

# Documentation

OpenScape Voice  
OpenStage 40, OpenStage 40 G  
OpenStage Key Module 40

Operating Manual



Communication for the open minded

Siemens Enterprise Communications  
[www.siemens.com/open](http://www.siemens.com/open)

**SIEMENS**

## 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>Use only original Siemens accessories. The use of other accessories may be hazardous and will render the warranty and the CE marking invalid.</p>
	<p>Never open the telephone or a key module. Should you encounter any problems, contact your administrator.</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:  
<http://www.siemens-enterprise.com/>.

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

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## General information

### About this manual

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

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

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

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

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



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

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

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

### 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 Siemens service department can only help you if you experience problems or defects with the phone.

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

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

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

## Intended use

The OpenStage phone is a desktop 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 contrast as required → page 144.

## Single-line telephone/multi-line telephone

Your OpenStage 40/40 G 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 21.

The "Overview" tab on the telephony interface provides information about the lines configured on your phone and the current status of each line → page 29.

A number of specific features must be considered when using a multi-line phone to make and receive calls → page 96.

## Getting to know your OpenStage phone

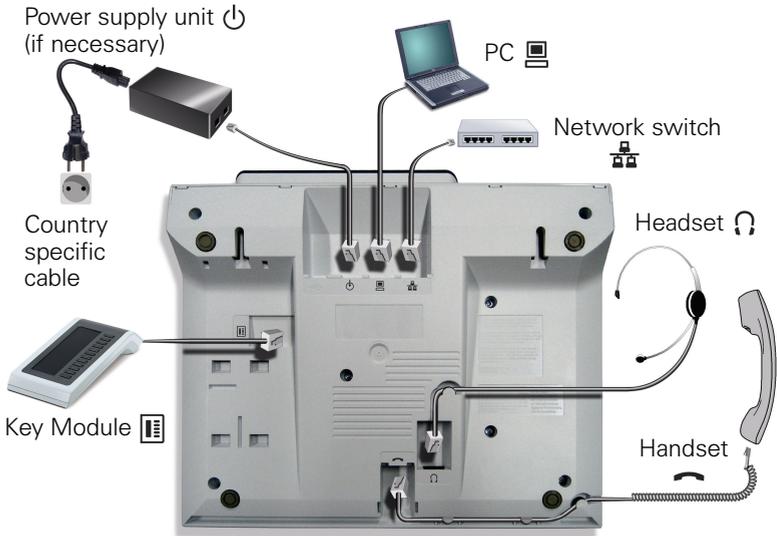
The following sections describe the most frequently used operating elements and the displays on your OpenStage phone.

### The user interface of your OpenStage 40/40 G



1	You can make and receive calls as normal using the <b>handset</b> .
2	The <b>graphic display</b> permits intuitive operation of the phone → page 25.
3	You can customize your telephone by assigning phone numbers and functions to the <b>programmable sensor keys</b> → page 25.
4	You can use <b>function keys</b> when conducting a call to access frequently used functions (such as, Disconnect) or to open the Program/Service menu and mailbox → page 18.
5	<b>Audio keys</b> are also available, allowing you to optimally configure the audio features on your telephone → page 18.
6	The <b>5-way navigator</b> is a convenient navigation tool → page 19.
7	The <b>keypad</b> can be used to enter phone numbers and text → page 23.
8	Incoming calls are visually signaled via the <b>call display</b> .

## Ports on the underside of the phone



### Properties of your OpenStage 40/40 G

	OpenStage 40	40 G
LCD display, 40 x 6 characters	✓	✓
Illuminated display	✓	✓
Programmable sensor keys	6	6
Full-duplex speakerphone function	✓	✓
Headset	✓	✓
10/100 Mbps Ethernet switch → page 15	✓	-
1000 Mbps Ethernet switch → page 15	-	✓
Interface for key modules	✓	✓
Wall mounting	✓	✓

## Using network ports more efficiently

OpenStage 40 has a built-in 10/100 Mbps Ethernet switch. OpenStage 40 G has a 1000 Mbps Ethernet switch. This means that you can connect a PC to the LAN directly via the phone. The telephone-PC connection option must first be activated on the telephone by service personnel.



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

## Key Module

### OpenStage Key Module 40

The OpenStage Key Module 40 is a key module attached to the side of the phone that provides 12 additional illuminated, programmed keys. Like keys on the phone, these keys can be programmed and used according to your needs → page 20.



You can attach up to two OpenStage Key Module 40s to your OpenStage 40.



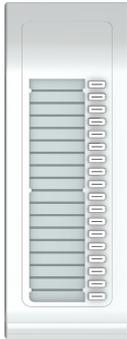
To operate an OpenStage Key Module 40 you always require a power supply unit → page 2.

