwarding



You can also enter the call forwarding settings via the user menu (→ page 76) or via the WEB Surface → page 190.

**Forward**

**Prerequisite:** You have configured the key for "Variable call forwarding" (see → page 70).

Press the "Variable call forwarding" key.

The pop-up menu opens:

The message:

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

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

Select and confirm the option shown.

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

- All calls
- Busy
- No reply



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

### Save destination phone number

Select and confirm type of forwarding (here for instance All calls)

Select and confirm the option shown.



Enter/edit and confirm the destination phone number.

Edit call forwarding? ▾

All calls? ▾

Enter destination? ▾



## Step by step

or **Edit favourites**

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

 All calls ▾

Select and confirm type of forwarding (here for instance All calls)

Edit favorites? ⇅

Select and confirm the option shown.

Destination 1 ▾

E.g. select and confirm first destination.



Enter/edit and confirm the destination phone number. If necessary, define additional destination phone numbers.

Save &amp; Exit ▾

Select and confirm the option shown

### Copy and insert destination phone numbers

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

**Prerequisite:** You have configured the key for "Variable call forwarding" (see → page 70).

### Forward

Press the "Variable call forwarding" key.

The pop-up menu opens:

Edit call forwarding? ⇅

Select and confirm the option shown.

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

- All calls
- Busy
- No reply

### 1. Copy

 All calls: 3339 ▾

Select and confirm type of forwarding (here for instance All calls)

Copy? ⇅

Select and confirm the option shown.

### 2. Insert

### Step by step

No reply

Select and confirm type of destination forwarding (here for instance No reply)

Paste?

Select and confirm the option shown.

No reply: 3339

Both types of call forwarding now have the same destination phone number. The call forwarding type No reply is automatically activated.

### Assign a destination phone number for call forwarding

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

All calls: 3339

Select and confirm type of forwarding (here for instance All calls)

3336

Select and confirm a saved destination.

All calls: 3336

Call forwarding is activated and the new destination is displayed.

### Settings

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

### Activate/deactivate call forwarding

**Prerequisite:** There is already a forwarding destination configured for the relevant forwarding type and you have configured the key for "Variable call forwarding" (see → page 70).

### Hold

Press the "Variable call forwarding" key.

The pop-up menu opens:

The message:

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

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

## Step by step

Edit call forwarding? ▾

Select and confirm the option shown.

All calls: 3339 ▾

Choose one of the forwarding types offered

- All calls: 3339 (deactivated is the default setting)
- Busy: 3335
- No reply: 3336

and confirm your selection. Here for example All calls.

Turn on: ▾

Select and confirm the option shown. Call forwarding is activated. This type of call forwarding is deactivated with **Turn off**.

Call forwarding settings can appear as follows:

- All calls: 3339 (default setting is off)
- Busy: 3335
- No reply: 3336

### Settings

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

### Step by step

#### Defining the ring duration before call forwarding on no reply

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



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



You can also configure this setting via the Web interface → page 190.

**Prerequisite:** You have configured the key for "Variable call forwarding" (see → page 70). Otherwise you can configure the settings for call forwarding via the user menu (→ page 76).

**Hold???**

Press the "Variable call forwarding" key.

Within three seconds:

Edit call forwarding

Select and confirm the option shown.

No reply: 3335

Select and confirm the type of call forwarding.

Set delay

Select and confirm the option shown.



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

**Settings??**

Press the illuminated key to open the call display.

**Step by step****Call forwarding chain**

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

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

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

You can set whether the station that forwarded first or last is displayed (see → page 77).

### Step by step

Call back? ▲

Cancel call backs? ▼

## Callback

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

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



This option must be activated by your administrator.



This option is only available if both you and administrator has activated the function (→ page 63).

## Requesting callback

**Prerequisite:** The station called is busy or nobody answers.

Select and confirm the option shown.

## Deleting callback requests

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

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

Select and confirm the option shown.

**All** callback requests are deleted.

## Step by step

## Responding to a callback

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

### Accepting a callback

Accept ▾

Select and confirm the option shown.

### Rejecting a callback

**Prerequisite:** The function Reject is authorized by administrator.

Reject? ▾

Select and confirm the option shown.

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

## Allow callback



You can also configure this setting via the Web interface → page 190.

**Settings**

User

Press the key shown.

Confirm.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls?

Confirm.

Callback = No ▾

Select and confirm the option shown.

Yes ▾

Select and confirm to activate the callback function.

Save &amp; Exit ▾

Select and confirm the option shown.

Step by step

## Calling back missed calls

Calls received while you are absent are indicated by a message on the idle display (→ page 22).

The **Messages** key also illuminates if the administrator has set the option to do this.

Missed calls are logged in the missed calls list. This list provides information on the missed call and lets you call back the number directly (call lists → page 25). Missed calls are not saved and displayed if the call journal is disabled → page 104.

**Messages**

Press the key shown.

Calls ▲

Select and confirm the option shown.

Missed ▼

Select and confirm the option shown.

998324 01.01 ▲

Select and confirm the entry you want.

Dial ▼

Confirm  
The phone number associated with the entry is dialed.



## Step by step

## Programmable keys

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

The phone comes with three preprogrammed programmable keys - Forward, Pick up and DND. All of which can be programmed on two separate levels.

The "Shift" programmable key to switch between the two key levels is already preassigned. You should keep this key if possible to be able to switch between the two key levels.

The keys can also be programmed via the Web interface (→ page 190).

### List of available functions

- |                      |                       |
|----------------------|-----------------------|
| 1. Unallocated       | 17. Group pickup      |
| 2. Selected dialing  | 18. Repertory dial    |
| 3. Repeat dialing    | 19. Feature toggle    |
| 4. Forward all calls | 20. Show phone screen |
| 5. Forward no reply  | 21. Directed pickup   |
| 6. Forward busy      | 22. Release           |
| 7. Ringer off        | 23. Callback          |
| 8. Hold              | 24. Cancel callbacks  |
| 9. Alternate         | 25. Consult           |
| 10. Blind transfer   | 26. Call Waiting      |
| 11. Transfer call    | 27. Immediate ring    |
| 12. Deflect          | 28. PreView           |
| 13. Shift            | 29. Call recording    |
| 14. Conference       | 30. Built in fwd      |
| 15. Headset          | 31. Pause callbacks   |
| 16. Do not disturb   | 32. Resume callbacks  |

## Step by step



You can also configure this setting via the Web interface → page 190.

## Programming a key

### Access the programming mode

#### Settings

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Phone

Select and confirm the option shown.

Program keys

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

### Select key to be programmed

Press the key you want to program until the input field opens. The key illuminates continuously.

Normal

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

or

Shifted

Select and confirm the option shown to program the second level.

Do not disturb

Select and confirm the required function in the list (e. g. Do not disturb).

Save & Exit

Select and confirm the option shown.

Step by step

Normal =

Repertory dial

Setting

Save & Exit

## Programming enhanced functions

### Repertory dial

**Prerequisite:** You have accessed the programming mode.

Press the key you want to program until the input field opens. The key illuminates continuously.

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

Select and confirm the required function.

Select and confirm this option to enter a destination phone number.



Enter and confirm a stations's destination phone number.

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

- « Clear call
- ~ Make consultation
- » Make normal call
- ↵ Pause

The menu also offers the following functions:

- Move cursor right and left
- Copy
- Paste
- Mode selection
- Cancel
- OK

Select and confirm the option shown.



The repertory dial can be up to 40 characters long.

### Step by step

### Feature toggle

Only available for Hunt group functions (→ page 139).

**Prerequisite:** You have accessed the programming mode.

Press the key you want to program until the input field opens. The key illuminates continuously.

Normal = 

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

Feature toggle 

Select and confirm the required function.

Setting 

Select and confirm this option to enter a code.

Enter and confirm the code (see → page 152)

Save & Exit 

Select and confirm the option shown.

## Step by step

### Configuring a fixed forwarding key

**Prerequisite:** You have accessed the programming mode.



Press the key you want to program until the input field opens. The key illuminates continuously.

Normal =



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

Forward all calls



Select a forwarding type:

- Forward all calls
- Forward no reply
- Forward busy

Select and confirm the required function.

Setting



Select and confirm this option to enter the forwarding destination.



Enter and confirm the phone number of the forwarding destination.

Save & Exit



Select and confirm the option shown.

### Step by step

### Configuring a variable call forwarding key

With the "Variable call forwarding" key you can

- Immediately activate or deactivate the call forwarding for "All calls" → page 55
- Edit the call forwarding → page 56

**Prerequisite:** You have accessed the programming mode.

Press the key you want to program until the input field opens. The key illuminates continuously.

Normal = ▾

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

Built in fwd ▾

Select and confirm the option shown

Save & Exit ▼

Select and confirm the option shown.

Built in fwd

**Step by step****Labeling programmed keys**

The following options are available for labeling keys of the OpenScape Desk Phone IP 35G with the functions assigned to them or the saved numbers on them:

## Labeling

- By hand:  
Labeling strips are supplied with your OpenScape Desk Phone IP 35G. Write the function or name in the label fields on the strip and replace the inserted plastic strip on your OpenScape Desk Phone IP 35G with your new strip .
- With a computer via the Internet:  
You can find the "key labeling tool" together with the user interface at [http://wiki.siemens-enterprise.com/index.php/Key\\_Labeling\\_Tool](http://wiki.siemens-enterprise.com/index.php/Key_Labeling_Tool).  
Select the appropriate key labeling tool in your language. You can use the tool online via the browser or you can download it for local use.

### Step by step

## Using programmed keys

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

### Example 1: Calling saved number

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

■ Press key for stored contact. Connection setup is shown in the display.

### Example 2: Call Waiting Activating/deactivating

You can press a key to activate or deactivate call waiting functionality, even during a call. The prerequisite for this is that a second call is permitted (→ page 87). By default a second call is permitted.



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

### Example 3: Immediate ring

This function allows you to switch the preset delay (→ page 116) on and off for all line keys. By default the delay is set, the key does not illuminate.

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



Step by step

## Resetting programmable keys

Here you can reset keys you configured back to factory settings (see also → page 176).



User

Press the key shown.

Confirm.

if nec.

Enter and confirm the user password.

Reset

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

Function key data ▲

Select the option shown.

Yes ▼

Select and confirm the option shown to delete the content of all keys.

Reset phone

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



Keys which can only be configured by administrator remain unchanged.

Step by step

## Enhanced phone functions

### Incoming calls

#### Deflecting a call

##### Using call deflection

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

 ▲

Select and confirm the option shown.

