



# OpenStage 30 T HiPath 3000, OpenScape Business

**User Guide**

A31003-S2000-U143-8-7619

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

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## Important information



For safety reasons, the telephone should only be supplied with power:

- using the original power supply unit.  
Part number: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK)



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



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

## Trademarks



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



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

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

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

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

## Location of the telephone

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

## Product support on the internet

Information and support for our products can be found on the Internet at:

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

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

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

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## General information

### About this manual

This document contains general descriptions of the technical options, which may not always be available in individual cases. The 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 OpenStage and all of its functions. It contains important information on the safe and proper operation of your OpenStage phone. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

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

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

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

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

### Service

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

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

## Intended use

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

## Telephone type

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

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

## Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 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 85.

## Single-line telephone/multi-line telephone

Your OpenStage 30 T is a "multi-line telephone". This means that your service personnel can configure multiple lines on your phone, which is not the case with single-line phones. Each line is assigned an individual phone number which you can use to make and receive calls.

The programmable sensor keys function as line keys on multi-line phones → Page 75.

When using a multi-line phone to make and receive calls, certain particulars must be taken into account → Page 75 ff.

The executive-secretary configuration is a special case. This is a multi-line telephone with special features (e.g., "Ring Transfer" and "Accept call"), configured especially for executive/secretary use → Page 74 ff.

## Team functions

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

## Getting to know your OpenStage phone

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

### The user interface of your OpenStage 30 T



1	You can make and receive calls as normal using the <b>handset</b> .
2	The <b>display</b> permits intuitive operation of the phone → Page 15.
3	<b>Audio keys</b> are also available, allowing you to optimally configure the audio features on your telephone → Page 13.
4	Use this function key to open the service menu or mailbox → Page 13.
5	These keys are used for frequently used functions such as disconnecting, redialing and forwarding → Page 13.
6	The headset key is used e.g. to answer calls. The microphone key is used as Mute.
7	The <b>keypad</b> is provided for input of phone numbers/codes.
8	You operate the <b>telephone with the</b> navigation keys → Page 13.
9	You can customize your telephone by assigning phone numbers and functions to the <b>function keys</b> → Page 52.

### Properties of your OpenStage 30 T

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

### OpenStage Key Module 15

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

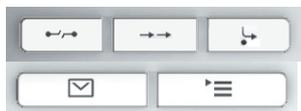
Like keys on the phone, these keys can be programmed and used according to your needs  
→ Page 14.



You can only attach one OpenStage Key Module 15 to your OpenStage 30 T.

## Keys

### Function keys



Key	Function when key is pressed
	End call (disconnect) → Page 21.
	Redial → Page 23
	Button for fixed call forwarding (with red LED key) → Page 26.
	Open mailbox (with red LED key) → Page 16.
	Open Program/Service menu (with red LED key) → Page 17.

### Audio keys



Key	Function when key is pressed
	Making calls using the headset → Page 19
	Activate/deactivate microphone (also for speakerphone mode) → Page 21.
	Set volume lower and contrast brighter → Page 85.
	Turn loudspeaker on/off (with red LED key) → Page 21.
	Set volume louder and contrast darker → Page 85.

### Navigation keys

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

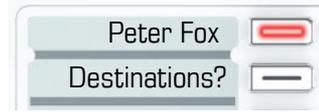


Key	Function when key is pressed
	Open the idle menu → Page 15 or browse back in the menu.
	Perform action.
	Open the idle menu → Page 15 or browse forward in the menu.

## Programmable function keys

Your OpenStage 30 T has eight illuminated keys to which you can assign functions or numbers.

 Increase the number of programmable function keys by connecting a key module  
→ Page 12.



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

- Function key → Page 52
- Redial/Direct station selection key → Page 56

Each key can be programmed with one function.

 The configuration of direct station selection keys must be activated by your service personnel.

Direct station selection keys can be assigned an internal number from the HiPath 4000 network.

Press the key briefly to activate the programmed function or dial the stored number.

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

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

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

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

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

 The programmable keys on multi-line phones function as trunk keys → Page 75.

## Keypad

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

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

 To enter a digit in an alphanumeric input field, hold down the relevant key.

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).

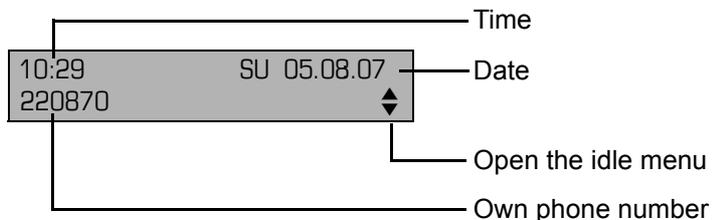
## Display

Your OpenStage 30 T comes with a black-and-white LCD display. Adjust the contrast to suit your needs → Page 85.

## Idle mode

If there are no calls are being made or settings are not being adjusted, your phone is in idle mode.

Example:



## Idle menu

Press the  navigation key in the idle mode → Page 13, the idle menu then appears. You can call up various functions here. Entries may vary. The idle menu includes selected functions from the Program/Service menu → Page 17.

The idle menu may contain the following entries:

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

1. Must be activated by service personnel.

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

3. Only appears if callback requests are saved

## Mailbox

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

## Messages

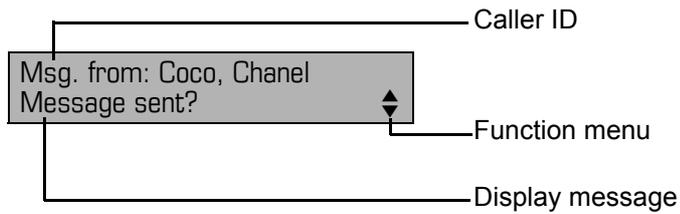
You can send short text messages to individual internal stations or groups.

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

-  key LED lights up
- Displays "Messages received".

Press the mailbox key .

Example:



 For a description of how to edit the entries → Page 65.

## Voicemail

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

An appropriate message also appears on the display (for instance, in Entry Voice Mail: "<x> new messages").

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

## Call log

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

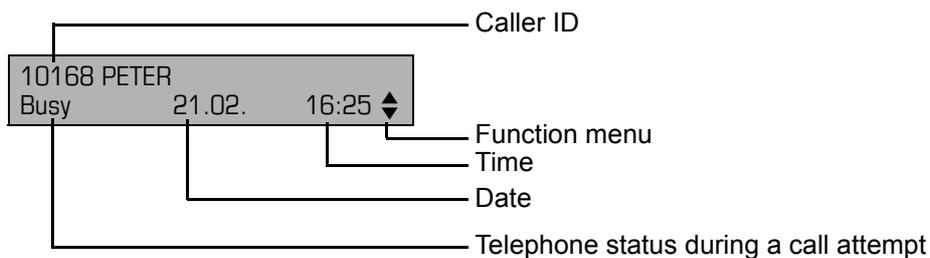
Your telephone stores up to ten calls in chronological order. Each call is assigned a time stamp. The most recent entry not yet answered in the list is displayed first. Multiple calls from the same caller do not automatically generate new entries in the caller list. Instead, only the most recent time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

The caller list is automatically displayed → Page 15 in the idle menu → Page 35.

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

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

Example:



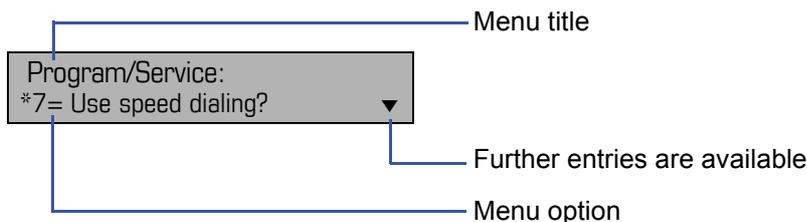
For a description of how to edit the call logs → Page 35.

## Program/Service menu

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

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

Example:



The menu structure comprises several levels. The first line in this structure shows the menu currently selected while the second line shows an option from this menu.

## Basic functions

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

### Answering a call

Special default ring signaling is set for your telephone:

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

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

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

### Answering a call via the handset

The phone rings. The caller is displayed.

Lift the handset.

Set the call volume.

if nec.  or 

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

### Suggestions for using speakerphone mode:

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

The phone rings. The caller appears on the screen.



Press the key shown. The LED lights up.

if nec. or

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

### Ending a call



Press the key shown. The LED goes out.

## Accepting a call via the headset

**Prerequisite:** A headset is connected.

The phone rings. The key flashes.



Press the key shown.

if nec. or

Set the call volume.



The headset port on the phone is preset for a corded device and is automatically switched when you use a cordless headset. You must however use the "call answer" function of the headset at least once so that the telephone can make the corresponding setting.

## Switching to speakerphone mode

People present in the room can participate in your call.

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

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

Set the call volume.

### U.S. mode

If your communication system is set to US mode (contact your service personnel), you do not have to hold down the speaker key when replacing the handset when switching to speakerphone mode.

Press the key shown.

Replace the handset. Proceed with your call.

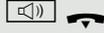
Set the call volume.

## Switching to the handset

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

Lift the handset.

The key shown goes out.



if nec. or



if nec. or



## Open listening in a room during a call

People present in the room can silently monitor your call. Let the other party know that you have turned on the speaker.

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

### Activating



Press the key shown.

### Deactivating



Press the lit key.

## Turning the microphone on and off

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

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

### Deactivating the microphone



Press the key shown.

### Activating the microphone



Press the lit key.

## Ending a call



Press the key shown.

or



Press the lit key.

or



Replace the handset.

## Making calls

### Off-hook dialing



Lift the handset.



internal: Enter the station number.

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

The connection is established as soon as your input is complete.

### On-hook dialing



internal: Enter the station number.

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

The party you are calling answers via loudspeaker.



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

To call an external party, you have to enter an external code before dialing the party's telephone number (Prime Line is not active; contact your service personnel).

### The other party answers with speaker:



Lift the handset.

or

On-hook dialing: Speakerphone mode.

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



Press the key shown. The LED goes out.

## Dialing with the headset connected

**Prerequisite:** The headset is connected.

internal: Enter the station number.

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

The headset key lights up.

The connection is established as soon as your input is complete.

## Dialing with DDS keys

**Prerequisite:** You have saved a number on a DDS key → Page 56.

Press the key with a saved number.

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

 You can press the DDS key during a call and automatically initiate a call-back → Page 25.

Lift the handset.

Press the key shown.

## Redialing a number

The last ten external telephone numbers dialed are stored automatically.

 If this feature is configured (contact your service personnel), account codes entered are also saved → Page 58.

You can redial them simply by pressing a key.

## Displaying and dialing saved station numbers

Press the "Redial" key to dial the last number dialed.

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

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

Keep confirming until the phone number you want appears.

Select and confirm the option shown.

## End call

Press the lit key.

Replace the handset.



or



or

Next?
Call?



or



## Reject calls

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



Press the "Disconnect" key.

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

## Turning the microphone on and off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the hands-free microphone. You can also switch on the handsfree microphone to answer an announcement via the telephone speaker (speaker call, → Page 40).

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



Press the "microphone" key. The microphone is deactivated.

or



Press the illuminated "microphone" key. The microphone is activated.

## Calling a second party (consultation)

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

Confirm.

Call the second party.

### Return to the first party:

Confirm

select and confirm the option shown.

## Switching to the held party (alternating)

Select and confirm the option shown.

### Combine the calling parties into a three-party conference

Select and confirm the option shown.

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

Select and confirm the option shown.

---

 For more information on conferences, see → Page 47.

---

## Transferring a call

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

Confirm.

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

Announce the call, if necessary.

Replace the handset.

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

1. "Differing display view in a HiPath 4000 environment" → Seite 88

## Call forwarding

### Using variable call forwarding

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

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

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

If you are a call forwarding destination, your display will show the number or the name of the originator on the upper line and that of the caller on the lower line.



or



Forwarding on?

1=all calls?

or

2=external calls only?

or

3=internal calls only?



Save?

Forwarding off

Press the forwarding key.

Open the idle menu → Page 15.

Select and confirm the option shown.

Confirm

select and confirm the option shown

select and confirm the option shown.

Enter the destination number.

Confirm.

### Deactivating call forwarding

Select and confirm the option shown.

## Using call forwarding no reply (CFNR)

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

Press the key shown.

Select and confirm the option shown.

Enter the destination number.

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

Confirm.

## Deactivating call forwarding no reply

Press the key shown.