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## OpenStage Key Module 15

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

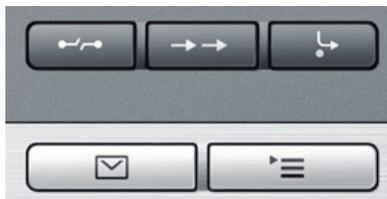
Like keys on the phone, these keys can be programmed and used according to your needs.



You can only attach one OpenStage Key Module 15 to your OpenStage 40. You **cannot** combine the OpenStage Key Module 15 with the OpenStage Key Module 40.

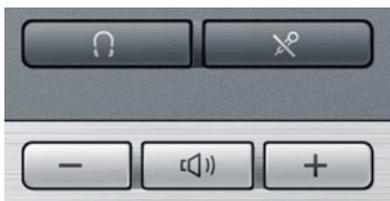
## Keys

### Function keys



Key	Function when key is pressed	LED display
	End (disconnect) call.	none
	Open redial list	none
	Activate/deactivate forwarding	Red: Call forwarding is activated
	Open the Program/Service menu → page 33	Red: Menu is active
	View messages → page 30.	Red: New voicemail or missed calls.

### Audio keys



Key	Function when key is pressed
	Activate/deactivate microphone (also for speakerphone mode)
	Activate/deactivate the headset.
	Decrease the ring, handset, and loudspeaker volume.
	Activate/deactivate loudspeaker for speakerphone mode and open listening
	Increase the ring, handset, and loudspeaker volume.

## Navigator



Before using the telephone, remove the protective covering from the navigator surface.

With this control, you can manage most of your phone's functions, as well as its displays.

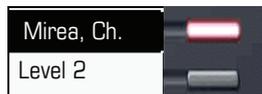
Operation	Functions when key is pressed
 Press the  key.	<ul style="list-style-type: none"> <li>• Call up the context menu</li> <li>• Perform action</li> <li>• Go down a level</li> <li>• Call up the context menu in the idle display</li> </ul>
 Press the  key.	<ul style="list-style-type: none"> <li>• Short press: One level back</li> <li>• Long press (held down): Go back to the first level of the settings menu</li> <li>• Cancel function</li> <li>• Quit the context menu</li> <li>• In input fields: Delete character to the left of the cursor</li> </ul>
 Press the  key.	<ul style="list-style-type: none"> <li>• Scroll downwards</li> <li>• Select element below</li> <li>• Long press (held down): Jump to the end of the list/menu</li> </ul>
 Press the  key.	<ul style="list-style-type: none"> <li>• Scroll upwards</li> <li>• Select element above</li> <li>• Long press (held down): Jump to the start of the list/menu</li> </ul>
 Press the  key.	<ul style="list-style-type: none"> <li>• Confirm input</li> <li>• Perform action</li> <li>• Call up the context menu</li> </ul>

## Programmable sensor keys

Your OpenStage 40 telephone features six programmable lit sensor keys.



Increase the number of programmable sensor keys by connecting a key module → page 16.



Touch the key briefly to activate the programmed function or dial the stored number → page 68.

Press the key to open a menu for programming it → page 65.



Only for redial keys can you also program the second level for direct destination selection.

You can label these keys with internal and external phone numbers or frequently used functions (platform-dependent; please contact the responsible administrator).

The configured phone number or function name is displayed next to the key.

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

### Meaning of LED displays on function keys

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

[1] In this manual, flashing sensor 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.

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

The programmable sensor keys on multi-line phones function as trunk keys. Each key programmed with the "Line" function is handled as a line. This means up to five lines can be configured.

A distinction is drawn here between primary, secondary and phantom lines. Each of these line types can be used on a private or shared basis → page 21.

### Primary line

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



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

### Secondary line

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

### Phantom line

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

### Line utilization

- **Private line:** A line that is used by a single telephone. This line cannot be used as a secondary line by another telephone.
- **Shared line:** A line that is configured on multiple telephones. The line status (if configured) is displayed in 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.
- **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 in the "Overview" tab → page 29.

### LED display

LED		Explanation
	Not lit	The phone is in idle mode.
	<b>Flashing</b>	<ul style="list-style-type: none"> <li>Incoming call on the line (→ page 96)</li> <li>"Hold reminder" is activated (→ page 75)</li> </ul>
	<b>Flickering</b>	<ul style="list-style-type: none"> <li>Outgoing call on the line</li> <li>The incoming call was prioritized and selected in accordance with the "Automatic line selection for incoming calls" option</li> </ul>
	<b>Fast blinking</b>	The line is on "Hold".
	<b>Blinking</b>	Call forwarding is activated
	Illuminated	The line is busy

## Keypad

You can only use the digits 1 to 9 and 0 as well as the \* and # characters when dialing a number. The  navigation key is used to delete from right to left.