 ▼

If a destination phone number is stored (→ page 74), you can select and confirm it. The call is deflected.

or

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



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



##### Permitting call deflection

You can also configure this setting via the Web interface → page 190. "Deflect" must be authorized by administrator.

##### Settings

Press the key shown.

Select and confirm the option shown.



Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

 ▲▼

Select and confirm the option shown.

## Step by step

Yes

Confirm.

Default destination =

Select and confirm the option shown.



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



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

### or Deflecting to a DSS number

A call can be deflected to a direct station selection (DSS) subscriber using the DSS key, if the key is configured and the deflect function is activated by your administrator → page 115.

Deflect to DSS = Yes

Information only, as set by administrator: Yes or No.

## Rejecting a call

You can reject an incoming call.

**Prerequisite:** An incoming call is displayed or signaled. "Reject" must be authorized by administrator.

Reject?

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



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

### Step by step



#### Settings

User

if nec. 

Configuration

Incoming calls

Forwarding?

Settings?

## Configuring call forwarding



You can also enter the call forwarding settings via the Forwarding key (→ page 55).

You can also configure this setting via the Web interface → page 190.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

## Configuring forwarding

Select and confirm the option shown.

For a description of the settings, see chapter "Call forwarding" → page 54.

## Step by step

## Setting alerts

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

You can also configure this setting via the Web interface → page 190.



## Settings

User

Press the key shown.

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

Forwarding?

Select and confirm the option shown.

Alerts

Select and confirm the option shown.

Visual alerts= No



Select and confirm the option shown.

Yes



Select and confirm the option shown in the Yes/No context menu.

or.

Audible alerts= No



Select and confirm the option shown.

Yes



Select and confirm the option shown.

or.

Forwarding station...



Select the option shown.

Display last



Select and confirm **Display last/Display first**.

Save &amp; Exit



Select and confirm the option shown.

### Step by step

Hold ? 

or

**Hold**

### Placing a call on hold

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

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

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

Press the **Hold** key. The key flashes.



If you do not retrieve the held call after a defined time interval, a reminder beep sounds three times and a prompt to retrieve the call or disconnect appears on the display. The settings for this can be found on → page 80 and → page 81.

---

Reconnect ? 

or

**Hold**

### Retrieving a held call

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

Press the flashing **Hold** key.

### Using line keys

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



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



### Retrieving a held call:

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



The LED display → page 18 indicates that the call is on hold to other multi-line telephones where this line is also configured. These phones can then pick up the call.

---

## Step by step

### Held call wait status

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

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

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

Retrieve held call ? ▾

or

Disconnect ? ▾

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

Select and confirm the option shown to disconnect the call.



If you enabled "Hold and hang-up" (→ page 82), the call is placed on hold for a defined time interval (→ page 81) before the prompt is displayed with a recall to retrieve the call or disconnect. You can however retrieve the call or disconnect via the context menu before the defined time expires.

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

### Step by step



#### Settings

User

if nec.

Configuration

Connected calls?

Allow hold rem. = No

Yes

Save & Exit

### Activating/deactivating the hold reminder tone

You can also configure this setting via the Web interface  
→ page 190.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.



## Step by step

### Setting the hold reminder time

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

The minimum value is 3, that is, the reminder is output after three minutes. The maximum value is 99 minutes. Press 0 to deactivate the delay.



You can also configure this setting via the Web interface → page 190.

#### Settings

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.



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

Select and confirm the option shown.

### Step by step

#### Activating/deactivating Hold and hang-up

This function works in the following call scenarios:

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

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



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



You can also configure this setting via the WEB Surface → page 190.

#### Settings

User

Press the key shown.  
Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Hold and hang-up

Select and confirm the option shown.

Yes

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

No

Select and confirm the option shown to deactivate the function again. The function is always deactivated by default.

Save & Exit

Select and confirm the option shown.

## Step by step

**Music on hold**

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



You can also configure this setting via the Web interface → page 190.

**Settings**

User

Press the key shown.

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Music on hold = No



Select and confirm the option shown

Yes



Select and confirm the option shown.

Save &amp; Exit



Select and confirm the option shown.

### Step by step

Accept ▾

## Call waiting (second call)

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

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

You can block the second call or the signal tone (→ page 87).

### Accepting a second call

**Prerequisite:** You are conducting a call and call waiting is allowed (→ page 87).

Select and confirm the option shown.

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

During the call with the second party, additional functions are available for selection:

- Alternate (see → page 51),
- Complete transfer (see → page 53),
- Conference (see → page 98),
- Blind transfer (see → page 89),
- Hold (see → page 78).
- put on hold and retrieve second and first call successively → page 52

### Consultation call from second call

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

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

From a consultation call in the second call you can

- initiate a conference
- toggle between the second call and a consultation call
- put on hold and retrieve second and first call successively → page 52
- transfer a call
- disconnect the calls again

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

## Step by step

Disconnect & return? ▲

### Disconnecting the second call

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

### Ending the second call by hanging up

If you or the second call partner hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ page 82). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

### Ignoring second call

**Prerequisite:** You are conducting a call and call waiting is allowed (→ page 87).

Ignore? ◆

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

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

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

A third call would be rejected with the busy signal

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

### Rejecting a second call

**Prerequisite:** You are conducting a call and call waiting is allowed (→ page 87).

Reject? ◆

Select and confirm the option shown.

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

### Step by step

Deflect? ▲

#### Deflecting a second call

**Prerequisite:** You are conducting a call and call waiting is allowed (→ page 87).

Select and confirm the option shown.

If a destination phone number is stored (→ page 74), you can select and confirm it. The call is deflected.

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



Enter and confirm the destination phone number.

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

#### Connecting parties

Complete Xfer

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

**or** **Connect by hanging up**

**Prerequisite:** Connecting by hanging up is activated (ask your administrator) and "Switch assignment" must be set to "Yes" (→ page 88). Before you can be connected by hanging up you must have toggled at least twice (→ page 51).



**or**

**Speaker**

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

## Step by step

## Allowing call waiting



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



You can also configure this setting via the Web interface → page 190.

**Prerequisite:** The option was programmed by your administrator.

## Settings

User

Press the key shown.  
Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls?

Select and confirm the option shown.

Handling?



Select and confirm the option shown.

Allow call waiting = No



Select and confirm the option shown.

Yes



Select and confirm the option shown.

Save &amp; Exit



Select and confirm the option shown.

Assuming **Allow call waiting** is generally activated, you can toggle the configured sensor key to switch call waiting on/off (→ page 72).

### Step by step



#### Settings

User

if nec.

Configuration

Connected calls

Toggle associate = No

Yes

Save & Exit

### Toggle associate

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

You can also configure this setting via the Web interface → page 190.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.



## Step by step

**Transferring a call**

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

**Prerequisite:** You are conducting a call. The options "Allow Call Transfer" and "Transfer on Ring" were selected (→ page 90).

**Transfer without consultation**

You can choose between easy transfer via Transfer key or blind transfer via menu.

**Easy transfer****Transfer**


Press the key shown.

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

**Transfer**

Press again the key shown.

The display returns to idle following successful transfer.

**Blind transfer**Blind transfer? 

Select and confirm the option shown.

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

**OK**

Confirm or wait until the autodial delay expires.

The display returns to idle following successful transfer.

**Transferring with consultation**

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

You again can choose between easy transfer via Transfer key or transfer via menu.

**Easy transfer****Transfer**

Press the key shown.

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

Announce the call you want to transfer.

**Transfer**

Press again the key shown.

### Step by step

Consult? ▾



Complete Xfer? ▾



#### Settings

User

if nec.

Configuration

Connected calls?

Allow call transfer = No ▾

Yes ▾

Save & Exit ▾

The display returns to idle following successful transfer.

#### Transfer via menu

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

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

Announce the call you want to transfer.

Select and confirm the option shown.

#### If the party does not answer:

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

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

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

#### Allowing call transfer

You can also configure this setting via the Web interface → page 190.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

## Step by step

**Allowing "Transfer on Ring"**

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



You can also configure this setting via the Web interface → page 190.

**Settings**

User

Press the key shown.  
Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Transfer on ring = No ▲

Select and confirm the option shown.

Yes ▼

Confirm the option shown to activate the callback function.

Save &amp; Exit ▼

Select and confirm the option shown.

Step by step

CTI calls

Beep on auto-answer

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

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



You can also configure this setting via the Web interface → page 190.

**Prerequisite:** The option was programmed by your administrator.

Settings

User

Press the key shown.

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls?

Select and confirm the option shown.

CTI calls?

Select and confirm the option shown.

AutoAnswer = No

Select and confirm the option shown.

Yes

Select and confirm the option shown.

AutoAnswer beep = No

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Save & Exit

Select and confirm the option shown.

## Step by step

**Beep on auto-reconnect**

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

**Prerequisite:** The option was programmed by your administrator.



You can also configure this setting via the Web interface → page 190.

**Settings**

User

Press the key shown.  
Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls?

Select and confirm the option shown.

CTI calls?

Select and confirm the option shown.

AutoReconnect beep = No

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Save &amp; Exit

Select and confirm the option shown.

## Step by step

### Making calls

#### Dialing with the DDS key

You can program frequently used phone numbers on programmable keys (→ page 65). If you press a direct destination selection key briefly, the associated contact or phone number appears and dialing is initiated.

**Prerequisite:** A direct destination key is programmed → page 65.


 Press the programmed DDS key. Dialing is initiated.

#### Dialing a phone number from a list

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

- Missed
- Dialed
- Received
- Forwarded

---

 For a detailed description of the call lists, see → page 25. Pay attention to the notes on → page 103.

---

#### Messages

Press the key shown.

Calls ▲

Select and confirm the option shown.

Dialed ▼

Select and confirm the option shown.

Niels, Bohr 30.05. 07:06am

Select and confirm the appropriate list entry.

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

## Step by step

## Using autodial delay

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

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

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

OK

- Pressing the OK key. This always works.



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

Speaker

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



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



Automatic dial delay does not work if you are using a dial plan and **Immediate dialing** is configured (see → page 47). The number is automatically dialed as soon as the string entered matches an entry in the dial plan.

### Step by step

#### Settings for autodial delay



The setting does not affect automatic emergency number dialing.

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



You can also configure this setting via the Web interface → page 190.

#### Settings

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Autodial delay = 8

Select and confirm the option shown.



Enter a value in the input mask and confirm.

Save & Exit

Select and confirm the option shown.



## Step by step

### Allowing "Busy When Dialling"

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



You can also configure this setting via the Web interface → page 190.

#### Settings

User

Press the key shown.