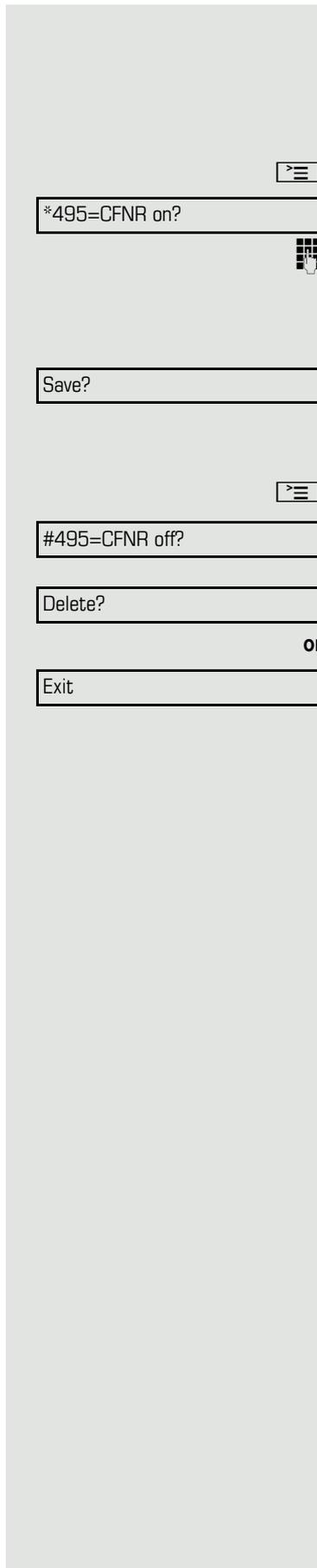
Select and confirm the option shown.

Confirm.

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



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



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

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

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



Trunk FWD on?

Press the key shown.

Select and confirm the option shown.

1=immediate?

Select and confirm the required type of call forwarding

or

2=on no answer?

select and confirm the option shown.

or

3=on busy?

select and confirm the option shown.



Enter your DID number.



Enter the destination number (without the external code).

Save?

Confirm.

### Deactivating call forwarding

Trunk FWD off?

Select and confirm the option shown.

Confirm the displayed call forwarding type.

Enter your DID number.



## Using callback

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

You receive a callback

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



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

## Storing a callback

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

Confirm.

Callback?

## Accepting a callback

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

Lift the handset.



or



Press the key shown. The LED lights up.

or

Answer?

Select and confirm the option shown.

You hear a ring tone.

## Viewing and deleting a stored callback

Open the idle menu → Page 15.

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

View callbacks?

Select and confirm to display additional entries.

Next callback?

### Deleting a displayed entry

Confirm.

Delete?

### Ending retrieval

Select and confirm the option shown.

Exit?

or



Press the key shown. The LED goes out.

or



Press the key shown. The LED goes out.

1. "Differing display view in a HiPath 4000 environment" → Seite 88

## Enhanced phone functions

### Answering calls

#### Accepting a specific call for your colleague

You hear another telephone ring.

Press the key shown.

Select and confirm the option shown.

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

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

Confirm.

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

#### Using the speakerphone

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

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

Lift the handset and answer the call.

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



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

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

Placing a speaker call to a colleague → Page 40.

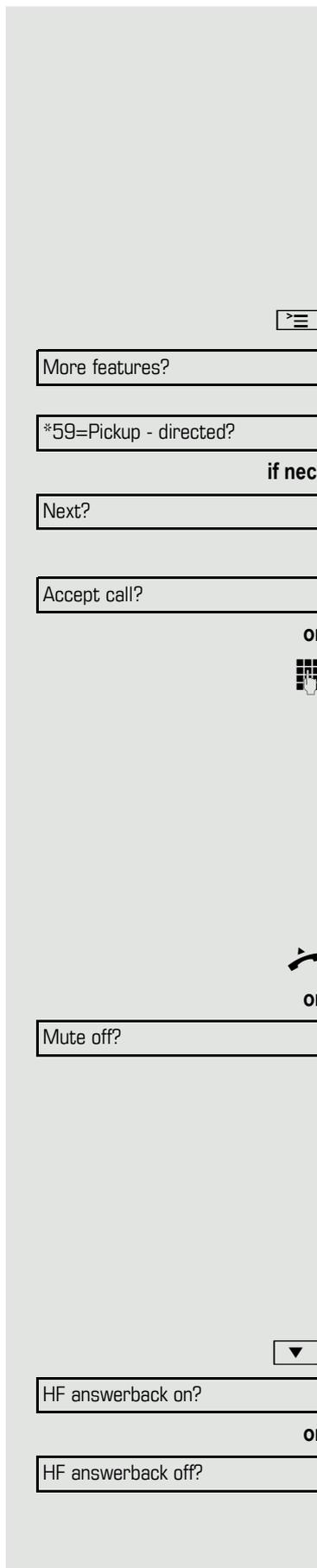
#### Enabling and disabling handsfree answerback

Open the idle menu → Page 15.

Select and confirm the option shown.

select and confirm the option shown.

1. "Differing display view in a HiPath 4000 environment" → Seite 88



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

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

### Speaking to visitors via the entrance telephone

**Prerequisite:** Your telephone rings.

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

Lift the handset after more than thirty seconds.

Dial the entrance telephone number.

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

Confirm.

### Opening the door from your telephone without calling the entrance telephone

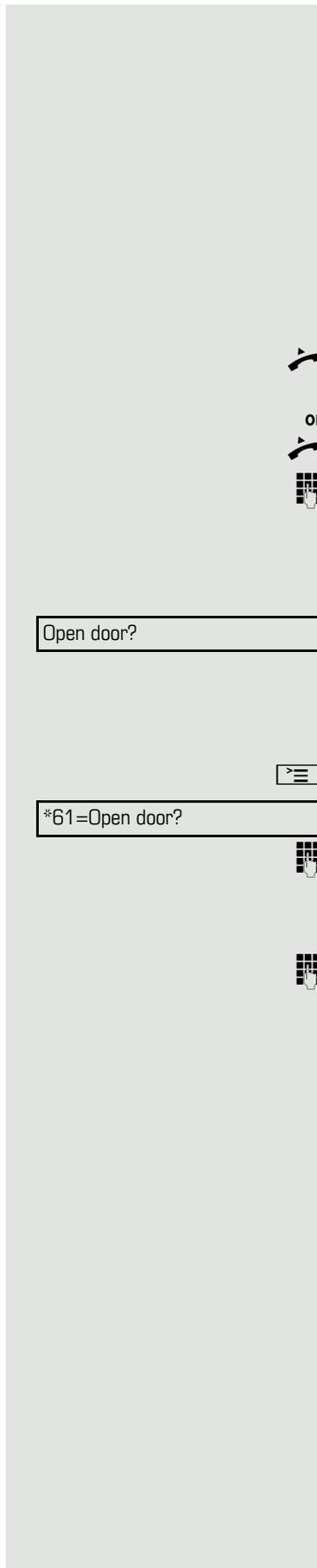
Press the key shown.

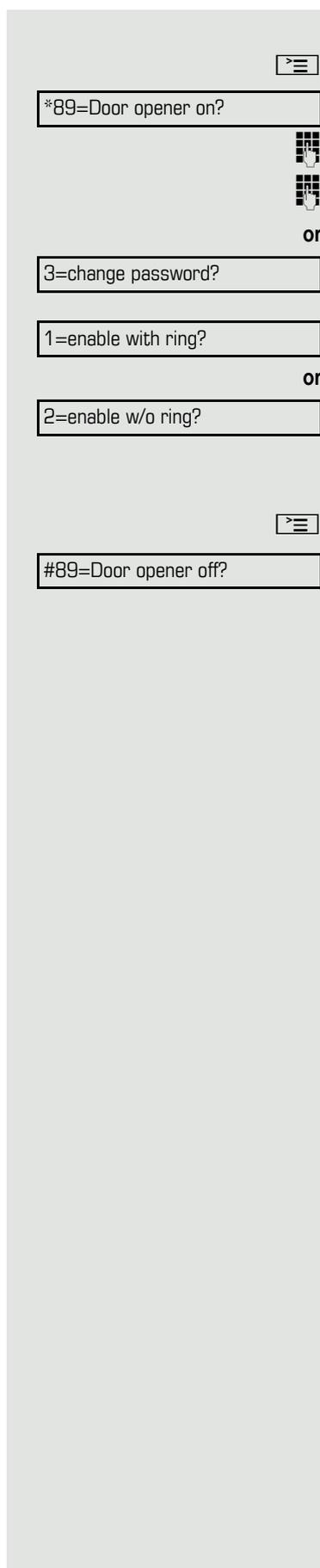
Select and confirm the option shown.

Dial the entrance telephone number.

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

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





### Activating the door opener

Press the key shown.

Select and confirm the option shown.

Dial the entrance telephone number.

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

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

Select and confirm the option shown.

You can also open the door without a doorbell ring.

### Deactivating the door opener

Press the key shown.

Select and confirm the option shown.

## Making calls

### En-bloc sending/correcting numbers

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

The station number is only dialed at your specific request.

internal: Enter the station number.

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

### Dialing entered/displayed numbers

Lift the handset.

Confirm.

### Correcting numbers entered



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

Select and confirm the option shown.

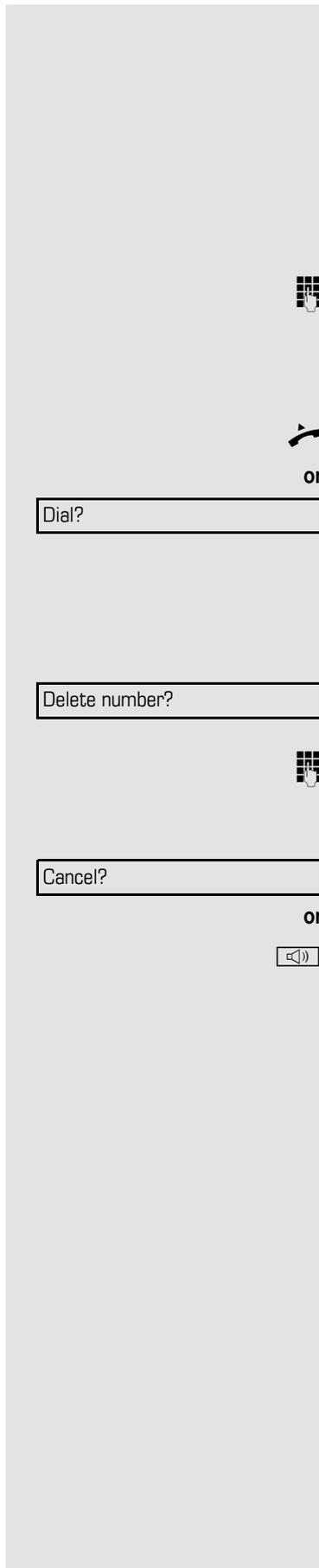
The last digit entered in each case is deleted.

Enter the required digit(s).

### Canceling en-bloc sending

Select and confirm the option shown.

Press the key shown. The LED goes out.



## Using the caller list

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

### Retrieving the caller list

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

Open the idle menu → Page 15.

Confirm<sup>1</sup>.

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

To view other calls, confirm each subsequent display.

### Ending retrieval

Select and confirm the option shown.

Press the key shown. The LED goes out.

Press the key shown. The LED goes out.

### Displaying the call time

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

Select and confirm the option shown.

### Dialing a station number from the caller list

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

Select and confirm the option shown.

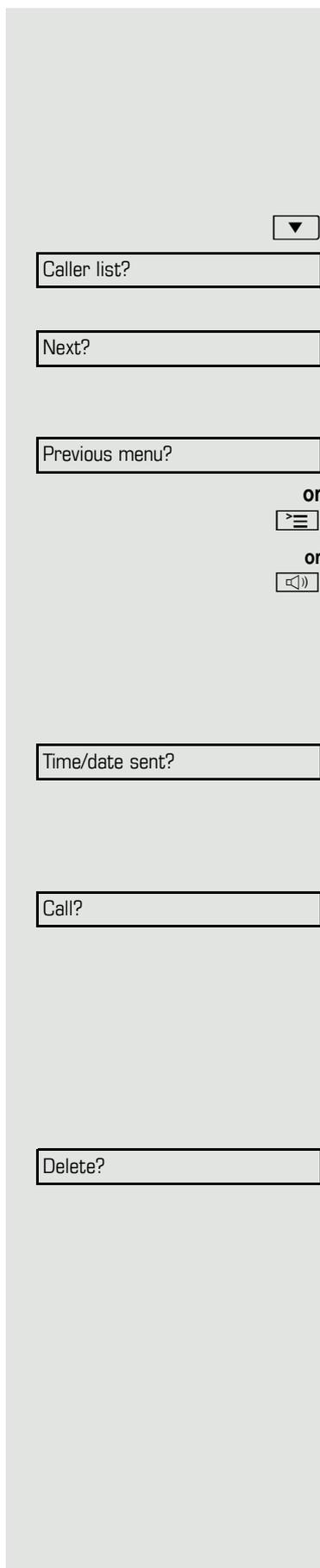


The caller is automatically deleted from the caller list when a connection is finally set up.

### Removing an entry from the caller list

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

Confirm.



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## Dialing a number from the internal directory

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

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

Lift the handset.

Press the key shown. The LED lights up.

Confirm.

If several directories have been configured:

Confirm.

The first entry is displayed on the screen.

Scroll to next or previous entry.

select and confirm the option shown.

select and confirm the option shown.