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

Example: To enter the letter "h", press the number  key on the keypad twice. 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 "" on the navigator after you have selected the required character.

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

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

Key	1x	2x	3x	4x	5x	6x
	]	1				
	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					
	[1]	[2]				

[1] Next letter in upper case (active for maximum one second)

[2] Switch to digit input

	.	,	?	!	'	"	-	(	)	@	/	:	_							
---	---	---	---	---	---	---	---	---	---	---	---	---	---	--	--	--	--	--	--	--

### Multi-function keys

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

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

### Text editor

A function menu appears under the character selection field in certain situations (such as, when labeling programmable sensor keys). You can enter punctuation marks and special characters and switch between the entry of alphanumeric characters in lower and upper case and straightforward digit entry.

You can select further editor functions via the **click wheel**:

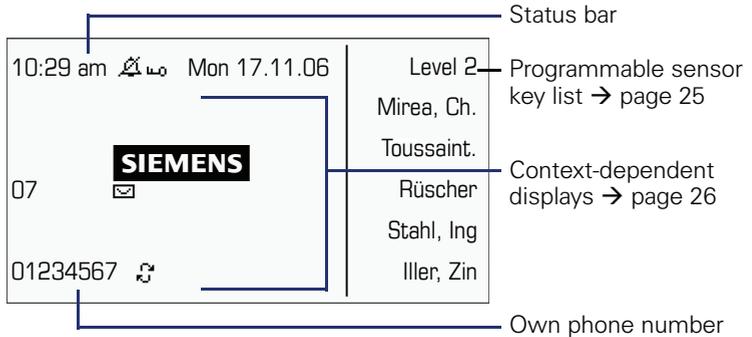
- OK – Confirm and terminate the entire input
- Cancel – Cancel your entries without saving
- Mode Configuration via the key 
  - 123 (# -> ABC) – Numerical entry
  - ABC (# -> Abc) – Upper-case characters
  - Abc (# -> abc) – Initial character upper case
  - abc (# -> 123) – Lower-case characters
- Move cursor left to add or delete characters
- Move cursor right to add or delete characters
- Copy – Copy a visible character string
- Paste – Insert a copied a character string at a cursor position

## Display

Your OpenStage 40 comes with a tilt-and-swivel black-and-white LCD display. Adjust the tilt and contrast to suit your needs (→ page 144).

### Idle mode

If there are no calls taking place or settings being made, your OpenStage 40 is in idle mode.



The left area contains the status bar on the first line and is followed by a five-line field for comprehensive context-specific displays. The right area is used for labeling the programmable sensor keys.

### Idle-display view and icons

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

In addition, different icons represent different situations and switches:

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

## Context-dependent displays

Depending on the situation at hand, the graphic display on your OpenStage phone displays different content, to which you can respond intuitively.

### Information on actual events

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

Example: You missed two calls in your absence.



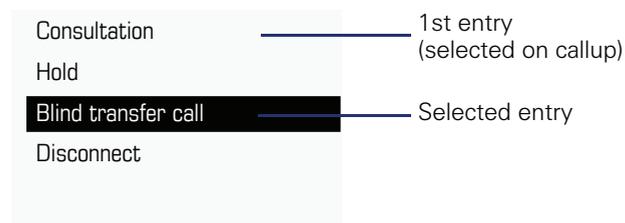
You have two new voice messages that you can open by pressing  → page 30.

Icons for events

Icon	Explanation
	Callback requests are active.
	You received new voice messages.
	New entries have been added to the call lists.
	Local call forwarding is active.

### Context menus

An arrow beside a selected entry indicates the existence of a context menu that you can open by pressing the  or  buttons on the navigator (→ page 19). The range of functions available is situation-specific.



### Idle display context menu

The following functions (where released) can be accessed by pressing the right key on the navigator:

Redial {1} 1234	_____	First entry (selected when you call up the menu, if you have already dialed a phone number)
Ringer off		
<b>Do not disturb off</b>	_____	Selected entry
Mobile logon	_____	Only available when configured to support mobility
Cancel call backs		
Directed pickup		

### Pop-up menus

In many operating situations, suitable functions or information is offered in an automatic pop-up window.

Example: You set up a consultation call. The pop-up menu opens and offers suitable functions for selection with the navigator.

012345	Level 2
<b>Dial</b>	Mirea, Ch.
Redial {1}	Toussaint.
Retrieve held call	Rüscher
	Stahl, Ing
	Iller, Zin

A pop-up window automatically closes as soon as you have performed an action.

To suppress information pop-up windows, press **OK** on the navigator.