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Busy when dialing = No ▲

Select and confirm the option shown.

Yes ▼

Select and confirm the option shown.

Save & Exit ▼

Select and confirm the option shown.

## Step by step

# Conference

## Local conference

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

**Prerequisite:** You are conducting a consultation call → page 50 or have accepted a second call → page 84, and the conference function is active → page 99.

### Initiating a local conference

Conference?

Select and confirm the option shown in the menu. You are connected to both parties at once. Alternatively you can press the **Conference** key.

1: Party

### Conducting one-on-one calls

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

or

2: Party

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

Disconnect?

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



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

The entire conference is nonsecure if the connection to at least one of the parties is not secure (see also → page 31).

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

## Step by step

## Ending a local conference


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

**Prerequisite:** The "Allowing joining in a local conference" → page 100" function is activated.

Exit Conf? ▾

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

or

 or **Speaker**

Replace the handset or, if you are in speakerphone mode, press the loudspeaker key. Both call partners remain connected. You are disconnected from the conference call.

## Disconnecting a party

End Conf? ▾

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

## Allowing a local conference

This option allows or blocks the "Conference" function.

You can also configure this setting via the Web interface → page 190.

**Settings**

User

Press the key shown.

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Allow conferences = No ▲

Select and confirm the option shown.

Yes ▾

Select and confirm the option shown.

Save &amp; Exit ▾

Select and confirm the option shown.

Step by step

**Allowing joining in a local conference**

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



You can also configure this setting via the Web interface → page 190.

**Settings**

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Allow exit conf = No ▲

Select and confirm the option shown.

Yes ▼

Select and confirm the option shown.

Save & Exit ▼

Select and confirm the option shown.

## Step by step

### System-based conference

This type of conference is also referred to as a large conference. It can include from 3 up to 16 parties (depending on the setting in OpenScope Voice).

**Prerequisite:** You are conducting a consultation call → page 50 or you have accepted a second call → page 84, and the "System conference" feature was configured by your administrator.

#### Establishing a conference

Conference? ▾

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

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

#### Conducting a consultation call

Consult? ▾

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

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



If you intend to include the consultation call party in the conference, you can also use the "Add to conference" option instead of the "Consult" option.

If you want to use a **call list** for the consultation, select **Hold** in the context menu instead of Consult (or Add to conference) or press the **Hold** key and then select the required call list (→ page 103).

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

### Step by step

Conference? ▾

#### Add party

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

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



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

---

Hold? ▾

#### Putting the conference on hold

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



You can also use the **Hold** key instead of the Hold option in the context menu.

---

Exit Conf? ▾

#### Leaving a conference

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



You can also use the **Conference** key instead of the Exit Conf option in the context menu.

---

## Step by step

### Call lists

For a detailed description of the different call lists, see → page 25. The function must be activated in order to view and manage call lists → page 104, otherwise the menu option "Calls" is not offered..

### Dial entry

Messages

Calls ▲

Missed ▼

Niels, Bohr

13:22

Press the key shown.

Select and confirm the option shown.

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

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

You can use the Navigator keys to browse through the list.

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

### Delete all entries

Messages

Calls ▲

Dialed ▼

Delete All ▼

Press the key shown.

Select and confirm the option shown.

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


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

## Step by step

### Call journal

#### Activating/deactivating the call journal

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

 When you deactivate the call journal, please note that the customary last number redial function will also be affected by this. You can then no longer redial the last number dialled → page 49.



You can also configure this setting via the Web interface → page 190.

#### Settings

User

Select and confirm the option shown.

if nec. 

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Call logging

Select and confirm the option shown.

Enable call log

Select

No

In the context menu select and confirm to deactivate the call journal. The message "Call Log is disabled" is shown on the display.


or

Yes

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

Save & exit

Select and confirm the option shown.

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



## Step by step

## Logging missed calls

Two options are available to you for this function:

- Show all
- Only show unanswered calls

With the "Show all" option (default), all missed calls destined for this connection are logged and new missed calls are displayed. If the "Only show unanswered calls" option is selected, missed calls for this connection that were answered by other subscribers in the group or that were answered with "Directed pickup" are neither displayed nor logged. The "Only show unanswered calls" setting is recommended if groups are set up.



You can also configure this setting via the Web interface → page 190.

## Settings

Press the key shown.

Select and confirm the option shown.

if nec.



Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu for all missed calls. Missed calls that have been answered by other subscribers are indicated with a checkmark.

or

Select this option in the context menu and confirm if missed calls that were answered by other subscribers in the group or with "Directed pickup" should not be either displayed or logged.

Select and confirm the option shown.

### Step by step

## Making calls with multiple lines

You can use your OpenScape Desk Phone IP 35G as a multi-line phone. If you have any questions regarding how to configure your OpenScape DeskPhone IP 35G phone as a multi-line phone, please contact your administrator.

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

- Introduction to multi-line phones → page 12
- Lines and line keys → page 17

## Incoming calls

Depending on your individual settings, you will be notified of incoming calls → page 164.

## Accepting calls for the primary line

In this case, the telephone behaves in the same way as a single-line telephone. See → page 31 and → page 74.

## Accepting calls for secondary lines

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

### Using the handset



Lift the handset.



Conduct call.



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

Step by step



or

Accept?

**Using the line keys**

Press the flashing line key. Speakerphone mode.

Confirm. Speakerphone mode.

**Making calls**

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

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



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

**Manual trunk seizure**



Lift the handset or press speakerphone key.



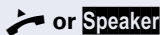
Press the required line key.



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

**Automatic trunk seizure**

**Prerequisite:** Your administrator has configured automatic trunk seizure.



Lift the handset or press speakerphone key.




The line defined during configuration is seized.



Enter the station number. The connection is set up.

### Step by step

 or **Speaker**



Redial {1} 12345? ▾

### Dialing the last dialed number

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

Lift the handset or press speakerphone key.

Press the required line key (→ page 107).

Redial is offered on the display as long as a number has been dialed previously:

Confirm. The connection is set up.

### Forwarding calls for primary line

The call forwarding can only be activated for the primary line. Which call forwards are possible, how they are configured and activated can be found from → page 54.

#### Call forwarding information

**Prerequisite:** Your administrator has activated "Forwarding shown".

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

- Who is calling
- The forwarding destination.

Step by step

## During calls

### Making and receiving calls on a single line


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

- Redial → page 49
- Consultation → page 50
- Alternate → page 51
- Callback → page 62
- Hold → page 78
- Call waiting (second call) → page 84
- Transferring a call → page 89
- Conference → page 98

Functions available exclusively for the primary line:

- Call lists → page 25
- Voicemail → page 25
- Call forwarding → page 54
- Do not disturb → page 120

---


 Depending on your individual settings, you will be notified of incoming calls → page 163.

---

### Making and receiving calls with multiple lines

#### Accepting a waiting call

---

 Depending on the settings for "Rollover", you will be notified of incoming calls → page 118.

---

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



Call on line 1.

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

### Step by step



All multi-line users that share the line on which the call is being held (→ page 17) can now pick up the held call. To prevent other users from answering the held call, you must place the call on "Consultation" hold → page 50.

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



Conduct call on line 2.



End call on line 2.



Press line key for line 1.



Retrieve call on line 1.

### Putting a line on hold

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

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



Press the call-line key.



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

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

Step by step

### Lines with hot or warm line function

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

The function is activated when on

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

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

Examples:

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

### Entering a number for the hot and warm line function

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

You can also configure this setting via the Web interface → page 190.



**Settings**

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the line you want.

Select and confirm the option shown.

### Step by step



Enter and confirm the destination.

Save & Exit

Select and confirm the option shown.

### Connecting

A station of a line trunk group is on a call. It's primary line is configured as a secondary line on your phone. This line now has the status "busy." You can connect to the call by pressing the illuminated key for this line (see also → page 17).

**Prerequisite:** A secondary line is set up on your multi-line phone, the option to connect to the call is activated for your phone and "system-based conference" is set up for your system (→ page 101).

If a preview is set up and activated for the relevant line (→ page 117), you have to press the line key a second time following the preview in order to connect.

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



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



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

You can now:

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



**Step by step**

## Direct station selection keys

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

### Calling a station directly

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

#### Calling from the idle menu

Press the relevant DSS key. The key lights up and a connection is established.



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

### Consultation with the DSS station

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

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



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

### Step by step

#### Call pickup

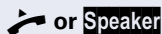
You can pick up calls for another DSS station. If a call is waiting on their line, the LED flashes.

#### Indirect pickup

**Prerequisite:** The auto-answer function must be deactivated → page 92.



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



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

#### Rejecting a call

**Prerequisite:** administrator must activate the reject option for DSS keys and auto-answer must be deactivated → page 92.



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

Reject



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

The caller hears a busy signal.

#### Direct pickup

**Prerequisite:** The auto-answer function must be activated → page 92.



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

Step by step

## Deflecting a call to a DSS station

**Prerequisite:** The deflect function must be approved for DSS keys. For information on the current setting, see → page 75.

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






Your phone rings and a line key flashes.



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

## LED display on DSS keys

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

### Step by step

## Settings for MultiLine (keyset)

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

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

## Setting the time for a delayed ringer

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



You can also configure this setting via the Web interface → page 190.

### Settings

User

Press the key shown.

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Keyset

Select and confirm the option shown.

Lines

Select and confirm the option shown.

Line 1

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

Ring delay

Select and confirm the option shown.



Enter and confirm a delay value.

Save & Exit

Select and confirm the option shown.

You can activate and deactivate the set delay time for all line keys using a function key → page 72.

Step by step

**Line preview**

**Prerequisite:** You are already on a call on one line and a further call rings on a secondary line. You have programmed a key with the "Preview" function → page 65.

**Preview for a call**

**Prerequisite:** Your administrator has deactivated the permanent preview function.



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



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

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

**Permanent preview**

**Prerequisite:** Your administrator has activated the permanent preview function.



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



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

Step by step

### Rollover for a line

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



or



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

or



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

or

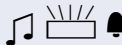


You hear a short **notification tone**



The ringer melody is not played in speakerphone mode.

---



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

## Step by step

## Privacy/security

### Deactivating the ringer

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



Hold down the key in idle mode or even when it rings until the "Ringer off" icon appears on the display.

or

You can also deactivate the function using the option in the idle menu (→ page 21).

Ringer off



Select and confirm the option shown.

### Reactivating the ringer



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

or

You can also activate the function using the option in the idle menu (→ page 21).

Ringer on



Select and confirm the option shown.

or

### Deactivating the ringtone with a key

**Prerequisite:** The "Ringer off" key must be programmed (→ page 65).



Press the "Ringer off" key.