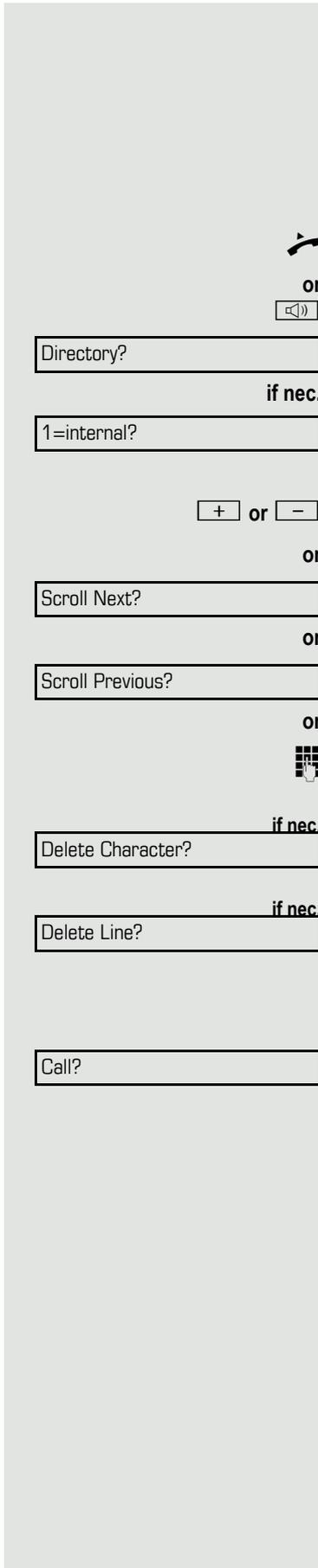
Enter the name you want to find, or just the first few letters, using the alphanumeric keypad → Page 15.

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

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

**The entry you wish to dial appears on the screen**

Select and confirm the option shown.



## Using the LDAP directory

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

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

Lift the handset.

Press the key shown. The LED lights up.

Confirm.

If several directories have been configured:

Select and confirm the option shown.

Enter the name you wish to search for using the keypad (max. 16 characters) → Page 15.

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

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

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

 In large databases, the results of the search may be incomplete if too few characters are entered → Page 38.

Confirm.

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

### The result is displayed

If only one name is found, it is displayed.

Confirm.

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

Scroll to next or previous entry,

confirm,

select and confirm the option shown.

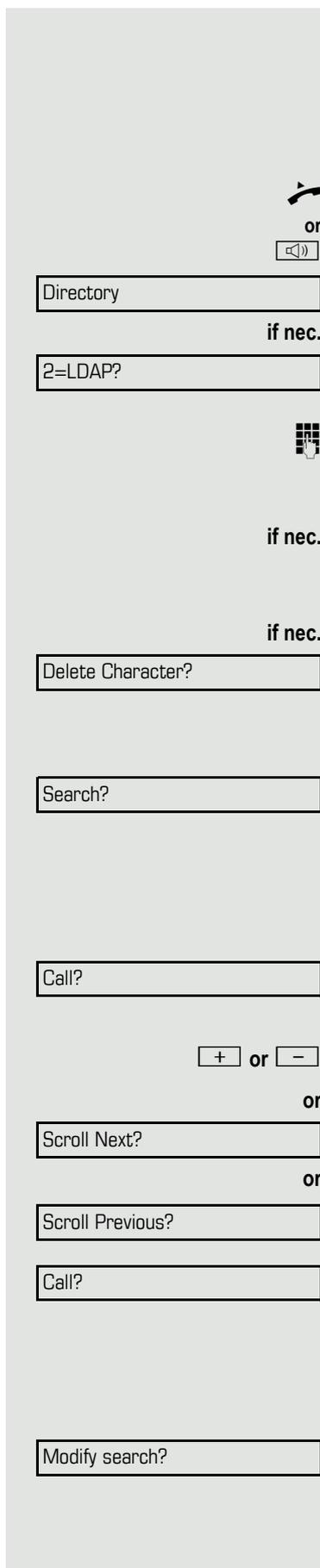
Select and confirm the option shown.

### If no name is found

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

Select and confirm the option shown.

For further procedure, see above.



### If too many names are found

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

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



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

---

Show matches?

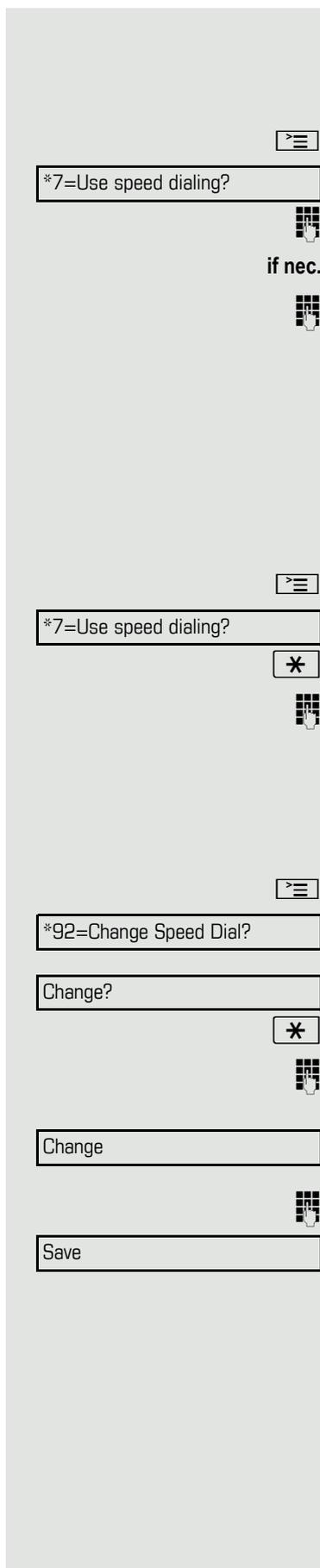
Confirm, to view the incomplete list.  
For further procedure, see above.

or

Modify search?

Narrow the search down.

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



## Making calls using system speed-dial numbers

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

Press the key shown.

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

Enter a three-digit speed-dial number.

### Suffix-dialing

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

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

## Dialing with speed-dial keys

**Prerequisite:** You have configured speed-dial keys → Page 39.

Press the key shown.

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

Press the key shown.

Press the required speed-dial key.

### Configure a speed-dial key

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

Press the key shown.

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

Confirm.

Press the key shown.

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

Confirm.

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

Confirm.

1. "Differing display view in a HiPath 4000 environment" → Seite 88



### If you make a mistake:

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

Select and confirm the option shown.

select and confirm the option shown

select and confirm the option shown.

### Talking to your colleague with a speaker call

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

Open the idle menu → Page 15.

Select and confirm the option shown.

Enter the station number.

---

 Responding to a speaker call → Page 40.

---

### Talking to your colleague with discreet calling

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

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

Lift the handset.

Enter the code.

Enter your internal station number.

---

 Your service personnel can protect your telephone against discreet calling.

---

## Automatic connection setup (hotline)

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

Lift the handset.

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

## Reserving a trunk

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

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

Confirm.

### Reserved line is free:

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

Lift the handset. You will hear the dial tone.

Enter the external phone number.

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

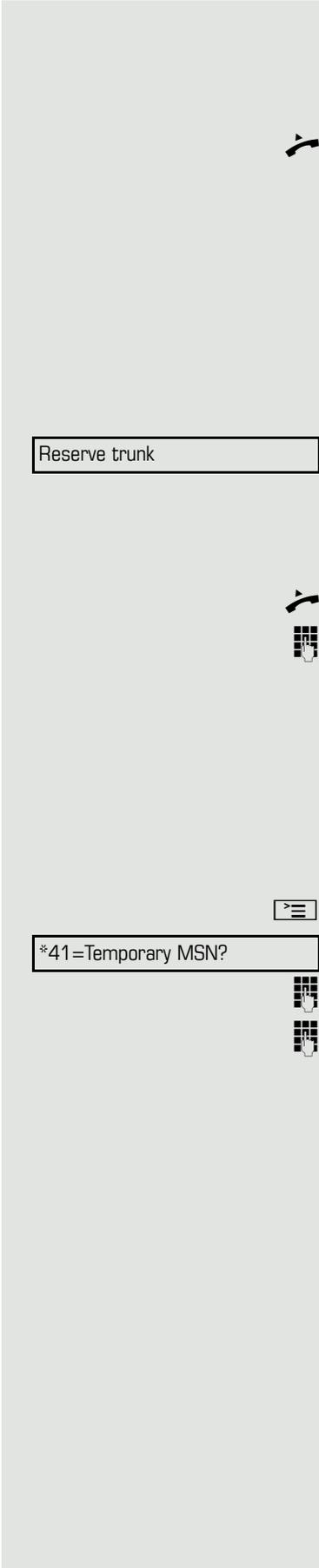
If this function has been configured (contact your service personnel), you can selectively assign a specific number (DID number) to your telephone before making an external call. The assigned number then appears on the called party's display.

Press the key shown.

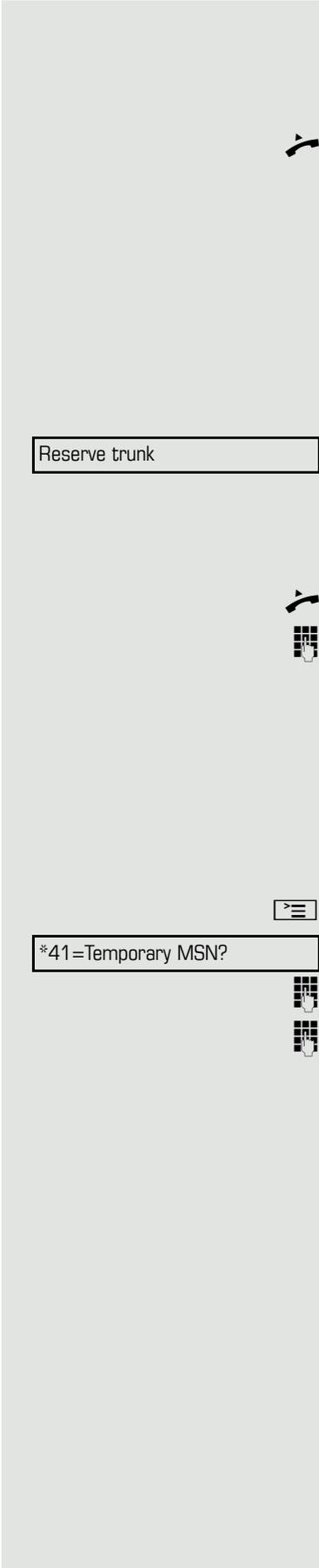
Select and confirm the option shown.

Enter the DID number you wish to use.

Dial the external number.



Reserve trunk



\*41=Temporary MSN?

## Associated dialing/dialing aid

If this function has been configured (contact your service personnel), you can use a dialing aid to dial numbers and set up calls for your telephone. The operating procedure depends on whether the dialing aid is connected to the **S<sub>0</sub> bus** or the **a/b (T/R) port**.

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

### Dialing aid on the S0 bus

On the PC, select a destination and start dialing.



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

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

On the PC, select a destination and start dialing.

"Lift the handset" appears on the PC screen.



Lift the handset.

### Dialing aid from your telephone for another telephone

Press the key shown.



Select and confirm the option shown.

\*67=Associated dial?



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

Enter the number you wish to dial.

## During a call

### Using call waiting (second call)

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

You can ignore or accept the second call.

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

You can block the second call or the signal tone (→ Page 44).

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

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

Replace the handset. Your telephone rings.

Answer the second call. Lift the handset.

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

Select and confirm the option shown.

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

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

Confirm.

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

Lift the handset.

Call waiting?

Quit and return?

or

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

If this function has been configured (ask your service personnel), you can prevent or allow a second call → Page 43 from being signaled by automatic camp-on during an ongoing call.



#490=Call wait.term.off?

or

\*490=Call wait.term.on?

Press the key shown.

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

Select and confirm the option shown.

## Turning the call waiting tone on and off

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

### Activating

Open the idle menu → Page 15.

Select and confirm the option shown.



Waiting tone off?

### Deactivating

Open the idle menu → Page 15.

Select and confirm the option shown.



Waiting tone on?

## Saving a number

You can save your call partner's station number for subsequent redialing from the caller list → Page 35.

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

Select and confirm the option shown.

Save number?

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## Parking a call

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

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

Press the key shown.

Select and confirm the option shown.

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

## Retrieving a parked call

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

Press the key shown.

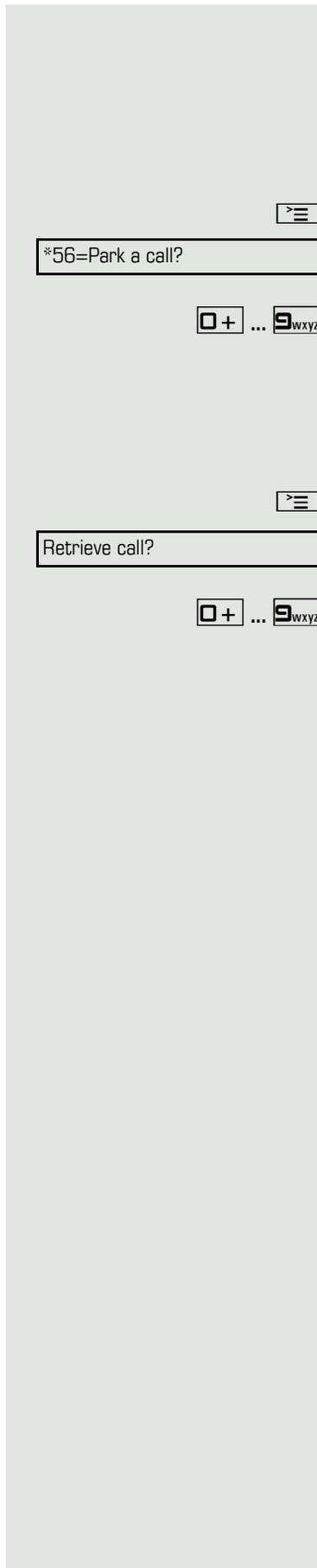
Select and confirm the option shown<sup>1</sup>.