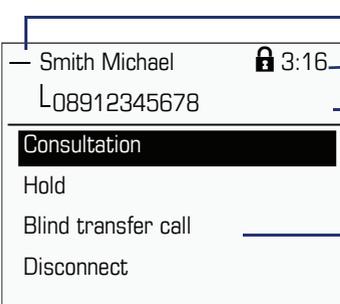
## Telephony interface

### Single-line view

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

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

Example:



The screenshot shows a call interface with the following elements:

- Icon indicating call status:** A horizontal line icon at the top left of the call card.
- Call duration:** A padlock icon followed by "3:16" on the right side of the call card.
- Current call(s):** The name "Smith Michael" and the number "08912345678" are displayed.
- Context menu with situation-specific options:** A list of options including "Consultation" (highlighted), "Hold", "Blind transfer call", and "Disconnect".

### Icons for frequent call states

Icon	Explanation
—	The call is active
⚡	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 phone functions" → page 35 and "Enhanced phone functions" → page 70.

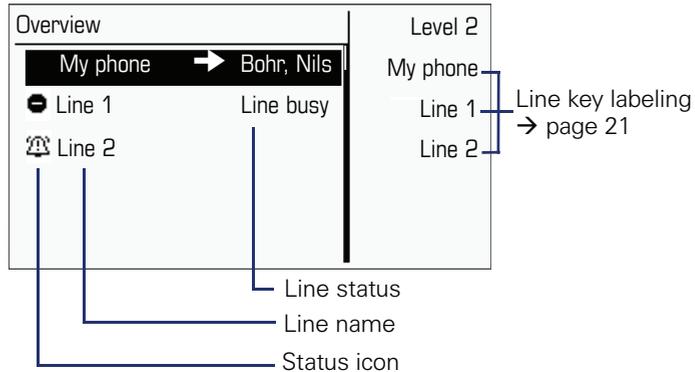
## Multi-line view

Two tabs are displayed on the telephony interface:

- "[My phone]" tab – represents the primary line or the line view of a selected line → page 28
- "Overview" tab – configurable overview of the secondary lines → page 21

To access the menu: Press the  key:

Example:



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

Icon	Explanation
	Call for the corresponding line.
	Call from a DSS line.
	Call for a line with suppressed ring tone → page 115.
	"Hold reminder" is activated → page 75.
	The line is currently not available.
	The line is busy.

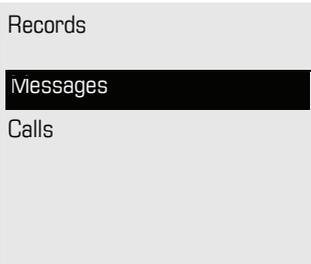
 Please note the LED displays for the line keys → page 22.

## Messages

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

When new messages are received, a message appears (→ page 26) on the idle display and the LED on the  (→ page 18) key lights up.

**To access the menu:** Press the  key and use the navigator to select and confirm the relevant submenu.

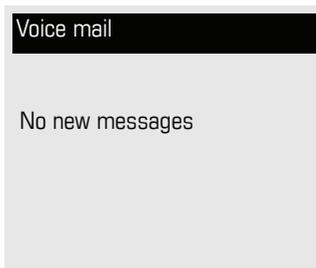


## Voicemail

You will find voicemails in the **Messages directory**.

### **Messages Directory:**

The following default entry appears in the list: **Voice mail**



**Alternative call:** Hold down the  key.

If your system is appropriately configured (contact the relevant administrator), you can call the voice mailbox directly and immediately play back the messages saved.

## Calls

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



The number of missed calls and unchecked calls is shown on the idle display.

### Call lists

All calls to your phone are time-stamped and logged in consecutive order in the call lists.

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

Multiple calls from the same number are only listed once. The number of call attempts is logged in the "Details" context menu and additionally in the "Missed Calls" log in the list display.

The list contains the phone number as well as the time of the last call.



Callers with suppressed numbers are listed as "Unknown" in the call lists.



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

---

Example of the **Missed** call list:

Missed	
Options →	
(Busch, Wilhelm	12:11
└11178	(2)
(Benz, Karl →	10:25
└235689	(1)
(Lessing, Ephraim	7:22
└2568900	(1)

Time of call

Number of call attempts

Selected new entry with context menu

Old entry

### Call list options

You can select the following function in the **Options** context menu:  
Delete all → page 95

### Entry-specific context menu

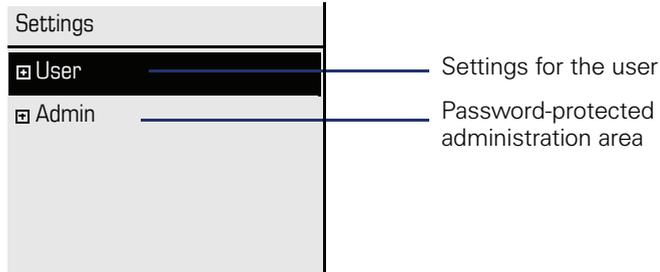
You can select the following functions for an individual entry:

- Dial → page 86
- Details → page 95  
Call attempts with date and time (up to ten can be saved)
- Delete → page 95

## Program/Service menu

You can make settings here and use this menu to navigate to the password-protected administration area.