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



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

## Step by step

### DND (Do Not Disturb)

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



On multi-line telephones (→ page 12) you can only activate the "Do not disturb" function for your primary line.

### Enabling/disabling DND



Press the **DND** key to activate the "Do not disturb" function.




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



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


or

### Enabling/disabling DND via the idle menu

Do not disturb on 

Select and confirm the option shown in the idle menu. The "Do not disturb" icon appears → page 22.

or.

Do not disturb off 

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



## Step by step



### Settings

if nec.







## To allow Do Not Disturb (DND)

You can also configure this setting via the Web interface  
→ page 190.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

## Step by step

## Security

### User password

Your User password protects your individual configurations, including your language settings. You can also use the User password to lock your telephone → page 125.

#### The administrator may have configured the following settings:

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



The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password-protected (see also → page 124)

## Step by step



The User password can also be modified via the Web interface → page 190.

### Settings

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Security?

Select and confirm the option shown.

Change user password ▼

Select and confirm the option shown.

Current password ▼

Select and confirm the option shown.



Enter the current password (at least six characters, text entry, see → page 19) and confirm your entry.

New user password ◆

Select and confirm the option shown.



Enter a new password (at least six characters) and confirm (text entry, see → page 19).

Confirm new user password ◆

Select and confirm the option shown.



Enter the new password again and confirm with OK.


Save & Exit ▼

Select and confirm the option shown.

Step by step

**Deactivating the user password**

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

 The deactivation of the password prompt does not affect the Web interface → page 190 or CTI applications that use a password prompt. As long as the user password is deactivated, you do not have access to user settings via the Web interface.

If you deactivate the user password, you are **not** able to lock the phone → page 125 and the user menu is **not** password-protected.

**Settings**

User

Press the key shown.

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Security?

Select and confirm the option shown.

Change user password ▾

Select and confirm the option shown.

Current password ▾

Select and confirm the option shown.



Enter the current password (at least six characters, text entry, see → page 19) and confirm your entry.

New user password ◆

Select and confirm the option shown.



Enter six zeros ("000000") to deactivate the password. Confirm entry (at least 6 characters, (text entry, see → page 19).

Confirm new user password ◆

Select and confirm the option shown.



Enter six zeros ("000000") to deactivate the password (for text input, see → page 19) and confirm.

Save & Exit ▾

Select and confirm the option shown.

## Step by step

## Phone locking

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

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



You can only lock the phone if you set a user password (→ page 122). The password for this must not be the default setting "000000".

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

## Activating the phone lock



Hold down the key shown.

Confirm lock?

Confirm. The "Locked phone" icon appears on the display → page 22.

or

Settings

User

Press the key shown.

Select and confirm the option shown.



Enter and confirm the user password.

Security?

Select and confirm the option shown.

Phone lock?

Select and confirm the option shown.

Phone lock = No

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Save & Exit

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

## Step by step



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

---

### Unlocking the phone

The following is displayed: Phone locked.

There are two options available for unlocking the phone:

- User unlock
- Admin unlock

User unlock?

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

or

Admin unlock?

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



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



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

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

---

## Step by step

## Mobility

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

### Mobility scenarios

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

#### Logging on and off at the same phone

- Log on as a mobility user → page 128.
- Log off as a mobility user → page 129.

#### Logging on and off at different phones

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

- Log on at a remote phone with forced logon, when the user is still logged on at that phone → page 130.
- Delayed logon at a remote phone with forced logon, when the user is still logged on at that phone and the phone is busy → page 131.

Step by step

## Logging on and off at the same phone

### Logging on to the phone

**Prerequisite:** No other mobility user is logged on.

#### Logon via a key

If a program key is configured for Mobility.



Press the "Mobility" program key.

or

#### Logon via the context menu

Mobile logon? 

Select from the idle display context menu (→ page 21) and confirm.

Mobility ID

The **Mobility logon** dialog appears.

You are prompted to enter your mobility ID.



Enter and confirm Mobility ID, usually a telephone number.

Enter password

You are prompted to enter the password.



Enter and confirm the user password.

The following messages appear on the display:

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

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



**Step by step**

**Logging off from the phone**

**Prerequisite:** You are logged on as a mobility user.

**Logoff via key**

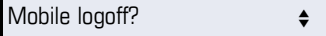
If a program key is configured for Mobility.



Press the "Mobility" program key.

**or**

**Logon via the context menu**




Select and confirm → page 21 the option shown in the idle display context menu.



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

In the graphic display, the following messages appear:

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

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

Step by step

## Logging on at different telephones

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

## Logging on with forced logoff at a remote phone

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

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

### Logon via a key

If a program key is configured for Mobility.



Press the "Mobility" program key.

or

### Logon via the context menu

Mobile logon

Select and confirm the option shown in the idle display context menu → page 21.

Mobility ID

You are prompted to enter your mobility ID.



Enter and confirm Mobility ID, usually a telephone number.

Enter password


You are prompted to enter the password.



Enter and confirm the user password.

The following mobility messages appear in the display:

- Validating
- Logging off elsewhere
- Registering

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

**Step by step**

**Logging on with forced, delayed logoff at a remote- phone**

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

**Logon via a key**

If a program key is configured for Mobility.



Press the "Mobility" program key.

or

**Logon via the context menu**

Mobile logon

Select and confirm the option shown in the idle display context menu → page 21.

Mobility ID

You are prompted to enter your mobility ID.



Enter and confirm Mobility ID, usually a telephone number.

Enter password

You are prompted to enter the password.



Enter and confirm the user password.


The following mobility messages appear in the display:

- Validating
- Logging off elsewhere



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

- Registering
- Downloading user data

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

### Step by step

## OpenScape Voice functions

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



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

### Feature toggle key

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

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

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

#### Example:

Switching between "Line busy" and "Line free" (see also → page 139).

**Prerequisite:** Your administrator configured a programmable key with the function "Busy" ("make line busy" for the hunt group) → page 68.



Press the programmable key – the key lights up.



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

## Step by step

## Making anonymous calls

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



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

## Deactivating

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



Lift the handset.



Enter the code (see the table of codes → page 152) to transmit the caller information.



You hear a confirmation tone or an announcement.

## Activating

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



Lift the handset.



Enter the code (see the table of codes → page 152) to suppress the caller ID.



Wait until you hear the confirmation tone or an announcement.

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

## Step by step

### Temporarily activating anonymous calling for the next call

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



Lift the handset.



Enter the code (see the table of codes → page 152).



Wait until you hear the confirmation tone or an announcement.



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

Caller ID transmission is reactivated after this call.

### Temporarily deactivating anonymous calling for the next call

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



Lift the handset.



Enter the code (see the table of codes → page 152).



Wait until you hear the confirmation tone or an announcement.



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

## Step by step

## Creating a list for selective calls

### For call acceptance

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

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

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

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



Lift the handset.



Enter the code (see the table of codes → page 152).

Various announcements deliver the following information:

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

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

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

### Step by step

#### For call rejection

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

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



Lift the handset.

Enter the code (see the table of codes → page 152).

Various announcements deliver the following information:

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

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

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



**Step by step**

## Anonymous calls

### Rejecting

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



Lift the handset.



Enter the code (see the table of codes → page 152).

### Accepting

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



Lift the handset.



Enter the code (see the table of codes → page 152).

## Step by step

### Using abbreviated dialing

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

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



Lift the handset.



Enter the code (see the table of codes → page 152) followed by a number between 0 and 999 for the phone number you want to dial.

The number is automatically dialed.

### Call tracing

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



Lift the handset.



Enter the code (see the table of codes → page 152). The phone number is determined. Ask your administrator for the result.

## Step by step

## Hunt group functions

To ensure optimum handling of specific calls, your telephone can be assigned to a pickup group → page 39 and/or a hunt group.

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

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

## Making a line busy

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

### Activating



Lift the handset.



Enter the code (see the table of codes → page 152).



Wait until you hear the confirmation tone.

### Deactivating

Make the line free once more for the hunt group.



Lift the handset.



Enter the code (see the table of codes → page 152).



Wait until you hear the confirmation tone.

### Step by step

#### Marking the last line in the hunt group chain

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

##### Activating



Lift the handset.



Enter the code (see the table of codes → page 152).



Wait until you hear the confirmation tone.

##### Deactivating

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



Lift the handset.



Enter the code (see the table of codes → page 152).



Wait until you hear the confirmation tone.

## Step by step

## Reachability

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

- Serial call
- Parallel call

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

## Serial call

### Managing number lists/activating serial call

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



Lift the handset.



Enter the code for the edit mode (see code table → page 152).

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

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

You are prompted to do one of the following:

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

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

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

### Step by step

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

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

## Parallel call

### Managing number lists/activating parallel call

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



Lift the handset.



Enter the code for the edit mode (see code table → page 152).

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

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

You are prompted to do one of the following:

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

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

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

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

## Step by step

### Activating/deactivating parallel call via code

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

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



Lift the handset.



Enter the code to activate or deactivate the parallel call (see code table → page 152).

## Step by step

### Parking a call

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

#### Call park



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



Enter the code for parking followed by a line number (see code table → page 152).

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



Replace the handset

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

#### Unparking

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



Lift the handset.



Enter the unparking code (see code table → page 152). He is prompted to enter a line number.



Enter the specified line number.



Your colleague is now connected with the waiting caller.



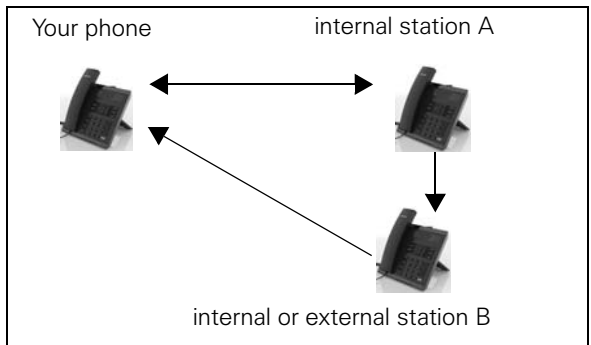
## Step by step

## Silent Monitoring

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

### Active silent monitoring

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



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



Lift the handset.



Enter the code for active silent monitoring and the destination number (see code table → page 152). You are connected to the call and can listen. If necessary notify station A.