Enter the park slot number you noted earlier.

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



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



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## Holding external calls

If you have programmed a hold key on your phone → Page 52, you can put external calls on hold.

Then all other stations can accept the call on the assigned trunk.

Press the "Hold" key.

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

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

Replace the handset or press the key shown.

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

## Accepting call on hold

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

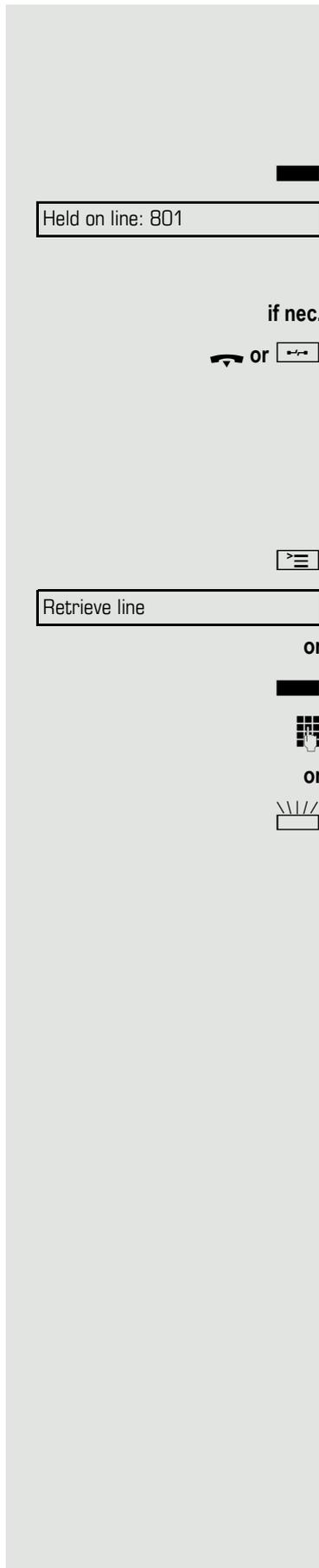
Press the key shown.

Select and confirm the option shown.

If the "Retrieve" key is available → Page 52, press it.

Enter the noted trunk number.

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



## Conducting a conference

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

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

Call the first party.

Select and confirm the option shown.

Call the second party. Announce the conference.

Select and confirm the option shown.

A tone sounds every 30 seconds to indicate that a conference is in progress.

### If the second party does not answer

Confirm.

### Adding up to five parties to a conference

Confirm.

Call the new party. Announce the conference.

Select and confirm the option shown.

### Viewing the conference parties

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

To display other parties, confirm each subsequent display.

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

### Removing parties from the conference

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

Confirm as often as required until the desired party appears.

Select and confirm the option shown.

### Leaving a conference

Select and confirm the option shown.

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

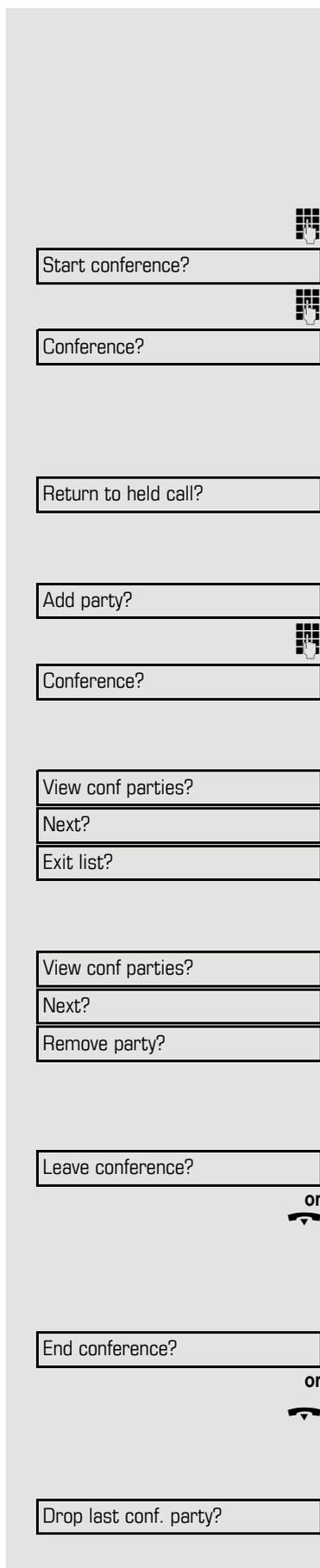
### Ending a conference

Select and confirm the option shown.

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

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

Select and confirm the option shown.



## Activating tone dialing/DTMF suffix-dialing

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

Press the key shown.

Select and confirm the option shown.

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

---

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

---

## Recording a call

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

**Prerequisite:** You are on a call, the "Recording" key is configured → Page 52.

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

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

---

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

---

## Stopping recording

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

## Listening to a recording

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



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

If this function has been configured (contact your service personnel), you can use a speaker call (announcement, → Page 81) to announce a call in progress to a group of users → Page 40.

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

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

Confirm. The other party is placed on hold.

Press the key shown.

Select and confirm the option shown.

Enter the group's station number.

Announce the call.

When a member of the group accepts the call → Page 40, you are connected to this party.

Replace the handset.

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

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

## Send trunk flash

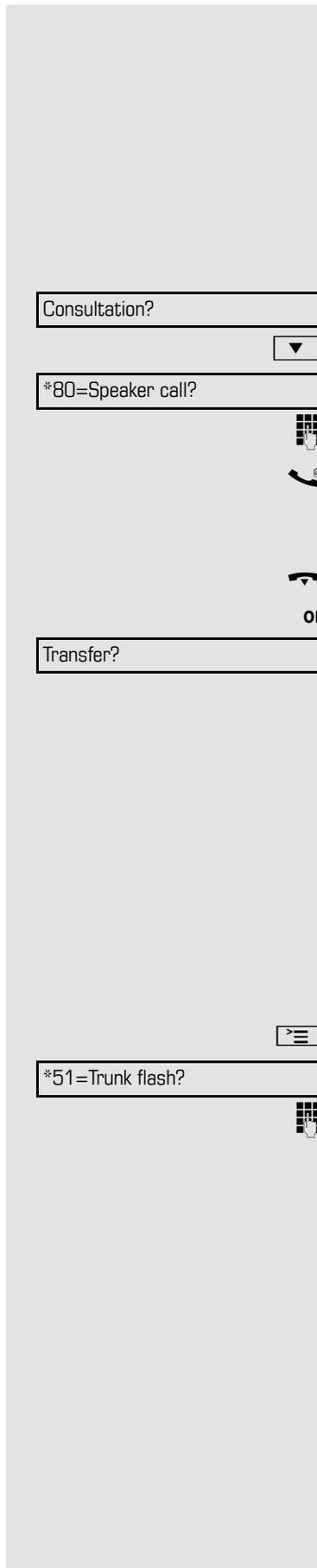
To activate ISDN-type services and features through the network carrier's analog trunks or those of other communications platforms (such as "consultation hold"), you must send a signal to the trunks before dialing the service code or telephone number.

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

Press the key shown.

Select and confirm the option shown.

Enter the service code and/or telephone number.



1. "Differing display view in a HiPath 4000 environment" → Seite 88

## If you cannot reach a destination

### Call waiting (camp-on)

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

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

The called party can then respond → Page 43.



The called party can prevent automatic call waiting → Page 44.

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

### Busy override – joining a call in progress

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

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

Select and confirm the option shown.

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

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

You can now start talking.

Camp-on

Override?

## Using night answer

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

### Activating

Select and confirm the option shown.

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

Enter the code ( standard night answer service).

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

Confirm.

### Deactivating

Select and confirm the option shown.

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

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

Night answer on?

\*=default?

or

\*

or



Save?

Night answer off?

## Programming the function keys

You can program frequently used functions, station numbers or procedures onto the function keys on your OpenStage 30 T or key module.

### Configuring function keys

See also → Page 14.

 A list of all available functions is displayed, see the overview → Page 53.

#### Example: Programming the Shift key

Open the Program/Service menu → Page 17.

Select and confirm the option shown.

Press the key shown.

Confirm.

Select and confirm the option shown.

Confirm.

Select and confirm the option shown.

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

Confirm.

Select and confirm the option shown.

The LED displays show the status of the function → Page 14 and → Page 53.



\*91=Key assignment



Change key

More features

Shift Key

if nec.

Save incomplete

Exit

or

Another key

## Overview of functions

The functions are split into the following menus:

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



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

## Saved function LED messages

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



Saved function is not activated.



Saved function is activated.

### Callback:



You have no entry for callback.



You have an entry for callback.

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



Party not on a call.



Party is on a call or has activated DND.



Flashing quickly - I'm being called, please accept.

Flashing slowly - another party is being called and has not yet answered.

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



No call via corresponding trunk.



Active call via the corresponding trunk.



Flashing quickly - call on the relevant trunk, call pickup is possible by pressing the key.

Flashing slowly - a call is placed on hold on the relevant trunk.

	<b>Trunk group key:</b> At least one trunk is free.
	All lines in this trunk group are occupied.
	<b>View call charges:</b> No chargeable calls have been set up since the last check.
	Chargeable calls have been set up since the last check.
	<b>Call forwarding, Forward Line:</b> Flashing slowly - your line is a call forwarding destination.
	<b>Fax details:</b> No fax received or no message on the answering machine.
	Fax received or message on the answering machine.
	<b>View number of calls:</b> No waiting callers.
	Flashing quickly - callers waiting (certain number is exceeded).
	Flashing quickly - callers waiting (certain number is reached).
	<b>Data I/O Service:</b> No connection to an application.
	Active connection to an application.
	Flashing slowly, connection to an application is temporarily interrupted.

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

Redial key (external), Procedure key, Trace call, Speed dial, Clear, Lock all phones, Send message, Directory ( 1=internal, 2=LDAP), Call waiting, Toggle/Connect, Conference, Speaker call, Retrieve line, Reserve trunk, Release trunk, Temporary Phone, Override, Park a call, Pickup - directed, Pickup - group, Account code, Show call charges, Page, Answer page, Timed reminder, Open door, DTMF dialing, Recall-key, Room monitor, Hold key, Consult internal, Consultation, Associated dial, Associated serv., Tel. data service, Relocate, Discreet Call.

## Programming a procedure key

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

For example the function "Associated dialing" → Page 42 together with the required input (phone number to be dialed) can be saved on a key. Numbers which require further input can also be saved.

Open the Program/Service menu → Page 17.

Select and confirm the option shown.

Press the key shown.

Confirm.

Select and confirm the option shown.

Select and confirm the option shown.

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

Code for associated dial

Number of the phone for which the call should be made

the number to be called.

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

Confirm.

**If you make a mistake:**

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

Confirm.

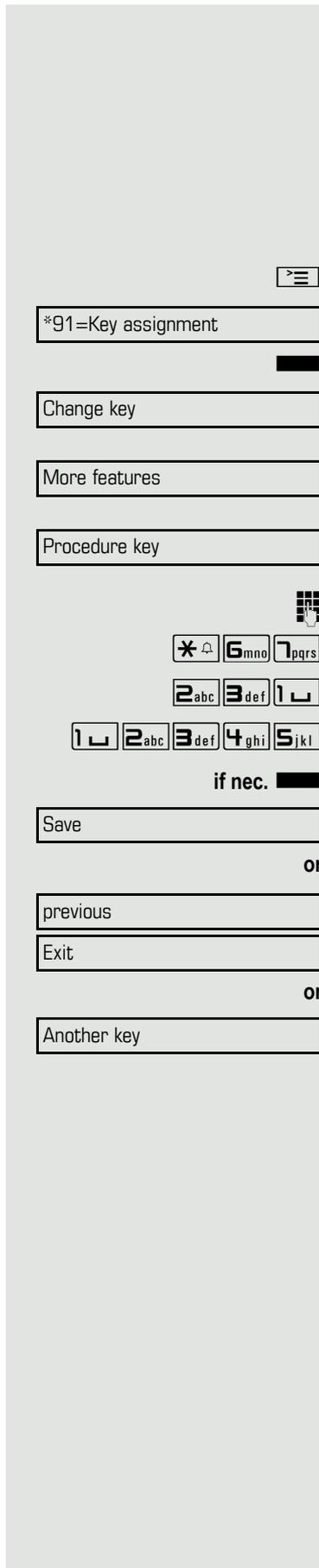
Select and confirm the option shown.

---

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

You can press the procedure key during a call to automatically send the saved digits as DTMF signals → Page 48. For display messages when saving procedures, see → Page 89.

---



## Configuring redial keys

You can also program internal and external station numbers on the second level. The LED function is not available for internal station numbers on the second level. To program the second level, you must program a "Shift" key → Page 52.

See also → Page 14.

Open the Program/Service menu → Page 17.

Select and confirm the option shown.