**To access the menu:** Press the  key and use the navigator to select and confirm the relevant menu.



## User settings

You can use the "User" menu to make local function settings for your OpenStage and to configure the appearance of your display to your personal requirements.

Select one of the following menus with the navigator (→ page 19):

- "Date and time" → page 146
- "Audio" → page 150
- "Configuration" e.g. → page 71 or → page 91
- "Phone" → page 64 → page 144
- "Locality" → page 146
- "Security" → page 119
- "Network information" → page 34
- "Reset" → page 69

### Network information

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



View information on the phone → page 160



Contact your service personnel or refer to the OpenStage Administration Manual for more on the network information values listed here.

---

### Perform reset



Personal settings made via the telephone menu or the web interface can be reset to factory settings. → page 161

### Administration

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

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

### 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, the service personnel 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.

## Basic functions

---

 Please read carefully the introductory chapter "Getting to know your OpenStage phone" → page 13 before performing any of the steps described here on your phone.

---

## Secure voice transmission

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

If you call a party or receive a call from a party over a secure connection, a padlock icon<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 156).

## Answering a call

Your OpenStage phone rings with the tone signal set when an incoming call is received. The call is also visually signaled on the call display.

If transmitted, calling party information (name, phone number) appears on the graphic display.

---

 If you have set a pattern melody or a ringtone file → page 152 on your phone, it is possible that service personnel have preset a different pattern melody, pattern sequence or ringtone or deactivated the ringtone, depending on the call type (e.g. an external or internal call).

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

---

1. Closed for secure or open for nonsecure voice communication

## Step by Step

if nec.  



Accept?

or



if nec.  

### Answering a call via the handset

The phone rings. The caller is displayed.

Lift the handset.

Set the call volume.

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

The phone rings. The caller is displayed.

The pop-up menu opens:

Select and confirm the option shown. The  key lights up.

Press the key shown. The key lights up.

The speakerphone function is activated.

Set the call volume.

#### 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.

## Step by Step

## Accepting a call via the headset

**Prerequisite:** A headset is connected.



Make sure your headset port is set up properly  
→ page 155.

The phone rings. The  key flashes.



Press the key shown.

if nec.  

Set the call volume.

## Answering calls automatically via the headset

**Prerequisite:** The service personnel have additionally configured a key with the "Auto-Headset function (AICS Zip tone) (→ page 64).



Press the "Auto-Headset" sensor 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 signaled at an absent coworker's phone. If a colleague has placed a call on hold on their multi-line phone you can also pick up this call.

### Picking up call

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

A coworker's phone rings.

Directed pickup?

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

or



Lift the handset.

or



Press the key shown.

Directed pickup?

Select and confirm the option shown.



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

## Step by Step

## Picking up the held call:

**Prerequisite:** Your colleague has placed a call on hold on their multi-line phone → page 100. You know the co-worker's internal phone number and the function is configured for you in OpenScape Voice.

Directed pickup? 

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

or



Lift the handset.

or



Press the key shown.

Directed pickup? 

Select and confirm the option shown.



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

## Step by Step

### Switching from handset to speaker-phone mode



Make note of the two different processes and activate, if necessary, your preferred setting → page 154.

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

#### Standard mode



and

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

#### US mode

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



Press the key shown.



Replace the handset. Proceed with your call.



A secure voice communication is indicated by a closed padlock icon on the graphic display; a non-secure voice communication is indicated by an open padlock icon on the graphic display (see also → page 35)

## Step by Step

## Switching from speakerphone mode to the handset

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



Lift the handset.



The key shown goes out.

## Step by Step

### Switching from headset to speakerphone mode

#### In standard mode



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



Press the key shown. Speakerphone mode is activated.

#### In U.S. mode



Press the key shown.



Press the key shown. Speakerphone mode is activated.

### Open listening

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

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

#### Activating



Press the key shown.

#### Deactivating



Press the lit key.

#### Switching to speakerphone mode



Hold down the lit key and replace the handset.

## 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 consult with someone in your office.

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

### Deactivating the microphone



Press the key shown.

### Activating the microphone



Press the lit key.

## Ending a call



Press the key shown.

**or**

Disconnect?