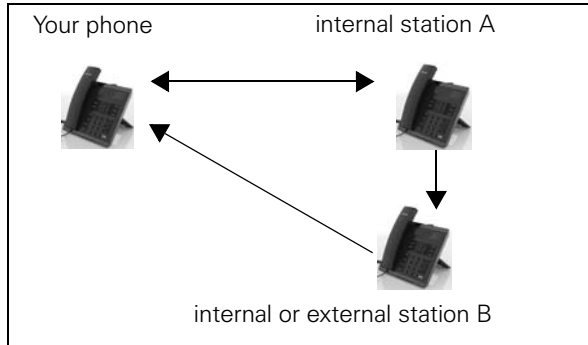


End the silent monitoring unnoticed by replacing the handset.

Step by step

### Muted silent monitoring

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



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



Lift the handset.



Enter the code for active silent monitoring and the destination number (see code table → page 152). You are connected to the call and can listen.



End the silent monitoring unnoticed by replacing the handset.

## Step by step

## One-way Intercom and Two-way Intercom function

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

Possible functions include:

- One-way Intercom
  - with variable input of member number
  - to a saved member number
- Two-way Intercom
  - with variable input of member number
  - to a saved member number

### Prerequisites:

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

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

Two-way Intercom connections can be established from the following states:

- In idle status
- During manual call holding
- In a consultation



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

## Step by step

### One-way Intercom

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

#### One-way Intercom with variable input of member number



Lift the handset.



Enter the code for One-way Intercom (see code table → page 152) followed by the one or two-digit member number of the respective team member.



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



To end the call, simply hang up.

#### One-way Intercom to a saved member number

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



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

### Two-way Intercom

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

#### Two-way Intercom with variable input of member number

#### Speaker

Press the key to use your speakerphone function.



Enter the code for Two-way Intercom (see code table → page 152) followed by the one or two-digit member number of the respective team member.



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

## Step by step

### Two-way Intercom to a saved member number

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



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



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

### Announcing the local phone number

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



Lift the handset.



Enter the code for "Announcing the local phone number" (see code table → page 152). The phone number is announced.



Then hang up.

### Step by step

## Dialling the last caller

You can retrieve and dial the phone number of the last answered or dialled caller. The following two functions could be used alternatively if you have disabled the call journal → page 104.

## Retrieving and dialling the last answered caller

The following phone numbers can be saved for retrieval:

- The last answered call
- The last missed call
- The last picked up call (group call)



Lift the handset.



Enter the code for dialling the last answered caller (see code table → page 152). The phone number is dialled and the connection is established.

## Retrieving and dialling the phone number of the last caller dialled

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



Lift the handset.



Enter the code for dialling the last caller dialled (see code table → page 152). The phone number is dialled and the connection is established.

## Step by step

## Picking up out-of-hours calls

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

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

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



Lift the handset.

Enter the code (see code table → page 152) for the out-of-hours call pickup in order to pick up the ringing call.



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

## Step by step

## Code table for OpenScape Voice functions

Ask your administrator to enter the latest codes.

Function	Code	Description
Making anonymous calls off		→ page 133
Making anonymous calls on		→ page 133
Making anonymous calls temporarily on		→ page 134
Making anonymous calls temporarily off		→ page 134
List for selective call acceptance		→ page 135
List for selective call rejection		→ page 136
Rejecting anonymous calls		→ page 137
Accepting anonymous calls		→ page 137
Using abbreviated dialing		→ page 138
Call tracing		→ page 138
Making a line busy on		→ page 139
Making a line busy off		→ page 139
End of hunt group chain on		→ page 140
End of hunt group chain off		→ page 140
Edit mode for serial call		→ page 141
Edit mode for parallel call		→ page 142
Activating a parallel call		→ page 143
Deactivating a parallel call		→ page 143
Parking a call		→ page 144
Unparking a call		→ page 144
Active silent monitoring		→ page 145
Muted silent monitoring		→ page 146
One-way Intercom		→ page 148
Two-way Intercom		→ page 148
Announcing the local phone number		→ page 149
Last answered caller		→ page 150
Last dialled caller		→ page 150
Picking up out-of-hours calls		→ page 151



## Step by step

## Impact Levels

Communication in the PSN (Public Sector Network) is split into areas of different Impact Levels (**IL**). The Impact Level dictates how you as a user should conduct the telephone call in question. It is described below how to determine whether your call partner belongs to a lower Impact Level when the connection is being established or has been established.

Calls with a low Impact Level are treated in a particular way, either through their own icons, text labels and/or a special ringtone. It should be noted that the Impact Level causes no restriction when using the phone either during or prior to connection. Calls of the same or a higher Impact Level **IL** are not identified in any particular way.



To ensure unrestricted functionality of the Impact Level function, the advisory tone must be disabled for unsecured voice connections (→ page 169).

---

### Step by step

## Answering a call with a lower IL

**Prerequisite:** The administrator has assigned separate call signals for calls with a lower Impact Level.

### Answering a call

The phone rings with the defined ringtone for calls with a lower Impact Level.



The caller is shown with a special icon and the advisory "**Lower IL**".



Lift the handset.

You can also answer the call if appropriate using the loudspeaker key or via the headset.

### Answering forwarded calls

The phone rings with the defined ringtone for calls with a lower IL.



The caller is shown with a special icon, the forwarding icon and the advisory "**Lower IL**".



Lift the handset.

You can also answer the call if appropriate using the loudspeaker key or via the headset.

### Answering a second call

The phone rings with the defined ringtone for second calls with a lower IL.



The caller is shown with a special icon and the advisory "**Lower IL**".



Lift the handset.

You can also answer the call if appropriate using the loudspeaker key or via the headset.

## Step by step

## Calls to a lower IL

If you are calling a partner with a lower IL, this will be displayed when the connection is established.

### Off-hook dialing



Lift the handset.



Enter the station number.

In the pop-up menu:

Dial

Confirm or wait until the dial delay expires (see → page 95).

or

In the pop-up menu:

Repeat dialing S. Hawking

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



The connection is set up. A special icon and the advisory "**Lower IL**" are shown on the display.



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

## Forwarding a call with a lower IL

If you are forwarding a partner with a lower IL to a partner with a higher IL, this will be displayed when the connection is established.

**Prerequisite:** The Deflect function is approved by the administrator.

A call with a lower IL rings.

Select and confirm the option shown.

Deflect



Enter and confirm the phone number.



The connection is set up. A special icon, the forwarding icon and the advisory "**Lower IL**" are shown on the display.

1. Please note the information in relation to the call journal on → page 49

### Step by step

## Conducting a call with a lower IL

If you have answered a call with a lower IL, this will be documented on the display.

## Conducting a call



You are connected with the partner from a lower Impact Level (IL) zone. The advisory "**Lower IL**" is displayed in the second call line.

## Holding a call



If the held call has the status of a lower IL, the advisory "**Lower IL**" will also be displayed.

## Conference



You are connected with two or more partners in a conference call. At least one of the partners belongs to the lower IL zone. The advisory "**Lower IL**" is displayed in the "Conference" line.

## Reconnecting

You have ended a consultation call for example by replacing the handset. The held partner is awaiting retrieval.



If the held call has the status of a lower IL, the advisory "**Lower IL**" will also be displayed.

Retrieve held call

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

## IL alarm

If you have activated an IL alarm (→ page 174), you will see an advisory on the display and a defined ringtone rings if the IL changes from a higher to a lower IL. This can happen for example when a call is picked up.

## Step by step


## Individual phone configuration

## Display

## Setting contrast

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



You can also configure this setting via the Web interface  → page 190.

## Settings

Press the key shown.

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

or

Set and confirm the contrast

Select and confirm the option shown.

### Step by step

## Date and time

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



You can also configure these settings via the Web interface → page 190.

## Setting the time

Press the key shown.

Select and confirm the option shown.

**Settings**

User

**if nec.**

Enter and confirm the user password.

Date and time?

Select and confirm the option shown.

Time = 14:44

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



Enter and confirm the time.

Save & Exit

Select and confirm the option shown.

## Setting the date

Press the key shown.

Select and confirm the option shown.

**Settings**

User

**if nec.**

Enter and confirm the user password.

Date and time?

Select and confirm the option shown.

Date = 20.02.2007

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



Enter and confirm the date.

Save & Exit

Select and confirm the option shown.

## Step by step

## Setting daylight saving time

**Prerequisite:** **Auto DST** is deactivated → page 161.

You can also configure this setting via the Web interface → page 190.



## Settings

User

Press the key shown.

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Date and time?

Select and confirm the option shown.

Daylight saving = No



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

Yes



Confirm.

Save &amp; Exit



Select and confirm the option shown.

## Setting the difference between daylight saving and standard time

**Prerequisite:** **Auto DST** is deactivated → page 161.

Enter the difference to be used for daylight saving time.



You can also configure this setting via the Web interface → page 190.

## Settings

User

Press the key shown.

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Date and time?

Select and confirm the option shown.

Difference (mins) = 60



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



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

Save &amp; Exit



Select and confirm the option shown.

### Step by step



#### Settings

User

if nec.

Date and time?



#### Settings

User

if nec.

Locality?

Time format = 24 hours ▲

12 hours (AM/PM) ▼

Save & Exit ▼

## Automatic daylight saving time

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

You can also access this information via the Web interface → page 190.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Daylight saving time must be manually set if a **No** is entered for **Auto DST** → page 160.

## Time display format

You can also configure this setting via the Web interface → page 190.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

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

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

Select and confirm the option shown.



## Step by step

## Date display format



You can also configure this setting via the Web interface  
→ page 190.

## Settings

User

Press the key shown.

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Locality?

Select and confirm the option shown.

Date format = dd/mm/yyyy



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

yyyy/mm/dd



Select and confirm the format you want.

Save &amp; Exit



Select and confirm the option shown.

Step by step

## Audio

### Volumes

Use this selection to set the following volumes:

- Loudspeaker
- Ringer
- Handset
- Headset
- Handsfree
- Rollover



You can also configure this setting via the Web interface → page 190.

Example: **Handset**:

**Settings**

Press the key shown.

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

 or 

Set and confirm the volume.

Select and confirm the option shown.

## Step by step

## Settings

## Room character

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



You can also configure this setting via the Web interface → page 190.

## Settings

User

Press the key shown.

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Room character = Normal



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

Save &amp; Exit



Select and confirm the option shown.

## Ringtone

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



You can also configure this setting via the Web interface → page 190.

## Settings

User

Press the key shown.

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

### Step by step

Ringer file = Ring file

Select and confirm the option shown.

Ring file?

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

Save & Exit

Select and confirm the option shown.

### Pattern melody



You can also configure this setting via the Web interface → page 190.

**Prerequisite:** You have chosen the "pattern" ringtone, see → page 164.

### Settings

User

Press the key shown.

