

# Documentation




OpenScape Voice

OpenScape Desk Phone IP 55G



OpenScape Key Module 55

User Guide

## Important information

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

## Trademarks

	<p>The device conforms to the EU directive 1999/5/EC as attested by the CE marking.</p>
	<p>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.</p> <p>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.</p> <p>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.</p> <p>The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may impose other regulations regarding the disposal of electrical and electronic equipment.</p>

## Location of the telephone

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

## Product support on the internet

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

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

# Contents

## Important information .....2

Trademarks .....	2
Location of the telephone .....	3
Product support on the internet .....	3

## General information.....13

About this manual .....	13
Symbols used in the manual .....	13
Service.....	14
Intended use .....	14
Telephone type .....	14
Speakerphone quality and display legibility .....	14
Single-line telephone/multi-line telephone.....	15

## Getting to know the OpenScape Desk Phone IP 55G 16

The user interface of your OpenScape Desk Phone IP 55G .....	16
Ports on the underside of the phone.....	18
Using network ports more efficiently .....	19
OpenScape Key Module 55.....	20
OpenStage Manager .....	21
Features.....	21
Keys.....	22
Function keys.....	22
Audio keys.....	22
Mode keys.....	22
Navigation block.....	23
Softkeys.....	24
Programmable keys.....	25
Line keys (on multi-line phones only).....	26
Dialpad.....	28
Graphic display .....	29
Appearance .....	29
Display editor.....	30
Context-dependent displays .....	31
Idle mode.....	31
Video link display .....	32
Camera test with "Self View" .....	34
Disabled video function .....	34
Telephony dialogs .....	35
Messages .....	35

Softkey list . . . . .	36
Application tab . . . . .	37

## **Applications available on your OpenScape Desk Phone IP 55G . . . . . 38**

Application navigation . . . . .	38
Telephony interface . . . . .	39
Single-line view . . . . .	39
Multi-line view . . . . .	40
Phonebooks . . . . .	42
Personal phonebook . . . . .	43
LDAP directory . . . . .	44
Call lists . . . . .	45
Additional notes on call lists . . . . .	46
Managing call lists . . . . .	47
Entry details . . . . .	48
Using an entry . . . . .	48
Voice mail . . . . .	49
Program/Service menu/Applications menu . . . . .	50
User settings . . . . .	50
Administration . . . . .	52
Applications . . . . .	52
Control and monitoring function . . . . .	53

## **Basic functions . . . . . 54**

Secure voice transmission . . . . .	54
Emergency mode . . . . .	54
Incoming calls . . . . .	55
Answering a call via the handset . . . . .	55
Answering a call via the loudspeaker (speakerphone mode) . . . . .	55
Accepting a call via the headset . . . . .	56
Directed pickup . . . . .	57
Picking up a call . . . . .	57
Picking up a held call . . . . .	58
Switching from handset to speakerphone mode . . . . .	59
Switching from speakerphone mode to the handset . . . . .	59
Switching from headset to speakerphone mode . . . . .	60
In standard mode . . . . .	60
In U.S. mode . . . . .	60
Open listening . . . . .	60
Ending a call . . . . .	61
Group call . . . . .	62
Listening to voicemail . . . . .	65
Call control (Second Alert) . . . . .	66
Two calls simultaneously . . . . .	66

During dialling . . . . .	67
Making calls . . . . .	68
Off-hook dialling . . . . .	68
On-hook dialling . . . . .	69
Immediate dialling . . . . .	70
Dialling using the hot or warm line function . . . . .	71
Redial . . . . .	72
Activating/deactivating the microphone . . . . .	73
Consulting a second party . . . . .	74
Ending a consultation call . . . . .	75
Cancelling a consultation call . . . . .	76
Switching to the held party (alternating) . . . . .	77
Putting on hold and retrieving alternately or simultaneously . . . . .	78
Connecting parties . . . . .	79
Call forwarding . . . . .	80
Activating or deactivating immediate call forwarding . . . . .	81
Saving destination phone numbers for call forwarding . . . . .	82
Activating/deactivating call forwarding . . . . .	84
Call forwarding chain . . . . .	86
Callback . . . . .	87
Requesting callback . . . . .	87
Responding to a callback . . . . .	88
Permitting a callback . . . . .	89
Calling back missed calls . . . . .	90

**Programmable function keys . . . . .91**

List of available functions . . . . .	91
Programming function keys . . . . .	92
Initiating programming . . . . .	92
Beginning programming . . . . .	93
Programming enhanced functions . . . . .	93
Repertory dialling . . . . .	93
Feature toggle . . . . .	94
Forwarding . . . . .	94
Using function keys . . . . .	96
Example 1: Calling a saved number . . . . .	96
Example 2: Activating/deactivating Call waiting . . . . .	96
Example 3: Immediate ring . . . . .	96
Resetting function keys . . . . .	97

**Enhanced phone functions . . . . .98**

Incoming calls . . . . .	98
Rejecting a call . . . . .	98

Deflecting a call . . . . .	98
Configuring call forwarding . . . . .	100
Placing a call on hold . . . . .	101
Call waiting (second call) . . . . .	107
Transferring a call. . . . .	111
CTI calls . . . . .	114
Making calls . . . . .	116
Dialling with the DDS key . . . . .	116
Dialling from the local phonebook . . . . .	116
Dialling from the LDAP database . . . . .	116
Dialling a phone number from a list . . . . .	117
Calling a contact from a group . . . . .	117
Using autodial delay . . . . .	118
Conference . . . . .	120
Local conference . . . . .	120
System conference . . . . .	123

## **Making calls with multiple lines . . . . . 125**

Incoming calls . . . . .	125
Accepting calls for the primary line . . . . .	125
Accepting calls for secondary lines . . . . .	126
Making calls . . . . .	126
Manual line seizure . . . . .	127
Automatic line seizure . . . . .	127
Dialling the last dialled number . . . . .	127
Forwarding calls for the primary line . . . . .	128
During calls . . . . .	128
Making and receiving calls on a single line . . . . .	128
Making and receiving calls with multiple lines . . . . .	129
Putting a line on hold . . . . .	130
Lines with hot or warm line function . . . . .	131
Connecting . . . . .	132
Direct station selection keys . . . . .	133
Calling a station directly . . . . .	133
Call pickup . . . . .	134
Deflecting a call to a DSS station . . . . .	135
LED display on DSS keys . . . . .	135
Making calls in an executive-secretary team . . . . .	136
Sample scenarios . . . . .	136
Accepting a call . . . . .	137
Connecting a call . . . . .	138
DSS keys . . . . .	140
Using line overview . . . . .	140
"Executive-secretary" with Executive/Assistant Cockpit . . . . .	141

Sample scenarios . . . . .	141
Function overview . . . . .	142
Launching E/A Cockpit from the secretary phone . . . . .	143
Managing call forwarding . . . . .	144
Managing secretary statuses . . . . .	146
Making calls in the E/A Cockpit team . . . . .	148
Settings for MultiLine (keyset) . . . . .	150
Displaying the line on the "Overview" tab . . . . .	150
Setting the time for a delayed ringtone . . . . .	151
Configuring the "Overview" tab display . . . . .	152
Line preview . . . . .	153
Rollover for a line . . . . .	154

## **Phonebooks and call lists . . . . .155**

Personal phonebook . . . . .	155
Creating a new contact . . . . .	155
Editing a contact . . . . .	155
Selecting a preferred phone number . . . . .	156
Deleting all phonebook entries . . . . .	156
Managing contact groups . . . . .	157
Deleting a group . . . . .	158
Saving a picture for a contact . . . . .	158
Quick search in the phonebook . . . . .	159
Changing the display format for contacts . . . . .	160
LDAP database . . . . .	161
Finding an LDAP entry . . . . .	161
Quick search . . . . .	163
Copying entries to the local phonebook . . . . .	164
Call lists . . . . .	165
Viewing details . . . . .	165
Deleting entries . . . . .	165
Copying entries from the call lists into the personal phonebook . . . . .	166
Call logging . . . . .	167

## **Privacy/security . . . . .169**

Deactivating the ringtone . . . . .	169
Do not disturb . . . . .	170
Enabling do not disturb via a key . . . . .	170
Enabling do not disturb via the idle menu . . . . .	170
Allowing "Do not disturb" . . . . .	171
Security . . . . .	172
User password . . . . .	172
Locking the phone . . . . .	175



<b>Mobility function</b> .....	<b>177</b>
Mobility scenarios .....	177
Logging on and off at the same phone .....	177
Logging on and off at different phones .....	177
Logging on and off at the same phone .....	178
Logging on to the phone .....	178
Logging off from the phone .....	179
Logging on at different telephones .....	180
Logging on with forced logoff at a remote phone .....	180
Logging on with forced, delayed logoff at a remote phone .....	180
<b>Video function</b> .....	<b>182</b>
Activating and deactivating the function temporarily .....	182
Self view .....	182
Video link .....	183
Consultation .....	183
Holding a call .....	184
Installing a USB camera .....	185
Connecting a USB camera .....	185
Activating and deactivating the video function .....	185
<b>OpenScape Voice functions</b> .....	<b>186</b>
Feature toggle key .....	186
Making anonymous calls .....	188
Deactivating .....	188
Activating .....	188
Activating anonymous calling temporarily for the next call .....	189
Deactivating anonymous calling temporarily for the next call .....	189
Creating a list for selective calls .....	190
For call acceptance .....	190
For call rejection .....	191
Anonymous calls .....	192
Rejecting .....	192
Accepting .....	192
Using abbreviated dialling .....	193
Call tracing .....	193
Hunt group functions .....	194
Making a line busy .....	194
Marking the last line in the hunt group chain .....	195
Reachability .....	196
Serial call .....	196
Parallel call .....	197

Parking a call . . . . .	199
Park a call . . . . .	199
Unparking . . . . .	199
Silent monitoring . . . . .	200
Active silent monitoring . . . . .	200
Muted silent monitoring . . . . .	201
Voice calling and two-way voice calling function . . . . .	202
Voice calling . . . . .	203
Two-way voice calling . . . . .	203
Announcing the local phone number . . . . .	204
Dialling the last caller . . . . .	205
Retrieving and dialling the last answered caller . . . . .	205
Retrieving and dialling the phone number of the last caller dialled . . . . .	205
Picking up out-of-hours calls . . . . .	206
Code table for OpenScope Voice functions . . . . .	207

### **Impact levels . . . . .209**

Answering a call with a lower IL . . . . .	210
Answering a call . . . . .	210
Answering forwarded calls . . . . .	210
Answering a second call . . . . .	210
Calls to a lower IL . . . . .	211
Off-hook dialling . . . . .	211
Forwarding a call with a lower IL . . . . .	211
Conducting a call with a lower IL . . . . .	212
Conducting a call . . . . .	212
Holding a call . . . . .	212
Conference . . . . .	212
Reconnecting . . . . .	212
IL alarm . . . . .	212

### **Individual phone configuration . . . . .213**

Display . . . . .	213
Appearance . . . . .	213
Brightness . . . . .	214
Contrast for the OpenScope Key Module 55 . . . . .	215

Screensaver . . . . .	216
Activating the screensaver . . . . .	216
Automatic screensaver activation . . . . .	217
Setting the fade time for the screensaver . . . . .	218
Date and time . . . . .	219
Setting the time . . . . .	219
Setting the date . . . . .	219
Time display format . . . . .	220
Date display format . . . . .	220
Setting daylight saving time . . . . .	221
Automatic daylight saving time . . . . .	221
Audio . . . . .	223
Volumes . . . . .	223
Settings . . . . .	224
Activating/deactivating the ringer . . . . .	228
Adjusting the volume during a call . . . . .	228
Tone and indication with an unsecured voice connection . . . . .	229
Key click . . . . .	230
Setting the language and country . . . . .	231
Display language . . . . .	231
Country-specific setting . . . . .	233
Alarm on changing the IL . . . . .	234
Network information . . . . .	235
Resetting user data . . . . .	236
Initiating the reset . . . . .	237

**Backup/restore . . . . . 238**

Saving user data . . . . .	239
Restoring user data . . . . .	240
Deleting a user backup on a storage medium . . . . .	241
Displaying and checking backups on USB media . . . . .	242

**Call recording . . . . . 243**

Recording modes . . . . .	243
Explanations of recording . . . . .	244
Recordable calls . . . . .	244
Non-recordable calls . . . . .	244
Enhanced functions: . . . . .	245
The following features are not supported: . . . . .	245
Recording tips . . . . .	245
MultiLine . . . . .	245

Recording calls . . . . .	246
Using the call recording feature . . . . .	246
Automatic call recording . . . . .	246
Manual call recording . . . . .	247
Call recording with AutoStart . . . . .	247
Controlling call recording . . . . .	248
Consultation during call recording . . . . .	248
Second call during call recording . . . . .	249
Call recording while alternating . . . . .	250
Your call is paused and reconnected during the recording . . . . .	250
Setting up a conference during recording . . . . .	251
Adding conference participants during the recording . . . . .	251
Your call is included in a conference during the recording . . . . .	252
Putting a line on hold manually during the recording . . . . .	252
Diagnostic data . . . . .	254

**Web interface (WBM) . . . . .256**

Calling up the Web interface . . . . .	256
Administrator Pages . . . . .	256
User pages . . . . .	257
User menu . . . . .	258

**Fixing problems . . . . .262**

Caring for your telephone . . . . .	262
Troubleshooting . . . . .	262
Contact partner in the case of problems . . . . .	262

**Local user menu . . . . .263**

Opening the user menu on the phone . . . . .	263
User menu display . . . . .	263
Key functions . . . . .	274

**Index . . . . .276**

**Display icons . . . . .280**

# 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 the OpenScape Desk Phone and all of its functions. It contains important information on the safe and proper operation of your OpenScape Desk Phone. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

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



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

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

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

## Symbols used in the manual

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



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



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

### Service



The service department of Siemens Enterprise Communications GmbH & Co. KG can only help you if you experience problems or defects with the phone.

Should you have any questions regarding operation, your specialist retailer or network administrator will gladly help you.

For queries regarding connection of the telephone, please contact your network provider.

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

### Intended use

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

### Telephone type

The 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 telephone (front right) should be kept clear.  
The optimum handsfree distance is 20 in. (50 cm).
- Proceed as follows to optimize display legibility:
  - Turn the phone to tilt the display. This ensures you have a frontal view of the display while eliminating light reflexes.
  - Adjust the brightness as required → page 214.

## Single-line telephone/multi-line telephone

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

The programmable sensor keys function as line keys on multi-line phones → page 26.

The "Overview" tab on the telephony interface provides information about the lines configured on your phone and the current status of each line → page 40.

When using a multi-line phone to make and receive calls, certain particularities must be taken into account → page 125.

## Getting to know the OpenScape Desk Phone IP 55G

The following sections describe the most frequently used operating elements and displays.

### The user interface of your OpenScape Desk Phone IP 55G

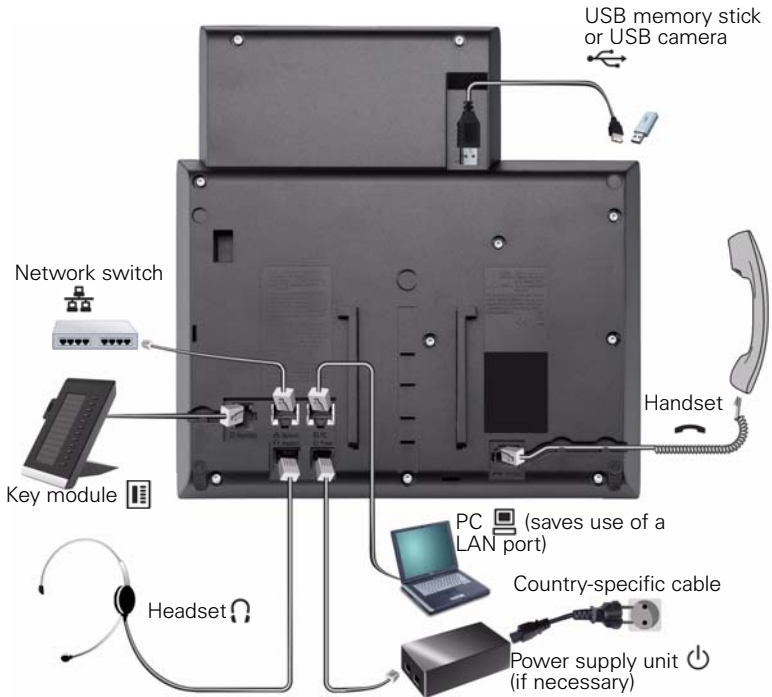


1	You can make and receive calls as normal using the <b>handset</b> .
2	The large <b>graphic display</b> permits intuitive operation of the phone → page 29.
3	The <b>mode keys</b> allow easy operation of the applications featured on your telephone. To select a tab within a function press the relevant key repeatedly until the required tab is displayed → page 22.
4	Use the <b>navigation block</b> to conveniently navigate through the applications on your telephone → page 23.




5	You can customise your telephone by assigning phone numbers and functions to the <b>programmable keys</b> → page 25.
6	The <b>function keys</b> allow you to call up frequently used functions during a call (e.g. call forwarding, call transfer) → page 22.
7	<b>Audio keys</b> are also available, allowing you to optimally configure the audio features on your telephone → page 22.
8	The <b>softkeys</b> allow you to call up other functions (e.g. Disconnect) → page 31.
9	Incoming calls and new voicemails are visually signalled via the <b>call display</b> .
10	The <b>dialpad</b> can be used to enter phone numbers and write text → page 28.


## Ports on the underside of the phone



## Properties of your OpenScape Desk Phone IP 55G

OpenScape Desk Phone IP	55G
Display type	Colour TFT 320x240 pixels
Illuminated display	✓
Programmable keys	8
Full-duplex speakerphone function	✓
Headset	✓
USB master	✓
Interface for key modules	✓
10/100/1000 Mbps switch → page 19	✓

 We recommend you use the C39195-Z7704-A5 adapter cable for larger style USB sticks.

 Use of USB hubs is not supported.

### Using network ports more efficiently

The OpenScape Desk Phone IP 55G has a 1000 Mbps Ethernet switch. This means that you can directly connect one additional network device in each case (e.g. a PC) via the telephone with the LAN. The option for connecting the telephone and PC must first be activated on the telephone by service personnel.



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

## OpenScape Key Module 55

The OpenScape Key Module 55 is a key module attached to the side of the phone that provides an additional 12 illuminated, programmable keys. Like keys on the phone, these keys can be programmed and used according to your needs → page 25.

You can attach up to two OpenScape Key Module 55s to your OpenScape Desk Phone IP 55G.



The diagram shows an OpenScape Key Module 55 for OpenScape Desk Phone IP 55G.

## OpenStage Manager

This programme offers you an additional option for tailoring your OpenScape Desk Phone IP 55G to your personal needs.

### Features

- Phonebook management
- Assignment of images to contacts
- Synchronisation of contacts
- Save and restore
- Key programming
- Screensaver
- Ringtones







Contact your service personnel for the latest version of OpenStage Manager.






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## Keys

### Function keys






Key	Function when key is pressed (6)
	Activate/deactivate call forwarding → page 80
	Start conference → page 120
	Transfer a call → page 111
	Hold active call → page 184

### Audio keys

Key	Function when key is pressed (7)
	Activate/deactivate the loudspeaker
	Activate/deactivate the headset
	Adjust the speaker volume
	Adjust the speaker volume
	Activate/deactivate microphone

### Mode keys






Press these keys to switch to the required application. To select a tab within an application press the relevant key repeatedly until the required tab is displayed.

Key	Function when key is pressed (3)
	Display telephony interface → page 39. The LED lights red.
	Display phonebooks → page 42. The LED lights red.
	Display call lists → page 45. The LED lights red.
	Display voicemails → page 49. The LED lights red.
	Display Settings/Applications menu → page 50. The LED lights red.

The selected function is indicated by the icon on the display.

## Navigation block

This control allows you to move between input fields and navigate in lists and menus. You use the central OK button to confirm options and launch functions:

Operation	Functions when key is pressed
 Press <b>&gt;</b> key.	Move to the right on the tab line.
 Press <b>&lt;</b> key.	In lists and menus: <ul style="list-style-type: none"> <li>• One level back</li> </ul> Entry selected: <ul style="list-style-type: none"> <li>• Cancel action</li> </ul> In input fields: <ul style="list-style-type: none"> <li>• Delete character to the left of the cursor</li> </ul>
 Press <b>v</b> key.	In lists and menus: <ul style="list-style-type: none"> <li>• Scroll down</li> <li>• Hold down: Jump to the end of the list/menu</li> </ul>
 Press <b>^</b> key.	In lists and menus: <ul style="list-style-type: none"> <li>• Scroll up</li> <li>• Hold down: Jump to the start of the list/menu</li> </ul>
 Press <b>OK</b> key.	Entry selected: <ul style="list-style-type: none"> <li>• Perform action</li> <li>• Confirm your selection</li> </ul>

### Browsing in the call list and phonebook tabs

If you are in the phonebook, you normally use the **Directory** key to navigate between the "Personal" and "Corporate" tabs or if you are in the call lists, you navigate between the "Missed", "Received", "Dialed" and "Forwarded" tabs using the **Call Log** key.

Alternatively you can use the navigation block to navigate between the tabs.

First use the **^** key to enter the tab row and use the **<** and **>** keys to move left or right. Once you have reached the required tab, press the **v** or **OK** key to change to the associated selection list.

Once you have reached the required tab, press the **v** or **OK** key to change to the associated selection list.

If you are in one of the phonebook or caller lists or in one of the settings menu, repeatedly press the **↶** key to go back to the telephony interface.

### Softkeys

The softkey list at the lower margin of the display is operated using the four corresponding keys (see also → page 36). The softkey list may have different options or functions depending on the situation (e.g. in idle or talk mode or in the service menu).



If the situation requires more than four options, you can use the fourth softkey "More..." to display additional options.



If you do not select any option or press the "More..." softkey again or choose a setting function, the first options will be displayed again.



## Programmable keys

Your OpenScope Desk Phone IP 55G has eight keys to which you can assign functions or numbers.

To open a menu, press and hold down the relevant key.

To activate the programmed function, briefly press the relevant key.



Increase the number of programmable keys by connecting a key module → page 20.



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

- Function keys → page 96
- Redial keys → page 93
- Direct station selection keys → page 133

Press the key briefly to activate the programmed function or dial the stored number → page 96.

If you hold the key down, you will be prompted to start programming this function key.



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




A label indicating the key's function is displayed to the left of the key; it cannot be changed. You can change the labels for redial keys according to your requirements.

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



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

### Meaning of LED displays on function keys

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

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

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

The programmable keys on multi-line phones function as line or trunk keys. Each key that is assigned the "trunk" function corresponds to a line. This means up to eight lines can be configured on the OpenScape Desk Phone IP 55G.

A distinction is made here between primary, secondary and phantom lines. Each of these line types can be used on a private or shared basis  
→ page 27.

#### 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 signalled on this line.



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

---

#### Secondary line

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

#### Phantom line




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

### Line utilisation

- **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 on the "Overview" tab 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 that share this line.
- **Direct call line:** A line with a direct connection to another telephone.

The line status is indicated by the LED in addition to the display on the "Overview" tab → page 40.


### LED displays



LED	Meaning
	<b>Off:</b> The phone is in idle mode.
	<b>Flashing:</b> <ul style="list-style-type: none"> <li>• Incoming call on the line → page 125</li> <li>• Hold reminder is activated → page 103</li> </ul>
	<b>Flickering:</b> <ul style="list-style-type: none"> <li>• Outgoing call on the line</li> <li>• The incoming call was prioritised and selected in accordance with the "Automatic line selection for incoming calls" option</li> </ul>
	<b>Fast blinking:</b> The line is on "Hold".
	<b>Blinking:</b> Call forwarding is activated
	<b>Illuminated:</b> The line is busy

## Dialpad

### Text input

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













Example: To enter the letter "h", press the number  key on the keypad twice. When entering the text, all available characters for this key are displayed. After a short while, the character in focus is displayed in the input field.

 To speed up the input, you can confirm your entry by pressing the  key on the navigation block after you have selected the required character.

To enter a digit in an alphanumerical input field, press the relevant key and hold it down. You no longer need to scroll through the entire list of possible characters.

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



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

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x
	1	<sup>1</sup>	;	=	\$	\	&	[	]	{	}	%				
	a	b	c	2	ä											
	d	e	f	3												
	g	h	i	4												
	j	k	l	5												
	m	n	o	6	ö											
	p	q	r	s	7	ß										
	t	u	v	8	ü											
	w	x	y	z	9											
	0	+														
	.	*	#	,	?	!	'	"	+	-	(	)	@	/	:	_
	2															

[1] Space

[2] Toggle between uppercase and lowercase and number entry

**Multi-function keys:**

Key	Function during text input	Function when held down
	Type special characters.	Deactivate the ring tone → page 169.
	Toggle between uppercase and lowercase.	Activate the telephone lock → page 175.



You can also input text using the display keypad → page 30.