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

**or**



Lit key pressed

**or**

In speakerphone mode



Press the lit key.

## Step by Step

## Group call

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

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

Telephone status			Ring on group call = Yes	Ring on group call = No
Ringtone 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
Ringtone 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 150.

## Step by Step

Further service personnel settings for group calls:

- The group call can be picked up both by lifting the handset and via the "Pickup call" menu option.
- The group call be picked up via the "Pickup call" menu option but **not** by just lifting the handset.
- A key is programmed for call pickup.

A group call is waiting and is indicated on the display by

**Pickup:** *Caller*

**for:** *Party*

### Picking up a group call

The pop-up menu opens:

Pickup call?

Confirm the option shown.

or



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

or



Press the sensor key programmed with the "Call pickup" function (if configured). The speakerphone function is activated.

Ignore?

### Ignoring a group call

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

## Step by Step

### Making calls

---

 If you selected the option "Busy When Dialing" → page 89, you will not be interrupted by an incoming call. In this case, the caller hears the busy signal.

---

### Off-hook dialing



Lift the handset.



Enter the number if nec. Use the navigator → page 19 to correct entries.

In the pop-up menu:

Dial

Confirm or wait until the dial delay expires. (see → page 87).

**or**

In the pop-up menu:

Redial {1} S. Hawking

Select and confirm the option shown.

The connection is set up.

---

 If you are using a dial plan and **Immediate dialing** is set (see → page 48, dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.

---

## Step by Step

## On-hook dialing

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



Press the key shown.

or



Press the key if a headset is connected.



Enter the station number.



Press or wait until the dial delay expires (see → page 87).

or

In the pop-up menu:

Redial {1} S. Hawking

Confirm.

### First enter the number

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



Enter the station number. if nec. Use the navigator → page 19 to correct entries.

Dial

Confirm or wait until the dial delay expires. (see → page 87).

The connection is set up.



If you are using a dial plan and **Immediate dialing** is set (see → page 48, dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.

## Step by Step

### Immediate dialing

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

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

#### Activating or deactivating immediate dialing



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.



User passwordEnter and confirm the .

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

Confirm the option shown

## Step by Step

### Dialing using the hot or warm line function

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

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

- with a hot line immediately or
- with a warm line after a defined period of time,

a number specified by service personnel is dialed.

Examples:

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

## Step by Step

### Redial

#### Redialing from the call list



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



Press the key shown.

You are automatically directed to the **Dialed** list in the **Calls** menu.

Niels, Bohr 07:06 am

Select and confirm the entry you want.

The phone number associated with the list entry is dialed.



Lift the handset.

or



Press the key shown.

Redial {1} S. Hawking

Select and confirm the option shown.

The last phone number entered is dialed.

Redial {1} S. Hawking

#### Redialing from the idle menu

Select and confirm from the idle display context menu (→ page 27). The last phone number entered is dialed.



A secure voice communication is indicated by a closed padlock icon on the graphic display; a non-secure voice communication is indicated by an open padlock icon on the graphic display (see also → page 35).

## Step by Step

Consult



Disconnect &amp; return

Disconnect

Disconnect &amp; return

## 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.

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

Call the second party.



If you are using a dial plan and **Immediate dialing** is set (see → page 48, dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.

### Ending or canceling a consultation call

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

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

### Ending the first call

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

The connection to the second party remains active.

### If the called party does not answer

In the pop-up menu:

Select and confirm the option shown.

The call with the first party is resumed.

## Step by Step

Alternate?

Disconnect?

Disconnect & return?

### Switching to the held party (alternating)

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

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



It does not matter which context menu is open when alternating. The "Alternate" function appears in both menus (active and passive connection).

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

### Ending an alternate operation

#### **Disconnecting the held call:**

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

The held call is disconnected. The active call continues.

#### **Disconnecting the active call:**

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

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

## Step by Step

## Connecting parties

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

**Prerequisite:** You are conducting a consultation call → page 51 and call joining must be allowed → page 53.

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

The active and held calls are joined. The active call and the consultation call are cleared down.

or



or



## Connect by hanging up

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

## Allowing call joining

You can also configure this setting via the Web interface → page 162.



Press the key shown.



Confirm the option shown.

if nec.



Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.



Select and confirm the option shown.



Select and confirm the option shown in the context menu.



Confirm the option shown.

## Step by Step

### Call forwarding

You can forward calls for your phone to another phone.



On multi-line telephones (→ page 12), 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 be logged in a call list (see → page 31).

There are three Destination options in the **Edit call forwarding** menu. These destination options are assigned to the forwarding types.

All calls (off/on)

**Destination**

Busy (off/on)

**Destination**

No reply (off/on)

**Destination**

One phone number may already be assigned to each destination. The Destination option could then be Destination 12345, for instance.