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Ringer melody = 2

Select the required pattern melody<sup>[1]</sup> between 1 and 8 (e. g. **4**). You will immediately hear the corresponding Ringer melody. Confirm the selected Ringer melody.

Save & Exit

Select and confirm the option shown.

### Pattern sequence



You can also configure this setting via the Web interface → page 190.

**Prerequisite:** You have chosen the "pattern" ringtone, see → page 164.

### Settings

User

Press the key shown.

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

1. The phone displays the current setting.

## Step by step

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Ringer tone sequence = 2

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

Save & Exit

Select and confirm the option shown.

### Country setting for speakerphone mode

Enter the country setting you prefer for speakerphone mode here (see → page 36).



You can also configure this setting via the Web interface → page 190.

**Settings**

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Open listening = Standard mode

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

Save & Exit

Select and confirm the option shown.

### Headset socket

Enter the type of headset here.



You can also configure this setting via the Web interface → page 190.

**Settings**

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

### Step by step

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Headset socket = Standard mode

Select and confirm the setting you want in the context menu ("Wired headset", "Cordless headset" or "Conference unit").

Save & Exit

Select and confirm the option shown.

### Special ringers

This feature allows up to four different incoming call types to have a special ringtone so you will hear different ringtones when receiving a call depending on who is calling.

You can assign special ringtones to following call types:

- Internal
- External
- Recall
- Emergency

**Preposition:** The administrator has enabled the special ringers.



You can also configure this setting via the Web interface → page 190.

### Settings

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Audio

Select and confirm the option shown.

Special ringers?

Select and confirm the option shown.

The setting sequence is the same for all 4 types. In the following the settings for "Internal" are described.

Internal

Select and confirm the option shown.

## Step by step

Available Yes

"Yes" shows, that the administrator has enabled the special ringers.

Ringer sound

Select and confirm the option shown.

ABC.wav

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

Pattern melody

Select and confirm the option shown.

4

Select the required pattern melody<sup>[1]</sup> between 1 and 8 (e. g. **4**). You will immediately hear the corresponding Ringer melody. Confirm the selected Ringer melody.

Pattern sequence

Select and confirm the option shown.

2

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

Save &amp; Exit ▼

Select and confirm the option shown.

1. The phone displays the current setting.

### Step by step

## Tone and indication with an unsecured voice connection

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

**Prerequisite:** Secure connection setup is the preference set by your administrator.



You can also configure this setting via the Web interface → page 190.

### Settings

User

Press the key shown.

Select and confirm the option shown.

if nec. 

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Secure call alert = No

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select and confirm the option shown.



## Step by step

## Key click

You can configure whether a key click should be audible when a key is pressed. You can also decide whether this should apply for all keys or only for the keys on the keypad. In addition, you can adjust the click volume or disable the sound.



You can also configure this setting via the Web interface → page 190.

## Settings

Settings

Press the key shown.

Select and confirm the option shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the User password.

Phone

Select and confirm the option shown.

Key click

Select and confirm the option shown.

## Adjusting the volume for the Key click

Volume

Select and confirm the option shown.

Medium

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

- Low
- Medium
- High
- Off (for no click)

## Key selection

Keys

Select and confirm the option shown.

Keypad only

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

or

All keys

Select and confirm the option shown.

Save &amp; Exit

Confirm the option shown.

## Step by step

### Setting the language and country

#### Selecting a language

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



You can also configure this setting via the Web interface → page 190.

#### Settings

User

Press the key shown.

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Locality?

Select and confirm the option shown.

Language = Deutsch

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

English

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

Save & Exit

Select and confirm the option shown.

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

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

## Step by step



### Settings

User

if nec.

Locality?

Country = DE

US

Save & Exit

## Country-specific settings

Adapt your phone settings to suit the relevant country-specific conditions (for example, transmission parameters).

You can also configure this setting via the Web interface → page 190.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

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

Select and confirm to set the country<sup>[1]</sup>, here US, for instance.

Select and confirm the option shown.

### You may choose from the following countries

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

1. The phone displays the current setting.

## Step by step

## Alarm on changing the IL

If a call switches from a higher to a lower IL (Impact Level), this will be indicated by the pop-up text **Changing the IL**.



You can also configure this setting via the Web interface → page 190.

## Settings

Press the key shown.

Confirm the option shown.

if nec.



Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu. The advisory function is activated.

Confirm the option shown.

### Step by step

#### Settings

User

if nec. 

Network information

## Network information

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

Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

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

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

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

**DNS domain:** The DNS domain that can be assigned to the telephone in addition to the IP address (e.g. http://my-OpenScape DeskPhone IP 35G.phone/).

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

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

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

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

## Step by step

## Resetting user data

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

- Display contrast
- Language setting
- Audio settings
  - Volumes
  - Settings
- Call lists
  - All entries are deleted
- Programmable keys
  - All personalized programming is deleted (see also → page 73).

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

## Initiating the reset

Settings

User

Press the key shown until the "Menu" tab is active.

Confirm.

if nec. 

Enter and confirm the user password.

Reset

Select and confirm the option shown.

Reset all user data?

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

or

Cancel?

To cancel the process.

### Step by step

## Call recording

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

You should configure a recording button in order to simplify handling of manual call recording → page 65. It is assumed in the description below that a corresponding key has been configured.

## Recording modes

The administrator can configure the following operating modes for call recording:

- Manual
- AutoStart
- All Calls
- Disabled

The following settings are possible to audibly signal the recording:

- Repeated
- Single Shot
- Off

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

### **Mode: ALL CALLS:**

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

### **Mode: MANUAL**

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

### **Mode: AUTOSTART**

The telephone starts the recorder automatically. You can stop or pause the recorder yourself however and restart it. If a call has already been recorded, new



## Step by step

incoming and outgoing calls will also be recorded. If you pause the recorder during a call, special calls such as consultation calls, call pickups and second calls will not be recorded as long as the recorder is paused. If the telephone reverts to idle status, the AutoStart process is set up again for the next call.

## Explanations of recording

### Recordable calls

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

- Outgoing
- Incoming
- Consultation
- Pickup
- Reconnect
- Second call
- Connected call
- Conference<sup>1</sup>
- Automatic call acceptance
- Secured or unsecured line

### Non-recordable calls

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

1. Server-based conference only

### Step by step

#### Enhanced functions:


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

#### The following features are not supported:

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

#### Recording tips

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

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

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

#### Multiline

There is no difference between multi-line calls and single-line calls when it comes to recording calls. If recording has started, the call is recorded, otherwise not. The recording status of a line continues as long as calls are connected to this line.

For example, if line A is being recorded (manually triggered) and the caller switches to line B or puts line A on manual hold and switches to line B, the recording is ended and a partial recording is saved.

If recording for the call on line B is disabled (operating mode = Manual or AutoStart) and the caller switches to line A, the recording for line A is not restarted.

The operating modes mentioned (All Calls, AutoStart or Manual) refer to the telephone and are therefore the same for all lines


1. Server-based conference only

## Step by step

## Recording calls

### Automatic call recording

This is the simplest mode. If you have accepted a call or called a subscriber and the subscriber answers, the call is recorded automatically. Refer to → page 178 to check which calls this can be.

As soon as the recording starts, you will see the recording symbol  and hear a beep (see also → page 179).

You cannot pause the recording manually in this mode.

### Manual call recording

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

**Prerequisite:** Manual mode is selected. The recording button is configured and indicates the status.

Recording on

Recording off

or



Press the recording button to enable the option - the LED key lights up.



or press the key shown to disable the option - the LED extinguishes.

The recording button also indicates the status change if you activated or deactivated call recording via the context menu.

### Step by step

#### Call recording with AutoStart

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




Lift the handset.

or



Press the key shown.



The station answers. You hear a beep, the recording symbol  is shown on the display and the recording button LED remains lighting. The call is now being recorded (see also → page 179)

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



or



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

## Step by step

## Controlling call recording

### Starting call recording manually during a call

**Prerequisite:** Manual mode or AutoStart is selected. You are conducting a call. Recording has not started. The recording button LED is not lighting.



You are conducting a call (see also → page 178).



Press the recording button to start the recording - the LED key lights up.

You hear a beep and the recording symbol  $\Omega\Omega$  is shown on the display. The call is now being recorded (see also → page 179)

### Pausing call recording manually during a call

**Prerequisite:** Manual mode or AutoStart is selected. You are conducting a call. Recording has started. The recording button LED lights up.



You are conducting a call (see also → page 178).



Press the recording button to pause the recording - the LED extinguishes and the recording symbol  $\Omega\Omega$  on the display disappears.

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

### Ending call recording automatically

**Prerequisite:** You are conducting a call. Recording has started. The recording button LED lights up.



or **Speaker**

The recording is ended automatically as soon as the call is terminated or if the call status changes so that the call is no longer being recorded - for example if a line is placed on manual hold and another line is seized (Multiline).

The LED extinguishes and the recording symbol  $\Omega\Omega$  on the display disappears.

Step by step

### Consultation during call recording

**Prerequisite:** You are conducting a call. Recording has started. The recording button LED is lighting.

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



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



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

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

### Second call during call recording

**Prerequisite:** You are conducting a call. Recording has started. The recording button LED is lighting.



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

A second call party camps on → page 84.

In the pop-up menu:

Accept

Select and confirm the option shown.

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

## Step by step

**Call recording while alternating**

**Prerequisite:** You have an active or held consultation or second call. Recording has started. The recording button LED is lighting.



You are connected with the second party. You hear a beep and the recording symbol  $\text{Q}\text{O}$  is shown in the line for the second call.

Alternate

Select and confirm the option shown in the context menu for this connection.



You are switched to the main call. You hear a beep and the recording symbol  $\text{Q}\text{O}$  is shown in the line for the main call – this call is now being recorded.

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

**Your call is paused and reconnected during the recording.**

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



Your call partner has placed the call on hold. You hear the music on hold. The recording is paused and the recording symbol  $\text{Q}\text{O}$  has disappeared from the display.



Your call partner resumes the call. You hear a beep and the recording symbol  $\text{Q}\text{O}$  is shown on the display.


### Step by step

Conference

## Setting up a conference during recording

**Prerequisite:** You are conducting a consultation call → page 50 or you have accepted a second call → page 84 and the "System conference" feature was configured by the administrator. Recording has started. The main call is placed on hold. The recording button LED is lighting.

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


You hear a beep and the recording symbol  is shown in the line for the conference call.

## Adding conference participants

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




You have performed a consultation or accepted a second call (→ page 50 or → page 84). The conference call is placed on hold.