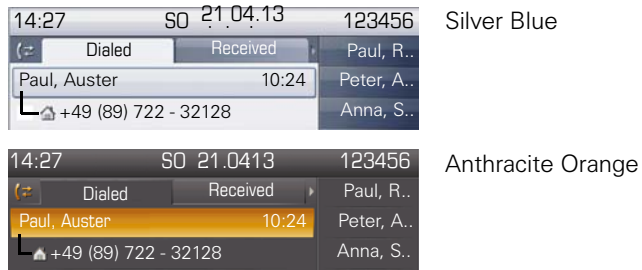
**Graphic display**

Your OpenScope Desk Phone IP 55G is equipped with a colour graphic display → page 18.

**Appearance**





You can customise your display to suit your personal requirements:

- Select your preferred display design → page 213.


**Status bar**

The time, weekday, date and your phone number are displayed in the status bar.

In addition, different icons represent different situations and switches:

Icon	Meaning
	The ring tone is deactivated → page 169
	The "Do not disturb" function is activated → page 170
	The phone lock is activated → page 175
	A mobile user is logged on to the telephone

## Display editor

 Enter text using the dialpad, see → page 28.













The softkeys in the display editor are assigned different options depending on the context. For example, if you opened the name field in the phonebook with "Edit", the softkeys will be assigned as follows:



Press "More" to see additional options:



You operate the display editor using the softkeys (→ page 24), the keypad (→ page 28) and the navigation block (→ page 23):

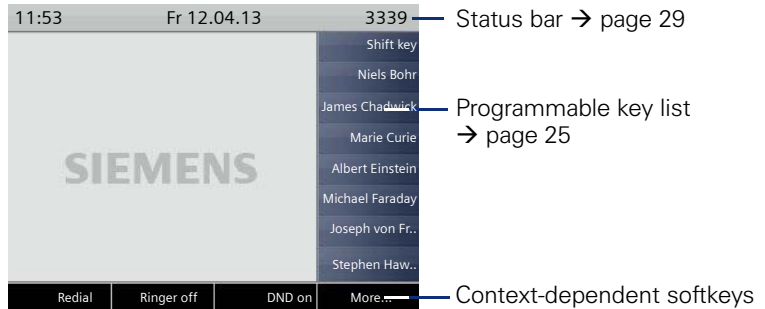
Softkey	Meaning
	Upper/lowercase notation for first letter of words is activated (initial letter uppercase, all subsequent letters lowercase)
	Lowercase characters with numbers is activated.
	Uppercase characters with numbers is activated.
	Only numbers is activated.
	Use this dialpad key to select special characters.
	Use this navigation block key to delete characters from right to left.
	Move cursor one character to the left.
	Move cursor one character to the right.
	Copy entire content of the active field to the clipboard
	Insert clipboard content at cursor position. Existing content is not overwritten.
	Cancel an action without saving.
	Confirm changes.

## Context-dependent displays

Depending on the situation at hand, the graphic display on your OpenScape Desk Phone IP 55G displays different content, to which you can respond intuitively.

### Idle mode

In addition to the status bar and the programmable key list, the graphic display offers a wide range of context-dependent displays.



### Softkey list in idle mode

You can call up different functions in idle mode using the respective softkey. The list entries may vary.

The softkey list can contain the following entries in idle mode

- Redial
- Ringer off
- DND on
- Directed Pickup

### Video link display

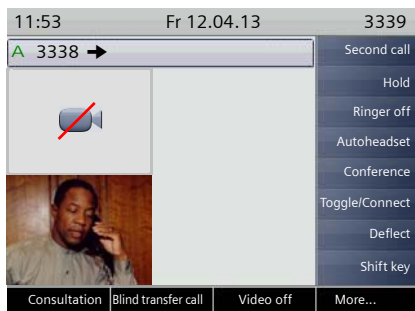
If you are using a USB camera on your OpenScape Desk Phone IP 55G for video links, different information will appear on the display when the video function is enabled (→ page 185).

#### Video link with softkeys displayed

A video link is established. The call partners each have cameras connected and have enabled the video function. The video images of both the calling and called partners appear on the left-hand side in preview mode.



A video link is established. The caller has a camera installed but the called partner does not. The call partners have both enabled the video function. The video image of the caller appears on the left-hand side in preview mode and a crossed-out camera appears instead of the video image of the called partner. The situation can also be reversed.



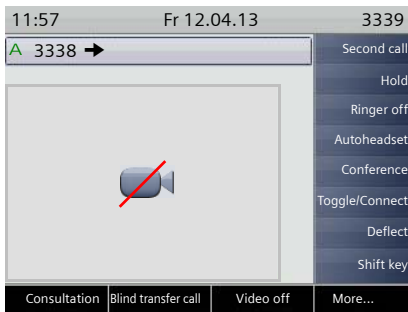


## Video link with softkeys not displayed

A video link is established. The call partners each have cameras connected and have enabled the video function. The video image of the called partner is shown on the display in single-screen mode.

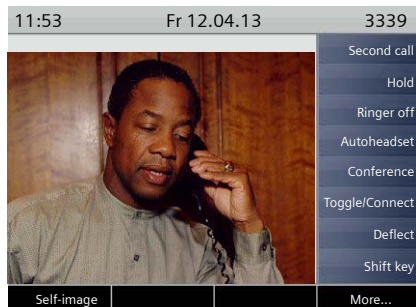


A video link is established. The caller has a camera installed but the called partner does not. The call partners have both enabled the video function. A crossed-out camera is shown instead of the video image of the called partner.



### Camera test with "Self View"

A video image of the operator is shown for a few seconds in single-screen mode with the Self View function (→ page 182).



### Disabled video function

If the called partner or the caller disabled the video function temporarily (→ page 182) or completely (→ page 185), a normal call connection is established or the call is switched to a normal call connection.

## Telephony dialogs

The dialogs in the lower area of the display prompt you to input data or provide you with information about the call states.

Example: In idle state, enter a phone number using the dialpad.



Once you have entered the first digit, several options corresponding to the situation are offered in the softkeys, which you can select. → page 23.

## Messages

The messages displayed in the upper left area of the display advise you of current settings or events.

Example:

- Call forwarding is activated for all calls. All calls are forwarded to the number "220870".
- You received a callback request/voicemail in your absence.
- A call list contains a new entry



The calls were saved in the missed calls list. Press the **Call Log** key to view these calls. Missed calls are not saved and displayed if the call journal is disabled → page 167.

Explanation of all message icons:

Icon	Meaning
	You have received one or more new messages.
	One or more new entries for missed calls have been added to the call lists.
	Call forwarding is activated for all calls.

### Softkey list

The label "More..." on the fourth softkeys means that additional levels or selection options are available.



The following options are displayed, for example, when you select this softkey:



When a connection has been set up – you are called or you make a call – the softkey list is reassigned automatically.

### Softkey list in idle mode

The following functions are displayed (if activated) when the telephone is in idle mode:



Repeat dialling is only offered if you have already dialled a phone number and the call journal is activated → page 167.






## Application tab

In many cases you can select further content within an application using tabs.



Example: Open the call lists by pressing the mode key **Directory** → page 22. Now press the key repeatedly to switch between the various tabs.

The icon displayed to the left of the tabs indicates the application you are currently working in:

Icon	Meaning
	Telephony interface <sup>1</sup> → page 39
	Phonebooks → page 42
	Call lists → page 45
	Voicemail → page 49
	Program/Service menu/Applications menu → page 50

[1] Platform-dependent; please contact the responsible service personnel.

## Applications available on your OpenScape Desk Phone IP 55G

The following descriptions provide an overview of the various applications available on your phone.

### Application navigation

#### Activating an application

You can switch to the relevant application using the mode keys → page 22.

#### Scrolling through application tabs

If an application has more than one tab, you can select the tab you want by pressing the mode key repeatedly → page 37.

#### Scrolling through lists

You can use the navigation block to scroll through entries and confirm functions or a list entry you want → page 23.


#### Softkey list


The softkey list changes depending on the situation. An option is selected using the respective softkey → page 36.

## Telephony interface

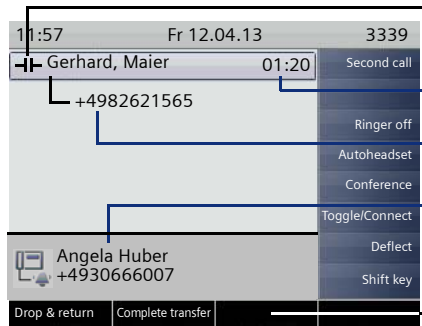
### Single-line view

Additional information is displayed in the telephony interface, for example when your phone rings, when you dial a number or during a call.

 The same information is available on multi-line telephones for the selected line in the line overview.

To access: Press the  mode key.

Example:












The screenshot shows a call interface with the following elements:


- Top bar:** Time 11:57, Date Fr 12.04.13, and number 3339.
- Call information:** Name Gerhard, Maier, duration 01:20, and status Second call.
- Number:** +4982621565.
- Softkey list:** Ringer off, Autoheadset, Conference, Toggle/Connect, Deflect, and Shift key.
- Bottom bar:** Drop & return and Complete transfer.

Annotations on the right side of the screenshot:

- Icon indicating call status (points to the 'Second call' status)
- Call duration (points to '01:20')
- Current call(s), possibly with information stored in the phonebook (points to the name and number)
- Call requests and current states (points to the softkey list)
- Softkey list with situation-dependent options (points to the bottom bar)

### Icons for frequent call statuses

Icon	Meaning
	You receive a call.
	After dialling, the other subscriber's phone rings.
	The call is active.
	High-quality voice connection (G.722).
	The call has been disconnected.
	You have placed the call on hold (e.g. consultation hold).
	Your call partner has placed the call on hold.
	The voice connection is secure.
	The voice connection is not secure.

 Detailed descriptions of the various functions can be found in the sections "Basic functions" → page 54 and "Enhanced phone functions" → page 98.

## Multi-line view

Two tabs are displayed in the telephony interface:

- "[Mein Telefon]" tab - represents the primary line or the line view of a selected line → page 39
- "Übersicht" tab - configurable overview of the secondary lines → page 26

To access: Press the "☎" key.

Example:

The screenshot shows a multi-line view interface. At the top, it displays the time '09:37', the date 'Mo 15.04.13', and the extension '3057\_155'. Below this, there are two tabs: 'Übersicht' (selected) and 'pri\_3057'. The main area shows a list of lines with status icons and labels. On the right side, there are line keys labeled 'pri\_3057', 'sec\_3052', 'sec\_3066', 'sec\_3039', 'DSS\_3054', 'Group pickup', 'Recording', and 'Call waiting'. At the bottom, there are four buttons: 'Anruf übern.', 'Rückfrage', 'Überg. v. Melden', and 'Mehr...'. A callout on the right side points to the 'Übersicht' tab and the line keys, with the text 'Labelling of line keys → page 26'. Blue lines connect the status icons in the list to their corresponding labels: 'Line status', 'Line name', and 'Status icon'.

The status icons provide information about the state of the relevant line.

Icon	Meaning
	Call for the corresponding line.
	Call for a line with suppressed ring tone → page 154.
	"Hold reminder" was activated → page 103.
	The line is currently not available.
	The line is busy.
	You are holding the line.
	The line is free.

Please note also the LED displays for the line keys → page 27.



### Softkeys in the line overview

The softkeys of a selected line offer the following options with:

- Own free line
  - Auswählen
  - Anzeigen<sup>[1]</sup>
- Own line with active call
  - Halten
  - Löschen (replace handset)
  - Anzeigen<sup>1</sup>
- Own line with held call
  - Wiederaufnehmen
  - Anzeigen<sup>[1]</sup>
- Other free line
  - Auswählen
  - Anzeigen<sup>[1]</sup>
- Other line with active call
  - Halten
  - Löschen (replace handset)
  - Anzeigen<sup>[1]</sup>
- Other line with held call
  - Wiederaufnehmen
  - Anzeigen<sup>[1]</sup>
- Other line busy
  - Anzeigen<sup>[1]</sup>
  - Connecting<sup>[2]</sup>

[1]. After a period of time set by service personnel, the tab of the selected line is displayed as a preview.

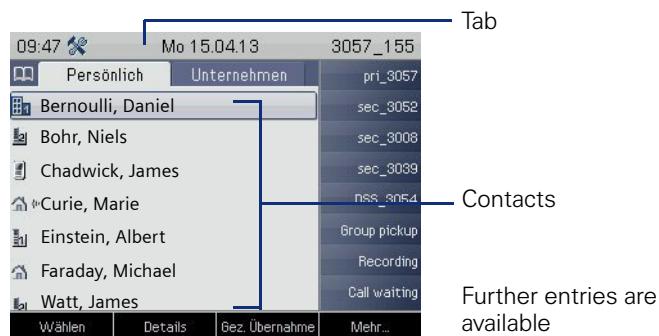
[2]. The "connect" function must be activated by the service personnel.

## Phonebooks

In addition to the local phonebook, this application also contains entries from other directory services, such as an LDAP corporate directory.

To access: Press the **Ⓜ** key repeatedly until the required tab is displayed (see also → page 23).

Example:



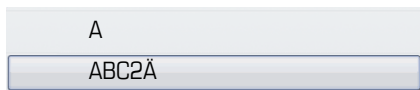
### Phonebook icons

Icon	Meaning
	Primary business number
	Secondary business number
	Mobile phone number
	Private phone number

### Searching contacts

When in the personal phonebook list view, press the dialpad key that corresponds to the first letter of your search term.

A field opens for you to enter the search term:



Enter your search term using the dialpad → page 28.

The cursor jumps to the first entry in the list that matches the character you entered in the search field.

## Personal phonebook

The "Personal" tab contains your local phonebook. You can store up to 1,000 personal contacts in this phonebook. The entries are sorted in alphabetical order in the phonebook list and displayed with the icon for the specified default phone number.

There are two ways of creating new contacts:

- Via the phonebook list softkeys → page 155
- Accept entry from LDAP search → page 161

### Contact details

The type of data displayed for a call in the telephony interface → page 39 is dependent on the information you have stored for this contact in your local phonebook.

A contact consists of an entry in the "First name" or "Last name" fields and at least one phone number → page 155.

In addition, you can store non-telephony-specific data (e. g. address, function, etc.) for each entry.

You can store several phone numbers for each contact. In this case, however, you should define a preferred number → page 156.

Classify your contacts into groups → page 157.

Save a picture of the contact → page 158.

### Managing contacts

All saved contacts are listed in alphabetical order on the "Personal" tab.

You can use the "Optionen" context menu to

- create new contacts → page 155
- define the contact display format → page 160
- perform a quick search in the phonebook → page 159
- sort contacts into groups → page 158
- delete the entire phonebook list → page 156



We recommend the OpenStage Manager software for professional management of your contact data and for synchronising your data with the Outlook/Notes e-mail programmes. For more information, refer to the User Manual OpenStage Manager → page 21.

---

### Using contacts

The following functions are available via the softkeys of a selected contact:

- Calling a contact → page 116
- Editing a contact → page 155
- Deleting a contact

### LDAP directory

If you have access to an LDAP directory (contact the responsible service personnel), you can search for contacts in a company-wide directory.

A user-friendly, advanced search function is available for this. You can transfer any contacts found to your local phonebook for further use.

#### Searching for a contact



- Simple search → page 161
- Quick search → page 163

#### Using a contact

- Calling a contact → page 116
- Transferring an entry to the local phonebook → page 164

## Call lists

---

 The call journal function must be activated in order to display call lists → page 167. The call journal must also be activated for the customary last number redial function. If the call journal is not activated, the following message is shown on the display when you press the  key: "Call Log Disabled".

---

All calls and numbers dialed on your phone are logged in chronological order in call lists.


---

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


---


The following call lists are displayed individually on separate tabs:

- "Missed" tab: missed calls
  - "Received" tab: answered calls
  - "Dialed" tab: dialed numbers
  - "Forwarded" tab: forwarded calls
- 



 Only calls to the primary line are received on multi-line phones.

---

When new entries are added to the call lists, a message appears  
→ page 35 on the idle display and the LED of the mode key   
→ page 22 lights up white.

To access: Press the  key repeatedly until the required tab is displayed (see also → page 23).

The service personnel may have made special settings for missed calls. The following keys illuminate, depending on the setting, to indicate new missed calls:

- Only the LED on the key 
- The LED on the key  and the call display or
- Only the call display or
- Neither.

### Additional notes on call lists

- Note the setting options for voicemail → page 49 and have the possible combinations explained to you by service personnel if necessary.
- Missed calls are not signalled if the call journal is disabled → page 167.
- If missed calls for this connection were answered by other subscribers, these calls are not listed in the Missed list or are marked with a green checkmark in accordance with the setting in the call logging → page 168.
- Logging for call forwarding was also changed in the framework of the new call logging. All types of forwarded calls are now only logged under "Forwarded" and no longer as before partly also as "Missed". This is regardless of how the new parameter for missed calls is defined.

## Managing call lists

Each call list may contain up to 30 entries. Once this limit is reached, the oldest entry in the log is overwritten.

Multiple calls from the same number are only listed once. The number of call attempts along with additional data can be viewed by pressing the "Details" key on the display.

The following data is saved, for example for missed calls:

- Phone number/name depending on available data.
- Number of call attempts.
- The time of the last call attempt for each listed caller, in relation to the current day, otherwise the date of the last call attempt.

Example – "Received" tab

Time	Caller	Time of call	Attempts
09:47	gw_3008	01:30	(1)
09:04	Gerhard, Maier	09:04	(1)
	3339		

The following options are available, which you can select via the softkeys:

- Dial
- Details
- Delete
- Copy
- All delete

Example – "Dialed" tab:

Time	Caller	Date of call	Attempts
09:47	line_3043	09:35	(1)
	line_3040	12.04.	(2)

The following options are available for a selected entry, which you can select via the softkeys:

- Dial
- Details
- Delete
- Copy
- All delete

## Entry details

Up to ten call attempts can be stored for each entry in the details list.

Example – Entry on "Missed" tab:

The screenshot shows a call log entry for the number 3039. The entry is titled "Entgangen" (Missed) and "Gewählt" (Dialed). The status bar at the top shows the time "02:41 pm", the date "Di 04/16/13", and the extension "3043\_129". The call log entry itself shows "Line.3039 (9 Anrufe)" (Line.3039 (9 calls)). The call details include the caller number "3039", the date "04/16/", and the time "02:40pm". The call log entry is highlighted in blue. The right side of the screen shows a list of softkeys: "Call waiting", "App/View", "Group pickup", "Rep. 3057", "AICS Zip", "Recording", and "App/MakeCall".

Additional tabs  
Caller number  
Time  
Date

Example – Entry on "Dialed" tab:

The screenshot shows a call log entry for the number 3052. The entry is titled "Gewählt" (Dialed) and "Angenommen" (Answered). The status bar at the top shows the time "02:39pm", the date "Di 04/16/13", and the extension "3043\_129". The call log entry itself shows "Line\_52 (10 Anrufe)" (Line\_52 (10 calls)). The call details include the caller number "3052", the date "04/16/", and the time "02:26pm 10:26". The call log entry is highlighted in blue. The right side of the screen shows a list of softkeys: "Call waiting", "App/View", "Group pickup", "Rep. 3057", "AICS Zip", "Recording", and "App/MakeCall".

Additional tabs  
Caller number  
Time  
Date

You can dial the number directly using the first softkey.



If a caller is already entered as a contact in the local phonebook, the data stored there is displayed.

## Using an entry

The following functions are available via the softkeys of a selected entry:

- Dial
- Viewing details
- Deleting the entry
- All delete
- Transferring the entry to the personal phonebook



## Voicemail

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

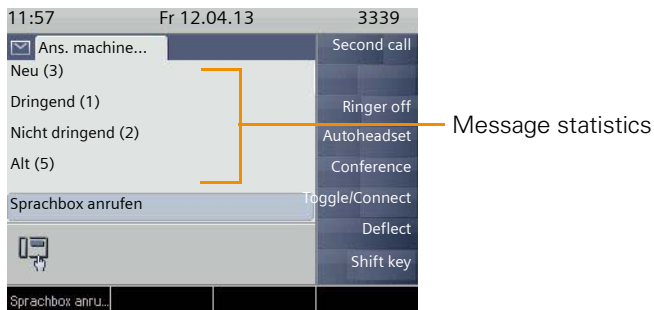
### Listening to messages

The following keys illuminate, depending on the setting made by the service personnel, to indicate new messages:

- Only the LED on the key **Messages**
- The LED on the key **Messages** and the call display or
- Only the call display.

Note also the setting options for missed calls → page 45 and have the possible combinations explained to you by the service personnel if necessary.

Press this key to open the menu for the mailbox (→ page 65). You will be shown the following for example:



(The labels displayed here for the message status may have been altered individually by service personnel).



Only messages for the primary line are recorded on a multi-line phone.

## Program/Service menu/Applications menu

This menu includes a configuration area for users and administrators as well as an area for any available applications (contact service personnel).

To access: Press the **Services** key repeatedly until the "Settings" tab is active.

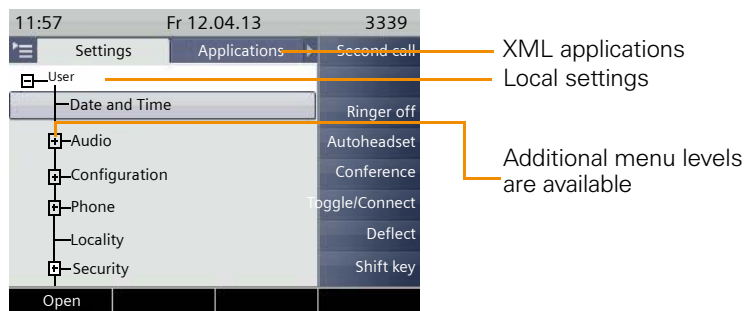
Select and confirm the entry "User".

You may have to enter the user password → page 172.

### User settings

You can adjust local settings for your OpenScape Desk Phone IP 55G from the "User" menu.

The menu structure comprises several levels.



➡ You can also configure all of the settings using the **web interface** of your OpenScape Desk Phone IP 55G → page 256.

Open the menu → page 50.

### Date and Time



Adjust the settings on your telephone → page 219

### Audio

Optimise the audio settings on your OpenScape Desk Phone IP 55G for your work environment and according to your personal requirements.



## Volumes

Adjust the settings on your telephone → page 223



## Settings

Adjust the settings on your telephone → page 224

## Configuration

### Anrufumleitung

Set up call forwarding for your telephone.



Adjust the settings on your telephone → page 80

### Enhanced phone functions

Use the enhanced phone functions on your telephone.



Adjust the settings on your telephone → page 98

### Keypad

Manage your line keys.



Adjust the settings on your telephone → page 150

## Phone

Adjust the display design settings and programme the sensor keys on your OpenScape Desk Phone. Save your settings.

### Backup/restore

Back up the current user settings or restore the saved settings.



Adjust the settings on your telephone → page 238

### Screensaver



Adjust the settings on your telephone → page 216

### Display



Adjust the settings on your telephone → page 213

### Programming keys

Program keys with frequently used functions or phone numbers.



Adjust the settings on your telephone → page 92

## Locality

Enter your country-specific settings.



Adjust the settings on your telephone → page 233

## Security

Protect your settings and data by assigning a password.



Adjust the settings on your telephone → page 172

### Network Information



Information about the IP address of the phone and HTML address of the web interface.

View information on the phone → page 235.

### Diagnostic Information



Provides information on all of the important settings of the telephone. Can provide valuable help in support situations → page 254.

### Reset



Personal settings made via the telephone menu or the web interface can be reset to factory settings → page 236.

## Administration

You can access the administration area via the "Admin" function and by entering the administration password.

Refer to the administration manual for your phone for more detailed information on this topic.



During a software update, the phone must not be disconnected from the power supply unit, the LAN line or the phone line.

An update action is indicated by messages on the display and/or by flashing LEDs.

---

## Applications

E/A Cockpit → page 141

## Control and monitoring function


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

### Control function

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

### Monitoring function

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

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

### Activating a diagnostic call

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

### Step by step

## Basic functions

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Please read the introductory chapters "Getting to know your OpenScape Desk Phone IP55G" → Seite 17 and "Applications available on your OpenScape Desk Phone IP55G" → Seite 40 carefully before performing any of the steps described here on your phone.

---

## Secure voice transmission

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

If you call a party or receive a call from a party over a secure connection, a padlock icon<sup>[1]</sup> appears on the other party's row on your graphic display. You can opt to have voice connections that are no longer secure indicated by a brief alerting tone and a window with the message "Unencrypted call" (see → Page 229).

## Emergency mode

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

If it happens that your telephone is no longer connected to OpenScape Voice, it is registered automatically on the configured failover system. The message "Notbetrieb B8" then appears on the display.

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

- Call forwarding (→ Page 80)
- Voicemail (→ Page 65)
- Callback (→ Page 87)
- Group functions (→ Page 62)
- Multiline (→ Page 125)
- OpenScape Voice functions (→ Page 186)

---

[1] Closed for secure or open for nonsecure voice communication


## Step by step

## Incoming calls

The OpenScape Desk Phone IP55G rings with the tone signal set when an incoming call is received. The call is also visually signalled on the call display. If information on the calling party (name, phone number) is transmitted, it will appear on the graphic display.



If you have set a pattern melody → Page 226 or a ringtone → Page 225 on your phone, service personnel may have preset a different ringtone or deactivated the ringtone, depending on the call type (e.g. an external or internal call).

Any settings you are currently making on the phone will be interrupted by an incoming call. As soon as the call ends, press  to return to the point in the menu structure where you were interrupted.