Press the key shown.

Confirm.

Select and confirm the option shown.

Confirm.

Confirm.

Enter the station number.

**If you make a mistake:**

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

Confirm.

Select and confirm the option shown.

 You dial the saved number by pressing the key → Page 23.

You can also save a number during a call.

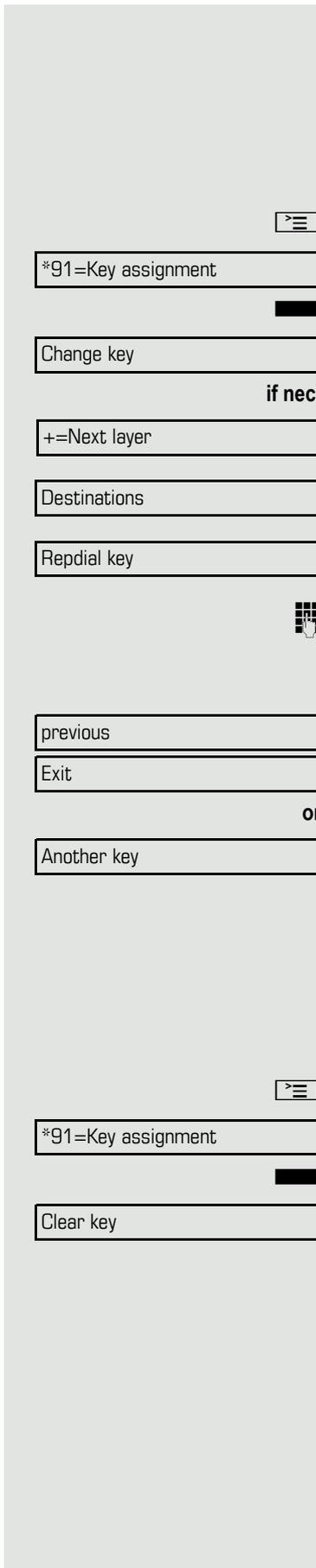
## Deleting function key programming

Open the Program/Service menu → Page 17.

Select and confirm the option shown.

Press the key shown.

Select and confirm the option shown.



# Displaying and assigning call charges

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

### For the current call:

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

---

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

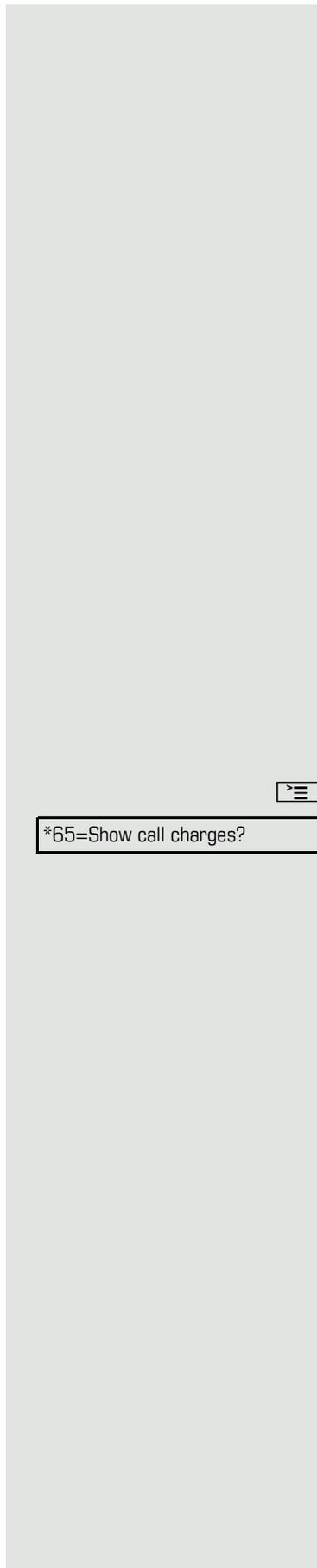
---

### For all calls and for the last call

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

Press the key shown.

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



1. "Differing display view in a HiPath 4000 environment" → Seite 88

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

If configured (contact your service personnel), you can also display and print out information on chargeable calls for other phones (such as a pay phone).

**Prerequisite:** You have programmed the function "Show call charges" on a key → Page 52.

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

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

Press to display further chargeable calls.

Select and confirm the option shown.

select and confirm the option shown

select and confirm the option shown

select and confirm the option shown.

## Dialing with call charge assignment

You can assign external calls to certain projects.

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

Press the key shown.

Select and confirm the option shown.

Enter the account code.

Press this key.

Confirm.

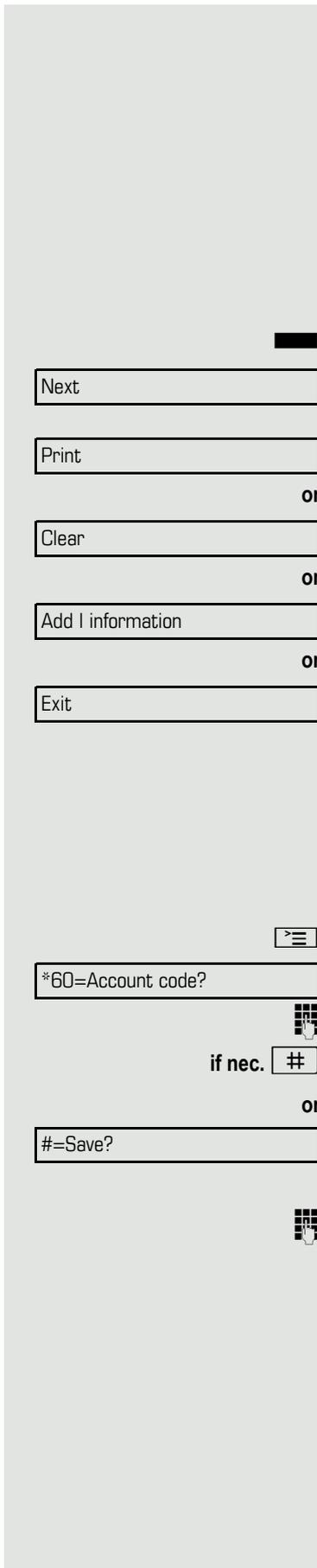
May be necessary, depending on configuration; contact your service personnel.

Enter the external phone number.

---

 You can also enter the account code during a call.

---



## Privacy/security

### Turning ringer cutoff on and off

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

#### Activating

Open the idle menu → Page 15.

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

#### Deactivating

Open the idle menu → Page 15.

Select and confirm the option shown.

### Activating/deactivating "Do not disturb"

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

#### Activating

Open the idle menu → Page 15.

Select and confirm the option shown.

#### Deactivating

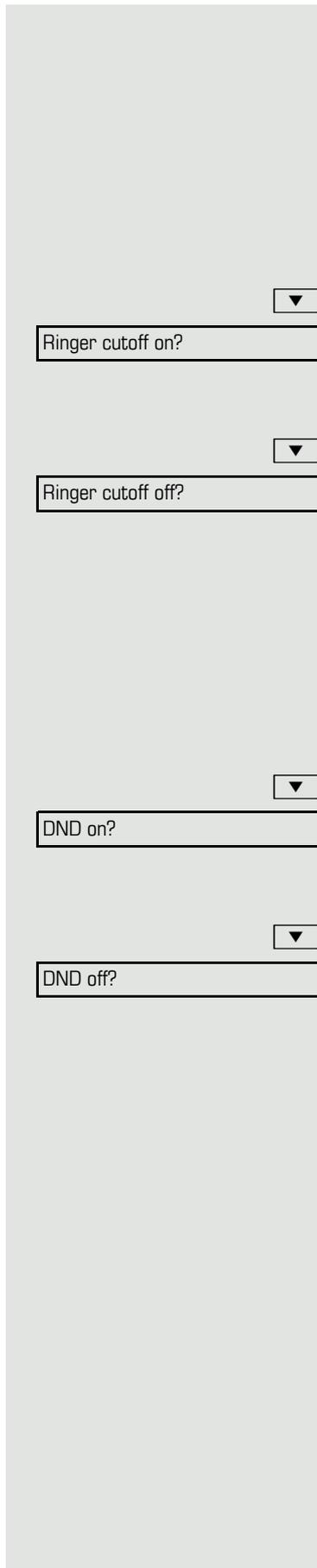
Open the idle menu → Page 15.

Confirm.



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

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



1. "Differing display view in a HiPath 4000 environment" → Seite 88

## Caller ID suppression

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

### Activating

Open the idle menu → Page 15.

Select and confirm the option shown.

### Deactivating

Open the idle menu → Page 15.

Select and confirm the option shown.

---

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

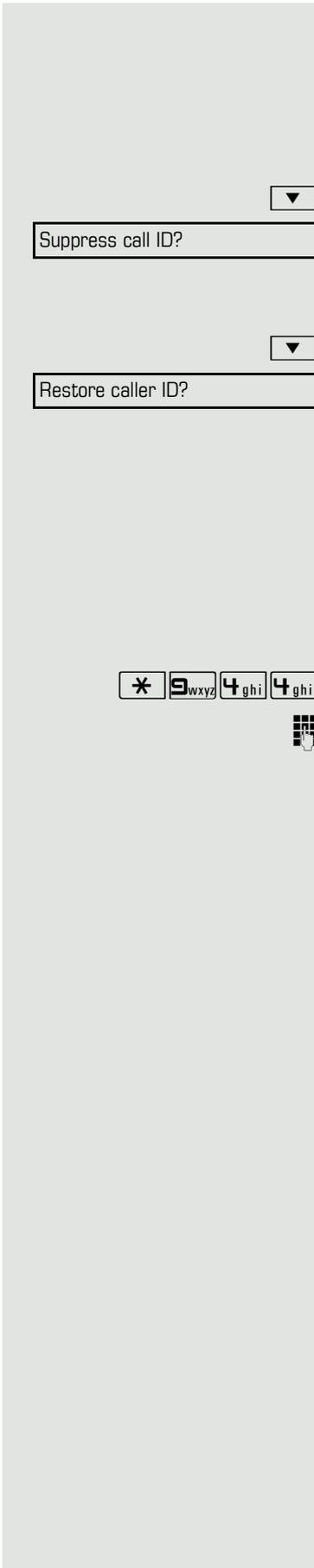
---

## Silent Monitoring/Secret busy override

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

Enter the code.

Enter your internal station number.





## Locking the telephone to prevent unauthorized use

You can prevent certain unauthorized functions being enabled on your phone during your absence. For example dialing external numbers and access to your mailbox can be prohibited. Ask your service personnel which functions are locked.

### Locking the phone

Open the idle menu → Page 15.

Select and confirm the option shown.

select and confirm the option shown.

Enter code (telephone lock) → Page 63.



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

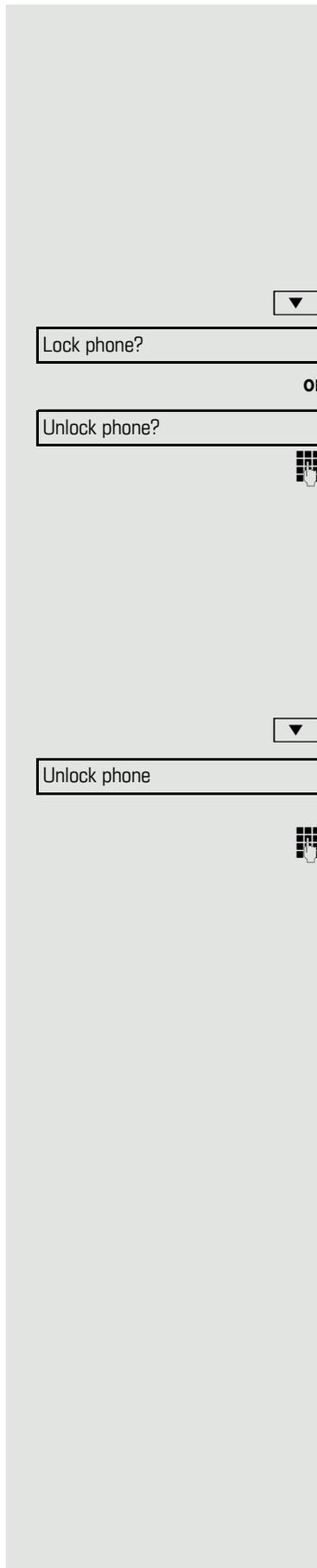
Your phone can also be locked or unlocked by an authorized party → Page 63.

### Unlocking the phone

Open the idle menu → Page 15.

Select and confirm the option shown.

Enter code (telephone lock) → Page 63.



## Locking another telephone to prevent unauthorized use

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

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

Press the key shown.

Select and confirm the option shown.

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

Confirm

select and confirm the option shown.

## Saving your PIN

Enter a personal code to use the functions

- Locking the telephone to prevent unauthorized use → Page 62
- for using another telephone like your own → Page 67
- for changing a number → Page 68.

You can save this code.

Press the key shown.

Confirm.

Enter the current five-digit PIN.