## Step by Step

## Programming call forwarding

### Configuring destination phone numbers for call forwarding

You can configure up to five destination phone numbers for call forwarding. These destination phone numbers can then be assigned different forwarding types. You can then enable one of the forwarding types (→ page 57).



Press the key shown.

The pop-up menu opens:

Edit call forwarding

Select and confirm the option shown.

An overview of call forwarding settings appears.



You can also enter the call forwarding settings via the user menu (→ page 72).

Destination

Select the destination option for one of the following forwarding types:

- All calls
- Busy
- No reply

Confirm the destination selected.



You can use each of the three **Destination** options to save destination phone numbers for the relevant forwarding type.

Edit favourites

Select and confirm the option shown in the context menu.

Destination 1

Select and confirm the option shown.



Enter and confirm the destination phone number.

Define additional destination phone numbers for destination 2 to 5, as necessary.

Save & Exit

Select and confirm the option shown.

### Assigning a destination phone number to a call forwarding type



Press the key shown.

### Step by Step

Edit call forwarding

Destination

08972228596

Save & Exit

The pop-up menu opens:

Select and confirm the option shown.

An overview of call forwarding settings appears.

Select the destination option for one of the following forwarding types:

- All calls
- Busy
- No reply

Confirm the destination selected.

Select and confirm a destination number from the list.

Select and confirm the option shown.

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

You can define how often the phone should ring before the "No reply" form of call forwarding activates.



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



You can also configure this setting via the Web interface → page 162.

**Prerequisite:** The phone is idle.



Press the key shown.

The pop-up menu opens:

Edit call forwarding

Select and confirm the option shown.

Duration

An overview of call forwarding settings appears.

Select and confirm the option shown.



Enter a value for the duration.

Save & Exit

Select and confirm the option shown.

## Step by Step

## Activating/deactivating call forwarding



You can also configure this setting via the Web interface → page 162.

**Prerequisite:** At least one destination phone number is programmed (→ page 55).



Press the key shown.

The pop-up menu opens:

Edit call forwarding

Select and confirm the option shown.

An overview of call forwarding settings appears.

All calls

Select and confirm the option shown.

or

Busy

Select and confirm the option shown.

or

No reply

Select and confirm the option shown.

On

Select and confirm "On" or "Off" in the context menu.

Save & Exit

Select and confirm the option shown.

## Step by Step

### Activating call forwarding for all calls

Use the  function key to activate call forwarding for all calls.



You can also configure this setting via the Web interface → page 162.

**Prerequisite:** There is at least one forwarding destination programmed → page 55.



Press the key shown.

The pop-up menu opens:

Accept

Select and confirm the option shown. The  key lights up. Call forwarding is activated.

If the phone is idle, the call forwarding icon  appears on the graphic display with the destination phone number.

### Deactivating call forwarding for all calls



Press the lit key.

The pop-up menu opens:

The pop-up menu disappears after around five seconds and the  key goes out.

**or**

Accept

Select and confirm the option shown. Call forwarding is deactivated.

## Step by Step

### Call forwarding chain

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

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

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

You can set whether the station that forwarded first or last is displayed (see → page 73).

## 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 must be activated by your administrator.



On multi-line telephones → page 12, only the callback requests for your primary line are logged.

### Requesting callback

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

In the pop-up menu:

Call back?

Select and confirm the option shown.

### Deleting callback requests

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

**Prerequisite:** At least one callback was requested.

Cancel call backs?

Select and confirm the option shown in the idle display (→ page 27) context menu.

Disconnect? ▲

Confirm in the pop-up menu. All callback requests are deleted.

## 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 with the callback icon.

The pop-up menu opens:

### Accepting a callback

Select and confirm the option shown.

### Rejecting a callback

Select and confirm the option shown.

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

Select and confirm the option shown.

Enter and confirm the phone number.

## Step by Step



### Permitting callback on busy/no reply

You can also configure this setting via the Web interface  
→ page 162.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Callback: busy

Select and confirm the option shown.

**or**

Callback: no reply

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select and confirm the option shown.

## Step by Step

## Calling back missed calls

Calls received while you are absent are indicated by a message on the idle display (→ page 26). The  function key also lights up.

Missed calls are logged in the missed calls list. This list provides information on the missed call and lets you call back the number directly (call lists, see also → page 31).

---

 On multi-line telephones → page 12, only the calls missed on your primary line are logged.

---



Press the key shown.

Calls

Select and confirm the option shown.

Niels, Bohr 20.05 10:06

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

If no new calls are listed, the call list menu is offered under **Calls** → page 95.

### Step by Step

## Programming sensor keys

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

The phone comes with six programmable sensor keys, all of which can be programmed on two separate levels.