## Answering a call via the handset

The phone rings. The caller is displayed.

Lift the handset.

Adjust the speaker volume.

if nec.

Vol.-

Vol.+



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

The phone rings. The caller is displayed.

The context menu display changes:

Select the softkey to confirm. The **Speaker** key lights up.

Accept

or

Speaker

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

if nec.

Vol.-

Vol.+

Adjust the call volume.

## Step by step

### Suggestions for using speakerphone mode:

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

## Accepting a call via the headset

**Prerequisite:** A headset is connected.



Make sure your headset port is set up properly  
→ Page 227.

### Answering calls via the headset key

The phone rings. The **Headset** key flashes.

Press the key shown.

Headset

if nec.

Vol.-

Vol.+

Adjust the call volume → Seite 22.

### Answering calls automatically via the headset

**Prerequisite:** The service personnel have additionally configured a key with the "Auto-Headset" function (AICS Zip tone) (→ Page 91).

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

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

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





## Step by step

## Directed pickup

You can pick up a call signalled at an absent co-worker's phone. If a colleague has placed a call on hold on his or her multi-line phone you can likewise pick up this call.

### Picking up a call

**Prerequisite:** You know the co-worker's internal phone number and the function is configured for you in OpenScope Voice.

A co-worker's phone rings.

Select the softkey (idle mode) to confirm.

Directed pickup

or



Lift the handset.

or

Speaker

Press the key shown.

Directed pickup

Select the softkey to confirm.



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

## Step by step

Directed pickup

or



Lift the handset.

or

Speaker

Press the key shown.

Directed pickup

Select the softkey to confirm.



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

## Step by step

## Switching from handset to speakerphone mode



Take note of the two different processes and activate your preferred setting as appropriate → Page 227.

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

### Open listening in standard mode

Speaker and 

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

### Open listening in US mode

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

Speaker

Press the key shown.



Replace the handset. Proceed with your call.



A secure voice communication is indicated by a closed padlock icon on the graphic display; a nonsecure voice communication is indicated by an open padlock icon on the graphic display (see also → Page 54)

## Switching from speakerphone mode to the handset

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



Lift the handset.

Speaker

The key shown is no longer lighting.

## Step by step

# Switching from headset to speakerphone mode

## In standard mode

Speaker

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

Headset

Press the key shown. Speakerphone mode is activated.

## In U.S. mode

Speaker

Press the key shown.

Headset

Press the key shown. Speakerphone mode is activated.

## Open listening

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

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

## Activating

Speaker

Press the key shown.

## Deactivating

Speaker

Press the illuminated key.

## Switching to speakerphone mode

Speaker



Hold down the illuminated key and replace the handset.

Step by step

## Ending a call

Speaker

Press the illuminated key.

or

Disconnect

Select the softkey to confirm.

## Step by step

## Group call

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

A group call is displayed on the phone. Service personnel may have made the following settings for signalling:

Telephone status			Ring on group call = Yes	Ring on group call = No
Ringer on	Silent		Ringtone Loudspeaker	Beep Loudspeaker
	In Connection	Handset	Ringtone Loudspeaker	Beep Handset
		Handset Open listening	Beep Handset and loudspeaker	Beep Handset and loudspeaker
		Headset	Ringtone Loudspeaker	Beep Headset
		Headset Open listening	Beep Headset and loudspeaker	Beep Headset and loudspeaker
		Speakerphone mode	Beep Loudspeaker	Beep Loudspeaker
Ringer off	Silent		Nothing	Nothing
	In Connection	Handset	Nothing	Beep Handset
		Handset Open listening	Beep Handset and loudspeaker	Beep Handset and loudspeaker
		Headset	Nothing	Beep Headset
		Headset Open listening	Beep Headset and loudspeaker	Beep Headset and loudspeaker
		Speakerphone mode	Beep Loudspeaker	Beep Loudspeaker

The volume settings can be found from → Page 223.

Further service personnel settings for group calls:

## Step by step

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

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

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

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



Press the key with the "Call pickup" function.

The group call is now shown on the display with

**Pickup:** *Caller*

**for:** *Party*

The pop-up menu opens:

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

**Prerequisite:** Your service personnel have set up the group call such that it will be shown immediately on the display and the context menu will change.

A group call is waiting and is shown on the display with

**Pickup:** *Caller*

**for:** *Party*

### Step by step

Pickup call

or



or



Ignore

#### Picking up a group call

The context menu display changes:

Select the softkey to confirm.

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

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

#### Ignoring a group call

Select and confirm the option shown.

Select the softkey to confirm. The phone stops signalling the group call.



## Step by step

## Listening to voicemail

To use this function, you need to have a voice mailbox set up on your communication platform for voicemails (see → Seite 51).

The message key (📧) and/or the call display illuminate, depending on the setting made by the service personnel, to indicate new messages. They only extinguish again when all new messages have been picked up.

### Picking up messages

Messages

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

If messages are waiting, you will be shown a list with the new messages and the messages you have already listened to, sorted by status (see → Seite 51). The number of respective messages is indicated.

Confirm with the softkey to open the mailbox. Follow the voice instructions. You may need to enter a password.

Call Mailbox

### Calling the mailbox directly

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



Messages

Lift the handset.

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




You can call the mailbox any time you see the "Bitte wählen" prompt on the display.

### Step by step

## Call control (Second Alert)

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

 2nd alert does **not** work with multi-line phones

## Two calls simultaneously

**Prerequisite:** The 2nd alert key is set up and "call waiting" is permitted (→ Page 109).



Two calls ring at the same time.

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

- Accept
- Reject
- Deflect



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

## Displaying second caller



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

## Returning to first caller



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

## Accepting a call

If you accept one of the two calls, the other call is treated as a second call (see → Page 107).

## Step by step

## During dialling



Note that when you set up 2nd alert, the "Busy when dialling" → Page 119 function will be disabled. The exception is if you dial a number during a Consult → Page 74.

**Prerequisite:** The 2nd alert key is set up and "call waiting" is permitted (→ Page 109).



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



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

- Accept
- Reject
- Deflect


## Step by step

Dial

Redial

## Making calls

---

 If you allowed the option "Busy When Dialling" → Page 119, you will not be interrupted by an incoming call. In this case, the caller hears the busy signal.

---

## Off-hook dialling



Lift the handset.



Enter the phone number.

The context menu display changes:


Select the softkey to confirm or wait until the dial delay expires (see → Page 118).

or

Select the softkey to confirm<sup>[1]</sup>.


The connection is set up.

---

 If you are using a dial plan and Sofortwahl is set up (see → Page 70), dialling is automatically performed as soon as the character string entered matches an entry in the dial plan.

---

---

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

---

---

[1] Please note the information in relation to the call journal on → Page 72

## Step by step

Redial

Dial

Speaker

or

Headset



OK

or



## On-hook dialling

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

Press the key shown.

Press the key if a headset is connected.

Enter the phone number.

Press or wait until the dial delay expires (see → Page 118).

The context menu display changes:

Select the softkey to confirm<sup>[1]</sup>.

### Entering the phone number first

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

Enter the phone number. Use the TouchGuide → Seite 24 to correct entries as necessary.

The context menu display changes:

Select the softkey to confirm or wait until the dial delay expires (see → Page 118).

The connection is set up.



If you are using a dial plan and Sofortwahl is set up (see → Page 70), dialling is automatically performed as soon as the character string entered matches an entry in the dial plan.

[1] Please note the information in relation to the call journal on → Page 72

## Step by step

### Immediate dialling

Sofortwahl should only be activated if service personnel have configured and approved a dial plan.

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

#### Activating or deactivating immediate dialling

You can also configure this setting via the WEB interface → Seite 279.



Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Immediate dialling

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select the softkey to confirm.

**Step by step****Dialling using the hot or warm line function**

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

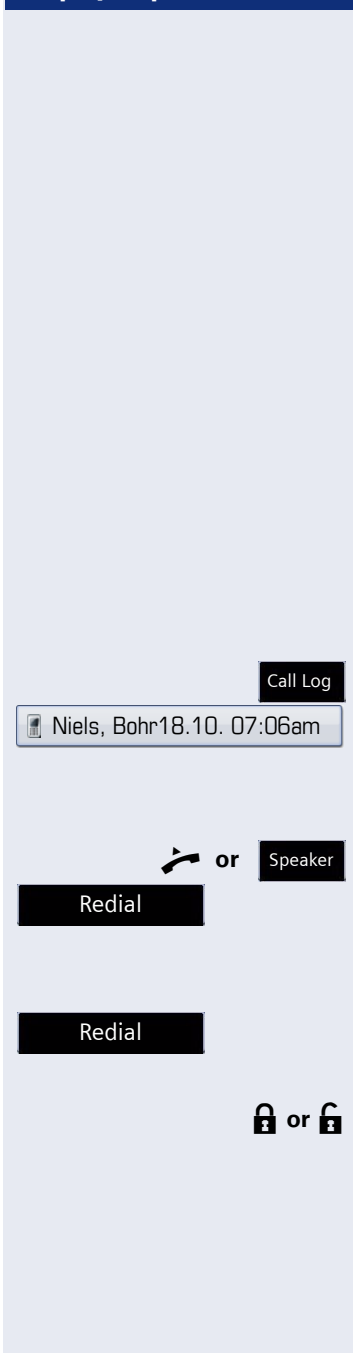
If you lift the phone's handset or press the loudspeaker key, a number specified by service personnel is dialled

- immediately in the case of a hot line or
- after a defined period of time in the case of a warm line.


Examples:

- The phone in the lift immediately dials the reception number.
- The phone at a patient's bed dials the ward number after one minute, for example, if no other number is dialled.

## Step by step




## Redial

 You must have activated the call journal in order to use the call list. This also applies for redialling the last number dialled → Page 167. If the call journal is not activated, the message "Call Log is disabled" is shown on the display when you press the (+) key. If you try to perform a last number redial using a programmed function key, the message "Key function unavailable" is shown on the display in this case.

If you still want to access the function for redialling the last number dialled despite having disabled the call journal, you can alternatively use the OpenScope Voice "last caller redial" function, assuming this function has been activated by the service personnel → Page 205.

### Redialling from the call list

 Only calls to the primary line are recorded on multi-line phones → Seite 16.

Press the key repeatedly until the "Dialled" tab appears.

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


### Redialling using softkeys

Lift the handset or press the key shown.

Select the softkey to confirm. The last phone number entered is dialled.

### Redialling from the idle menu

Select and confirm the softkey in the idle display (→ Seite 38). The last phone number entered is dialled.

 A secure voice communication is indicated by a closed padlock icon on the graphic display; a nonsecure voice communication is indicated by an open padlock icon on the graphic display (see also → Page 54)



**Step by step**

## Activating/deactivating the microphone

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

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

### Deactivating the microphone

A black rectangular button with the word "Mute" in white text.

Press the key shown.

### Activating the microphone

A black rectangular button with the word "Mute" in white text.

Press the illuminated key.

## Step by step

Consultation

Conference

Redial

### Consulting a second party

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

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

Confirm with the softkey for the current connection.

or **Start a conference**

Confirm with the softkey for the current connection if you intend to set up a conference with the new party. You can also use the configured **Conference** key in this case.



Enter and confirm the second party's phone number.



If you are using a dial plan and Sofortwahl is set up (see → Page 70), dialling is automatically performed as soon as the character string entered matches an entry in the dial plan.

or

Select the softkey to confirm<sup>[1]</sup>.



If you want to use the **phonebook** or a **call list** for the consultation call or the new conference parties, select **Hold** instead of Consult and/or Conference in the context menu or press the **Hold** key and then open the phonebook or a required call list (→ Page 155).

Alternatively you open a phonebook or call list without using the **Hold** function – the active call is automatically put on **Hold**.

[1] Please note the information in relation to the call journal on → Page 72

## Step by step

Drop &amp; return

Retrieve

## Ending a consultation call

### You end the consultation

Select the softkey to confirm.

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

### The second party hangs up

If the second party hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ Page 105). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Select the softkey to confirm. You are reconnected with the first party.



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

### Ending the consultation with an active headset

**Prerequisite:** The service personnel have additionally configured a key with the "Auto-Headset" function (AICS Zip tone) (→ Page 91).



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



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

### Step by step

Drop & return

Drop & return

### **Cancelling a consultation call**

#### **If the called party does not answer**

Select the softkey to confirm.

The call with the first party is resumed.

#### **If the called party does answer**

Confirm with the softkey for the connection to the second party.

The call with the first party is resumed.

## Step by step

Alternate

Disconnect

Drop &amp; return

**Switching to the held party (alternating)**

**Prerequisite:** You are conducting a consultation call → Page 74 or have accepted a second call → Page 107.

Select the softkey to confirm.



It does not matter which Softkey list is open when alternating. The "Alternate" function appears in both lists (active and passive connection).

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

**Ending an alternate operation****Disconnecting the held call:**

Confirm with the softkey for the held call. The held call is disconnected. The active call continues.

**Disconnecting the active call:**

Confirm with the softkey for the active call. The active call is disconnected. The held call remains on hold and can be managed via the context menu.

### Step by step

## Putting on hold and retrieving alternately or simultaneously

### Putting an active call on hold

**Prerequisite:** You have a single-line phone and are conducting a consultation call → Page 74 or have answered a second call → Page 107.

Hold

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

### Retrieving the first call

▲

Switch to the first call.

Hold

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

### Retrieving the second call

▼

Switch to the held consultation or second call.

Hold

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

## Step by step

Complete Xfer



or

Speaker

or



Services

User

if nec.



Configuration

Connected calls

Allow call joining

Yes

Save &amp; exit

## Connecting parties

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

**Prerequisite:** You are conducting a consultation call → Page 74 and call joining must be allowed → Page 79.

Press the softkey for the active call. The other two parties are now connected to one another. You can now hang up.

## Connecting by hanging up

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

## Allowing call joining

You can also configure this setting via the WEB interface → Seite 279.

Press the key shown until the "Settings" tab is active. Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

Select the softkey to confirm.

### Step by step

## Call forwarding

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



On multi-line telephones → Seite 16, you can only configure call forwarding for the primary line.

Three forwarding conditions can be programmed in the forwarding menu:

- All calls
- Busy
- No reply

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

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

Forwarded calls can, if permitted, be logged in a call list → Seite 47.

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

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

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



## Step by step

Forward

**Activating or deactivating immediate call forwarding**

Press the key shown.

**Deactivating call forwarding**

If call forwarding was activated – the Forward key is lighting – it will now be automatically deactivated.

**or Activating forwarding to last destination**

The message:

„**Set forward on to**“ is displayed with the last forwarding destination used and the Softkey list offers the following options:

- Accept
- Enter dest.
- Settings
- Cancel

**Using last forwarding destination**

Confirm with the softkey to use the last saved destination for **All calls** again. Call forwarding to this destination is immediately activated for **All calls** and the Forward key illuminates.

**or Activating with variable destination phone numbers**

If you want to use a new forwarding destination:

Select the softkey to confirm.



Enter and confirm the new destination phone number.

**or**

Accept

Enter dest.

3339

Confirm the saved destination phone number with the softkey (displayed).

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

## Step by step

Forward

Settings

All calls →

Enter dest.



or **Editing favourites**

All calls →

Edit favourites

## Saving destination phone numbers for call forwarding



You can also enter the call forwarding settings via the user menu (→ Page 100) or also using the WEB interface → Seite 279.

Press the key shown.

The message:

„**Set forward on to**“ is displayed with the last forwarding destination used and the Softkey list offers the following options:

- Accept
- Enter dest.
- Settings
- Cancel

Select the softkey to confirm.

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

- All calls
- Busy
- No reply



You can check at this point whether **Busy** or **No reply** call forwarding is already activated.

### Saving a destination phone number

Select the forwarding type (here for instance All calls).

Select the softkey to confirm.

Enter/edit and confirm the destination phone number.

or **Editing favourites**

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

Select the forwarding type (here for instance All calls).

Select the softkey to confirm.

## Step by step

1:

Select and confirm the option shown.



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

Save & exit

Select the softkey to confirm.

### Copying and pasting destination phone numbers

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

Forward

Press the key shown.

Settings

Select the softkey to confirm.

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

- All calls
- Busy
- No reply

#### 1. Copy

All calls → 3338

Select the forwarding type (here for instance All calls).

Copy

Select the softkey to confirm.

#### 2. Paste

No reply →

Select the destination forwarding type (here for instance No reply).

Paste

Select the softkey to confirm.

No reply (after 16 s) → 3338

Both types of call forwarding now have the same destination phone number.

## Step by step

All calls → 3339

3336

All calls → 3336

Phone

Forward

Settings

All calls → 3338

Activate

### Assigning a destination phone number for call forwarding

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

Select the forwarding type (here for instance All calls).

Select and confirm the softkey shown.

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

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

### Activating/deactivating call forwarding

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

Press the key shown.

The message:

„**Set forward on to**“ is displayed with the last forwarding destination used. The Softkey list offers the following options:

- Accept
- Enter dest.
- Settings
- Cancel

Select the softkey to confirm.

Choose one of the forwarding types offered:

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

Here for instance All calls.

Select the softkey to confirm your selection. The forwarding type is activated or deactivated.

The call forwarding settings can appear as follows:

## Step by step

Phone

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

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

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

You can define how long the phone should ring before "No reply (after 16 s)" call forwarding activates.



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



You can also configure this setting via the WEB interface → Seite 279.

**Prerequisite:** The phone is idle.

Forward

Press the key shown.

Settings

Select the softkey to confirm.

 No reply (after 16 s) → 3335

Select the forwarding type.

Set delay

Select the softkey to confirm.



Enter the required time in seconds (max. 60 seconds).

Save &amp; exit

Select the softkey to confirm. The newly set time is displayed with the option.

Phone

Press to open the call view.

### Step by step

#### Call forwarding chain

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

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

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

You can set whether the station that forwarded first or last is displayed (see → Page 100).

## Step by step

## Callback

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

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



This option is only available if both you and your service personnel have activated the function (→ Page 89).



Only the callback requests for your primary line are logged on multi-line telephones → Seite 16.

## Requesting callback

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

Select the softkey to confirm.

Call back

## Deleting callback requests

You can delete scheduled callback requests if you no longer need to return a call, for example, because you have met the other party in person.

**Prerequisite:** A callback was requested.

Confirm by selecting the softkey in the idle display (→ Seite 38).

Cancel call

Select the softkey to confirm. All callback requests are deleted.

Disconnect

## Step by step

Accept

Reject

Deflect

### Responding to a callback

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

#### Accepting a callback

Select the softkey to confirm.

#### Rejecting a callback

**Prerequisite:** The Reject function is approved by the service personnel.

Select the softkey to confirm.

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

#### Forwarding a callback

**Prerequisite:** The Deflect function is approved by the service personnel.

Select the softkey to confirm.



Enter the phone number and confirm.



## Step by step

## Permitting a callback

**Prerequisite:** The Call back function is approved by the service personnel.

You can also configure this setting via the WEB interface → Seite 279.



Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Call back

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save &amp; exit

Select the softkey to confirm.

## Step by step

### Calling back missed calls

Calls received while you are absent are indicated by a message → Seite 37 on the idle display. Moreover, the **Call Log** key and/or the call display illuminate depending on the setting made by the service personnel. They only extinguish again when all new list entries have been queried.


Missed calls are logged in the missed calls list. This list provides information on the missed call and lets you call back the number directly. Missed calls are not saved and displayed if the call journal is disabled → Page 167.



Only the calls missed on your primary line are logged on multi-line telephones → Seite 16.

Call Log

Press the key until the application's "Missed" tab appears.

 Karl, Gross 20.05. 10:06

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



For a detailed description of the call lists, see → Seite 47.

Step by step

## Programmable function keys

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

The phone comes with nine (OpenScape Desk Phone IP55G) or eight (OpenScape Desk Phone IP55G) function keys, all of which can be programmed on two separate levels.

The function key for switching between the two function key levels is preassigned (shift key). This assignment should be maintained where possible so you can switch between the two function key levels.

The labels for the function keys are displayed on the right edge of the display. The function keys can also be programmed via the web interface → Seite 279.

### List of available functions

- |                          |                        |
|--------------------------|------------------------|
| 1. Delete (not assigned) | 19. Feature toggle     |
| 2. Selected dialing      | 20. Mobility           |
| 3. Redial                | 21. Directed pickup    |
| 4. Forward all calls     | 22. Callback           |
| 5. Forward no reply      | 23. Cancel callbacks   |
| 6. Forward busy          | 24. Consultation       |
| 7. Ringer off            | 25. DSS                |
| 8. Hold                  | 26. Call waiting       |
| 9. Alternate             | 27. Immediate ring     |
| 10. Blind transfer call  | 28. Preview            |
| 11. Transfer call        | 29. Call recording     |
| 12. Deflecting           | 30. Launch application |
| 13. Shift                | 31. Integ. forward     |
| 14. Conference           | 32. Disconnect         |
| 15. Headset              | 33. Language selection |
| 16. Do not disturb       | 34. Redial             |
| 17. Group pickup         | 35. Pause callbacks    |
| 18. Repertory dial       | 36. Resume callbacks   |

## Step by step

### Programming function keys

#### Initiating programming

##### Directly via the function key



Hold down the key you want to assign a function to until the programming prompt is displayed.



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



Confirm to begin programming. The key illuminates continuously.

or

##### Via the user menu

You can also program keys via the user menu.

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.

Enter and confirm the user password.

Phone

Select and confirm the option shown.

Program keys

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



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

## Step by step

Normal

or

Shifted

Do not disturb

Label



Save & exit

## Beginning programming

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

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

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

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

Enter and confirm the key label you want.

Select the softkey to confirm.

## Programming enhanced functions

### Repertory dialling



Hold down the key you want to assign a function to until the programming prompt is displayed.



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



Confirm to begin programming. The key illuminates continuously.

Normal

Select and confirm the option shown.

Repertory dial

Confirm and select and confirm the required function in the context menu.

Label

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



Enter and confirm the label you want (e.g. the destination station).

Setting

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

### Step by step



Enter and confirm the station's destination phone number.

You can select and insert special characters via the softkeys:

- '«' Auflegen
- '~' Rückfrage
- '»' Anruf
- '↵' Pause

Save & exit

Select the softkey to confirm.



The repertory dial can be up to 40 characters long.

### Feature toggle

Only available for "Hunt group" functions (→ Page 194).



Hold down the key you want to assign a function to until the programming prompt is displayed.



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



Confirm to begin programming. The function key illuminates continuously.

Normal

Select and confirm the option shown.

Feature toggle

Select and confirm the required function in the context menu.

Label

Select and confirm to change the key labelling.



Enter and confirm the key label you want (e.g. "busy/free").

Setting

Select and confirm this option to enter the relevant code.



Enter the code (see Code list table → Page 207) and confirm.

Save & exit

Select the softkey to confirm.

### Forwarding

## Step by step



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



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



Confirm to begin programming. The function key illuminates continuously.

Normal

Select and confirm the option shown.

Forward all calls

Select a forwarding type:

- Forward all calls
- Forward no reply
- Forward busy

Select and confirm the required function in the context menu.

Label

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



Accept or edit the label and confirm.

Setting

Select and confirm this option to enter the forwarding destination.



Enter and confirm the phone number of the forwarding destination.

Save & exit

Select the softkey to confirm.

### Step by step

## Using function keys

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

### Example 1: Calling a saved number

**Prerequisite:** The idle menu is shown on the display.



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

### Example 2: Activating/deactivating Call waiting

You can press a key to activate or deactivate call waiting functionality, even during a call. The prerequisite for this is that a second call is allowed (→ Page 109). A second call is allowed by default.



Press the "Call waiting" function key. The function key extinguishes. The second call function is deactivated. The call is rejected or forwarded.

### Example 3: Immediate ring

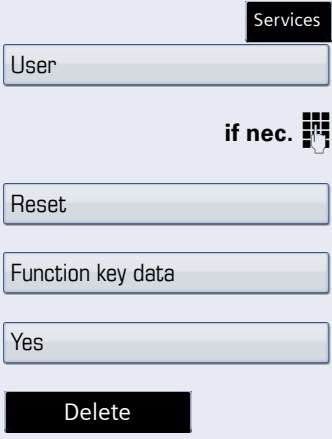
This function allows you to switch the preset delay (→ Page 151) on and off for all line keys. By default the delay is set, the key does not illuminate.



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



Step by step



## Resetting function keys

Here you can reset function keys you configured back to factory settings (see also → Page 236).

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown to switch to the **Benutzerdaten zurücksetzen** menu.

Select the option shown.

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

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



Keys that can only be configured by service personnel remain unchanged.

### Step by step

Reject

Deflect

## Enhanced phone functions

### Incoming calls

#### Rejecting a call

You can reject an incoming call.

**Prerequisite:** An incoming call is displayed or signalled. The function is approved by the service personnel.

Select the softkey to confirm. The caller hears a busy signal.



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

---

#### Deflecting a call

##### Using call deflection

**Prerequisite:** An incoming call is displayed or signalled. The function is approved by the service personnel.

Select the softkey to confirm. The call is immediately deflected if a destination phone number → Page 99 is programmed.

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



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

## Step by step

**Permitting call deflection**

You can also configure this setting via the WEB interface → Seite 279.

Services

User

Press the key shown until the "Settings" tab is active.  
Confirm the option shown.

if nec.