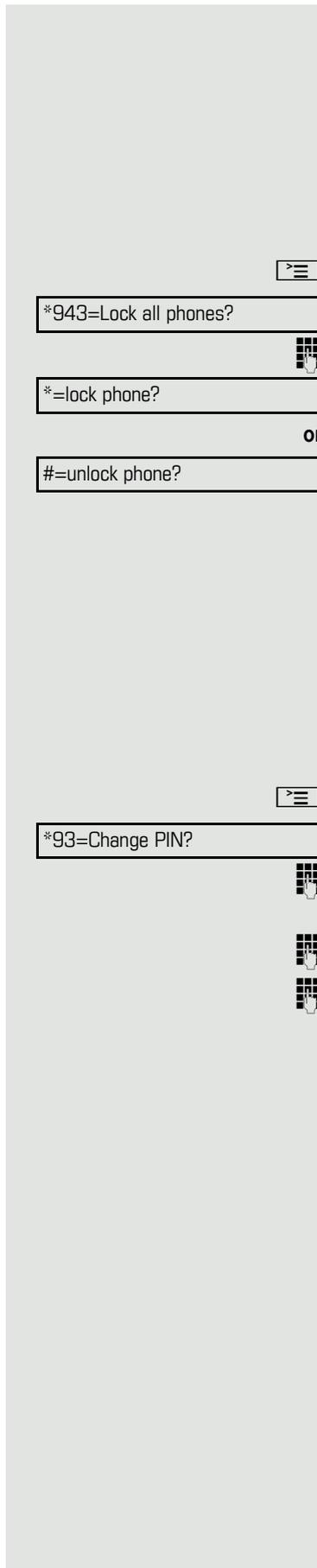
If you have not yet set a PIN, use "00000" the first time.

Enter the new PIN.

Re-enter the new PIN.



If you forget your code, contact your service personnel. Your code can be reset to "00000".



## More functions/services

### Appointments function

You can configure your phone to call you to remind you about appointments → Page 64.

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

### Saving appointments

Press the key shown.

Confirm.

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

If the selected language is "US English" (configure → Page 86) you can enter the code 2 for "am" or 7 for "pm" (default = "am").

Confirm.

Select and confirm the option shown.

Confirm.

### Deleting and checking a saved appointment

Press the key shown.

Confirm.

Confirm.

Select and confirm the option shown.

### Using timed reminders

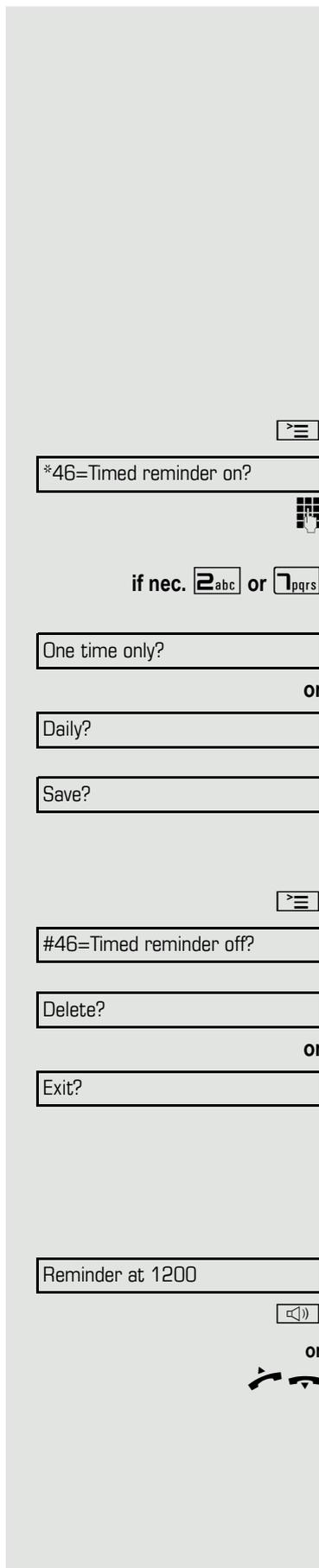
**Prerequisite:** You have saved a reminder → Page 64. The saved time arrives.

The phone rings. The appointment time is displayed.

Press key twice.

Lift the handset and replace it again.

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



## Sending a message

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

### Creating and sending a message

Open the idle menu → Page 15.

Select and confirm the option shown.

Enter the internal station number of the recipient or group.

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

Enter the code directly.

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

Select and confirm the option shown.

Text entry (up to 24 characters) → Page 15.

Confirm.

---

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

---

### Displaying and deleting messages you have sent

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

Open the idle menu → Page 15.

Select and confirm the option shown.

Confirm.

The text message is displayed.

Select and confirm the option shown.

The message is deleted.

### Viewing and editing incoming messages

Pay attention to the notes on → Page 16.

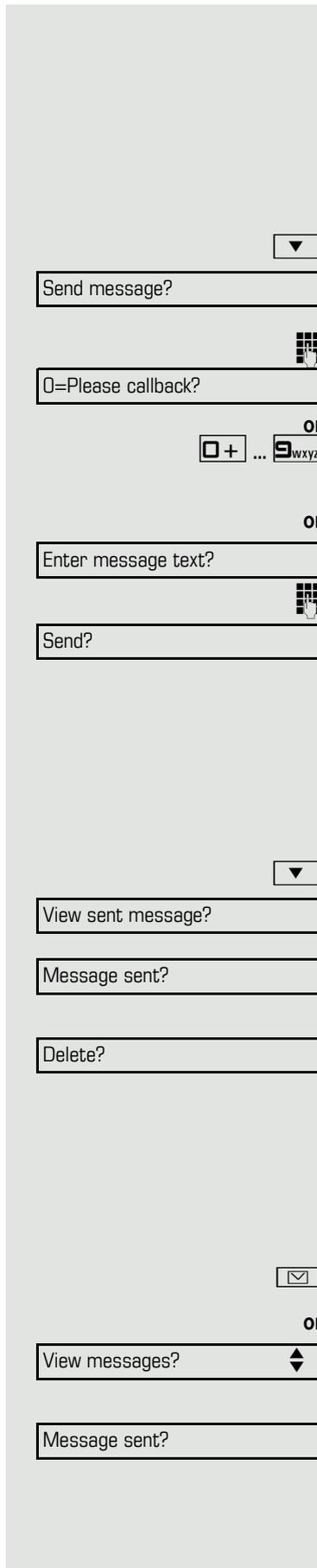
The LED lights up. Press the key shown.

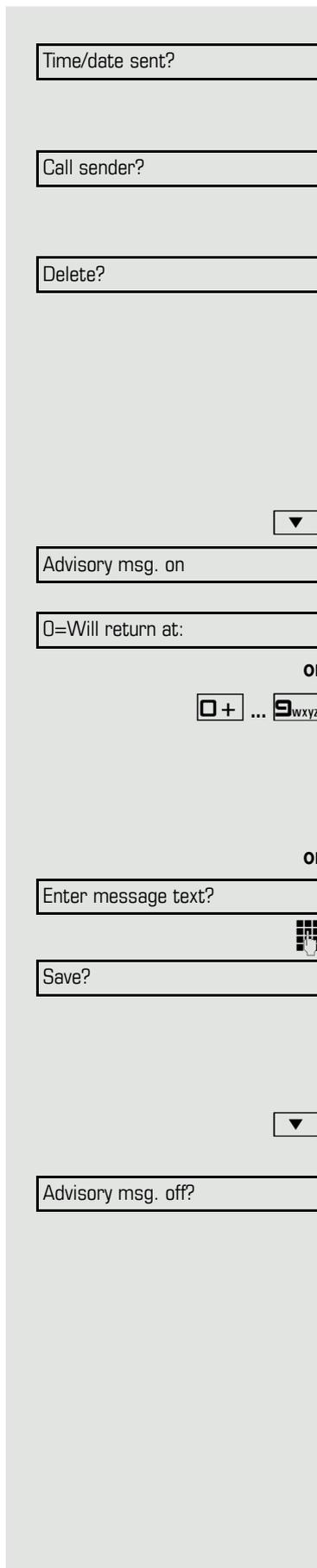
Confirm.

The sender's caller ID appears on the display.

Confirm.

The text message appears on the display.





### Viewing the transmission time

Confirm.

### Calling the sender

Select and confirm the option shown.

### Deleting messages

Select and confirm the option shown.

## Leaving an advisory message

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

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

Open the idle menu → Page 15.

Select and confirm the option shown.

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

Enter the code directly.

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

---

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

---

Select and confirm the option shown.

Enter message (up to 24 characters) → Page 15.

Confirm.

### Deleting advisory messages

Open the idle menu → Page 15.

Select and confirm the option shown.

## Displaying the number of waiting calls/ overload display

You can show the number of external waiting calls on the display if you programmed the "View number of calls" key → Page 52.

Press the "Calls in Q" key.

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

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

## Using another telephone like your own for a call

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

Press the key shown.

Select and confirm the option shown.

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

Enter the number of the other user.

Enter the other user's code. → Page 63.

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

Dial the external number.

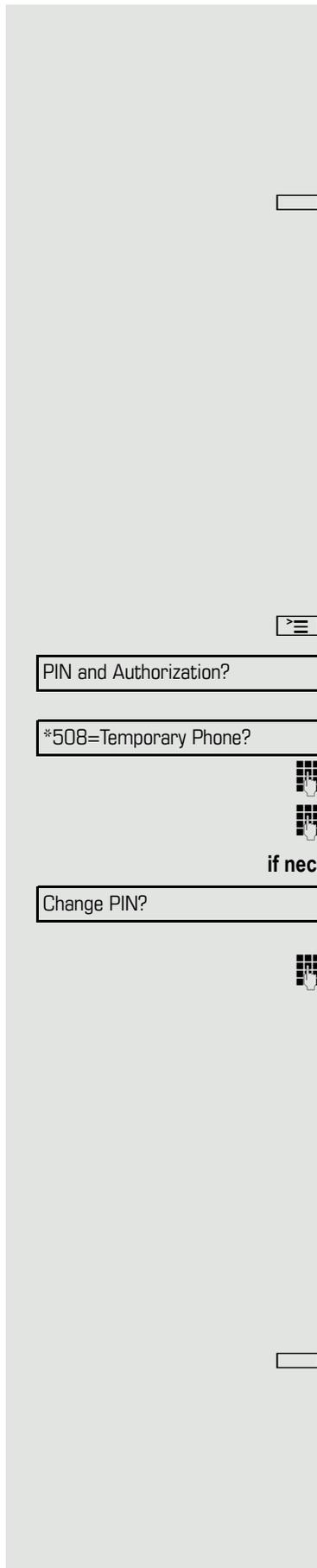
This state is canceled as soon as the call is ended.

## Fax details and message on answering machine

If a fax or answering machine is connected to your system and you have assigned the "Fax details" function to a programmable key → Page 52, the key lights up when a fax or a message has been received.

### Deactivating signaling

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



1. "Differing display view in a HiPath 4000 environment" → Seite 88

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

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

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

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

The following procedure is carried out on the new phone.

Press the key shown.

Select and confirm the option shown.

Enter own station number.

Enter code (telephone lock) → Page 63.  
(Not necessary if you have not set a code.)

Confirm.

---

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

---

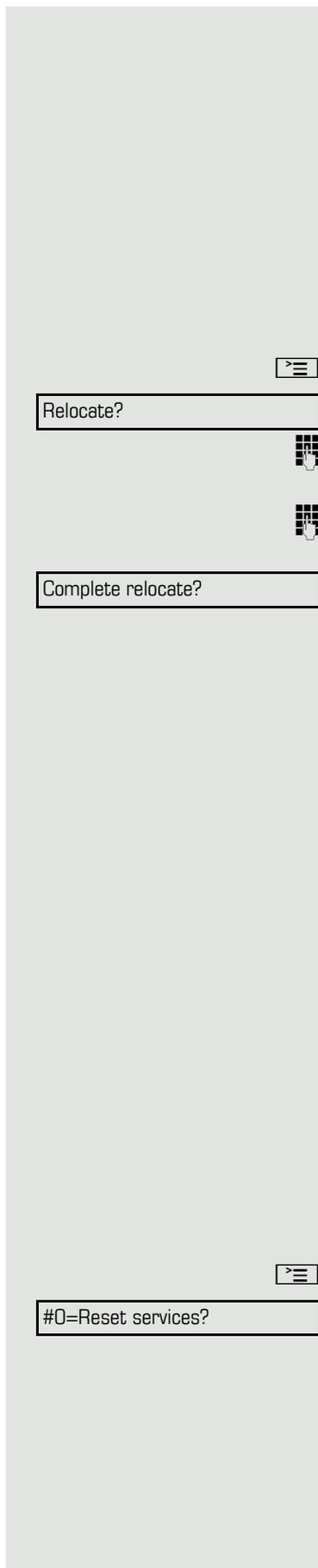
## Resetting services and functions (system-wide cancellation for a telephone)

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

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

Press the key shown.

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



1. "Differing display view in a HiPath 4000 environment" → Seite 88

## Activating functions for another telephone

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

- Do not disturb,  
code: \*97/#97 → Page 59
- Call forwarding, code \*11, \*12, \*13/#1 → Page 26
- Lock and unlock phone,  
code \*66/#66 → Page 62
- Ringing group,  
code \*81/#81 → Page 81
- Leave an advisory message,  
code \*69/#69 → Page 66
- Group call,  
code \*85/#85 → Page 81
- Reset services and functions,  
code #0 → Page 68
- Control relays,  
code \*90/#90 → Page 73
- Night answer,  
code \*44/#44 → Page 51
- Timed reminders,  
code \*46/#46 → Page 64

Press the key shown.