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

Conference

Select the option shown in the context menu for the consultation or second call in order to include the new participant in the conference. The conference is displayed with all current participants.

You hear a beep and the recording symbol  is shown again in the line for the conference call.




## Step by step


**Your call is included in a conference during the recording.**

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



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



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


**Putting a line on hold manually during the recording**

There are two options for placing a line manually on hold:


- You place the active line on hold during the call recording and then resume the call on this line.
- You seize a different line during call recording. The first line is placed on manual hold.

**Prerequisite:** The telephone has more than one line configured. The active line is being recorded. The recording button LED is lighting.

**Holding and retrieving the call on the line**

You are conducting a call, for example on line A. You hear a beep and the recording symbol  is shown on the display. The call is now being recorded.



Press line key A. The line key LED starts flickering. The call is placed on hold. The recording is paused while the call is on hold. The recording symbol  on the display disappears.

### Step by step



#### Retrieving a held call:

Press line key A. The line key LED lights up. The call is retrieved. You hear a beep and the recording symbol  $\text{Q}\text{O}$  is shown on the display again. Call recording is continued.

#### Holding a call on the line and conducting a call on a different line



Press line key B – the LED lights up. You hear a beep and the recording symbol  $\text{Q}\text{O}$  is shown on the display for line B – this call on line B is being recorded. Line A is placed on hold, call recording of line A has been terminated.



Press line key A to resume the call. You hear a beep and the recording symbol  $\text{Q}\text{O}$  is shown on the display for line A – a new recording of line A commences.

## Step by step

## Diagnostic information

This information overview in the user area of the service menu provides you with information on the current configuration of the telephone:

**Settings**

**if nec.**



Press the key shown.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

You see a numbered list of telephone parameters with the current settings.

You can see a more structured view of the list via the WEB Surface → page 190:

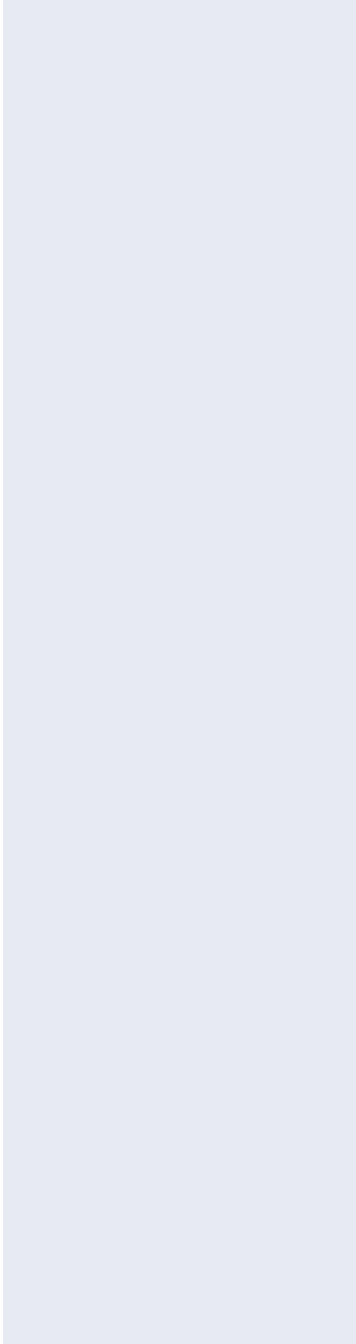
Example:

Diagnostic.Information		
2013-02-23 12:24:00		
00	terminal.number:	3334
01	sip.server:	192.168.1.240
02	sip.port:	5060
03	sip.registrar:	192.168.1.240
04	sip.registrar.port:	5060
05	sip.gateway:	192.168.1.240
06	sip.transport:	UDP
07	sip.gateway.port:	5060
08	server.features:	No
09	dns.results:	5060
10	multiline:	No
11	registered.lines:	5060
12	backup.active:	Yes
13	backup.proxy:	
14	software.version:	V3 R2.24.0 SIP 110514
15	display.message:	None
16	last.restart:	2013-01- 19T13:42:02

### Step by step

Diagnostic.Information		
17	memory.free:	23131K free
18	ip.adress:	192.168.1.203
19	subnet.mask:	255.255.255.0
20	default.route:	192.168.1.2
21	primary.dns:	192.168.1.105
22	secondary.dns:	192.168.1.2
23	route.1.ip:	
24	route.1.gateway:	None
25	route.1.mask:	None
26	route.2.ip:	None
27	route.2.gateway:	None
28	route.2.mask:	None
29	mac-address:	0001e32c680c
30	discovery.mode:	Manual
31	dhcp.reuse:	No
32	lan.port.type:	0
33	pc.port.status:	None
34	pc.port.type:	0
35	pc.port.autoMDIX:	No
36	vlan.id:	
37	qos.layer.2:	
38	qos.layer.2.voice:	5
39	qos.layer.2.signalling:	None
40	qos.layer.2.default:	0
41	qos.layer.3:	Yes
42	qos.layer.3.voice:	13
43	qos.layer.3.signalling:	7
44	lldp.med.operation:	

**Step by step**




# Web interface

## General

You can configure a number of settings for your phone via the Web interface. Communication is via a secure HTTPS connection. Access to the Web interface must be activated by administrator.

## Calling up the Web interface

---

 For more information on the IP address, the Web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → page 175.

---

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

**https://[IP address of the phone]**


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

or

**https://[Name of the phone]**

[Name of the phone] which was assigned by administrator.

---

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

You will be prompted to configure a user password the first time you call up the Web interface → page 122. You must log on with this password in future every time you want to open the User Pages.

---

## Administrator Pages

This area allows settings for administering your phone and the network environment. Access to the Administrator Pages is protected by the admin password. For more information, contact your administrator.

### User pages

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

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

### Button functions

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






## User menu

All settings that you can make via the Web interface's user menu can also be made via the phone's user menu






### User Pages

User login  → page 122








#### Date and Time

- Local time  → page 159
- Local date (day, month, year)  → page 159
- Allow daylight saving  → page 160
- Difference (minutes)  → page 160
- Auto time change  → page 161

































#### Audio

- Volume
  - Loudspeaker
  - Ringer
  - Handset
  - Headset
  - Handsfree
  - Rollover
- Settings
  - Ringer melody ( → page 165)
  - Ringer tone sequence ( → page 165)
  - Ring file ( → page 164)
  - Room Character ( → page 164)
  - Open listening ( → page 166)
  - Headset socket
- Special ringers
  - Internal
  - External
  - Recall
  - Emergency

### Configuration

- Outgoing calls
  - Autodial delay (seconds)  → page 95
  - Allow callback  → page 63
  - Allow busy when dialing  → page 97
  - Allow transfer on ring  → page 91
  - Allow immediate dialing → page 47
- **Incoming calls**
  - Deflecting
    - Allow deflection ( → page 74)
    - Default deflect destination  → page 74
    - Deflect to DSS  → page 75
  - Forwarding






- Settings
  - Forwarding Favorites Destination 1 to Destination 5  
 → page 56
  - Forward all calls allowed  → page 58
  - to  → page 58
  - Direct destination  → page 55
  - Forward on busy allowed  → page 58
  - to  → page 58
  - Direct destination  → page 55
  - Forward on no reply allowed  → page 58
  - to  → page 58
  - Direct destination  → page 55
  - No reply delay (seconds)<sup>[1]</sup>  → page 60
- Alerts
  - Visual alerts  → page 77
  - Audible alerts  → page 77
  - Forwarding party → page 61
- Handling
  - Allow call waiting  → page 87
  - Allow DND  → page 120
  - Allow busy when dialing  → page 97
- CTI calls
  - Allow auto-answer  → page 92
  - Allow beep on auto-answer  → page 92
  - Allow auto-reconnect  → page 93
  - Allow beep on auto-reconnect  → page 93
- Connected calls
  - Allow call transfer  → page 90
  - Allow call joining  → page 53
  - Allow exit conference  → page 100
  - Allow hold reminder  → page 80
  - Hold reminder delay (minutes)  → page 81
  - Hold and hang-up  → page 80
  - Allow music on hold  → page 83
  - Allow conferences  → page 99
  - Allow secure call alert  → page 169
  - Toggle associate → page 88
  - Lower IL alert  → page 174
- **Keyset**
  - Lines
    - Ring delay (seconds)  → page 116
    - Address<sup>[2]</sup>
    - Primary line<sup>[1]</sup>
    - Ring on/off<sup>[1]</sup>
    - Hot-/Warmline<sup>[1]</sup>
    - Hot warm destination  → page 111

[1]. Only if "Server features" was deactivated by your administrator





[2]. Information - read only

- Overview
- BLF
  - Busy Lamp Field: **not** for OpenScape Voice
- Call logging
  - Enable call log  → page 104


## Phone

- Display settings
  - Contrast  → page 158
- Program keys
  - Normal
    - Edit  → page 66 .
  - Shifted
    - Edit  → page 66.
- Key Module (if available such as Program keys)
- Key click
  - Volume
    - Off
    - Low
    - Medium
    - High
  - Keys
    - Keypad only
    - All keys

## Locality

- Country  → page 173
- Language  → page 171
- Date format  → page 162
- Time format  → page 161

## Security

- Password
  - Current Password
  - New password  → page 122
  - Confirm password

Diagnostic information  → page 188

# Fixing problems

## Caring for your telephone

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

## Troubleshooting

### Pressed key does not respond:

- Check if the key is stuck.
- If the telephone is locked redial keys cannot be used. This also applies when an emergency number is saved on it.

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

### The phone does not ring on call:

Check whether the ringtone is deactivated (see icon in the status bar on the display → page 120). If it is deactivated, activate the ringtone

### You cannot dial a number:

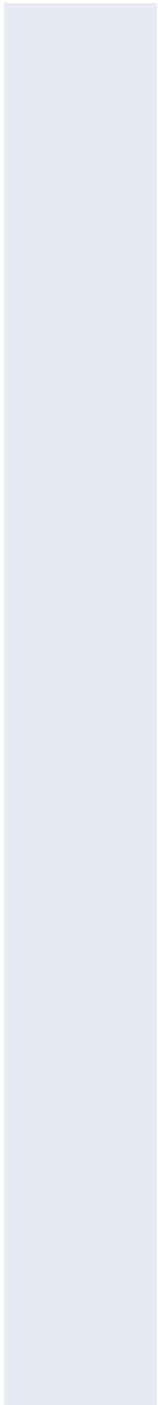
Check whether your telephone is locked ("Phone locked. To unlock enter the PIN" appears on the screen ). If the phone is locked, unlock it.