Configuration

Enter and confirm the user password.

Incomming calls

Select and confirm the option shown.

Deflect

Select and confirm the option shown.

Allow deflection

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Default destination

Select and confirm the option shown in the context menu.



Select and confirm the option shown.

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



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

**or Deflecting to a DSS number**

A call can be deflected to a direct station selection (DSS) subscriber using the DSS key, if the key has been configured and the deflect function activated by your service personnel → Page 135.

Deflect to DSS Yes

Information only, as set by service personnel: Yes or No.

Save &amp; exit

Select the softkey to confirm.

### Step by step



#### Services

User

if nec.

Configuration

Incomming calls

Forwarding

Settings

Alerts

Visual alerts

Yes

or

Audible alerts

Yes

or

## Configuring call forwarding



The call forwarding settings can also be entered via the Forwarding key (→ Page 81).

You can also configure this setting via the WEB interface → Seite 279.

Press the key shown until "Settings" is active.

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

### Configuring call forwarding

Select and confirm the option shown.

For a description of the settings, see Chapter Call forwarding (→ page 80).

### Setting alerts

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

Select and confirm the option shown.

Select the option shown.

Select and confirm Yes/No in the context menu.

Select the option shown.

Select and confirm Yes/No in the context menu.

## Step by step

Forwarding station...

Display last

Save & exit

Hold

Reconnect

or

Hold



Select the option shown.

Select and confirm **Display last/Display first** in the context menu.

Select the softkey to confirm.

## Placing a call on hold

You can use this function to place an ongoing call on hold, for instance to prevent the other party overhearing a conversation with a colleague in the same room. The held party hears music on hold if **Music on hold** is active on this party's phone → Page 106.

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

Press the key shown. The key flashes.



If you do not retrieve the held call after a defined time interval, a reminder beep sounds three times and a prompt to retrieve the call or disconnect appears on the display. The settings for this can be found on → Page 103 and → Page 104.

## Retrieving a held call:

Select the softkey to confirm.

Press the flashing key.

## Using line keys

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

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

### Step by step



#### Retrieving a held call:

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

---



The LED display → Seite 29 or status display on the "Overview" tab → Seite 42 indicates to other multi-line telephones on which this line is also configured, that the call is on hold. These phones can then pick up the call.

---

#### Held call wait status

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

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

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

Reconnect

Confirm with the softkey to retrieve the held call in speakerphone mode.

or

Disconnect

Confirm with the softkey to disconnect the held call.

---



If you enabled "Hold and hang-up" (→ Page 105), the call is placed on hold for a defined time interval (→ Page 104) before the prompt is displayed with a recall to retrieve the call or disconnect. You can however retrieve the call or disconnect via the softkeys "**Reconnect**" and "**Disconnect**" before the defined time expires.

This function is **not** considered on multi-line phones.

---

## Step by step

**Activating/deactivating the hold reminder tone**

You can also configure this setting via the WEB interface → Seite 279.

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Allow hold rem.

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save &amp; exit

Select the softkey to confirm.

### Step by step

#### Setting the hold reminder time

Use "Hold reminder" to specify when you want to receive an automatic reminder about a held call. The minimum time value is 3, that is, the reminder is output after three minutes. The maximum value is 15 minutes.



You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until "Settings" is active.

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Hold rem. delay

Select and confirm the option shown.

3

Select a value between 3 and 15 from the context menu and confirm.

Save & exit

Select the softkey to confirm.



## Step by step

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

This function works in the following call scenarios:

- You have placed a call on hold and hang up.
- You are conducting a consultation call and the second party hangs up.
- You have answered a second call and you or the second party hangs up.

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



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



You can also configure this setting via the WEB interface → Seite 279.

Services

User

Press the key shown until "Settings" is active.

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Hold and hang-up

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu to activate the function or

No

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

Save & exit

Select the softkey to confirm.

### Step by step



Services

User

if nec.

Configuration

Connected calls

Music on hold

Yes

Save & exit

### Music on hold

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

You can also configure this setting via the WEB interface → Seite 279.

Press the key shown until "Settings" is active.

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

Select the softkey to confirm.

## Step by step

Accept

**Call waiting (second call)**

You can accept a second incoming call in the course of an ongoing call. The caller hears the on-hook signal while you hear a call-waiting signal tone.

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

You can also block the second call or the signal tone → Page 109.

**Answering a second call**

**Prerequisite:** You are conducting a call and call waiting is allowed → Page 109.

Select the softkey to confirm

You can talk to the second party.

The connection to the first party is on hold.

You can still

- toggle between the first and second call or
- put on hold and retrieve the second and first call alternately → Page 78 or
- initiate a conference

**Consultation call from second call**

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

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

From a consultation call in the second call you can

- initiate a conference
- toggle between the second call and a consultation call
- put on hold and retrieve the second and consultation call successively → Page 78
- transfer a call
- disconnect the calls again

During a consultation in the second call, the first call is parked and can only be unparked if the consultation or second call is ended or the calls are connected.

### Step by step

Trenn. & zurück

#### Disconnecting the second call

Select the softkey in the second call to confirm. The call to this station is disconnected and the call to the first station is reconnected.

#### Ending the second call by hanging up

If you or the second call partner hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ Page 105). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

#### Ignoring the second call

**Prerequisite:** You are conducting a call and call waiting is allowed → Page 109.

A second call rings.

Select the softkey to confirm.

The caller still hears the on-hook signal. You can subsequently Accept, Reject or Deflect the second call for a brief time.

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

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

A third call would be rejected with the busy signal. If you have disconnected the first call, the ignored second call rings like a normal call.

#### Rejecting a second call

**Prerequisite:** You are conducting a call and call waiting is allowed → Page 109.

A second call rings.

Select the softkey to confirm.

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

Ignore

Reject

## Step by step

Deflect

**Deflecting a second call**

**Prerequisite:** You are conducting a call and call waiting is allowed → Page 109.

A second call rings.

Select the softkey to confirm.

Enter the phone number and confirm.

The second call is deflected to the destination specified.

Complete Xfer

or

**Connecting parties**

Confirm with the softkey for the active connection. The other two parties are now connected to one another. You can now hang up or dial another number for instance.

**Connecting by hanging up**

**Prerequisite:** Connecting by hanging up is activated (ask your service personnel) and "Switch assignment" must be set to "Yes" (→ Page 110).



or

Speaker

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

**Allowing call waiting**

You can also configure this setting via the WEB interface → Seite 279.



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

Services

User

**Prerequisite:** The option was programmed by your service personnel.

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

### Step by step

Incomming calls

Select and confirm the option shown.

Handling

Select and confirm the option shown.

Allow call waiting

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select the softkey to confirm.

Assuming **Allow call waiting** is activated, you can toggle a configured key to switch call waiting on/off (→ Page 96).

### Toggling associate

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



You can also configure this setting via the WEB interface → Seite 279.

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Toggling associate

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select the softkey to confirm.

## Step by step

Blind transfer

Start transfer

Consultation

Dial

Complete Xfer



or

Transfer

Complete Xfer

## Transferring a call

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

### Blind transfer

**Prerequisite:** You are conducting a call. The options "Allow call transfer" and "Transfer on ring" are allowed → Page 112.

Confirm with the softkey for the connection.

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

Select the softkey to confirm.



The graphic display returns to idle following successful transfer.

### Transferring with consultation

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

**Prerequisite:** You are conducting a call. The options "Allow call transfer" and "Transfer on ring" are allowed → Page 112.

Confirm with the softkey for the connection. The call is placed on hold.

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

Select the softkey to confirm.

#### If the party answers:

Announce the call you want to transfer.

Confirm with the softkey for the connection.

Press the key shown.

#### If the party does not answer:

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

Confirm with the softkey for the connection.

### Step by step

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

If the party does not answer, you will be called back by the first party after a defined time.

#### Allowing call transfer



You can also configure this setting via the WEB interface → Seite 279.

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Allow call transfer

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select the softkey to confirm.



## Step by step

**Allowing Transfer on ring**

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



You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Transfer on ring

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select the softkey to confirm.

### Step by step

## CTI calls

### Beep on auto-answer

When you dial a number with a CTI application (e.g. Outlook) and auto-answer is activated, the phone switches automatically to speakerphone mode. If auto-answer is deactivated, the phone first rings and you have to press the loudspeaker key or lift the handset in order to set up the call. This setting also defines whether or not incoming calls are automatically accepted. If the function is active, an alert beep sounds when a call is automatically accepted. Details regarding special application are provided on → Page 134.

Information on the operation of the configured CTI application can be found in the corresponding operating instructions.



You can also configure this setting via the WEB interface → Seite 279.

**Prerequisite:** The option was programmed by your service personnel.

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incomming calls

Select and confirm the option shown.

CTI calls

Select and confirm the option shown.

AutoAnswer

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

AutoAnswer beep

Select and confirm the option shown.

## Step by step

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select the softkey to confirm.

### Beep on auto-reconnect

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



You can also configure this setting via the WEB interface → Seite 279.

**Prerequisite:** The option was programmed by your service personnel.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incomming calls

Select and confirm the option shown.

CTI calls

Select and confirm the option shown.

AutoReconnect beep

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Save & exit

Select the softkey to confirm.

### Step by step

## Making calls

### Dialling with the DDS key

You can program frequently used phone numbers on programmable function keys → Page 91. If you press a direct destination selection key for around three seconds, the associated contact or phone number appears and dialling is initiated.

**Prerequisite:** A DDS key is programmed → Page 91.



Press the programmed DDS key. Dialling is initiated.

### Dialling from the local phonebook

Press the key shown.

Directory

 Niels, Bohr

Select and confirm a contact. The phone number is dialled.

Details

Select the softkey to confirm.

Business 2

Select and confirm the preferred phone number. The phone number is dialled.

For detailed information about the local phonebook, see from → Page 155.

### Dialling from the LDAP database

**Prerequisite:** You searched for and selected an entry in the LDAP database → Page 161.

Isaac, Newton

Select the entry you want.

Dial

Select the softkey to confirm. The connection is set up.

For detailed information about the LDAP database, see from → Page 161.

## Step by step

Call Log

 Niels, Bohr 18.10. 07:06am

Directory

Groups

@Home

View

 Niels, Bohr

## Dialling a phone number from a list

Press the key until the application tab for the relevant call list<sup>[1]</sup> is active.

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



If the party listed is already in the phonebook, the appropriate phone number icon is displayed  
→ Page 155. If there are several numbers stored for the party in the phonebook, these can also be selected in the context menu.

## Calling a contact from a group

Press the key shown.

Select the softkey to confirm.

Select and confirm the group you want.

Select the softkey to confirm.

Select and confirm a group member. The phone number is dialled.



A phone number icon is displayed if the party is already stored as a contact in the phonebook  
→ Page 155. If there are several numbers stored for the party in the phonebook, these can also be selected in the context menu.

[1] Please note the information in relation to call lists on → Page 165

## Step by step

### Using autodial delay

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

- when dialling in idle mode
- when deflecting an incoming call
- when conducting a consultation
- when transferring an answered call.

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

- Pressing the key **OK**. This always works.
- Lifting the handset. This only works if the phone number was entered when the phone was idle or if it was entered for a consultation call when the handset was off hook.
- Pressing the loudspeaker key. This only works if the phone number was entered when the phone was idle and the loudspeaker key was not illuminated or if the phone number was entered for a consultation call and the loudspeaker key was not illuminated.



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

### Settings for autodial delay



You can also configure this setting via the WEB interface → Seite 279.



The setting does not affect automatic emergency number dialling.

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

Services

User

if nec. 

Configuration

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

## Step by step

Outgoing calls

Select and confirm the option shown.

Autodial delay

Select and confirm the option shown.

5

Select a value between 1 and 9 and confirm.

Save & exit

Select the softkey to confirm.



Automatic dial delay does not work if you are using a dial plan and **Sofortwahl** is configured (see → Page 70). The number is automatically dialled as soon as the string entered matches an entry in the dial plan.

### Allowing Busy when dialing

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

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Busy when dialing

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select the softkey to confirm.



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

### Step by step

## Conference

### Local conference

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

**Prerequisite:** You are conducting a consultation call → Page 74 or have accepted a second call → Page 107 and the conference function is active → Page 121.

### Initiating a local conference

Press the key shown. You are connected to both parties at once. The conference is displayed.

### Conducting one-to-one calls

Select the connection you want to clear down.

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

Conference

User A

Disconnect



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

The entire conference is nonsecure if the connection to at least one of the parties is not secure (see also → Page 54).

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

---



## Step by step

Exit Conf

or



or

Speaker

End Conf



Services

User

if nec.



Configuration

Connected calls

Allow conferences

Yes

Save &amp; exit

**Ending a local conference****Allowing call partners to continue a conference after you exit****Prerequisite:** The function "Allow joining in a local conference" (→ Page 122) was activated.

Select the softkey to confirm.

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

**Disconnecting a party**

Select the softkey to confirm. Both connections are cleared down – the conference is cleared down.

**Allowing a local conference**

This option allows or blocks the "Local conference" function.

You can also configure this setting via the WEB interface → Seite 279.

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

Select the softkey to confirm.

### Step by step

#### Allowing joining in a local conference

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



You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec. 

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Allow exit conf

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select the softkey to confirm.

## Step by step

## System conference

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

**Prerequisite:** You are conducting a consultation call  
 → Page 74 or you have accepted a second call  
 → Page 107 and the "system conference" feature was configured by your service personnel.

### Establishing a conference

Conference

Press the key shown. You are connected to the first two parties at once. The conference is displayed with the current participants. You can now:

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

### Conducting a consultation call

Select the softkey to confirm.

Consultation

or

Conference

Press the key shown. If the party answers, you can:

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



If you want to use the **phonebook** or a **call list** for a consultation call, press the **Hold** key and then open the phonebook or a required call list (→ Page 155).

Alternatively you open the phonebook or call list without using the **Hold** function – the conference is automatically put on **Hold**.

### Adding a party

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

Conference

Press the key shown. The party is added to the conference. Only the conference and all current participants are now displayed.

### Step by step

Hold

#### **Putting the conference on hold**

Press the key shown. The conference is placed on hold and you can consult with someone in your office, for instance.

Exit Conf

#### **Leaving a conference**

Select the softkey to confirm. You are disconnected from the conference call and can dial another number, for instance. The other call partners remain connected.

**Step by step**

## Making calls with multiple lines

You can use your OpenScape Desk Phone IP55G as a multi-line phone. If you have any questions regarding how to configure your phone as a multi-line phone, please contact your service personnel.

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

- Introduction to multi-line phones → Seite 16
- Lines and line keys → Seite 28
- Multi-line telephony interface → Seite 42
- Individual settings → Page 150

## Incoming calls

Depending on your individual settings, you will be notified of incoming calls → Page 226.

## Accepting calls for the primary line

In this case, the telephone behaves in the same way as a single-line telephone. See → Page 54 and → Page 98.

## Accepting a call via the headset



Press the flashing key for the main line

or



Press the answer key on the headset to answer the call.

### Step by step

#### Accepting calls for secondary lines

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

##### Using the handset



Lift the handset.



Conduct call.



The line that rings is automatically selected. If calls are ringing on more than one line, you will be connected to the line that has been ringing the longest.

---

##### Using the line keys



Press the flashing line key.

Speakerphone mode.

or

Accept

Select the softkey to confirm.

Speakerphone mode.

#### Making calls

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

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

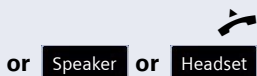


If you have seized a secondary line, this line is reserved for you for making calls for a specific period as defined by the service personnel. No other user can seize this line during this period, even if the line is also assigned to this user's telephone.

---

## Step by step

### Manual line seizure



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



Press the required line key.



With the handset on hook, press the key shown until the application tab **Overview** is active → Seite 42.

Line 2

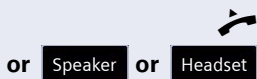
Select and confirm the required line (e.g. line 2). The tab for this line is displayed.



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

### Automatic line seizure

**Prerequisite:** Your service personnel have configured automatic line seizure.



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



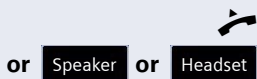
The line defined during configuration is seized.



Enter the phone number and confirm. The connection is set up.

### Dialling the last dialled number

The last phone number dialled on your telephone – on the primary line in the case of line keys – is displayed for redialling in a pop-up menu.



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



Seize the required line → Page 126.

Redial

Select the softkey to confirm<sup>[1]</sup>. The connection is set up.

[1] Please note the information in relation to the call journal on → Page 72

### Step by step

## Forwarding calls for the primary line

Call forwarding can only be activated for the primary line. Which call forwards are possible, how they are configured and activated can be found from → Page 80.

### Call forwarding information

**Prerequisite:** Your service personnel have activated "Forwarding shown".

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

- Who is calling.
- The forwarding destination.

## During calls

### Making and receiving calls on a single line

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

- Redial → Page 72
- Consultation → Page 74
- Toggle/Connect → Page 77
- Callback → Page 87
- Hold → Page 101
- Call waiting (second call) → Page 107
- Transfer a call → Page 111
- Conference → Page 120

Functions available exclusively for the primary line:

- Call lists → Seite 47
- Voicemail → Seite 51
- Call forwarding → Page 80
- Do not disturb → Page 170



Depending on your individual settings, you will be notified of incoming calls → Page 154.

---



Step by step

## Making and receiving calls with multiple lines

### Accepting a waiting call



Depending on the setting for "Rollover", you will be notified of incoming calls → Page 154.

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



Call on line 1.



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



All multi-line users that share the line on which the call is being held → Seite 29 can now pick up the held call. To prevent other users from answering the held call, you must place the call on "Consultation" hold → Page 74.

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



Conduct call on line 2.



End call on line 2.



Press line key for line 1.



Retrieve call on line 1.

### Step by step

#### Putting a line on hold

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

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



Press the call-line function key.



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

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

Step by step

### Lines with hot or warm line function

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

The function is activated when on

- the primary line  
you lift the phone's handset or press the line or loudspeaker key
- the secondary line  
you press the line key.

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

Examples:

- The phone in the lift immediately dials the reception number.
- The phone at a patient's bed dials the ward number after one minute, for example, if no other number is dialled.

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

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



You can also configure this setting via the WEB interface → Seite 279.

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Keypad

Select and confirm the option shown.

Lines

Select and confirm the option shown.

Line

Select and confirm the required line in the context menu.

Hot warm dest

Select and confirm the option shown.

### Step by step



Enter and confirm the destination.

Save & exit

Select and confirm the option shown.

### Connecting

A station of a line trunk group is on a call. Its primary line is configured as a secondary line on your phone. This line now has the status "busy." You can connect to the call by pressing the illuminated key for this line (see also → Seite 28).

**Prerequisite:** A secondary line is set up on your multi-line phone, the option to connect to the call is activated for your phone and "system conference" is set up for your system (→ Page 123).

If a preview is set up and activated for the relevant line (→ Page 153), you have to press the line key a second time following the preview in order to connect.

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



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



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

You can now:

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

## Step by step

## Direct station selection keys

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

### Calling a station directly

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

#### Calling from the idle menu

Press the relevant DSS key.

Press the key shown until the "**Overview**" tab is active.

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



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

### Consultation with the DSS station

**Prerequisite:** You are conducting a call and your service personnel have configured the DSS key for consultation.

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



If service personnel have configured transfer instead of consultation, you can only transfer the current call to the DSS station.



or

Phone

DSS call 1



### Step by step

#### Call pickup

You can pick up calls for another DSS station. The LED flashes if a call is incoming for this station's line.

##### Indirect pickup

**Prerequisite:** The auto-answer function must be deactivated → Page 114.



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



Lift the handset

or **Speaker** or **Headset**

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

##### Rejecting a call

**Prerequisite:** Your service personnel enabled the reject option for DSS keys and deactivated auto-answer → Page 114.



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

**Reject**

Select the softkey to confirm. The caller hears a busy signal.

##### Direct pickup

**Prerequisite:** The **auto-answer** function must be activated → Page 114.



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

Step by step

### Deflecting a call to a DSS station

**Prerequisite:** The deflect function is enabled for DSS keys. For information on the current setting, see → Page 99.

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






Your phone rings and a line key flashes.



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

### LED display on DSS keys

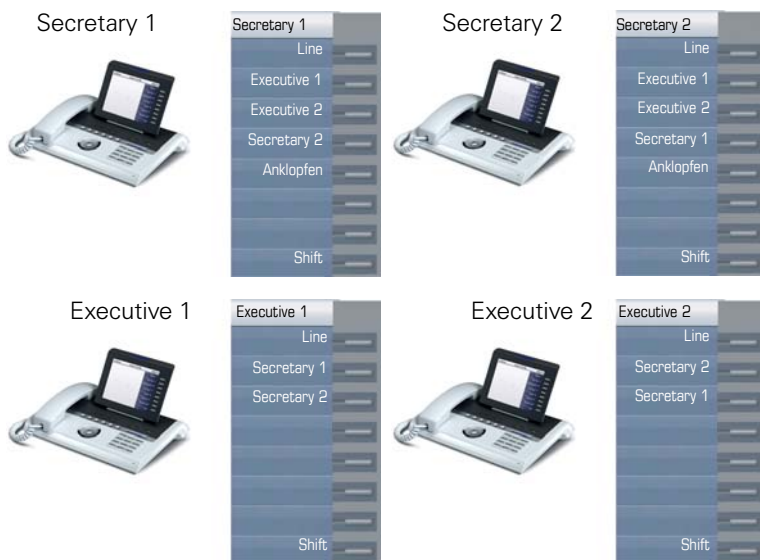
DSS Key	Meaning
	<b>Off:</b> The line is in idle mode.
	<b>Flashes:</b> You can accept a call for the DSS station via the key. The call is routed to your primary line when the call is accepted.
	<b>Illuminates:</b> The line is busy. Provided that second call is activated you can still reach the DSS station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

### Making calls in an executive-secretary team

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

#### Sample scenarios

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



#### Prerequisites:

The following call forwards are configured (→ Page 80):

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

„Allow call waiting“ should be activated on the secretaries' phones (→ Page 109). This function can optionally be activated and deactivated using a key if a key has been configured for it.

Line and direct station selection keys have been configured by service personnel and "Übergabe n. Auflegen" and server features have been activated.



Step by step

## Accepting a call

Incoming calls for the executives should be forwarded immediately to the assigned secretary and answered there. The line overview (→ Page 140) shows whether the executive has activated call forwarding.

### Accepting calls at the secretary phone

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

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



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



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



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

### Early call pickup by Executive 1

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



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



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

### Step by step

#### Forward to Secretary 2

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



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



---

If "Secretary 1" is busy, the call is forwarded immediately to "Secretary 2" if:

- a consultation call is being made or
  - „Allow call waiting" is deactivated.
- 

#### Second call

**Prerequisite:** "Allow call waiting" is activated.

If "Secretary 1" receives a second call, this can be accepted, ignored, forwarded or rejected. Detailed information on this can be found from → Page 107.

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

#### Connecting a call

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

- Executive 1
- Executive 2
- Secretary 2.

The following examples show connections to "Executive 1".

## Step by step

### Connecting with consultation



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



Lift the handset

or **Speaker** or **Headset**

or press the speakerphone key or headset key.



You can also select "Überg durchführen" from the context menu.

### Connecting without consultation



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

**Complete Xfer**

Confirm with the softkey for the connection.



Lift the handset

or **Speaker** or **Headset**

or press the speakerphone key or headset key. The "Executive 1" phone rings.

If "Executive 1" does not answer the call, a recall follows (see also → Page 111) after a specified period of time.



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

### Consultation without connecting



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

**Drop & return**

Select the softkey to confirm. The "Secretary 1" is reconnected with the caller.

### Toggle, disconnect or conference

During a consultation call "Secretary 1" can toggle between "Executive 1" and the caller, initiate a conference or disconnect one of the two call parties. More on this subject can be found on pages → Page 77 and → Page 120.

### Step by step

#### DSS keys

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



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

#### Using line overview.

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



Further information on the line status can be found on → Seite 42.






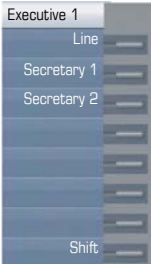

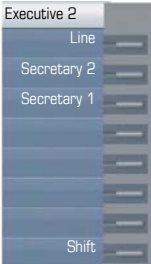




The "executive-secretary" team can be expanded with line keys by the service personnel. These lines keys however have no influence on the behaviour of the "executive-secretary" configuration.

## "Executive-secretary" with Executive/Assistant Cockpit

An "Executive/secretary" team is configured by the service personnel using the "Executive/Assistant Cockpit" – referred to in this manual as **E/A Cockpit** for short. A team can for example consist of four executive and two secretary phones.

### Sample scenarios

This example assumes that two executive and two secretary phones as well as two representatives (with variable numbers), two mobile phones (with fixed numbers) and an answering machine are configured for E/A Cockpit.

<p>Secretary 1</p> 	<p>Secretary 1</p> 	<p>Secretary 2</p> 	<p>Secretary 2</p> 
<p>Executive 1</p> 	<p>Executive 1</p> 	<p>Executive 2</p> 	<p>Executive 2</p> 
<p>Deputy 1</p> 	<p>Deputy 1</p> 	<p>Deputy 2</p> 	<p>Deputy 2</p> 

### Step by step

#### Prerequisites:

The E/A Cockpit application is installed on the phone and the connection to the E/A Cockpit server is entered.