Confirm.

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

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

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



\*83=Associated serv?



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

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

- Reset services and functions, code #0 → Page 68
- Call forwarding, code \*1/#1 → Page 26
- Lock and unlock phone, code \*66/#66 → Page 62
- Save your PIN, code \*93 → Page 63
- Send a message, code \*68/#68 → Page 65
- Leave an advisory message, code \*69/#69 → Page 66
- Ringing group, code \*81/#81 → Page 81
- Group call, code \*85/#85 → Page 81
- Caller ID suppression, code \*86/#86 → Page 60
- Camp-on tone, code \*87/#87 → Page 44
- Open door, code \*61 → Page 32
- Release door opener, code \*89/#89 → Page 33
- Control relays, code \*90/#90 → Page 73
- Do not disturb, code \*97/#97 → Page 59
- Ringer cutoff, code \*98/#98 → Page 59
- Dial using speed dial, code \*7 → Page 39
- Associated service, code \*83 → Page 69

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



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



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



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



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

or



Dial the external number.



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

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

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

## Using functions in ISDN via code dialing (keypad dialing)

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

Press the key shown.

Confirm.

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

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

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

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

## Controlling connected computers/programs/telephone data service

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

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

Press the key shown.

Confirm.

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

### Inputs in en-bloc mode:

Enter data.

Complete entry.

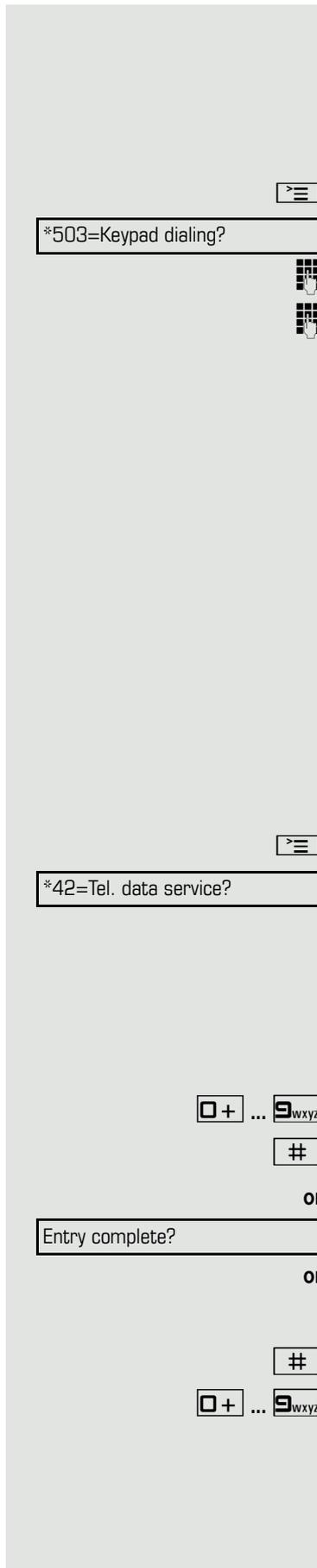
Confirm.

### Inputs in online mode:

The connected computer processes your entries directly.

Enter the code.

Enter data.



## Communicating with PC applications over a CSTA interface

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

Enter the code.

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

Use the relevant keys to communicate with the application.

### Temporarily interrupting communication with the application

The phone rings. You answer the call.

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

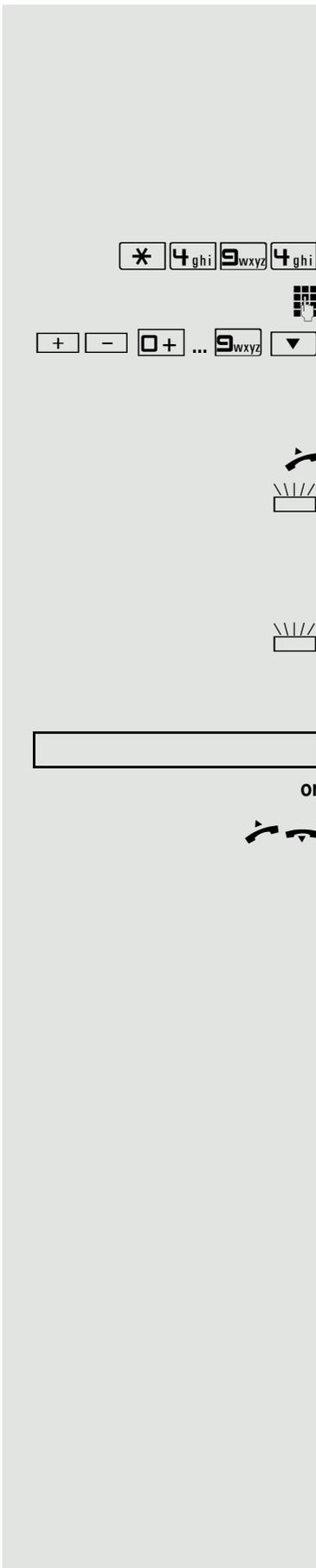
### Resuming communication with the application

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

### Ending communication with the application

Select and confirm the relevant CSTA message.

Lift the handset and replace it again.



## Controlling relays (only for HiPath 3000)

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

\*90=Control Relay On?

or

#90=Control Relay Off?

1 ... 4 ghi

Select and confirm the option shown.

select and confirm the option shown.

Enter the relay.

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

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

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

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

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

### Paging persons

To ensure that you can be found, you must have enabled a ringing group → Page 82, call forwarding → Page 26 or call forwarding-no answer (service technician) to the internal station number of your PSE.

A call request is signaled automatically.

### Answering the page from the nearest telephone

Lift the handset.

Enter the code.

Enter own station number.

\* S jkl S wxyz



## Making calls in the team/executive/secretary configuration

If configured (consult your service personnel), you belong to a team of subscribers with multiple lines (multi-line → Page 10). Your phone features trunk keys (MULAP keys) → Page 75.

### Lines

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis → Page 74.

#### Primary line

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

#### Secondary line

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

### Line utilization

#### Private line

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

#### Shared line

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

#### Direct call line

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

### Line seizure

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

## Trunk keys

The programmable keys on multi-line phones function as line keys. Every sensor key programmed as a "Trunk key" (key label: Transfer Trk) corresponds to a trunk with the result that you can configure up to 8 trunks in OpenStage 30 T .

As a team member, you can independently program the following functions on keys → Page 52:

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

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

### LED displays on trunk keys

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

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

## Answering calls with the trunk keys

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

if nec. 

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



Lift the handset.

or

On-hook dialing: Speakerphone mode.

## Dialing with trunk keys

if nec. 

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



Dial the phone number.



If the party does not answer: Lift the handset.

or

On-hook dialing: Speakerphone mode.

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

**Prerequisite:** You are conducting a call via one of your group's trunks. The "Hold" key has been programmed on your telephone → Page 52.

### Hold

Press the "Hold" key.



if nec.



or



Replace the handset or press the disconnect key.

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

### Retrieving the call

Press the trunk key flashing slowly.



## Making calls on multiple lines alternately

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

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



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



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

## MULAP conference release

If configured (consult your service personnel), you can program a sensor key on your phone with the function "MULAP Privacy Release" → Page 52. The default label is "Priv Release".

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

You are conducting a call.



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



Up to three team members can now join the conference.

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

Press the flashing trunk key.



## Direct station selection key

Each team member has a direct station selection key for every other team member.

This means that each team member can be reached directly by other team members at the touch of a button.

### Understanding LED messages from DSS keys



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

or



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

or



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

or



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

### Using DSS keys to answer calls

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

if nec. 

Press the flashing DSS key.

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



Lift the handset.

or

On-hook dialing: Speakerphone mode.

### Calling a team member directly



Press the DSS key.

or



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



If the party does not answer: Lift the handset.

or

On-hook dialing: Speakerphone mode.

## Transferring a call in progress



Press the DSS key and announce the call if necessary.



Replace the handset.

or



Press the key shown.

## Accepting a call for another team member



Press the flashing DSS key or trunk key.



Lift the handset.

or

On-hook dialing: Speakerphone mode.

## Forwarding calls on trunks

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

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



Open the Program/Service menu → Page 17.

Forward MULAP on

Select and confirm the option shown.

or



If available, press the "CFW MULAP" key.

(You have programmed a key with the incomplete "CFW MULAP" function, excluding the call forwarding type and destination → Page 52.)



Press the required line key.

or



Enter the required trunk number.

1=all calls

Select and confirm the option shown.

or

2=external calls only

select and confirm the option shown

or

3=internal calls only

select and confirm the option shown.



Enter the destination number.

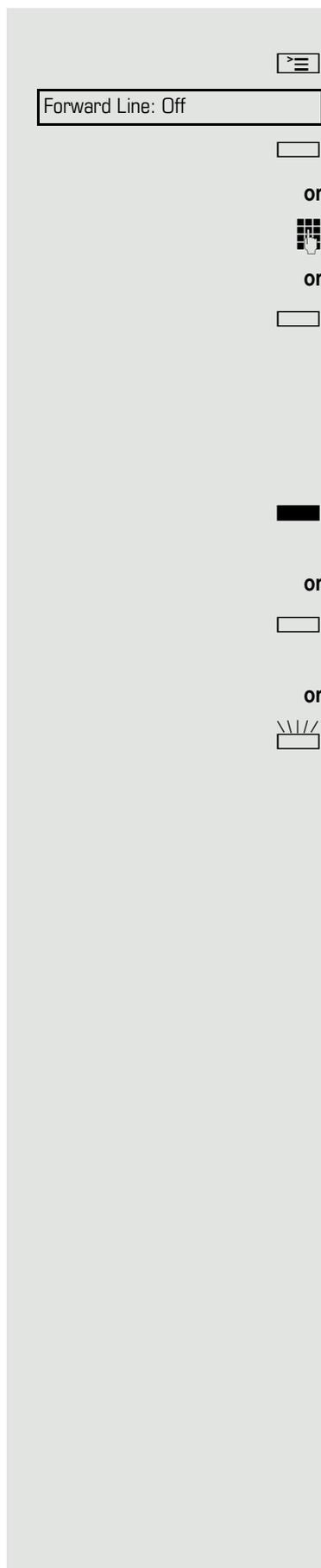
Save

Confirm.

or



If available, press the "CFW MULAP" key. (You have stored the call forwarding type and destination on the "CFW MULAP" key, → Page 52.)



### Deactivating call forwarding

Open the Program/Service menu → Page 17.

Select and confirm the option shown.

Press the required line key.

Enter the required trunk number.

If available, press the "CFW MULAP" key.



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

### Understanding LED messages of the "CFW MULAP" key

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

or

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

or

The LED on the "CFW MULAP" key is flashing **slowly**, the trunk is the call forwarding destination.

## Transferring calls directly to the executive phone

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

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

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

### Activating

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

or



Open the Program/Service menu → Page 17.

Ring Transfer: On

Select and confirm the option shown.



Press the required line key.

or



Enter the required trunk number.

### Deactivating

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

or



Open the Program/Service menu → Page 17.

Ring Transfer: Off

Select and confirm the option shown.



Press the required line key.

or



Enter the required trunk number.

## Using team functions

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

### Activating/deactivating a group call

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

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

You can activate and deactivate the audible signal for a hunt group, group call or individual trunks in a group.

#### You are part of a hunt group or call group

Open the idle menu → Page 15.

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

select and confirm the option shown.

Press the "Hunt group" key.

#### You belong to multiple groups

Open the idle menu → Page 15.

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

select and confirm the option shown.

Press the "Hunt group" key.

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

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

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

Select and confirm the option shown<sup>2</sup>.

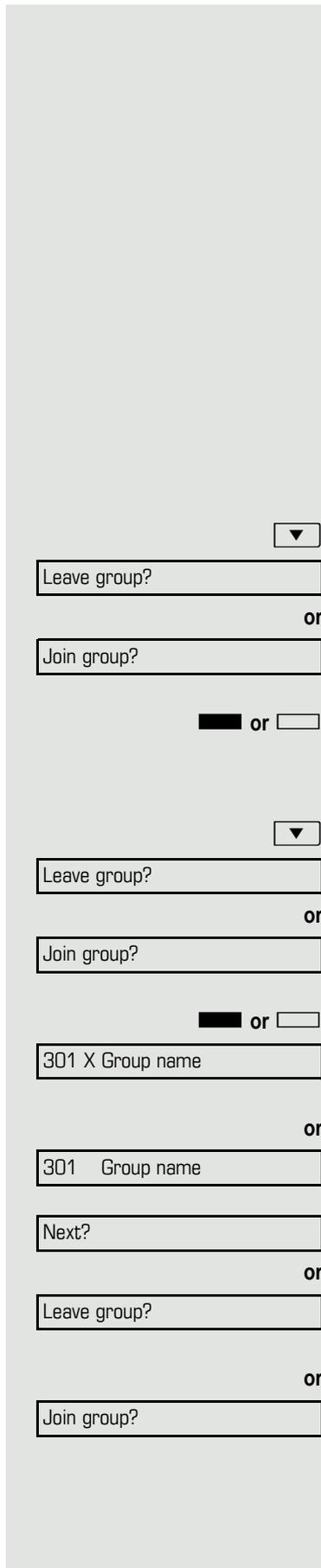
The audible tone for the group/trunk displayed is deactivated.