### To correct any other problems:

First contact the relevant administrator. If the administrator is unable to correct the problem, contact Customer Service.

## Contact partner in the case of problems

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



## Local user menu

### Opening the user menu on the phone

To open the user menu, press the **Settings** key.

On the Settings tab, select the User menu option.

You are prompted to enter the User password → page 122.

Confirm this with **OK**.

The options of the user menu are available.

### User menu display

The majority of settings that can be made via the user menu on the phone, can also be made via the web interface → page 190.

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







The options grayed out are not available on the OpenScope Desk Phone IP 35G or have no function.

#### ⊕ User

##### Date and time?

- Time = hh:mm → page 159
- Date = DD.MM.YYYY → page 159
- Daylight saving = Yes → page 160
  - No?
  - Return?
- Difference (mins) = mm → page 160
- Auto DST = Yes/No → page 161
- Save & Exit
- Exit (no save)

#### ⊕ Audio?

- Volumes?
  - Loudspeaker =  → page 163
  - Ringer =  → page 163
  - Handset =  → page 163
  - Headset =  → page 163
  - Handsfree =  → page 163
  - Rollover =  → page 163
  - Save & Exit
  - Exit (no save)
- Settings?
  - Ringtone = Ring file → page 164
    - Pattern?
    - Ringer1.wav?

- Ringer2.wav?
- Ringer3.wav?
- Ringer4.wav?
- Ringer5.wav?
- Ringer6.wav?
- Return?
- Ringer melody = 2 → page 165
  - 1?
  - 2?
  - 3?
  - 4?
  - 5?
  - 6?
  - 7?
  - 8?
  - Return?
- Ringer tone sequence= 1 → page 165
  - 1?
  - 2?
  - 3?
  - Return?
- Room character = Normal → page 164
  - Normal?
  - Echoing?
  - Muffled?
  - Return?
- Open listening = Standard mode → page 166
  - Standard mode?
  - US mode?
  - Return?
- Headset socket = Wired headset → page 166
  - Cordless headset?
  - Conference unit?
  - Return?
- Save & Exit
- Exit (no save)
- Special ringers?
  - Internal
    - Available?
    - Ringer sound?
    - Ringer melody?
    - Ringer sequence?
    - Return?
  - External?
    - Available?
    - Ringer sound?
    - Ringer melody?

- Ringer sequence?
- Return?
- Recall
  - Available?
  - Ringer sound?
  - Ringer melody?
  - Ringer sequence?
  - Return?
- Emergency
  - Available?
  - Ringer sound?
  - Ringer melody?
  - Ringer sequence?
  - Return?
- Return?

## **⊞ User Configuration?**

### **- Outgoing calls?**

- Autodial delay = 6 → page 96
  - 1?
  - 2?
  - 3?
  - 4?
  - 5?
  - 6?
  - 7?
  - 8?
  - 9?
  - Return?

- Callback = No → page 63
  - Yes?
  - Return?

- Busy when dialing = Yes → page 97
  - No?
  - Return?

- Transfer on ring = Yes → page 91
  - No?
  - Return?

- Immediate dialing = Yes → page 47
  - No?
  - Return?

- Save & Exit
- Exit (no save)

### **- Incoming calls?**

- Deflect?
  - Allow deflection = Yes → page 74
  - No?
  - Return?

- Default destination = → page 74
- Deflect to DSS = Yes/No<sup>[1]</sup> → page 75
- Save & Exit
- Exit (no save)
- Forwarding?
- Settings?
  - All calls: 12345 → page 58
    - Turn on?
  - Enter destination → page 56
  - List of saved numbers, if applicable
  - Edit favorites? → page 57
    - Destination 1
    - Destination 2
    - Destination 3
    - Destination 4
    - Destination 5
    - Save & Exit
    - Exit (no save)
  - Copy → page 57
  - Paste (if copying is active) → page 57
  - Return
  - Busy: 12345 → page 58
    - Turn on?
  - Enter destination → page 56
  - List of saved numbers, if applicable
  - Edit favorites? → page 57
    - Destination 1
    - Destination 2
    - Destination 3
    - Destination 4
    - Destination 5
    - Save & Exit
    - Exit (no save)
  - Copy → page 57
  - Paste (if copying is active) → page 57
  - Return
  - No reply: 12345 → page 58
    - Turn on?
  - Enter destination → page 56
  - List of saved numbers, if applicable
  - Edit favorites? → page 57
    - Destination 1
    - Destination 2
    - Destination 3
    - Destination 4
    - Destination 5

[1]. Information - read only




- Save & Exit
  - Exit (no save)
- Copy → page 57
- Paste (if copying is active) → page 57
- Set delay = 16<sup>[1]</sup> → page 60
- Alerts
  - Visual alerts = No → page 77
    - On?
    - Return?
  - Audible alerts = No → page 77
    - On?
    - Return?
  - Forwarding party = Display last → page 61
    - Display first?
    - Display last?
    - Return?
  - Save & Exit
  - Exit (no save)
- Handling?
  - Allow call waiting = Yes → page 87
    - No?
    - Return?
  - Allow DND = Yes → page 120
    - No?
    - Return?
  - Busy when dialing = Yes → page 97
    - No?
    - Return?
  - Save & Exit
  - Exit (no save)
- CTI calls?
  - AutoAnswer = Yes → page 92
    - No?
    - Return?
  - AutoAnswer beep = Yes → page 92
    - No?
    - Return?
  - AutoReconnect beep = Yes → page 93
    - No?
    - Return?
  - Save & Exit
  - Exit (no save)
- Return?
- **Connected calls?** → page 90
  - Allow call transfer = Yes
  - No?
  - Return?

[1]. Only if "Server features" was deactivated by your administrator

- Allow call joining = Yes → page 53
  - No?
  - Return?
- Allow exit conf = Yes → page 100
  - No?
  - Return?
- Allow hold rem. = Yes → page 80
  - No?
  - Return?
- Hold rem. delay = 8 → page 81
  - 3?
  - 4?
  - 5?
  - 6?
  - 7?
  - 8?
  - 9?
  - 10?
  - 11?
  - 12?
  - 13?
  - 14?
  - 15?
  - Return?
- Hold and hang-up = Yes → page 82
  - Yes
  - No
- Music on hold = Yes → page 83
  - No?
  - Return?
- Allow conferences = Yes → page 99
  - No?
  - Return?
- Secure call alert = Yes → page 169
  - No?
  - Return?
- Toggle associate = Yes → page 88
  - No?
  - Return?
- Lower IL alert → page 174
  - Yes
  - No
- Save & Exit
- Exit (no save)
- **+** **Keypad?**
  - Lines?
  - Line (one of **three** possible)

- Ring delay = 0 → page 116
- Allow in overview = Yes
  - No?
  - Return?
- Hot warm action<sup>[1]</sup> = No Action
- Hot warm dest = nnnn → page 111
- Address<sup>[1]</sup> = nnnn
- Ring on/off<sup>[1]</sup> = On
- Selection order<sup>[1]</sup> = 1
- Save & Exit
- Exit (no save)
- Return?
- Overview?
  - Line (up to **three** lines)
    - Move down?
    - Move to bottom?
    - Use FPK order?
    - Add all lines?
    - Return?
  - Save
  - Do not save
  - Return?
- Return?
- Return?
- Call logging
  - Options: Save & Exit
  - Exit (no save)
  - Enable call log Yes → page 104
    - Yes
    - No

### ⊕ Phone?

- Display settings?
  - Contrast =  → page 158
  - Save & Exit
  - Exit (no save)
- Program keys
  - Press the key to be programmed*
  - Normal = Unallocated → page 66
    - Unallocated?
    - *Further functions, see* → page 206
  - Label = *predefined or customized*
  - Settings = *function-dependent*
  - Shifted = Unallocated → page 66
    - Unallocated?
    - *Further functions, see* → page 207
  - Label = *predefined or customized*

[1]. Information - read only

- Settings = *function-dependent*
- Save & Exit
- Exit (no save)
- Key Module (if available such as Program keys)
- Key click
  - Options Save & Exit
  - Exit (no save)
  - Volume → page 170
  - Off
  - Low
  - Medium
  - High
  - Keys → page 170
  - Keypad only
  - All keys
- Return?

**Locality?**





- Country = DE → page 173
  - DE?
  - *Further countries, see* → page 173
  - Return?
- Language = Deutsch → page 171
  - Deutsch?
  - *Further languages, see* → page 172
  - Return?
- Date format = dd/mm/yyyy → page 162
  - dd/mm/yyyy?
  - yyyy/mm/dd?
  - mm/dd/yyyy?
  - Return?
- Time format = 24 hour → page 161
  - 24 hour?
  - 12 Hour (AM/PM)?
  - Return?
- Save & Exit
- Exit (no save)

**Security?**

- Change user password? → page 122
  - Current password =
  - New user password =
  - Confirm New user password =
  - Save & Exit
  - Exit (no save)
- Phone lock? → page 125
  - Save & Exit
  - Exit (no save)

- Phone lock = No
- Yes

**Network information?**

- Phone address = [→ page 175](#)
- Web address =
- IP address =
- LAN RX = 
- LAN TX = 
- PC RX = 
- PC TX = 
- LAN autonegotiated = Yes
- LAN information = 10 Mbps full duplex
- PC autonegotiated = Yes
- PC information = Link down
- Exit (no save)

**Diagnostic information**

[→ page 188](#)

**Reset?**

- Reset all user data? [→ page 176](#)
- Function key data = No? [→ page 73](#)
  - Yes?
  - Return?
- Reset selected user data? [→ page 73](#)
- Cancel?

**Back?**

## Key functions

### Normal

You can program the following functions on the Normal of the function keys:

- Selected dialing
- Repeat dialing
- Forward all calls
- Forward no reply
- Forward busy
- Ringer off
- Hold
- Alternate
- Blind transfer call
- Transfer call
- Deflect
- Shift
- Conference
- Headset
- Do not disturb
- Group pickup
- Repertory dial
- Feature toggle
- Show phone screen
- Directed pickup
- Release
- Callback
- Cancel callbacks
- Consultation
- Call Waiting
- Immediate ring
- PreView
- Call recording
- Built in fwd
- Pause callbacks
- Resume callbacks

## Shifted

You can program the following functions on the Shifted of the function keys:

- Selected dialing
- Repeat dialing
- Alternate
- Blind transfer call
- Transfer call
- Deflect
- Conference
- Repertory dial
- Show phone screen
- Callback
- Cancel callbacks
- Consultation
- Pause callbacks
- Resume callbacks

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