„Allow call waiting" should be activated on the secretaries' phones (→ Page 109). Line and DSS keys have been set up and configured by service personnel and Übergabe n. Auflegen, uaCSTA and server features are activated.

#### Function overview

The following tasks can be performed using the E/A Cockpit application:

- Call forwarding management on the executive phones
  - Calls are forwarded to the secretary phone
  - Call forwarding is deactivated
  - Calls are forwarded to a mobile phone
  - Calls are forwarded to a variable number
- Call forwarding for an executive phone can be configured directly on the executive phone or from the secretary phone
- Call forwarding can be attached to a condition
- Secretary status management
  - Presence status
  - Call forwarding destination configuration
  - Representative activation and deactivation
- The presence and call forwarding status can be read on each secretary phone and on the respective associated executive phone
- The presence status and required call forwarding for the secretary can be set from both the secretary and associated executive phone.
- DSS keys can be used
- Connecting calls with and without consultation
- Calling configured executive mobile numbers and connecting calls
- Answering and connecting calls
- Second call

Step by step

Start

Services

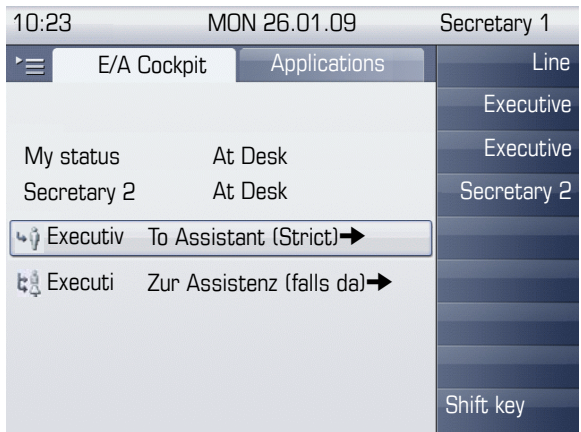
## Launching E/A Cockpit from the secretary phone


For completeness sake it is assumed that no other telephone in the team has launched the application at this point.

Press the key as often as required until the Applications tab is active.

Select the E/A Cockpit application.

Confirm the option shown. The XML application is launched and a new "E/A Cockpit" tab with the overview is opened. The last status and configured call forwarding are displayed.




 The displayed settings are examples.

### Step by step

## Managing call forwarding

All executives can configure their displayed call forwardings themselves or have the secretary configure them. The result is displayed on the E/A Cockpit tab of Secretary 1 and Secretary 2.

Call forwarding for Executive 1 is to be modified, for example, in the E/A Cockpit overview menu of Secretary 1.

 Execut To Assistant (Strict) →

Select and confirm the option shown.

You are offered the Settings selection menu for Executive 1, with the following options (examples):

- Immediate Ring
- To Assistant (Strict)
- To Mobile
- To 31201
- To Voicemail

## Cancel call forwarding


This option has no further settings. The selection is confirmed and call forwarding is thereby cancelled. If a call is received for Executive 1, his or her phone rings

 Immediate Ring →

Select and confirm to cancel call forwarding.

## Forward to assistant

The "To assistant" option offers further setting options. If you want to apply the current setting, you only confirm this option. For additional options:

 To Assistant (Strict) →

Open the context menu

Preferences


Select and confirm the option shown. You see the "Assistenzmodus" selection menu with the following options:

- falls da (zur Assistenz falls am Platz, sonst zum Cheftelefon). The view in the E/A Cockpit overview menu is then:  
„Zur Assistenz (falls da)“
- normal (zur Assistenz falls am Platz, sonst zum Anrufbeantworter des Chefs). The view in the E/A Cockpit overview menu is then:  
„Zur Assistenz (normal)“



## Step by step

- normal Handy (zur Assistenz falls am Platz, sonst zum Handy des Chefs). The view in the E/A Cockpit overview menu is then:  
„Zur Assistenz (normal Handy)“
- normal zu Nummer (zur Assistenz falls am Platz, sonst zu Nummer). The view in the E/A Cockpit overview menu is then:  
„Zur Assistenz (normal zu Nummer)“
- immer (in jedem Fall zur Assistenz, Anrufbeantworter oder Mobiltelefon). The view in the E/A Cockpit overview menu is then:  
„To Assistant (Strict)“

 If each other the other respective secretaries has the "At Desk" status (→ Page 146), calls are forwarded here in any case.

### Forwarding calls to a mobile phone

Calls can for example be forwarded to the mobile phone from Executive 1.

 To Mobile →


Select and confirm the option shown. Calls are forwarded to a predefined mobile phone number.

### Forwarding calls to a variable number

Calls can be forwarded to any number.

 To 31201 →

Select and confirm the option shown. You can change the number firstly via the context menu.

 Executive 1 and Executive 2 manage the call forwarding themselves using the **My status** option. The change is displayed on the secretary phones.

### Step by step

My status At Desk →

## Managing secretary statuses

The "My status" option on the secretary phone is used to set the presence status and if required to configure call forwarding.

### Configuring status and call forwarding

Confirm the option shown. The "Set Status" dialog opens.

The following options are available in the "Set Status" menu:

- At Desk
- Off Desk
- To 31201
- Deputy [123456] on

Select the required option and confirm this. If a representative is activated, "Deputy [123456] off" appears in the options list.

If Secretary 1 only has the "Off Desk" status, all his or her calls are automatically forwarded to Secretary 2.

If you activate one of the two call forwardings, the "At Desk" or "Off Desk" status does not affect these.

If the "To Assistant (Strict)" setting on the executive phone is activated, the variable call forwarding and the call forwarding to the representative only takes effect if the other secretary has the "Off Desk" status or has activated call forwarding to a representative or variable number.

The "To" variable call forwarding and call forwarding to a representative can be configured simultaneously:

- Deputy: Forwards calls for the executive phones
- Variable call forwarding: Forwards calls for the secretary phone



If the respective other secretary has the "At Desk" status, calls are forwarded in any case.

The current status of call forwardings is displayed on the "My phone" tab on the respective executive phone.

---

## Step by step

My status At Desk →

### Changing the call forwarding destination

Open the context menu. You have the following options:

- Call mobile
- Forward Nr.
- Deputy Nr.
- Deputy on or Deputy off

The "Forward Nr." and "Deputy Nr." options are used to modify the number for variable call forwarding and for the representative.

### Changing the status remotely from another phone

For example you can change the status of the first secretary phone from the executive phone or the second secretary phone.

Secretary 1 At Desk →

Confirm the option shown. You have the following options if defined.

- At Desk
- Off Desk
- Deputy [123456] on
- To Mobile
- To Voicemail

Secretary 1 Off Desk →

Confirm for example to configure the absence of Secretary 1. The secretary settings are displayed on all phones.

### Step by step

My status At Desk →

Call mobile →

Executive 1 12345 →

## Making calls in the E/A Cockpit team

### Using DSS keys

These keys are configured in such a way that every phone can be reached by every phone in the group. The only exception is when both secretaries have the "Off Desk" status and variable call forwarding is configured, in which case calls are forwarded to the variable call forwarding destinations. The DSS keys are also used for consultation calls.

### Calling the executive's mobile phone or connecting to the mobile phone

If an executive is away, the secretary can reach him or her directly on his or her mobile phone. If necessary change to the E/A Cockpit tab.

Open the context menu.

Select and confirm the option shown.

For instance, select Executive 1 and confirm the option shown. The mobile phone rings and Executive 1 answers.

If you have a call on hold, you can connect the other station with Executive 1 by simply hanging up.

### Answering and connecting calls

The procedure for answering and connecting calls in the team is exactly the same as described in chapter Making calls in an executive-secretary team (→ page 136).

### Second call

#### Prerequisite:

- "Allow call waiting" is activated.
- The respective other secretary has the "Off Desk" status or
- The other secretary is already on a call and active call forwarding is set to your phone.

If you receive a second call, you can accept, ignore, forward or reject it. Detailed information on this can be found from → Page 107.

**Step by step**

If you have answered a second call, you can connect the call via consultation or using the DSS keys.

### Step by step

## Settings for MultiLine (keyset)

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

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

## Displaying the line on the "Overview" tab

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




You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec. 

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Keyset

Select and confirm the option shown.

Lines

Select and confirm the option shown.

Primary Line 1

Select the required line (e.g. primary line).

Allow in overview

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select the softkey to confirm.

## Step by step

### Setting the time for a delayed ringtone

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




You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec. 

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Keypad

Select and confirm the option shown.

Lines

Select and confirm the option shown.

Primary Line 1

Select the required line (e.g. primary line).

Ring delay

Select and confirm the option shown.



Enter and confirm a value (between 0 and 3600 seconds).

Save & exit

Select the softkey to confirm.

You can activate and deactivate the set delay time for all line keys using a function key → Page 96.

### Step by step

## Configuring the "Overview" tab display

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



Services

User

You can also configure this setting via the WEB interface → Seite 279.

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.

Configuration

Enter and confirm the user password.

Select and confirm the option shown.

Keyset

Select and confirm the option shown.

Overview

Select and confirm the option shown.

All lines that are displayed in the overview → Page 150 are listed.

Primary Line 1

Select and confirm the required line (e.g. primary line).

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

- Nach oben
- Nach unten
- Nach ganz oben
- Nach ganz unten

or

Use FPK order

Select and confirm the option shown to arrange the lines in the same sequence as the line keys.

or

Add all lines

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



The setting made for "Allow in overview" → Page 150 is ignored here.

Save & exit

Select the softkey to confirm.



## Step by step

### Line preview

**Prerequisite:** You are already on a call on one line and a further call rings on a secondary line. You have programmed a function key with the "Preview" function → Page 91.

#### Preview for a call

**Prerequisite:** Your service personnel have deactivated the permanent preview function.



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



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

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

#### Permanent preview

**Prerequisite:** Your service personnel have activated the permanent preview function.



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



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

### Step by step

#### Rollover for a line

Your service personnel can determine how rollover calls are to be signalled.



or



or



or



Only the relevant line key flashes.

You hear a **special advisory tone** and the corresponding line key flashes.

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

You hear a short **notification tone**.



The ringer melody is not played in speakerphone mode.



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

## Step by step

## Phonebooks and call lists

### Personal phonebook

Your personal phonebook should not contain more than 1000 entries.

### Creating a new contact



Press the key shown.

Options

Select and confirm the option shown.

New contact

Select and confirm the option shown in the context menu.

The form for entering contact data opens.



You do not have to complete all fields to save a new contact.

Last name

Select and confirm the field you want.



Complete and confirm.

Save & exit

Select the softkey to confirm.

### Editing a contact



Press the key shown.

Niels, Bohr

Select the party.

Details

Select and confirm the option shown in the context menu.

The form for entering contact data opens.

Last name

Select and confirm the field you want.



Complete and confirm.

Save & exit

Select the softkey to confirm.

## Step by step

### Selecting a preferred phone number

If multiple phone numbers were assigned to a contact, you can select the preferred phone number here that you want to use for calls via the phonebook.



Press the key shown.



Niels, Bohr

Select a phonebook entry.

Details

Select and confirm the option shown in the context menu.

Default No.

Select and confirm the option shown.

Business 2

Select and confirm the preferred phone number. The phone number is stored.

### Deleting all phonebook entries



Press the key shown.

Options

Select and confirm the option shown.

Delete all

Select and confirm the option shown in the context menu.

A confirmation request opens.

In the pop-up menu:

Delete all entries

Select and confirm the option shown. All entries are deleted.

## Step by step

### Managing contact groups

#### Creating a new group



Press the key shown.

Options

Select and confirm the option shown.

Groups

Select and confirm the option shown in the context menu.

Options

Select and confirm the option shown.

New group

Select and confirm the option shown in the context menu.

An overview appears for new groups.

Group name

Select and confirm the option shown.



Enter and confirm a new group name.

Save & exit

Select the softkey to confirm. The new group is stored.

#### Editing a group name



Press the key shown.

Options

Select and confirm the option shown.

Groups

Select and confirm the option shown in the context menu.

@Home

Select and confirm a group.

Edit

Select and confirm the option shown in the context menu.

Group name

Select and confirm the field you want.



Edit and confirm an entry.

Save & exit

Select the softkey to confirm. The changes are applied.

### Step by step



Niels, Bohr

Details

Groups

@Home

Save & exit



Options

Groups

@Home

Delete

Delete



Options

Groups

### Adding a contact to a group

Press the key shown.

Select a phonebook entry.

Select and confirm the option shown in the context menu.

Select and confirm the option shown.

Select and confirm a group.

Select the softkey to confirm.

### Deleting a group

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

Select and confirm a group.

Select and confirm the option shown in the context menu.

A confirmation request opens.

Select and confirm the option shown.

### Saving a picture for a contact

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

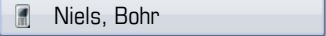
## Step by step



Select and confirm a group.



Select and confirm the option shown in the context menu.



Select group member.



Select and confirm the option shown in the context menu.

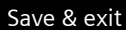
The form for entering contact data opens.



Select and confirm the option shown.



Select and confirm the picture. Pictures must be available; you can load them using OpenStage Manager, for example.



Select the softkey to confirm. The selected picture is assigned to the contact. It appears on the graphic display with the usual contact information the next time a call is received.

## Quick search in the phonebook

You can use the quick search to search the phonebook for the initial letters of a specific last name.



Press the key shown.



Enter the initial letters.

The quick search input screen opens automatically. Your search is narrowed down by every additional letter entered in the input screen.



Select a contact as soon as the name you are looking for appears.



Select and confirm the option shown in the context menu.



Select and confirm the preferred phone number. The phone number is dialled.

## Step by step

### Changing the display format for contacts



Press the key shown.

Options

Select and confirm the option shown.

Display

Select and confirm the option shown in the context menu.

Lastname, Firstname

Select and confirm the display format.



Press the key to return to the phonebook. The display format selected is stored.



## Step by step

## LDAP database

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

You can perform searches using the name (simple search) or different information on an entry (advanced search), for example, job title or department name.

## Finding an LDAP entry



Press the key as often as required until the "Corporate" (LDAP) tab is active.

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

Select and confirm the required search field (e.g. "Last name").



Enter a search text.

Once you have completed all required search fields, confirm the search request by selecting and confirming "OK" on the display keypad → Seite 32.



When entering data in the search fields, note that

- the entry of wildcards is not permitted.
- an \* is automatically inserted at the start of the search string for phone numbers.
- an \* is inserted at the end of the search string in other fields.

Select and confirm the option shown.

You can now:

- Call the LDAP contact → Page 116.
- View the LDAP entry (see below).

## Viewing an LDAP entry

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

Select and confirm the option shown in the context menu for the entry.

### Step by step

Delete

Qualifier

#### New search

To conduct a new search, you must first clear all the search fields.

Select and confirm the option shown in the **Delete** context menu. All search fields have been cleared.

#### Defining a qualifier before a search

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

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

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



Select and confirm the desired qualifier.



Exit the list.

## Step by step

## Quick search



Press the key as often as required until the "Corporate" (LDAP) tab is active.



Enter the initial letter of the surname you need, e.g. "K".

K

A single-line search window appears at the lower edge of the display.

Do not enter any further characters. After a predefined period of time or after pressing the key, all available names with the corresponding initial letter are displayed. You can restrict the output by entering the second and other letters. The key is used to switch between letters and numbers. The key is used to delete individual characters.

You can control the search individually by entering extended characters. To select extended characters, first press the key.

Rule list:

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

### Step by step

Hans Meier

Save & exit

### Copying entries to the local phonebook

You can copy contacts from the company-wide phonebook into your personal phonebook.




Press the key as often as required until the "Corporate" (LDAP) tab is active.

Select the required entry from the list, e.g. Hans Meier.


Select the softkey to confirm. The entry is copied with all details into the personal phonebook. The "Contact created" message appears.

## Step by step

### Call lists

For a detailed description of the different call lists, see → Seite 47. The function must be activated in order to view and manage call lists → Page 167. If the call journal is not activated, the message "Call Log is disabled" is shown on the display when you press the  key.

### Viewing details

 Press the key until the call list you want is active.

 Niels, Bohr18.10. 07:06am

Select the entry you want.


Details

Select and confirm the option shown in the context menu.

For display and information shown → Seite 50.

### Deleting entries

#### Deleting an individual entry

 Press the key until the call list you want is active.

 Niels, Bohr18.10. 07:06am


Select the entry you want.

Delete

Select and confirm the option shown in the context menu.

The entry is deleted.

#### Deleting all entries in a list

 Press the key until the call list you want is active.

Options

Select and confirm the option shown.

Delete All

Select and confirm the option shown in the context menu.

All entries in the list displayed are deleted.

## Step by step

Call Log

Niels, Bohr18.10. 07:06am

Copy

Save & exit

Exiting (without

### Copying entries from the call lists into the personal phonebook

Press the key until the call list you want is active.

Select the entry you want.

Select the softkey to confirm.

You have the following options for "Create contact":

- Saving and changing
- Saving without changing
- Exiting (without saving)

#### Saving and changing

Select the softkey to confirm.

The screen to edit a contact in the personal phonebook opens → Page 155. Fill out the relevant fields accordingly and save the new contact.

#### Saving without changing

Select the softkey to confirm.


An entry is created and the message "Contact created" is displayed. If you open the phonebook, you will be prompted to update the directory. A "Copied contacts" group is created for such entries so that you can find them more easily.

## Step by step

## Call logging

## Activating/deactivating the call journal

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

 When you deactivate the call journal, please note that the customary last number redial function will also be affected by this. You can then no longer redial the last number dialled → Page 72.



You can also configure this setting via the web interface → Seite 279.

Services

User

Press the key shown until the "Settings" tab is active.  
Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Call logging

Select and confirm the option shown.

Enable call log

Select and confirm the option shown.

No

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


or

Yes

Select and confirm the option shown in the context menu to reactivate the call journal.

Save &amp; exit

Select the softkey to confirm.

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

## Step by step

### Logging missed calls

This function only works with "Group call" (→ Page 62) and "Directed pickup" (→ Page 57). The following two options are available to you:

- All calls
- Not remotely answered

With the "All calls" option (default), all missed calls intended for this line are logged and new missed calls are displayed. If the "Not remotely answered" option is selected, missed calls for this line that were answered either by other subscribers in the group or with "Directed pickup" are neither displayed nor logged. The "Not remotely answered" setting is recommended if groups are set up.



You can also configure this setting via the web interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Call logging

Select and confirm the option shown.

Missed logging

Select the option shown.

All calls

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

or

Not remotely answered

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

Save & exit

Select the softkey to confirm.



## Step by step

## Privacy/security

### Deactivating the ringtone

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

#### Deactivating the ringtone using the dialpad



Hold down the key until the "Ringer off" icon appears in the status bar → Seite 31 on the display.

The ringtone is deactivated.



To switch the function back on, hold down the key until the "Ringer off" icon disappears from the status bar on the display.

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

Ringer off

Select and confirm the option shown.

or

#### Deactivating the ringtone with a function key

**Prerequisite:** The "Ringer off" function key must be configured → Page 91.



Press the "Ringer off" function key.



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

## Step by step

### Do not disturb

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



On multi-line telephones → Seite 16 you can only activate the "Do not disturb" function for your primary line.

**Prerequisite:** To activate the "Do not disturb" function, it has to be assigned to a function key → Page 91 and enabled → Page 171.

### Enabling do not disturb via a key



Press the "Do not disturb" programmable function key.



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

or

### Enabling do not disturb via the idle menu

Do not disturb off

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

or

Do not disturb on

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

## Step by step

## Allowing "Do not disturb"



You can also configure this setting via the WEB interface → Seite 279.

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incomming calls

Select and confirm the option shown.

Handling

Select and confirm the option shown.

Allow DND

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save &amp; exit

Select the softkey to confirm.

## Step by step

# Security

## User password

Your User password protects your individual configurations, including your language settings. You can also use the user password to lock your telephone → Page 175.

### Service personnel may have configured the following settings:

- The password is deactivated: You do not have the option of configuring user settings. The message "Password is disabled" is displayed.
- The password is temporarily locked: You do not have the option of configuring user settings at this time. The message "Password suspended" is displayed.
- After initially logging on to a user area, you may have to replace the default password with a new password.
- A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Change Password ({1} days left)" will alert you to this at the appropriate time. The message "Password expired" appears when the validity period is over. Confirm "Change password" and change the password as described in this section.
- If you repeatedly enter the wrong password (2 to 5 times), additional attempts are blocked. You can make another attempt after a predefined time.
- It is possible that you will not be able to re-use a previously used password for a period of time, which means you have to create another "new password". The message "Password requires change" is then displayed. This does not affect deactivation of the user password → Page 174.
- Your service personnel can tell you about the rules for what and how many characters can or must be used in the password.

## Step by step



The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password protected (see also → Page 174).



The user password can also be modified via the web interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.  
Confirm the option shown.

User

if nec.



Enter and confirm the user password → Seite 30.

Security

Select and confirm the option shown.

Change user password

Select and confirm the option shown.

Current password

Select and confirm the option shown.



Enter the current password (at least six characters, text input, see → Seite 32) and confirm your entry.

New user password

Select and confirm the option shown.



Enter the new password (at least six characters, text input, see → Seite 32) and confirm your entry.

Confirm new user password

Select and confirm the option shown.



Enter and confirm the new password once more.


Save & exit

Select the softkey to confirm.

## Step by step

### Deactivating the password prompt

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

 Deactivating the password prompt does not apply to the web interface → Seite 279, OpenStage Manager or CTI applications that use a password prompt. As long as the password prompt is deactivated, you do not have access to user settings via the web interface or the OpenStage Manager.

If you deactivate the password prompt, you can **no longer** lock the phone → Page 175 and the user menu is **not** password protected.

Services

User

if nec. 

Security

Change user password

Current password



New user password



Confirm new user password



Save & exit

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the current password (at least six characters, text input, see → Seite 32) and confirm your entry.

Select and confirm the option shown.

Enter six zeros ("000000") to deactivate the password prompt. Confirm your input (at least six characters, text input, see → Seite 32).

Select and confirm the option shown.

Enter six zeros ("000000") once again and confirm.

Select the softkey to confirm.

## Step by step

## Locking the phone

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

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



You can only lock the phone if you have set a user password → Page 172. The password for this must not be the default setting "000000".

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

## Activating the phone lock



Hold down the key shown until "Codeschloss: Confirm lock" appears.

Confirm lock

In the pop-up menu:

Confirm the option shown. The phone lock activates immediately.

or

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.

Enter and confirm the user password.

Security

Select and confirm the option shown.

Phone lock

Confirm the option shown.

Phone lock

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select the softkey to confirm. The phone is locked.

## Step by step



If an emergency number is entered on the phone by service personnel, **Notruf** appears on the display for selection when you have activated the lock. You can also enter the emergency number via the dialpad.

---

### Unlocking the phone

The display shows: Telefon gesperrt.

There are two options available for unlocking the phone:

- Unlock user
- Unlock admin

User unlock

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

or

Admin unlock

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



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

---



If the telephone is locked, an emergency number entered by service personnel can be dialled using the dialpad or the **Notruf** option.

If the phone is locked, redial keys cannot be used. This also applies even if the emergency number is saved on this key.

---



**Step by step**

## Mobility function

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

### Mobility scenarios

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

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

- Log in as a mobility user → Page 178.
- Log out as a mobility user → Page 179.

#### Logging on and off at different phones

In these cases, service personnel may have made the following settings:

- Log on at a remote phone with forced logon, when the user is still logged on at that phone → Page 180.
- Delayed logon at a remote phone with forced logon, when the user is still logged on at that phone and the phone is busy → Page 180.

Step by step

Mobile logon

Mobility ID

Enter password

## Logging on and off at the same phone

### Logging on to the phone

No other mobility user is logged on.

#### Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

or **Logon via the context menu**

Select the softkey in idle mode → Seite 33 to confirm.

You are prompted to enter your mobility ID.


Enter and confirm mobility ID – usually a phone number.

You are prompted to enter the password.

Enter and confirm the user password.

The following messages appear on the display:

- Mobilen Benutzer anmelden
- Validierung
- Registrierung
- Benutzerdaten herunterladen

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

**Step by step**

Mobile logon

Cancel

**Logging off from the phone****Prerequisite:** You are logged on as a mobility user.**Logoff via key**

If a program key is configured for Mobility.



or


**Logon via the context menu**

Select the softkey in idle mode → Seite 33 to confirm.

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

The following messages appear on the graphic display:

- Mobilen Benutzer abmelden
- Benutzerprofile hochladen
- Registrierung
- Benutzerdaten herunterladen

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

### Step by step

Mobile logon

Mobility ID

Enter password

## Logging on at different telephones

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

## Logging on with forced logoff at a remote phone

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

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

### Logon via a key

If a program key is configured for Mobility.



Press the "Mobility" program key.

or

### Logon via the context menu

Select the softkey in idle mode → Seite 33 to confirm.

You are prompted to enter your mobility ID.



Enter and confirm mobility ID – usually a phone number.


You are prompted to enter the password.



Enter and confirm the user password.