Select and confirm the option shown<sup>[2]</sup>.

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

1. "Differing display view in a HiPath 4000 environment" → Seite 88

2. "Differing display view in a HiPath 4000 environment" → Seite 88



or

#=Leave all groups

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

or

\*=Rejoin all groups

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

---

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

---

## Accepting a call for another member of your team

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

**Prerequisite:** Your telephone rings briefly. "Call for:" appears on the upper display line with the station number or name of the originator; the station number or name of the caller appears on the lower line.

Pickup - group?

Confirm.

## Ringling group

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

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

Press the key shown.

 \*81=Ringling group on?

Select and confirm the option shown.

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

---

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

---

Ringling group off?

Select and confirm the option shown.

## Uniform Call Distribution (UCD)

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

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

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

Press the key shown.

Select and confirm the option shown.

Confirm

select and confirm the option shown.

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

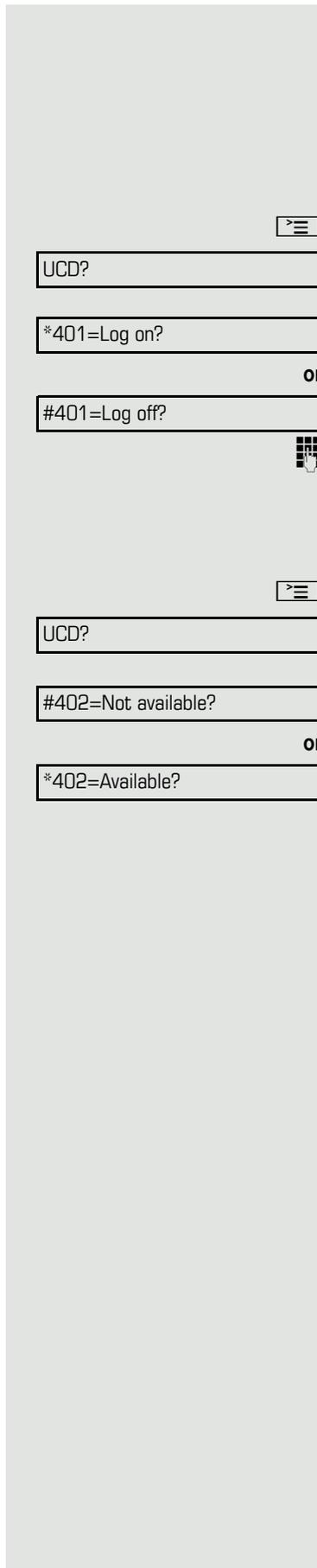
### Logging on and off during your shift

Press the key shown.

Select and confirm the option shown.

Confirm.

select and confirm the option shown.



### Requesting and activating a work time

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

Press the key shown.

Select and confirm the option shown.

Confirm.

select and confirm the option shown.

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

Press the key shown.

Select and confirm the option shown.

Confirm.

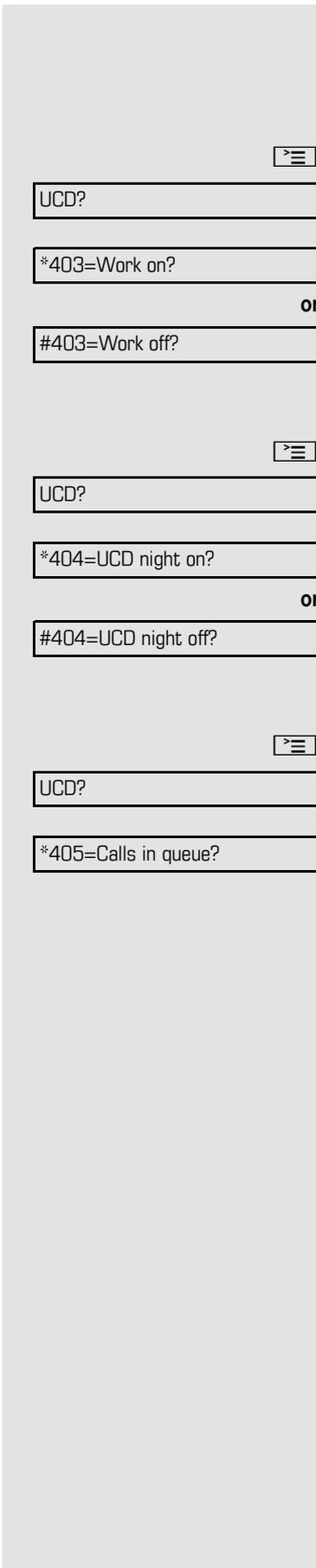
select and confirm the option shown.

### Display the number of waiting calls

Press the key shown.

Select and confirm the option shown.

Confirm.



## Individual phone configuration

### Setting contrast

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

Select and confirm the option shown.

Modify the setting. Keep pressing the key until the desired contrast is set.  
Save.

### Adjusting audio settings

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

#### Adjusting the receiving volume during a call

You are conducting a call.

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

#### Adjusting the ring volume

Press one of the keys in idle mode → Page 15 or while a call is in progress.  
Confirm.

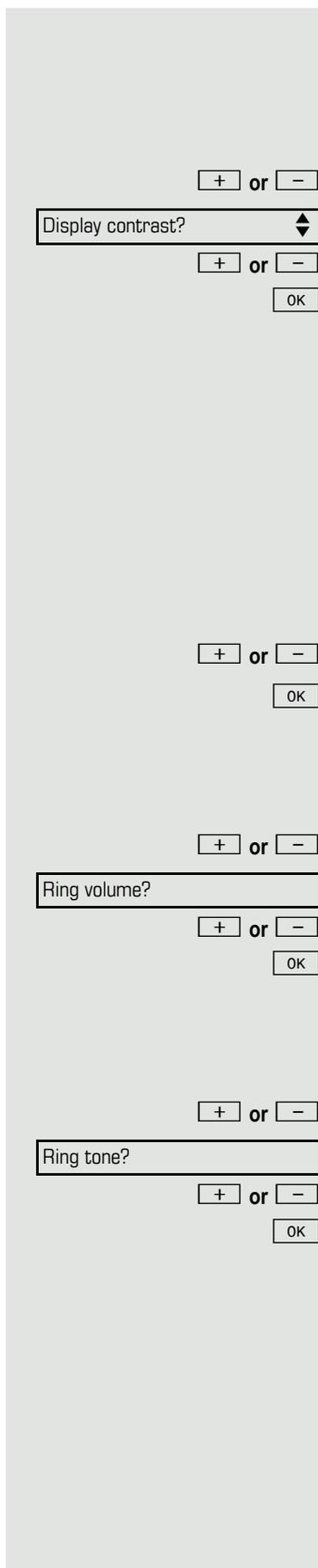
Raise or lower the volume. Keep pressing the key until the desired volume is set.  
Save.

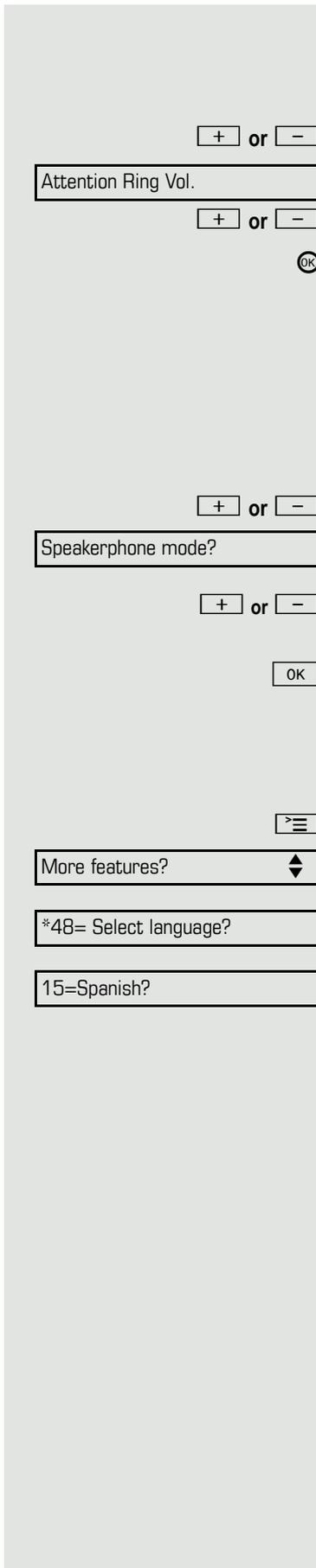
#### Adjust ring tone

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

Select and confirm the option shown.

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





## Adjusting the attention ring volume

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

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

Select and confirm the option shown.

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

Save.

## Adjusting the speakerphone to the room acoustics

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

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

Select and confirm the option shown.

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

Save.

## Language for system functions

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

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

## Testing the phone

### Testing functionality

You can test your phone's functionality.

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

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown.

If everything is functioning correctly:

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

### Checking the key assignment

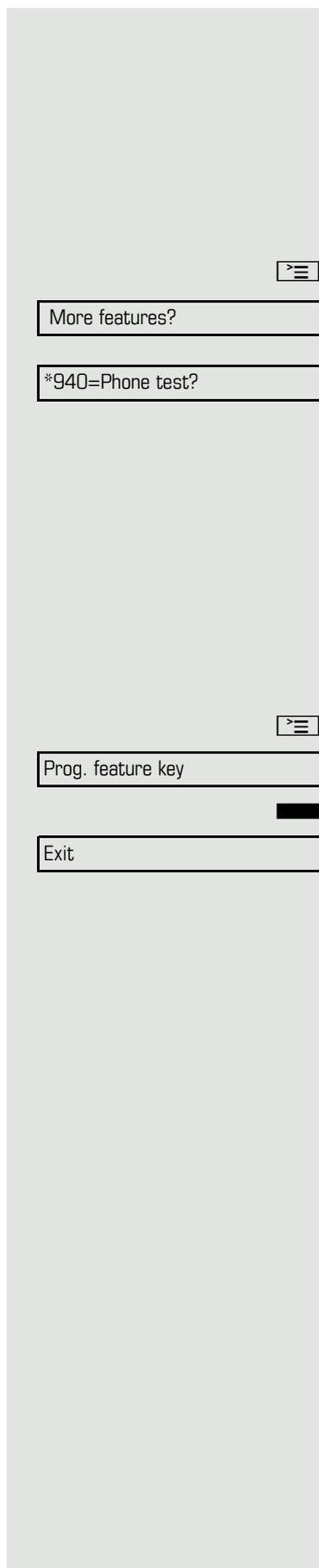
You can check key assignment on your phone to determine which functions are assigned to which keys.

Press the key shown.

Select and confirm the option shown.

Press any key. The key assignment is displayed.

Select and confirm the option shown.



## Differing display view in a HiPath 4000 environment

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

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

The following table provides an overview:

HiPath 3000 display	HiPath 4000 display	Description
Program/Service	Service menu?	→ Page 17
Transfer	Transfer?	→ Page 25
View callbacks	Show callback destinations?	→ Page 30
Pickup - directed	Pickup - directed	→ Page 31
Caller list	Call list/log?	→ Page 35
Use speed dialing	Use speed dialing?	→ Page 39
Change Speed Dial	Speed dial?	
Call wait.term.	Second call release?	→ Page 44
Call wait.trm.off	Second call on/off	
Ringer cutoff on/off	Ringer cutoff on/off?	→ Page 59
Join/leave group	Hunt group on/off?	→ Page 81

## Fixing problems

### Responding to error messages

Invalid entry

#### Possible causes:

Station number is incorrect.

#### Possible reactions:

Enter correct station number.

Not authorized

#### Possible causes:

Locked function selected.

#### Possible reactions:

Apply to service personnel for authorization for relevant function.

Currently not possible

#### Possible causes:

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

#### Possible reactions:

Enter correct station number. Call this station again later.

Invalid station number

#### Possible causes:

Dialed your own station number.

#### Possible reactions:

Enter correct station number.

### Contact partner in the case of problems

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

## Troubleshooting

### Pressed key does not respond:

Check if the key is stuck.

### Telephone does not ring:

Check whether the "Do not disturb" function is activated on your telephone (→ Page 59). If so, deactivate it.

### You cannot dial an external number:

Check whether your telephone is locked.  
If the phone is locked, enter your PIN to unlock it → Page 62.

### To correct any other problems:

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

## Caring for your telephone

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

## Labeling keys

The following options are available for labeling keys of the OpenStage 30 and/or OpenStage Key Module 15 with the functions assigned to them or the saved numbers on them:

### Labeling

- By hand:  
Labeling strips are supplied with your OpenStage 30 and OpenStage Key Module 15. Note the function or name in the white field on the strip and insert the strip on your OpenStage 30 or OpenStage Key Module 15.
- With a computer via the Internet:  
You can find the "online labeling tool" together with the user interface at [http://wiki.unify.com/wiki/Key\\_Labelling\\_Tool](http://wiki.unify.com/wiki/Key_Labelling_Tool).
- Select the appropriate key labeling tool in your language. You can use the tool online via the browser or you can download it for local use.

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