The following mobility messages appear in the display:

- Validierung
- Fremdstation wird abgemeldet
- Registrierung
- Benutzerdaten herunterladen

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

## Logging on with forced, delayed logoff at a remote phone

**Step by step**

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

**Logon via a key**

If a program key is configured for Mobility.



Press the "Mobility" program key.

or

**Logon via the context menu**

Select the softkey in idle mode → Seite 33 to confirm.

Mobile logon

Mobility ID

You are prompted to enter your mobility ID.



Enter and confirm mobility ID – usually a phone number.

Enter password

You are prompted to enter the password.



Enter and confirm the user password.


The following mobility messages appear in the display:

- Validierung
- Fremdstation wird abgemeldet



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

- Registrierung
- Benutzerdaten herunterladen

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

### Step by step

## Video function

You can connect a USB camera to your OpenScape Desk Phone IP55G so that during a call you can see the other call partner, assuming he or she has also connected a camera, and vice versa (see → Seite 34). The video function is disabled by default (→ Page 185) as it is not yet fully supported by all telephone systems.



Your call partner could alternatively also use an OpenScape Desktop Client Personal Edition V6 for example in order to set up a video link with you.

**Prerequisite:** A suitable USB camera is connected and the video function has been approved by the service personnel and activated by you (→ Page 185).

### Activating and deactivating the function temporarily

You can activate and deactivate the video function temporarily via softkeys in idle mode.

Confirm with the softkey to disable.

or

Confirm with the softkey to enable.

### Self view

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

In order to test whether your USB camera is working properly, activate the Self view function via the softkey (see also → Seite 36).

Select the softkey to confirm. You will see a video image of yourself and your surroundings on the display for approx. 10 seconds.

Video off

Video on

Self view

## Step by step

Dial

Redial

Consultation

Alternate

## Video link

If the video function on your OpenScape Desk Phone IP55G and the selected remote station – likewise a OpenScape Desk Phone IP55G – is enabled, you can see your call partner and your call partner can see you on the display when the connection has been set up (see → Seite 34).



Lift the handset.



Enter the phone number.

In the pop-up menu:

Select the softkey to confirm or wait until the dial delay expires (see → Page 118).

or

Select the softkey to confirm<sup>[1]</sup>.

The video link is set up automatically. The video image of your call partner appears.

## Consultation

You can call a second partner during a video link.

Confirm with the softkey for the connection.

The connection to the video caller is placed on hold and the video image is hidden.



Enter and confirm the second party's phone number.

## Toggle/Connect

For a detailed description of alternating (toggling), see → Page 77.

Select the softkey to confirm.

Switch to the first and then back to the second party so that the current picture of the call partner is displayed in each case.

If you connect your two call partners (see → Page 79), they will likewise have a video link.

[1] Please note the information in relation to the call journal on → Page 72

### Step by step

Hold

#### **In the absence of a USB camera**

If one of the partners has enabled his or her video function but does not have a USB camera connected, you will see a crossed-out camera instead of the video image of the call partner.

#### **Holding a call**

You place the call on hold for example to consult with someone else in the room.

Select the softkey to confirm. The video display is interrupted.

The video image of your call partner appears again when you reconnect.



## Step by step

## Installing a USB camera

You can connect most of the currently commercially available USB cameras.

## Connecting a USB camera

Plug the USB connector of the camera into the USB port on the bottom of your **OpenScape Desk Phone IP55G** (see → Seite 19).

If you see the following message, the USB camera has been detected and can be used.



New USB device detected  
video.camera USB2.0 Camera

## Activating and deactivating the video function



You can also configure this setting via the WEB interface → Seite 279.

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Video call

Select and confirm the option shown.

Video on

Select the option shown.

Yes

Select and confirm the option shown in the context menu to activate the function. The video function is disabled by default.

or

No

Select and confirm the option shown in the context menu to deactivate.

Save & exit

Select the softkey to confirm.

### Step by step

## OpenScape Voice functions

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

---



The OpenScape Voice functions are only available if the "Server features" function was activated on the phone by the service personnel.

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

---

## Feature toggle key

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

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

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

## Step by step

### Example:

Switching between "Line busy" and "Line free" (see also → Page 194).

**Prerequisite:** Your service personnel configured a programmable function key with the function "Busy" ("make line busy" for the hunt group) → Page 94.



Press the programmable function key – the key lights up.



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

Step by step

## Making anonymous calls

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



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

## Deactivating

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



Lift the handset.



Enter the code (see the table of codes → Page 207) to transmit the caller information.



You hear a confirmation tone.

## Activating

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



Lift the handset.



Enter the code (see the table of codes → Page 207) to suppress the caller ID.



You hear a confirmation tone.

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

**Step by step****Activating anonymous calling temporarily for the next call**

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



Lift the handset.



Enter the code (see the table of codes → Page 207).



Wait until you hear the confirmation tone.



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

Caller ID transmission is reactivated after this call.

**Deactivating anonymous calling temporarily for the next call**

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



Lift the handset.



Enter the code (see the table of codes → Page 207).



Wait until you hear the confirmation tone.



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

When you end this call, caller ID transmission is suppressed once again for the next call.

Step by step

## Creating a list for selective calls

### For call acceptance

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

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

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

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



Lift the handset.



Enter the code (see the table of codes → Page 207).

Various announcements deliver the following information:

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

These announcements are followed by verbal user prompts that let you

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

**Step by step****For call rejection**

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

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



Lift the handset.



Enter the code (see the table of codes → Page 207).

Various announcements deliver the following information:

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

These announcements are followed by verbal user prompts that let you

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

### Step by step

## Anonymous calls

### Rejecting

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



Lift the handset.



Enter the code (see the table of codes → Page 207).

### Accepting

You can also accept calls from parties who activated a data protection feature (e.g. caller ID suppression) to prevent their phone number from being transmitted.



Lift the handset.



Enter the code (see the table of codes → Page 207).



**Step by step**

## Using abbreviated dialling

Abbreviated dialling gives you access to a central list of frequently dialled phone numbers.

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



Lift the handset.



Enter the code (see the table of codes → Page 207) followed by a number between 0 and 999 for the phone number you want to dial.

The number is automatically dialled.

## Call tracing

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



Lift the handset.



Enter the code (see the table of codes → Page 207). The phone number is identified. Ask your service personnel for the result.

### Step by step

## Hunt group functions

To ensure optimum handling of specific calls, your telephone can be assigned to a pickup group → Page 62 and/or a hunt group.

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

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

This feature is configured using the feature toggle program key → Page 186.

## Making a line busy

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

### Activating



Lift the handset.



Enter the code (see the table of codes → Page 207).



Wait until you hear the confirmation tone.

### Deactivating

Make the line free once more for the hunt group.



Lift the handset.



Enter the code again (see the table of codes → Page 207).



Wait until you hear the confirmation tone.

**Step by step****Marking the last line in the hunt group chain**

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

**Activating**

Lift the handset.



Enter the code (see the table of codes → Page 207).



Wait until you hear the confirmation tone.

**Deactivating**

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



Lift the handset.



Enter the code again (see the table of codes → Page 207).



Wait until you hear the confirmation tone.

### Step by step

## Reachability

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

- Serial call
- Parallel call

**Prerequisite:** The service personnel have configured the respective feature for your main number in OpenScape Voice.

## Serial call

### Managing number lists/activating a serial call

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



Lift the handset.

Enter the code for the edit mode (see code table → Page 207).

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

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

You are prompted to do one of the following:

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

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

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

## Step by step

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

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

## Parallel call

### Managing number lists/activating a parallel call

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



Lift the handset.



Enter the code for the edit mode (see code table → Page 207).

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

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

You are prompted to do one of the following:

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

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

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

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

### Step by step

#### Activating/deactivating parallel call via code

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

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



Lift the handset.



Enter the code to activate or deactivate the parallel call (see code table → Page 207).

## Step by step

## Parking a call

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

### Park a call



You are conducting the call. Let the other party know, for example, that you are trying to connect him or her.



Enter the code for parking (see code table → Page 207).

You hear a confirmation tone and the line number is announced. The caller hears a waiting melody.



Replace the handset.

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

### Unparking

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



Lift the handset.



Enter the unparking code (see code table → Page 207). He or she is prompted to enter a line number.



Enter the specified line number.



Your colleague is now connected with the waiting caller.

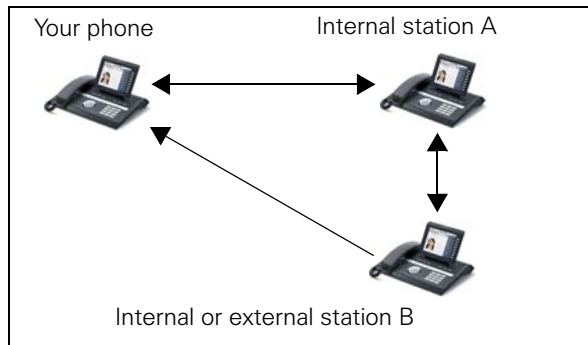
Step by step

## Silent monitoring

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

### Active silent monitoring

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



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



Lift the handset.



Enter the code for active silent monitoring and the destination number (see code table → Page 207). You are connected to the call and can listen. If necessary notify station A.



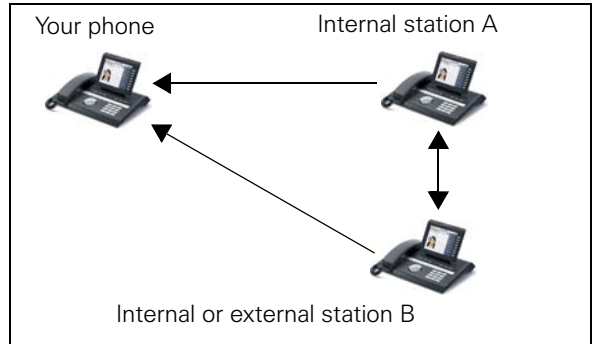
End the silent monitoring unnoticed by replacing the handset.



## Step by step

**Muted silent monitoring**

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



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



Lift the handset.



Enter the code for active silent monitoring and the destination number (see code table → Page 207). You are connected to the call and can listen.



End the silent monitoring unnoticed by replacing the handset.

### Step by step

## Voice calling and two-way voice calling function

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

Possible functions include:

- Voice calling
  - with variable input of member number
  - to a saved member number
- Two-way voice calling
  - with variable input of member number
  - to a saved member number

### Prerequisites:

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

You can cancel voice calling or two-way voice calling by replacing the handset or - during a consultation - resume the held call.

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

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



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

---

## Step by step

## Voice calling

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

### Voice calling with variable input of member number



Lift the handset.



Enter the code for voice calling (see code table → Page 207) followed by the one or two-digit member number of the respective team member.



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



To end the call, simply hang up.

### Voice calling to a saved member number

**Prerequisite:** The code for voice calling and the member number are programmed on a function key.



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

## Two-way voice calling

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

### Two-way voice calling with variable input of member number

Speaker



Press the key to use your speakerphone function.  
Enter the code for two-way voice calling (see code table → Page 207) followed by the one or two-digit member number of the respective team member.



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

## Step by step

### Two-way voice calling to a saved member number

**Prerequisite:** The code for two-way voice calling and the member number are programmed on a function key.



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



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

### Announcing the local phone number

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



Lift the handset.



Enter the code for "Announcing the local phone number" (see code table → Page 207). The phone number is announced.



Then hang up.

## Step by step

## Dialling the last caller

You can retrieve and dial the phone number of the last answered or dialled caller. The following two functions could be used alternatively if you have disabled the call journal → Page 167.

### Retrieving and dialling the last answered caller

The following phone numbers can be saved for retrieval:

- The last answered call
- The last missed call
- The last picked up call (group call)



Lift the handset.



Enter the code for dialling the last answered caller (see code table → Page 207). The phone number is dialled and the connection is established.

### Retrieving and dialling the phone number of the last caller dialled

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



Lift the handset.



Enter the code for dialling the last caller dialled (see code table → Page 207). The phone number is dialled and the connection is established.

## Picking up out-of-hours calls

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

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

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



Lift the handset.

Enter the code (see code table → Page 207) for the out-of-hours call pickup in order to pick up the ringing call.



---

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

---

## Step by step

## Code table for OpenScape Voice functions

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

Function	Code	Description
Making anonymous calls off		→ Page 188
Making anonymous calls on		→ Page 188
Making anonymous calls temporarily on		→ Page 189
Making anonymous calls temporarily off		→ Page 189
List for selective call acceptance		→ Page 190
List for selective call rejection		→ Page 191
Rejecting anonymous calls		→ Page 192
Accepting anonymous calls		→ Page 192
Using abbreviated dialling		→ Page 193
Call tracing		→ Page 193
Making a line busy on		→ Page 194
Making a line busy off		→ Page 194
End of hunt group chain on		→ Page 195
End of hunt group chain off		→ Page 195
Edit mode for serial call		→ Page 196
Edit mode for parallel call		→ Page 197
Activating a parallel call		→ Page 198
Deactivating a parallel call		→ Page 198
Parking a call		→ Page 199
Unparking a call		→ Page 199
Active silent monitoring		→ Page 200
Muted silent monitoring		→ Page 201
Voice calling		→ Page 203
Two-way voice calling		→ Page 203
Announcing the local phone number		→ Page 204
Last answered caller		→ Page 205
Last dialled caller		→ Page 205

**Step by step**

Picking up out-of-hours calls

→ Page 206



## Step by step

## Impact levels

The PSN ("Public Sector Network") is a communication network that is used, for example, by government agencies.

Communication in the PSN is split into areas of different Impact Levels. The Impact Level indicates how the phone user should handle the relevant call conversation. It is described below how to determine whether your call partner belongs to a lower Impact Level when the connection is being established or has been established.

Calls with a low Impact Level are treated in a particular way, either through their own icons, text labels and/or a special ringtone. The Impact Level causes no restrictions on call handling however either during or before the call is connected. Calls of the same or a higher **IL** are not identified in any particular way.

To ensure unrestricted functionality of the Impact Level function you have to:

- Deactivate advisory tones for unsecured voice connections (→ Page 229) and
- Deactivate automatic opening of the context menu (→ Seite 236)

### Step by step

## Answering a call with a lower IL

**Prerequisite:** The service personnel have assigned separate call signals for calls with a lower Impact Level.

### Answering a call

The phone rings with the defined ringtone for calls with a lower IL.



The caller is shown with a special icon and the advisory "**Lower IL**".



Lift the handset.

You can also answer the call if appropriate using the loudspeaker key or via the headset.

### Answering forwarded calls

The phone rings with the defined ringtone for calls with a lower IL.



The caller is shown with a special icon and the advisory "**Lower IL**".



Lift the handset.

You can also answer the call if appropriate using the loudspeaker key or via the headset.

### Answering a second call

The phone rings with the defined ringtone for second calls with a lower IL.



The caller is shown the advisory "**Lower IL**".



Lift the handset.

You can also answer the call if appropriate using the loudspeaker key or via the headset.

## Step by step

## Calls to a lower IL

If you are calling a partner with a lower IL, this will be displayed when the connection is being established.

### Off-hook dialling



Lift the handset.



Enter the phone number.

In the pop-up menu:

Confirm or wait until the dial delay expires (see → Page 118).

or

In the pop-up menu:

Confirm the option shown<sup>[1]</sup>.



The connection is set up. A special icon and the advisory "**Lower IL**" are shown on the display.



You can also set up the connection with on-hook dialling via the loudspeaker (speakerphone mode) or via a connected headset.

## Forwarding a call with a lower IL

If you are forwarding a partner with a lower IL to a partner with a higher IL, this will be displayed when the connection is being established.

**Prerequisite:** The Deflect function is approved by the service personnel.

A call with a lower IL rings.

Select and confirm the option shown.



Enter the phone number and confirm.



The connection is set up. A special icon, the forwarding icon and the advisory "**Lower IL**" are shown on the display.

[1] Please note the information in relation to the call journal on → Page 72

### Step by step

## Conducting a call with a lower IL

If you have answered a call with a lower IL, this will be documented on the display.

### Conducting a call



You are connected with the partner from a lower IL zone. The advisory "**Lower IL**" is displayed in the second call line.

### Holding a call



If the held call has the status of a lower IL, the advisory "**Lower IL**" will also be displayed.

### Conference



You are connected with two or more partners in a conference call. At least one of the partners belongs to the lower IL zone. The advisory "**Lower IL**" is displayed in the "Conference" line.

### Reconnecting

You have ended a consultation call for example by replacing the handset. The held partner is awaiting retrieval.



If the held call has the status of a lower IL, the advisory "**Lower IL**" will also be displayed.

Retrieve

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

### IL alarm

If you have activated an IL alarm (→ Page 234), you will see an advisory on the display and a defined ringtone rings if the IL changes from a higher to a lower IL. This can happen for example when a call is picked up.

## Step by step

# Individual phone configuration

## Display

### Appearance

Select your preferred appearance for the menu display here.



For sample display themes, see → Seite 31.



You can also configure this setting via the WEB interface → Seite 279.

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.



Enter and confirm the user password.

Phone

Select and confirm the option shown.

Display

Select and confirm the option shown.

Display theme

Select the option shown.

Silver Blue

Select and confirm the required colour in the context menu<sup>[1]</sup>.

Save & exit

Select the softkey to confirm.

[1] The phone displays the current setting

### Step by step

## Brightness

Select your preferred brightness for the display here.



You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Phone

Select and confirm the option shown.

Display

Select and confirm the option shown.

Brightness

Select the option shown.



Confirm the option shown.

Reduce

Adjust gradually using the softkey.

or

Increase

Adjust gradually using the softkey.

Done

Select the softkey to end.

Save & exit

Select the softkey to confirm.

## Step by step

## Contrast for the OpenScape Key Module 55

If you have connected an OpenScape Key Module 55, you can adjust the key label contrast to suit your ambient lighting.



You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Select and confirm the option shown.

Phone

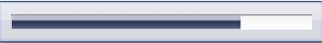
Select and confirm the option shown.

Display

Select and confirm the option shown.

Key mod. contrast

Select the option shown.



Confirm the option shown.

Reduce

Adjust gradually using the softkey.

or

Increase

Adjust gradually using the softkey.

Done

Select the softkey to end.

Save & exit

Select the softkey to confirm.

### Step by step

## Screensaver

Activate a screensaver for the telephone idle state.



Your service personnel can set a time of between two and eight hours defining how long the phone should be idle before display backlighting deactivates completely.



You can also configure this setting via the WEB interface → Seite 279.

### Activating the screensaver

**Prerequisite:** Your service personnel have uploaded pictures to the OpenStage.

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec. 

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown.

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

Select the softkey to confirm.

User

Phone

Screensaver

Enabled

Yes

Save & exit

[1] The phone displays the current setting



## Step by step

**Automatic screensaver activation**

Set how long OpenStage should be idle before the screensaver automatically activates.



You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Phone

Select and confirm the option shown.

Screensaver

Select and confirm the option shown.

Start (Min)

Confirm the option shown<sup>[1]</sup>. Select the required value between 0 and 120 and confirm.

Save & exit

Select the softkey to confirm.

[1] The phone displays the current setting.

### Step by step

### Setting the fade time for the screensaver

Set the intervals at which the screensaver images change here.

The following fade times are possible:


- 5 seconds
- 10 seconds
- 20 seconds
- 30 seconds
- 60 seconds

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec. 

Enter and confirm the user password.

Phone

Select and confirm the option shown.

Screensaver

Select and confirm the option shown.

Transition

Confirm the option shown<sup>[1]</sup>. Select the required value between 5 and 60 and confirm.

Save & exit

Select the softkey to confirm.

---

[1] The phone displays the current setting

## Step by step

## Date and time

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



You can also configure this setting via the WEB interface → Seite 279.

## Setting the time

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

Enter and confirm the user password.

Confirm the option shown.

Select and confirm the option shown.

Enter and confirm the time.

Select the softkey to confirm.

## Setting the date

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

Enter and confirm the user password.

Confirm the option shown.

Select and confirm the option shown.

Enter and confirm the date.

Select the softkey to confirm.

User

Services

if nec.

Date and time

Time

Save &amp; exit

User

Services

if nec.

Date and time

Date

Save &amp; exit

### Step by step



Services

User

if nec.

Locality

Time format

24 hours

Save & exit



Services

User

if nec.

Locality

Date format

dd/mm/yyyy

Save & exit

### Time display format

You can also configure this setting via the WEB interface → Seite 279.

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the time format (12- or 24-hour display) in the context menu.

Select the softkey to confirm.

### Date display format

You can also configure this setting via the WEB interface → Seite 279.

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the format you want.

Select the softkey to confirm.

## Step by step

**Setting daylight saving time**

You can also configure this setting via the WEB interface → Seite 279.

**Prerequisite:** **Auto DST** is deactivated → Page 221.

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.



Enter and confirm the user password.

Date and time

Select and confirm the option shown.

Daylight saving

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save &amp; exit

Select the softkey to confirm.

**Setting the difference between daylight saving and standard time**

**Prerequisite:** **Auto DST** is deactivated → Page 221.

Enter the difference to be used for daylight saving time.

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.



Enter and confirm the user password.

Date and time

Select and confirm the option shown.

Difference (min.)

Select and confirm the option shown.



Enter and confirm the difference between daylight and standard time in minutes.

Save &amp; exit

Select the softkey to confirm.

**Automatic daylight saving time**

### Step by step

The **Auto DST** setting is provided for information purposes and can only be changed by your service personnel.



You can also access this information via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Date and time

Select and confirm the option shown.

Auto DST

You can manually set the daylight saving time if **No** is entered here → Page 221.

## Step by step

## Audio

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

## Volumes

Set the volume here, for instance, for the loudspeaker, handset or headset.



Use the TouchSlider to adjust the current volume settings. → Seite 22.

You can preset different volumes for the following microphones and signals in eight levels:

- Lautsprecher
- Rufton
- Handset
- Headset
- Freisprechen
- Rollover

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec. 

Enter and confirm the user password.

Audio

Select and confirm the option shown.

Volumes

Select and confirm the option shown.

Handset

Select and confirm the volume you want to adjust (e.g. "Handset").

Confirm the option shown.

Reduce

Adjust gradually using the softkey.

or

Increase

Adjust gradually using the softkey.

While setting the volume, you will hear corresponding audio feedback.

### Step by step

Completed

Select the softkey to end.

Save & exit

Select the softkey to confirm.

## Settings

### Room character

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

- Normal
- Echoing
- Muffled



You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings

Select and confirm the option shown.

Room character

Select the option shown.

Edit

Select the softkey to confirm.

Normal

Select the room character<sup>[1]</sup> in the context menu (e.g. "Normal")

OK

and confirm.

Save & exit

Select the softkey to confirm.

---

[1] The phone displays the current setting



## Step by step

## Ringtone

Select your preferred ringtone from the available audio files. If no individual audio files are available, the "pattern" ringtone is preset. To upload your own files in ".mp3" or ".wav" format, please contact your service personnel.



You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings

Select and confirm the option shown.

Ringer file

Select the option shown.

Edit

Select the softkey to confirm.

ABC.mp3

Select the ringer tone file<sup>[1]</sup> or "pattern" you want in the context menu. You will immediately hear the associated ringer melody.

OK

Confirm the selected ringtone file.

Save & exit

Select the softkey shown to confirm the selected ringtone so that you can use it or try a different ringtone.

[1] The phone displays the current setting

### Step by step



#### Pattern melody

You can also configure this setting via the WEB interface → Seite 279.

**Prerequisite:** You have chosen the "pattern" ringtone, see → Page 225.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings

Select and confirm the option shown.

Ringer melody

Select the option shown.

4

Select the required pattern melody<sup>[1]</sup> in the context menu between 1 and 8 (e.g. **4**). You will immediately hear the corresponding Ringer melody. Confirm the selected Ringer melody.

Save & exit

Select the softkey to confirm.



#### Pattern sequence

You can also configure this setting via the WEB interface → Seite 279.

**Prerequisite:** You have chosen the "pattern" ringtone, see → Page 225.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings

Select and confirm the option shown.

[1] The phone displays the current setting

## Step by step

Ringer tone sequence

Select the option shown.

2

Select the required Ringer tone sequence in the context menu between 1 and 3 (e.g. **2**). You will immediately hear the set Ringer melody with the selected Ringer tone sequence. Confirm the selected setting.

### Opening listening mode

Select the mode here that you prefer for open listening → Page 59



You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings

Select and confirm the option shown.

Open listening

Select the option shown.

Standard mode

Select and confirm the setting<sup>[1]</sup> you want in the context menu ("Standard mode" or "US mode").

Save & exit

Select the softkey to confirm.

### Setting headset port use

Here you set whether you are using a wired or cordless DECT headset.



You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

[1] The phone displays the current setting

### Step by step

Audio

Select and confirm the option shown.

Settings

Select and confirm the option shown.

Headset port

Select the option shown.

Wired headset

Select and confirm the relevant option<sup>[1]</sup> shown in the context menu:

- Wired headset
- Wireless headset
- Conference phone

Select the softkey to confirm.

Save & exit

### Activating/deactivating the ringer

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → Seite 31.



Hold down the key shown.

### Adjusting the volume during a call



You are conducting a call.

Vol.-

Vol.+

Adjust the call volume.

---

[1] The phone displays the current setting

## Step by step

**Tone and indication with an unsecured voice connection**

Use this option to activate an alert tone that you hear when a secure voice connection with the party you are currently talking to ceases to be secure. The message "Nonsecure connection" also appears.

**Prerequisite:** Secure connection setup is the preference set by your service personnel.



You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Secure call alert

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select the softkey to confirm.

### Step by step

## Key click

You can select here whether a tone should be heard when a key is pressed. You can also decide whether this should apply for all keys or only those on the keypad. In addition, you can adjust the tone volume or disable the tone.



You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Phone

Select and confirm the option shown.

Key click

Select and confirm the option shown.

Volume

Select and confirm the option shown.

Medium

For instance, select and confirm a medium volume setting. You can choose between the following three options:

- Gering
- Hoch
- Aus (no click)

## Key selection

Keys

Select and confirm the option shown.

Keypad only

Select and confirm if only the keys for entering characters are to be affected.

or

All keys

Select and confirm the option shown for all keys.

Save & exit

Select the softkey to confirm.

## Step by step

## Setting the language and country

## Display language



You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Locality

Select and confirm the option shown.

Language

Select the option shown.

Deutsch

Select and confirm the language<sup>[1]</sup> in the context menu.

Save &amp; exit

Select the softkey to confirm.

[1] The phone displays the current setting

### Step by step

#### You may choose from the following languages:

1. Bahasa Indonesia
2. Bahasa Malaysia
3. Brasileiro
4. Català
5. Čeština
6. Dansk
7. Deutsch
8. Eesti keel
9. English
10. English(US)
11. Español
12. Français
13. Hrvatski
14. Italiano
15. Latviešu Valoda
16. Lietuvių Kalba
17. Magyar
18. Nederlands
19. Norsk
20. Polski
21. Português
22. Română
23. Slovenčina
24. Slovenski Jezik
25. Srpski Jezik
26. Suomi
27. Svenska
28. Türkçe
29. Ελληνικά
30. Български
31. Македонски Јазик
32. Русский
33. Српски Језик
34. 中文



## Step by step

## Country-specific setting

Adapt your phone settings to suit the country-specific conditions (e.g. transmission parameters).



You can also configure this setting via the WEB interface → Seite 279.

Services

Press the key shown until the "Settings" tab is active.

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Locality

Select and confirm the option shown.

Country

Select the option shown.

Germany

Select and confirm the country<sup>[1]</sup> in the context menu.

Save &amp; exit

Select the softkey to confirm.

## You may choose from the following countries:

- |                    |    |                        |    |
|--------------------|----|------------------------|----|
| 1. Argentina       | AR | 20. Luxembourg         | LU |
| 2. Australia       | AT | 21. Mexico             | MX |
| 3. Austria         | AU | 22. Netherlands        | NL |
| 4. Belgium         | BE | 23. New Zealand        | NZ |
| 5. Brazil          | BR | 24. Norway             | NO |
| 6. Canada          | CA | 25. Poland             | PL |
| 7. China           | CN | 26. Portugal           | PT |
| 8. Chile           | CL | 27. Russian Federation | RU |
| 9. Croatia         | HR | 28. Singapore          | SG |
| 10. Czech Republic | CZ | 29. Slovakia           | SK |
| 11. Denmark        | DK | 30. South Africa       | ZA |
| 12. Finland        | FI | 31. Spain              | ES |
| 13. France         | FR | 32. Sweden             | SE |
| 14. Germany        | DE | 33. Switzerland        | CH |
| 15. Hungary        | HU | 34. Thailand           | TH |
| 16. India          | IN | 35. Turkey             | TR |
| 17. Ireland        | IE | 36. United Kingdom     | GB |
| 18. Italy          | IT | 37. United States      | US |
| 19. Japan          | JP | 38. Vietnam            | VN |

[1] The phone displays the current setting

### Step by step

## Alarm on changing the IL

If a call switches from a higher to a lower Impact Level, this will be indicated by the pop-up text **Lower IL change**.



Services

User

You can also configure this setting via the WEB interface → Seite 279.

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec. 

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Lower IL alert

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu. The advisory function is activated.

Save & exit

Select the softkey to confirm.

## Step by step

## Network information

This information overview in the user area of the service menu provides you with information about the IP address or name of the phone and the HTML address of the web interface. It also provides real-time data about the network activity of the phone.

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.



Enter and confirm the user password.

Network information

Select and confirm the option shown. The following overview opens:

	Settings	Applications
Network information		
Phone address	Exit	
Web address	https://192.168.1...	
IPv4 address	192.168.1.15	
Global IPv6 address		
Local IPv6 address	fe80:21 a:e8ff..f	
LAN-RX		
LAN-TX		
PC-RX		
PC TX		
LAN autonegotiat-	Yes	
LAN information	100 Mbps full duplex	
PC autonegotiated...	Yes	▼
PC information	Link Down	▼

**IPv4 address:** Displays the IP address or name that was assigned to the phone in the network.

**Web address:** HTTP address of the web interface. This address is specified in the address line of the Internet browser and is used to call the web interface of the phone in the browser.

### Step by step

## Resetting user data

The following user-specific settings, which you changed via the phone menu or the web interface, can be reset to factory settings.

- Display settings
- Language setting
- Screensaver



Personal images for the screensaver are deleted and deleted default images are restored (administration e.g. using the OpenStage Manager).

---

- Audio settings
  - Volumes
  - Settings



Personal ringtone files are deleted and deleted default ringtone files are restored (administration e.g. using the OpenStage Manager).

---

- Configuration
  - Context menu
- Phonebook
  - All entries are deleted.
- Call lists
  - All entries are deleted.
- Function keys
  - All personalised programming is deleted (see also → Page 97).

**Important:** All data is reset **without** a warning tone. If necessary back up your data on a USB memory stick (→ Page 238).

## Step by step

Services

User

if nec.



Function key data

Yes

Delete selection

Delete all

## Initiating the reset

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

Enter and confirm the user password.

Confirm the option shown.

Select and confirm the option shown in the context menu.

Select the softkey to confirm. All personalised programming is deleted.

Select the softkey to confirm. The user data is reset to factory settings.

### Step by step

## Backup/restore

Backups are usually made to a USB mass storage device and contain user-specific data.

A backup includes the following components:

- All user settings for configuration
- Call forwarding instructions with default destinations
- Phonebook entries with relevant data
- Ringtones
- Photos
- Screensavers
- Call list entries

The USB mass storage device is only used to back up and restore the user area in the phone memory. You do not have to remove the USB medium after a backup. You can create multiple backups on the medium and restore them as required. You can also restore the backups saved on another phone as a means of transporting your settings and data, for instance, if your phone has to be replaced.

A restore operation only works if the relevant settings are enabled on the phone and the current software release supports these settings.

Every backup is given a separate name and is password-protected. Setting the password encrypts the content of the backup. Data can only be restored after entering the set password. The backup file is not automatically deleted after a restore operation.



A USB mass storage device must be connected to the USB port provided so that the options described below are available to you. Otherwise you are only offered the "Schließen" option.

---

## Step by step

Services

User

if nec.



Phone

Backup/Restorer

New

17.08.07 14:42 August 3770

Replace

Backup password



Confirm password



Backup name



Start backup

## Saving user data

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

## Creating a new backup

Select the softkey to confirm.

## Replacing an existing backup

Select and confirm the backup available.

Select the softkey to confirm.

Select and confirm the option shown.

Enter and confirm the backup password.

Select and confirm the option shown.

Re-enter and confirm the password.

## Naming a new backup

Select and confirm the option shown.

Enter and confirm a name for the backup.

Select the softkey to confirm. The user data is saved. The message **Backup created successfully** is displayed.

## Step by step

Services

User

if nec. 

Phone

Backup/Restorer

17.08.07 14:42 August 3770

Restore

Backup password



Phone book

Restore

Restore

## Restoring user data

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the backup you want.

Select the softkey to confirm.

Select and confirm the option shown.

Enter and confirm the backup password.

You can set Ignore or Restore in the context menu for the following options. The default setting is Ignore:

- Phone book
- Call logs
- Menu data
- Screensaver images
- All clip images
- All ringer tones
- All XML data

If you want to activate the phonebook's Restore, for instance, then:

Select the option shown.

Select and confirm the option shown in the context menu.

The restore operation can begin once you have activated all the options you want:

Select the softkey to confirm. The following message appears when the procedure is finished: **Restore successfully completed.**



## Step by step

## Deleting a user backup on a storage medium

You can delete invalid or older backups on your USB medium.

Services

User

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

if nec.



Enter and confirm the user password.

Phone

Select and confirm the option shown.

Backup/Restorer

Select and confirm the option shown.

17.08.07 14:42 August 3770

Select and confirm the backup you want.

Delete

Select the softkey to confirm. A security prompt is displayed:

Delete backup 17.08.12 14:42 August 3770?

Delete

Select the softkey to confirm the option shown and delete the backup. Deletion of backups is the responsibility of the user and is therefore not password-protected.

## Step by step

### Displaying and checking backups on USB media


Check which backups are stored on the medium.

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

User

Services

if nec. 

Enter and confirm the user password.

Phone

Select and confirm the option shown.

Backup/Restorer

Select and confirm the option shown.

17.08.07 14:42 August 3770

Select the backup you want and confirm it to check the settings.

**Step by step**

## Call recording

A central voice recorder (voice recorder from [ASC](#)) is installed in the network for recording calls to which your telephone connects in order to record the current voice traffic. The recorder records the entire voice flow of two or more participants.

You should configure a recording button in order to simplify handling of manual call recording → Page 91. It is assumed in the description below that a corresponding key has been configured.

## Recording modes

The service personnel can configure the following operating modes for call recording:

- Manual
- AutoStart
- All Calls
- Disabled

The following settings are possible to audibly signal the recording:

- Repeated
- Single Shot
- Off

Check with your service personnel as to which settings were made for your phone.

### **Mode: ALL CALLS:**

The telephone starts and stops the recorder automatically in order to ensure that all calls are being recorded.

### **Mode: MANUAL**

You decide when the recorder is started and stopped or paused. If the recorder is switched on, all further calls will be recorded. If you pause the recorder then nothing will be recorded. If there are no calls, then the recorder likewise pauses.

### **Mode: AUTOSTART**

The telephone starts the recorder automatically. You can stop or pause the recorder yourself however and restart it. If a call has already been recorded, new

### Step by step

incoming and outgoing calls will also be recorded. If you pause the recorder during a call, special calls such as consultation calls, call pickups and second calls will not be recorded as long as the recorder is paused. If the telephone reverts to idle status, the AutoStart process is set up again for the next call.

## Explanations of recording

### Recordable calls

A recordable call is any call that has a call connection status on the telephone. This can be any incoming or outgoing call. It is immaterial here whether a call is set up directly via the telephone or via an application.

- Outgoing
- Incoming
- Consultation
- Pickup
- Reconnect
- Second call
- Connected call
- Conference<sup>[1]</sup>
- Automatic call acceptance
- Secured or unsecured line

### Non-recordable calls

- Outgoing calls that have not yet reached full connection status, such as a ringing call.
- Calls on hold.

---

[1] Server-based conference only

## Step by step

### Enhanced functions:


1. A conference<sup>[1]</sup> can be set up or cleared down during recording.
2. A consultation can be performed during recording.
3. Call transfer is also available during recording.
4. A second call can be accepted during recording.

### The following features are not supported:

1. Playing back recordings over the telephone.
2. Deleting recordings over the telephone.
3. Functions for editing recordings over the telephone.

### Recording tips

You will receive the following advisories while a call is being recorded:

- The recording symbol  on the display (permanent)
- Beep (repeated at intervals for you and your call partner)
- Beep (single at the start of recording for you and your call partner)

The audible advisory can also be switched off. Please check with the relevant service personnel.

### MultiLine

There is no difference between multi-line calls and single-line calls when it comes to recording calls. If recording has started, the call is recorded, otherwise not. The recording status of a line continues as long as calls are connected to this line.

For example, if line A is being recorded (initiated manually) and you switch to line B or line A is placed on manual hold and you switch to line B, the recording is ended and a partial recording saved.

If you disable recording for the call on line B (mode = manual or autostart) and switch back to line A, the recording for line A is not started again.

The operating modes mentioned (All Calls, AutoStart or Manual) refer to the telephone and are therefore the same for all lines.

---





[1] Server-based conference only

### Step by step

## Recording calls

### Using the call recording feature


The recording function can be used in a similar way to a recorder, for example for recording music. The recorder can be:

- switched on (standby )
- switched off or stopped ()
- started ()
- paused ()

The symbols used here by way of example can be found on practically any hardware and software recorder.

### Automatic call recording

This is the simplest mode. If you have accepted a call or called a subscriber and the subscriber answers, the call is recorded automatically. Refer to → Page 244 to check which calls this can be.

As soon as the recording starts, you will see the recording symbol  and hear a beep (see also → Page 245).

You cannot pause the recording manually in this mode.

## Step by step

Recording on

Recording off

## Manual call recording

## Activating or deactivating call recording when the telephone is in idle mode.

**Prerequisite:** Manual mode is selected. The recording button is configured and indicates the status.

Select the option shown in the telephone's context menu to enable the option

or disable the option.

or



Press the recording button to enable the option - the LED key lights up



or press the key shown to disable the option - the LED extinguishes.

The recording button also indicates the status change if you activated or deactivated call recording via the context menu.

## Call recording with AutoStart

Standby mode is activated in principle in idle mode. The recording button LED lights up. You cannot switch off the recorder. As soon as a call is set up, call recording starts automatically.




Lift the handset.

or

Speaker

Press the key shown.



The station answers. You hear a beep, the recording symbol  is shown on the display and the recording button LED remains lighting. The call is now being recorded. (see also → Page 245)

You can pause the recording at any time and continue it again.



or

Speaker

If you end the call, the AutoStart process is set up again for the next call.

### Step by step

## Controlling call recording

### Starting call recording manually during a call

**Prerequisite:** Manual mode or AutoStart is selected. You are conducting a call. Recording has not started. The recording button LED is not lighting.



You are conducting a call (see also → Page 244).



Press the recording button to start the recording - the LED key lights up.

You hear a beep and the recording symbol  $\text{O} \text{O}$  is shown on the display. The call is now being recorded. (see also → Page 245)

### Pausing call recording manually during a call

**Prerequisite:** Manual mode or AutoStart is selected. You are conducting a call. Recording has started. The recording button LED lights up.



You are conducting a call (see also → Page 244).



Press the recording button to pause the recording - the LED extinguishes and the recording symbol  $\text{O} \text{O}$  on the display disappears.

You can start the recording again at any time, for example to continue recording the current call.

### Ending call recording automatically

**Prerequisite:** You are conducting a call. Recording has started. The recording button LED lights up.



or

Speaker

The recording is ended automatically as soon as the call is terminated or if the call status changes so that the call is no longer being recorded - for example if a line is placed on manual hold and another line is seized. (Multiline).

The LED extinguishes and the recording symbol  $\text{O} \text{O}$  on the display disappears.

## Consultation during call recording

**Prerequisite:** You are conducting a call. Recording has started. The recording button LED is lighting.



## Step by step

You initiate a consultation – your main call is placed on hold as a result while the consultation is being performed.



The recording is paused while you initiate the consultation. The recording symbol  $\text{Q}\text{O}$  on the display disappears.



If the consultation partner answers, the consultation call is recorded. You hear a beep and the recording symbol  $\text{Q}\text{O}$  is shown on the display again.

You can now terminate the consultation call or for example switch back to the first call party (alternate) while the consultation call is placed on hold.

## Second call during call recording

**Prerequisite:** You are conducting a call. Recording has started. The recording button LED is lighting.



You are conducting a call. You hear a beep and the recording symbol  $\text{Q}\text{O}$  is shown on the display. The call is now being recorded.

A second call party camps on → Page 107.

Select the softkey to confirm.

You are connected with the second party. You hear a beep and the recording symbol  $\text{Q}\text{O}$  is shown in the line for the second call – this call is now being recorded. The first party is placed on hold.

Accept


### Step by step

#### Alternate

### Call recording while alternating


**Prerequisite:** You have an active or held consultation or second call. Recording has started. The recording button LED is lighting.



You are connected with the second party. You hear a beep and the recording symbol  is shown in the line for the second call.

Confirm with the softkey for this connection.




You are switched to the main call. You hear a beep and the recording symbol  is shown in the line for the main call – this call is now being recorded.

You can pause and restart the recording at any time in manual and autostart modes.


### Your call is paused and reconnected during the recording.

**Prerequisite:** You are conducting a call that is being recorded.



Your call partner has placed the call on hold. You hear the music on hold. The recording is paused and the recording symbol  has disappeared from the display.



Your call partner resumes the call. You hear a beep and the recording symbol  is shown on the display.

## Step by step

Conference

## Setting up a conference during recording

**Prerequisite:** You are conducting a consultation call → Page 74 or you have accepted a second call → Page 107 and the "system conference" feature was configured by your service personnel. Recording has started. The main call is placed on hold. The recording button LED is lighting.

Confirm with the softkey for this connection. You are connected to both parties at once. The conference is displayed with the current participants.

You hear a beep and the recording symbol  $\Omega$  is shown in the line for the conference call.

## Adding conference participants during the recording

**Prerequisite:** You have set up a conference. The "system conference" feature was configured by the service personnel. The conference call is now being recorded.



You have performed a consultation or accepted a second call (→ Page 74 or → Page 107). The conference call is placed on hold.

You hear a beep and the recording symbol  $\Omega$  is shown in the line for the consultation or second call. The call is now being recorded.

Conference

Confirm with the softkey for the consultation or second call in order to include the new participant in the conference. The conference is displayed with all current participants.

You hear a beep and the recording symbol  $\Omega$  is shown again in the line for the conference call.

### Step by step

#### Your call is included in a conference during the recording.

**Prerequisite:** You are conducting a call that is being recorded. Your call partner is to include you in a conference. You are placed on hold while the conference is being set up.



You hear the music on hold while your call partner is setting up the conference. The recording is paused and the recording symbol  $\text{Q}\text{O}$  has disappeared from the display.



Your call partner answers again and you are connected to the conference. You hear a beep and the recording symbol  $\text{Q}\text{O}$  is shown in the "Conference" line. The conference call is now being recorded.

#### Putting a line on hold manually during the recording

There are two options for placing a line manually on hold:

- You place the active line on hold during the call recording and then resume the call on this line.
- You seize a different line during call recording. The first line is placed on manual hold.

**Prerequisite:** The telephone has more than one line configured. The active call is being recorded. The recording button LED is lighting.

#### Holding and retrieving the call on the line



You are conducting a call, for example on line A. You hear a beep and the recording symbol  $\text{Q}\text{O}$  is shown on the display. The call is now being recorded.



Press line key A. The line key LED starts flickering. The call is now on hold. The recording is paused while the call is on hold. The recording symbol  $\text{Q}\text{O}$  on the display disappears.

**Step by step****Retrieving a held call:**

Press line key A. The line key LED lights up. The call is retrieved. You hear a beep and the recording symbol  $\underline{Q}\underline{O}$  is shown on the display again. Call recording is continued.

**Holding a call on the line and conducting a call on a different line**

Press line key B – the LED lights up. You hear a beep and the recording symbol  $\underline{Q}\underline{O}$  is shown on the display for line B – this call on line B is being recorded. Line A is placed on hold, call recording of line A has been terminated.




Press line key A to resume the call. You hear a beep and the recording symbol  $\underline{Q}\underline{O}$  is shown on the display for line A – a new recording of line A commences.

Step by step

Services

User

if nec. 

Diagnostic information

## Diagnostic data

This information overview in the user area of the service menu provides you with information on the current configuration of the telephone:

Press the key shown until the "Settings" tab is active.

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

You see a numbered list of telephone parameters with the current settings.

You can see a more structured view of the list via the WEB interface → Seite 279:

Example:

### Diagnostic.information

2011-05-11 08:23:40		
00	terminal.number:	3339
01	sip.server:	192.168.1.240
02	sip.port:	5060
03	sip.registrar:	192.168.1.240
04	sip.registrar.port:	5060
05	sip.gateway:	192.168.1.240
06	sip.transport:	UDP
07	sip.gateway.port:	5060
08	server.features:	No
09	dns.results:	5060
10	multiline:	No
11	registered.lines:	5060
12	backup.active:	Yes
13	backup.proxy:	
14	software.version:	V3 R0.22.0 SIP 110502
15	display.message:	None
16	last.restart:	2011-05- 11T08:00:34

## Step by step

## Diagnostic information

17	memory.free:	60696K free
18	ip.adress:	192.168.1.235
19	subnet.mask:	255.255.255.0
20	default.route:	192.168.1.2
21	primary.dns:	192.168.1.105
22	secondary.dns:	192.168.1.2
23	route.1.ip:	
24	route.1.gateway:	None
25	route.1.mask:	None
26	route.2.ip:	None
27	route.2.gateway:	None
28	route.2.mask:	None
29	mac-address:	0001e325eaca
30	discovery.mode:	Manual
31	dhcp.reuse:	No
32	lan.port.type:	0
33	pc.port.status:	None
34	pc.port.type:	0
35	pc.port.autoMDIX:	No
36	vlan.id:	
37	qos.layer.2:	
38	qos.layer.2.voice:	5
39	qos.layer.2.signalling:	None
40	qos.layer.2.default:	0
41	qos.layer.3:	Yes
42	qos.layer.3.voice:	13
43	qos.layer.3.signalling:	7
44	lldp.med.operation:	

## Web interface (WBM)

You can configure a number of settings for your phone via the Web interface. Communication is via a secure HTTPS connection. Access to the Web interface must be activated by administrator.

### Calling up the Web interface



For more information on the IP address, the Web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → page 235.

To call up the interface, open a Web browser and enter the following:

**https://[IP address of the phone]**

[IP address of the phone] is the IP address of your phone.

or

**https://[Name of the phone]**

[Name of the phone] which was assigned by administrator.



You might receive a certificate notification from the browser. Follow the instructions to download the certificate.

You will be prompted to configure a user password the first time you call up the Web interface → page 172. You must log on with this password in future every time you want to open the User Pages.

### Administrator Pages

This area lets you configure settings for administering your phone and the network environment. Access to the Administrator Pages is protected by the admin password. For more information, contact your administrator or refer to the administration manual.



### User pages

The Web interface homepage opens once you have entered and confirmed the phone's IP address.

1. Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
2. Click a menu entry to open the corresponding form.
3. Make the desired changes.
4. Click the corresponding button to save or discard your changes.

### Button functions

- "Login": Log on to the phone after you have entered the user password
- "Submit": Apply changes
- "Reset": Reset original values
- "Refresh": Update values (for example, under "Bluetooth" - "Last connected device")
- "Logout": Log off the phone

## User menu






All settings that you can make via the Web interface's user menu can also be made via the phone's user menu → page 50.

### User Pages







User login

User login  → page 172














Date and time






























- Local time  → page 219
- Local date (day, month, year)  → page 219
- Allow daylight saving  → page 221
- Difference (minutes)  → page 221
- Auto time change  → page 221

Audio

- Ringer melody  → page 226
- Ringer tone sequence  → page 226
- Ring file  → page 225)
- Room character  → page 224
- Open listening  → page 227
- Headset port  → page 227







### Configuration

- Outgoing calls
  - Autodial delay (seconds)  → page 118
  - Callback option  → page 89
  - Allow busy when dialling  → page 119
  - Allow transfer on ring → page 113
  - Allow immediate dialling → page 70
- **Incoming calls**
  - Deflecting
    - Allow deflection  → page 99
    - Default deflect destination  → page 99
    - Deflect to DSS  → page 99
  - Forwarding
  - Settings
    - Forwarding Favourites: Destination 1 to Destination 5  → page 82
    - Forward all calls allowed  → page 84
    - to  → page 84
    - Direct destination → page 81
    - Forward on busy allowed  → page 84
    - to  → page 84
    - Direct destination → page 81
    - Forward on no reply allowed  → page 84
    - to  → page 84
    - Direct destination → page 81










- No reply delay (seconds)<sup>1</sup>  → page 85
- Alerts
  - Visual alerts  → page 100
  - Audible alerts  → page 100
  - Forwarding party  → page 100
- Handling
  - Allow call waiting  → page 109
  - Allow DND  → page 171
  - Allow busy when dialling  → page 119
- CTI calls
  - Allow auto-answer  → page 114
  - Allow beep on auto-answer  → page 114
  - Allow beep on auto-reconnect  → page 115
- Connected calls
  - Allow call transfer  → page 112
  - Allow call joining  → page 79
  - Allow exit conference  → page 122
  - Allow hold reminder  → page 103
  - Hold reminder delay (minutes)  → page 104
  - Hold and hang-up  → page 105
  - Allow music on hold  → page 106
  - Allow conferences  → page 121
  - Secure call alert  → page 229
  - Toggling associate  → page 110
  - Lower IL alert (for GB only)
-  **Context menu**
  - Auto show menu  → page 232
  - Auto hide time (sec.)  → page 232
- **Keyset**
  - Lines
    - Ring delay (seconds)  → page 151
    - Allow in overview  → page 150
    - Address<sup>2</sup>
    - Primary line<sup>[1]</sup>
    - Ring on/off<sup>[1]</sup>
    - Selection order<sup>[1]</sup>
    - Hot/warm line<sup>[1]</sup>
    - Hot/warm destination  → page 131
  - Overview
    - Use FPK order  → page 152
    - Add all lines  → page 152
    - Reordering directions: Move down, Move to bottom, Move to top, Move up  → page 152
- BLF
  - Busy Lamp Field: **not** for OpenScape Voice

1 Only if "Server features" was deactivated by your administrator




2 Information - read only

- Bluetooth
  - Bluetooth device address<sup>[1]</sup>
  - Phone name  → page 236
  - Status<sup>[1]</sup>
  - Active  → page 234
  - Discoverable  → page 235
  - Pairing mode  → page 237
  - PIN for pairing  → page 238
  - Last connected device
    - Device address<sup>[1]</sup>
    - Device name<sup>[1]</sup>
- Device class<sup>[1]</sup>
- Call logging
  - Enable call log  → page 167

## Phone

- Display settings
  - Levels
    - Slider brightness  → page 211
    - Key module contr.  → page 215
    - TouchGuide  → page 212
  - Misc.
    - Display theme  → page 213
- Screensaver
  - Screensaver enabled  → page 216
  - Inactivity delay  → page 217
  - Screensaver transition delay  → page 218
- Program keys
  - Normal
    - Edit  → page 92
  - Shifted
    - Edit  → page 92
- Key Module 1 (if available such as Program keys)
- Key Module 2 (if available such as Program keys)
- Key click
  - Volumes
    - Off
    - Low
    - Medium
    - High
  - Keys
    - Keypad only
    - All keys

## Locality

- Country  → page 233
- Language  → page 231
- Date format  → page 220

<sup>1</sup> Information - read only

– Time format  → page 220


### **Security**

– Password

– Current Password

– New password  → page 172

– Confirm password

Diagnostic information  → page 254

## Fixing problems

### Caring for your telephone

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

### Troubleshooting

#### Pressed key does not respond:

If the telephone is locked redial keys cannot be used. This also applies when emergency numbers or predefined numbers from the dial plan are stored on them.

Check whether your telephone is locked ("Phone locked: Enter Password" appears on the screen). If the phone is locked, unlock it.

#### The phone does not ring on call:

Check whether the ringtone is deactivated (see icon in the status bar on the display → page 29). If it is deactivated, activate the ringtone

#### You cannot dial a number:

Check whether your telephone is locked ("Phone locked: Enter Password" appears on the screen). If the phone is locked, unlock it.

#### To correct any other problems:


First contact the relevant administrator. Problems that cannot be corrected should be referred to Customer Service.

### Contact partner in the case of problems

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

## Local user menu

### Opening the user menu on the phone

Press the  key to open the user menu.

On the **Settings** tab, select the **User** menu option. You are prompted to enter the User password → page 172. Confirm this with **OK**. The options of the user menu are available.

### User menu display

The majority of settings that can be made via the user menu on the phone, can also be made via the web interface → page 256.






Changes are usually confirmed using the **Save & exit** option or discarded using the **Exit (no save)** option. You can exit the current menu level with the left key of the TouchGuide (→ page 23). You will be asked whether you want to **Save** or **Do not save**.

#### User

##### Date and time?

- |                     |                       |            |
|---------------------|-----------------------|------------|
| – Options           | Save & exit           |            |
| – Exit (no save)    |                       |            |
| – Time              | hh:mm                 | → page 219 |
| – Date              | DD.MM.YYYY            | → page 219 |
| – Daylight saving   | Yes                   | → page 221 |
| – Yes               |                       |            |
| – No                |                       |            |
| – Difference (mins) | mm                    | → page 221 |
| – Auto DST          | Yes/No <sup>[1]</sup> | → page 221 |

#### Audio?

- |                  |   |            |
|------------------|---|------------|
| – Volumes?       | Save & exit   |            |
| – Options        |   |            |
| – Exit (no save) |   |            |
| – Loudspeaker    |  | → page 223 |
| – Ringer         |  | → page 223 |
| – Handset        |  | → page 223 |
| – Headset        |  | → page 223 |
| – Handsfree      |  | → page 223 |
| – Rollover       |  | → page 223 |
| – Settings?      |   |            |
| – Options        | Save & exit   |            |
| – Exit (no save) |   |            |
| – Ringtone       | pattern   | → page 225 |

[1]. Information - read only

- Pattern
- Ringer1.mp3
- Ringer2.mp3
- Ringer3.mp3
- Ringer4.mp3
- Ringer5.mp3
- Ringer6.mp3
- Ringer melody                    2                    → page 226
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
- Ringer tone sequence            1                    → page 226
  - 1
  - 2
  - 3
- Room character                    Normal                    → page 224
  - Normal
  - Echoing
  - Muffled
- Open listening                    Standard mode                    → page 227
  - Standard mode
  - US mode
- Headset socket                    Cordless headset                    → page 227
  - Wired headset
  - Cordless headset
  - Conference unit

### **⊕ Configuration?**

#### **- Outgoing calls?**

- Options                            Save & exit
- Exit (no save)
- Autodial delay                    6                    → page 118
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
  - 9
- Callback                            Yes                    → page 89
  - Yes



- No
- Busy when dialing Yes → page 119
  - Yes
  - No
- Transfer on ring Yes → page 113
  - Yes
  - No
- Immediate dialing Yes → page 70
  - Yes
  - No

**- Incoming calls?**

- Deflecting
  - Options Save & exit
    - Exit (no save)
  - Allow deflection Yes → page 99
    - Yes
    - No
  - Default destination nnnnnn → page 99
  - Deflect to DSS Yes/No<sup>[1]</sup> → page 99
- Forwarding
  - Settings
    - All calls → → page 84
    - Enter destination (context menu) → page 82
    - List of saved numbers (context menu), if applicable
    - Edit favorites (Context menu) → page 82
      - Options Save & exit
        - Exit (no save)
        - Destination 1
        - Destination 2
        - Destination 3
        - Destination 4
        - Destination 5
    - Copy → page 83
    - Paste (if copying is active) → page 83
    - Busy → → page 84
    - Enter destination (context menu) → page 82
    - List of saved numbers (context menu), if applicable
    - Edit favorites (Context menu) → page 82
      - Options Save & exit
        - Exit (no save)
        - Destination 1
        - Destination 2
        - Destination 3
        - Destination 4
        - Destination 5
    - Copy → page 83

[1]. Information - read only

- Paste (if copying is active) → page 83
- No replay (after 16 s) → page 84
- Enter destination (context menu) → page 82
- List of saved numbers (context menu), if applicable
- Edit favorites (Context menu) → page 82
  - Options Save & exit
    - Exit (no save)
    - Destination 1
    - Destination 2
    - Destination 3
    - Destination 4
    - Destination 5
- Copy → page 83
- Paste (if copying is active) → page 83
- Set delay<sup>[1]</sup> → page 85
- Alerts
  - Options Save & exit
    - Exit (no save)
  - Visual alerts No → page 100
    - Yes
    - No
  - Audible alerts No → page 100
    - Yes
    - No
  - Forwarding party Display last → page 100
    - Display first
    - Display last
- Handling
  - Options Save & exit
    - Exit (no save)
  - Allow call waiting Yes → page 109
    - Yes
    - No
  - Allow DND Yes → page 171
    - Yes
    - No
  - Busy when dialing Yes → page 119
    - Yes
    - No
- CTI Calls?
  - Options Save & exit
    - Exit (no save)
  - AutoAnswer Yes → page 114
    - Yes
    - No
  - AutoAnswer beep Yes → page 114

[1]. Only if "Server features" was deactivated by your administrator

- Yes
- No
- AutoReconnect beep Yes → page 115
- Yes
- No

**- Connected calls?**

- Options Save & exit
- Exit (no save)
- Allow call transfer Yes → page 112
  - Yes
  - No
- Allow call joining Yes → page 79
  - Yes
  - No
- Allow exit conf Yes → page 122
  - Yes
  - No
- Allow hold rem. Yes → page 103
  - Yes
  - No
- Hold rem. delay 8 → page 104
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
  - 9
  - 10
  - 11
  - 12
  - 13
  - 14
  - 15
- Hold and hang-up Yes → page 105
  - Yes
  - No
- Music on hold Yes → page 106
  - Yes
  - No
- Allow conferences Yes → page 121
  - Yes
  - No
- Secure call alert Yes → page 229
  - Yes
  - No
- Toggle associate Yes → page 110

- Yes
- No
- Lower IL alert (for GB only)
- **Context menu**
  - Automatic menu... Yes → page 232
    - Yes
    - No
  - Display time 20 → page 232
    - 5
    - 10
    - 20
    - 30
    - 60
    - 120
    - Unlimited display
- **⊕ Keypad**
  - Lines?
    - Line (one of **eight** possible)
      - Options Save & exit
        - Exit (no save)
      - Ring delay 0 → page 151
      - Allow in overview Yes → page 150
        - Yes
        - No
      - Hot warm action<sup>[1]</sup> No action → page 131
      - Hot warm dest nnnn → page 131
      - Address<sup>[1]</sup> nnnn
      - Ring on/off<sup>[1]</sup> On
      - Selection order<sup>[1]</sup> 1
    - Overview? → page 150
      - Line (up to **eight** lines)
        - Move down
        - Move to bottom
        - Use FPK order
        - Add all lines
      - Save
      - Do not save
  - **BLF?**
    - Busy lamp field **not** for OpenScope Voice
  - **⊕ Bluetooth**
    - Configuration
      - Options Save & exit
        - Exit (no save)
      - Telephone ID 00:01:E3:2D:76:D9
      - Active Yes → page 234
        - Yes




[1]. Information - read only

- No
- Discoverable Yes → page 235
- Yes
- No
- Telephone name OpenStage 80 → page 236
- Pairing Prompt → page 237
- No
- Prompt
- Automatic
- Pairing PIN \* \* \* \* → page 238
- Paired devices → page 239
- Options
- Exit
- Add device
- Delete all
- Nokia HS-54W
- Disconnect/Connect
- Set as conference unit
- Delete
- Rename
- Blacklist → page 244
- Options
- Exit
- Add device
- Delete all
- Call logging
- Enable call log Yes → page 167
- Yes
- No

**☰ Phone**

- Backup/Restore
- Options
- Close
- New → page 239
- Options Start backup
- Start backup
- Cancelling Backup...
- Backup password
- Confirm password
- Backup name OpenStage 80
- 25.11.09 09:45 OpenStage80 → page 242
- Restore → page 240
- Options Restore selected
- Restore selected
- Restore all
- Cancel restore
- Backup password

- Backup ID
- Phone book Ignore
  - Ignore
  - Restore
- Call logs Ignore
  - Ignore
  - Restore
- Menu data Ignore
  - Ignore
  - Restore
- Screensaver images Ignore
  - Ignore
  - Restore
- All clip images Ignore
  - Ignore
  - Restore
- All ringer tones Ignore
  - Ignore
  - Restore
- All midlet data Ignore
  - Ignore
  - Restore
- Replace → page 239
  - Options Start backup
    - Start backup
    - Cancelling Backup...
  - Backup password
  - Confirm password
  - Backup name OpenStage 80
- Full ID
- Delete → page 241
  - Delete
  - Cancel
- Screensaver
  - Options Save & exit
    - Exit (no save)
  - Enabled Yes → page 216
    - Yes
    - No
  - Start (mins) 30 → page 217
    - 0
    - 5
    - 10
    - 20
    - 30
    - 60
- Transition delay (s) 10 → page 218

- 0
- 5
- 10
- 20
- 30
- 60
- Display settings?
  - Options Save & exit
  - Exit (no save)
  - Display theme Crystal sea → page 210
  - Crystal sea
  - Warm grey
  - Key mod. contrast  → page 215
  - Slider brightness  → page 211
- Program keys
  - Press the key to be programmed*
  - Options Save & exit
  - Exit (no save)
  - Normal Unallocated → page 92
  - Unallocated
  - *Further functions, see* → page 274
  - Label *predefined or customized*
  - Settings *function-dependent*
  - Shifted Unallocated → page 92
  - Unallocated
  - *Further functions, see* → page 275
  - Label *predefined or customized*
  - Settings *function-dependent*
- Key Module (if available such as Program keys)
- TouchGuide
  - Options Save & exit
  - Exit (no save)
  - Touchguide setting  → page 212
- Key click
  - Options Save & exit
  - Exit (no save)
  - Volume → page 228
  - Off
  - Low
  - Medium
  - High
  - Keys → page 228
  - Keypad only
  - All keys





**Locality?**

- Options Save & exit
- Exit (no save)
- Country DE → page 233
  - DE?
  - *Further countries, see* → page 233
- Language Deutsch → page 231
  - Deutsch
  - *Further languages, see* → page 232
- Date format dd/mm/yyyy → page 220
  - dd/mm/yyyy
  - yyyy/mm/dd
  - mm/dd/yyyy
- Time format 24 hour → page 220
  - 24 hour
  - 12 Hour (AM/PM)

**Security?**

- Change user password → page 172
  - Options Save & exit
  - Exit (no save)
  - Current password
  - New user password
  - Confirm password
- Phone lock → page 175
  - Options Save & exit
  - Exit (no save)
  - Lock phone No
  - Yes

**Network information?**

- Options Exit
- Phone address → page 235
- Web address
- IP address
- LAN RX 
- LAN TX 
- PC RX 
- PC TX 
- LAN autonegotiated Yes
- LAN information 10 Mbps full duplex
- PC autonegotiated Yes
- PC information Link down



**Diagnostic information**

→ page 254

**Reset?**

- Options Cancel
- Cancel
- Reset all user data → page 236
- Reset selected user data → page 97
- Function key data No?
- Yes → page 97
- No

## Key functions

### Normal

You can program the following functions on the Normal of the function keys:

- Selected dialing
- Repeat dialing
- Forward all calls
- Forward no reply
- Forward busy
- Ringer off
- Hold
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Shift
- Conference
- Headset
- Do not disturb
- Group pickup
- Repertory dial
- Feature toggle
- Mobility
- Directed pickup
- Callback
- Cancel callbacks
- Consultation
- Call Waiting
- Immediate ring
- PreView
- Start application
- Built in fwd

### Shifted

You can program the following functions on the Shifted of the function keys:

- Selected dialing
- Repeat dialing
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Conference
- Repertory dial
- Release
- Callback
- Cancel callbacks
- Consultation
- Start application

# Index

## Numerics

2nd alert ..... 66

## A

Administration ..... 52

AICS Zip tone ..... 56, 75

Alerts ..... 100

Announcing the local phone number .... 204

Answering calls

    MultiLine ..... 125

Application tab ..... 29

Applications ..... 38, 52

    Activating an application ..... 38

    Context menu ..... 38

    Selecting an entry ..... 38

    Selecting the application tab ..... 38

Applications menu ..... 50

Audio

    Room character ..... 224

Audio controls ..... 22

Auto headset ..... 56, 75

Autodial delay ..... 118

## B

Browsing in tabs ..... 23

Busy override ..... 132

Busy when dialling ..... 67

## C

Call

    Ending ..... 61

    Holding ..... 101

    Transferring ..... 111

Call control ..... 66

Call forwarding

    Activating/deactivating ..... 84

    Copying/pasting destination phone numbers ..... 83

    Destination phone number ..... 81

    Favourites ..... 82

    Last destination ..... 81

    Saving destination phone number ..... 82

    Variable ..... 81

Call forwarding chain ..... 86

Call forwarding information ..... 128

Call lists ..... 45, 161

    Copying to the phonebook ..... 166

Call pickup ..... 62

Call recording

    Automatic ..... 246

    AutoStart ..... 247

    Call types ..... 244

    Conference ..... 251

    Consultation ..... 248

    Controlling ..... 248

    Icons ..... 245

    Line key ..... 252

    Manual ..... 247

    MultiLine ..... 245

    Operating modes ..... 243

    Operation ..... 246

    Second call ..... 249

    Tips ..... 245

    Toggle/Connect ..... 250

Call settings

    CTI calls ..... 224

    MultiLine ..... 150

Call signalling, different ..... 55

Call waiting ..... 107

Callback ..... 87

Calls

    Deflecting ..... 98

    Forwarding ..... 80

    Incoming ..... 55

    Rejecting ..... 98

Camera test ..... 34

CE marking ..... 2

Changing the date display ..... 220

Changing the password ..... 172

Changing the user password ..... 172

Conference ..... 120

    Starting a conference ..... 74

Connection options ..... 18

Consultation ..... 67, 74

Consultation call from second call ..... 107

Contact

    Display format ..... 160

Context ..... 70

Context menus ..... 31

Copying/pasting destination phone numbers

    ..... 83

- D**
- Date ..... 219
  - Daylight saving ..... 221
  - DDS key ..... 116
  - Deactivating the password ..... 174
  - Deactivating the user password ..... 174
  - Delayed ringtone ..... 151
  - Destination phone number ..... 81
  - Diagnostic call ..... 53
  - Dial plan ..... 119, 176
  - Dialpad ..... 28
  - Different call signalling ..... 55
  - Direct station selection keys ..... 133
    - Call deflection ..... 135
    - Consultation ..... 133
    - Indirect pickup ..... 134
    - Rejecting a call ..... 134
  - Display design ..... 213
  - Display icons ..... 280
    - Application tab ..... 37
    - Connection status ..... 39
    - Message icons ..... 35
    - MultiLine ..... 40
    - Phonebook entries ..... 42
    - Status bar ..... 29
  - Display settings
    - Idle mode for display ..... 217
  - Do not disturb ..... 170
  - DSS ..... 133
  - During calls
    - MultiLine ..... 128
- E**
- E/A Cockpit ..... 141
    - Launching ..... 143
    - Making calls ..... 146
    - Managing call forwarding ..... 144
    - Status ..... 146
  - Early call pickup ..... 137
  - Emergency call ..... 176
  - Emergency number ..... 176
  - Executive/Assistant Cockpit ..... 141
  - Executive/secretary ..... 136
    - Connecting a call ..... 138
    - Second call ..... 138
- F**
- Favourites for call forwarding ..... 82
  - Forced logoff ..... 180
  - Forwarding primary line ..... 128
  - Function keys ..... 22
- G**
- General information ..... 13
  - Graphic display ..... 29
    - Call lists ..... 47, 48
    - Icons for phonebook entries ..... 42
    - Icons indicating call status ..... 39
    - Voicemail ..... 49
  - Graphic display settings
    - Idle mode for graphic display ..... 217
  - Group call ..... 62
  - Group calls ..... 62
- H**
- Headset
    - Answering call automatically ..... 56, 75
  - Hot line ..... 71
    - For lines ..... 131
- I**
- Icons ..... 280
    - Application tab ..... 37
    - Connection status ..... 39
    - Message icons ..... 35
    - MultiLine ..... 40
    - Phonebook entries ..... 42
    - Status bar ..... 29
  - Ignoring second call ..... 108
  - Immediate dialling ..... 70, 119
  - Important information ..... 3
  - Incoming calls
    - MultiLine
      - Answering calls ..... 125
- K**
- Key click ..... 230
  - Key modules ..... 20
- L**
- Language setting ..... 231

- Country setting ..... 233
- Language for user prompts ..... 231
- Large conference ..... 123
- LDAP ..... 161
  - Copying to the phonebook ..... 164
  - Quick search ..... 163
- LED displays ..... 25
- Line key ..... 26
- Line preview ..... 153
- Line status ..... 40
- Line utilisation ..... 27
- Lines
  - Hot/warm line ..... 131
- List for phone numbers and contacts .. 155
- Location of the telephone ..... 3
- Locking the phone ..... 175

**M**

- Making calls
  - MultiLine ..... 126
- Message icons ..... 35
- Microphone ..... 73
- Missed calls ..... 90
- Mobile logon and logoff ..... 178, 180
- Mobility ..... 177
  - Forced logoff ..... 180
  - Logging on and off ..... 178, 180
- Mode keys ..... 22
- MultiLine
  - Answering calls ..... 125
  - Busy override ..... 132
  - LED displays ..... 27, 135
  - Making and receiving calls on a single line ..... 128
  - Making and receiving calls with multiple lines ..... 129
- Multi-line telephone ..... 15

**N**

- Navigation block ..... 23
- Normal dialling ..... 70

**O**

- Open listening ..... 60
- OpenScape Voice ..... 186
  - Abbreviated dialling
    - Two-key abbreviated dialling ..... 193
  - Accepting anonymous calls ..... 192

- Call tracing ..... 193
- Creating a list for selective calls ..... 190
- Feature toggle key ..... 186
- Functions ..... 186
- Hunt group ..... 194
- Making anonymous calls ..... 188
- Parallel call ..... 197
- Park a call ..... 199
- Reachability ..... 196
- Rejecting anonymous calls ..... 192
- Serial call ..... 196
- Silent monitoring ..... 200
- OpenStage Key Module ..... 20
- Operating instructions ..... 2
- Overview tab ..... 137, 140, 152

**P**






























- Padlock icon ..... 54
- Parallel call ..... 197
- Park a call ..... 199
- Phantom line ..... 26
- Phone directory ..... 155
- Phone settings ..... 213
- Phonebook ..... 42, 155
  - LDAP ..... 44, 161
  - Local phonebook ..... 43
    - Contact quick search ..... 159
    - Editing a contact ..... 155
    - Group management ..... 157
    - Language selection ..... 158
    - New contact ..... 155
    - Preferred phone number ..... 155
    - Saving a picture ..... 158
- Picking up a held call ..... 58
- Picking up out-of-hours calls ..... 206
- Pickup group ..... 62
- Primary line ..... 26
- Privacy ..... 169
- Private line ..... 27
- Program/Service menu ..... 50
- Programmable keys ..... 25
- Programmable sensor key ..... 91

**Q**



















- Quick search
  - LDAP ..... 163

- R**
- Reachability ..... 196
  - Redial ..... 72
    - MultiLine ..... 127
  - Resetting sensor keys ..... 97
  - Ringer off ..... 169
  - Rollover ..... 154
- S**
- Safety precautions ..... 2
  - Saving destination phone number ..... 82
  - Screensaver ..... 216
  - Searching contacts ..... 42
  - Second call ..... 107
  - Second ringing call ..... 66
  - Secondary line ..... 26
  - Security ..... 169
  - Self-image ..... 34, 182
  - Sensor key ..... 91
  - Sensor keys
    - Feature toggle ..... 94
    - Forwarding ..... 94
    - Immediate ring ..... 96
    - Repertory dial ..... 93
  - Serial call ..... 196
  - Setting headset port ..... 227
  - Setting the date ..... 219
  - Setting the time ..... 219
  - Settings ..... 213
  - Shared line ..... 27
  - Silent monitoring ..... 200
  - Single-line telephone ..... 15
  - Softkey list ..... 39
  - Speakerphone distance ..... 3
  - Speakerphone mode ..... 55, 59
  - Status icons ..... 29
  - System conference ..... 123
- T**
- Telephone lock
    - ..... 175
  - Telephone maintenance ..... 262
  - Telephony interface
    - MultiLine ..... 40
    - SingleLine ..... 39
  - Text input (via the display editor) ..... 30
  - Theme ..... 213
  - Time ..... 219
  - Time display format ..... 220
  - Toggle/Connect ..... 77
  - TouchSlider ..... 22
  - Troubleshooting ..... 262
  - Two-way voice calling ..... 202
- U**
- Unlocking the phone ..... 176
  - USB camera ..... 182
  - User interface ..... 16
  - User password ..... 175
  - User support ..... 14
  - Using a mini switch ..... 19
  - Using network ports more efficiently ..... 19
- V**
- Variable call forwarding ..... 81
  - Video function ..... 182
    - Activating/deactivating ..... 185
  - Video link ..... 32, 183
  - Voice calling ..... 202
- W**
- Warm line ..... 71
    - For lines ..... 131
  - Web interface ..... 256, 263

## Display icons

<b>Application tab</b>	
	Telephony interface → page 39
	Phonebooks → page 42
	Call lists → page 45
	Voicemail → page 49
	Program/Service menu/Applications menu → page 50
	Help function → page 53
<b>Status bar</b>	
	The ring tone is deactivated → page 169
	Operating data is sent to the server → page 53
	The "Do not disturb" function is activated → page 170
	The phone lock is activated → page 175
	The Bluetooth function is activated → page 238
	A mobile user is logged on to the telephone
<b>Messages</b>	
	You have received one or more new messages
	One or more new entries have been added to the call lists
	Local call forwarding is activated for all calls
<b>Connection status</b>	
	You receive a call
	After dialing, the other subscriber's phone rings.
	You receive a call with a lower confidentiality level.
	Following dialing with a lower confidentiality level
	Forwarded call with a lower confidentiality level
	Reconnect with a lower confidentiality level
	The call is active
	High-quality voice connection (G.722).
	The call has been disconnected
	You have placed the call on hold (e.g. consultation hold).
	Your call partner has placed the call on hold
	Call recording has started.
	The voice connection is secure.
	The voice connection is not secure.



<b>MultiLine</b>	
	Call for the corresponding line.
	Call for a line with suppressed ring tone → page 154.
	"Hold reminder" is activated → page 103.
	The line is currently not available.
	The line is busy.
	The line is free.
<b>Phonebook entries</b>	
	Primary business number
	Secondary business number
	Mobile phone number
	Private phone number
<b>E/A Cockpit</b>	
	Not available
	Available
	Call forward to assistant (if there)
	Call forward to assistant (if there)
	Ring immediately (call forwarding cleared)
	Call forwarding to mobile phone.
	Call forwarding to answering machine.
	Call forwarding to a number.

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