The "Shifted" programmable sensor key, which allows you to switch between the two programmable sensor key levels, is preassigned. This programmable sensor key should be maintained where possible so you can switch between the two programmable sensor key levels.

The labels for the programmable sensor keys are displayed on the right side of the display.

The programmable sensor keys can also be programmed via the Web interface (→ page 162).

## List of available functions

- |                          |                         |
|--------------------------|-------------------------|
| 1. Delete (not assigned) | 17. Group pickup        |
| 2. Selected dialling     | 18. Repertory dial      |
| 3. Repeat dialling       | 19. Feature toggle      |
| 4. Forward all calls     | 20. Mobility            |
| 5. Forward no reply      | 21. Directed pickup     |
| 6. Forward busy          | 22. Callback            |
| 7. Ringer off            | 23. Cancel callbacks    |
| 8. Hold                  | 24. Consultation        |
| 9. Alternate             | 25. DSS                 |
| 10. Blind transfer call  | 26. Call Waiting toggle |
| 11. Transfer call        | 27. Immediate ring      |
| 12. Deflecting           | 28. Preview             |
| 13. Shift                | 29. AICS Zip tone       |
| 14. Conference           | 30. Server feature      |
| 15. Headset              | 31. Start application   |
| 16. Do not disturb       | 32. Send URL            |

## Step by Step

## Programming programmable sensor keys



Press the sensor key you want to program until the field opens. The programmable sensor key lights up.



You can also configure this setting via the Web interface → page 162.

or

You can also program keys via the user menu.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Phone

Select and confirm the option shown.

Program keys

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



Press the sensor key you want to program until the field opens. The programmable sensor key lights up.

Normal

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

or

Shifted

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

Do not disturb

Select and confirm the required function in the list (for instance Do not disturb).

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.

Save & Exit

Select and confirm the option shown.

## Step by Step

# Programming enhanced functions

## Repertory dial



Press the sensor key you want to program until the field opens. The programmable sensor key lights up.



You can also configure this setting via the Web interface → page 162.

Normal

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

Repertory dial

Select and confirm the 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.

Setting

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



Enter and confirm a stations's destination phone number.

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

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

The pop-up menu also offers the following functions:

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

Save & Exit

Select and confirm the option shown.



The repertory dial can be up to 40 characters long.

## Step by Step

### Feature toggle

Only available for Hunt group functions (→ page 135).



Press the sensor key you want to program until the field opens. The programmable sensor key lights up.



You can also configure this setting via the Web interface → page 162.

Normal

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

Feature toggle

Select and confirm the function in the context menu.

Label

Select and confirm if you want to change the key label.



Enter and confirm the label you want.

Setting

Select and confirm this option to enter a code.



Enter and confirm the code, for example: \*96 (contact your administrator).

Save & Exit

Select and confirm the option shown.

### Forwarding



Press the sensor key you want to program until the field opens. The programmable sensor key lights up.



You can also configure this setting via the Web interface → page 162.

Normal

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

Forward all calls

Select a forwarding type:

- Forward all calls
- Forward no reply
- Forward busy

Select and confirm the 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.

### Step by Step



Save & Exit

Enter and confirm the phone number of the forwarding destination.

Select and confirm the option shown.

### Immediate ring

This function allows you to switch the preset delay (→ page 112) on and off for all line keys.

### Activate/deactivate call waiting

You can press a key to activate or deactivate call waiting functionality, even during a call. This requires that call waiting is permitted in principle (→ page 79) and that the key has been configured (→ page 68).

### Using sensor keys

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

### Example 1: Accessing a stored contact or phone number

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

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

### Example 2: Deactivate call waiting

■ Press "Call waiting on" sensor key. The sensor key lights up.

The second call function is deactivated. The call is rejected or forwarded.

## Step by Step

## Resetting programmable sensor keys

You can reset sensor keys you configured to factory settings (see also → page 161).



User

Press the key shown.

Confirm the option shown.

if nec.

Enter and confirm the user password.

Reset

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

Function key data

Select the option shown.

Yes

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

Perform reset

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



Sensor keys which can only be configured by service personnel remain unchanged

## Step by Step

# Enhanced phone functions

## Incoming calls

### Accepting calls via the headset

**Prerequisite:** The headset is connected.



The LED flashes when a call is received. Press the key shown. Conduct call.

### Ending the call:



Press the key shown. The LED goes out.

## Deflecting a call

### Using call deflection

**Prerequisite:** An incoming call is displayed or signaled.

In the pop-up menu:

Deflect

Select and confirm the option shown.

The call is immediately deflected if a destination phone number is programmed (→ page 71).

**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 → page 162.



Press the key shown.

Select and confirm the option shown.

**if nec.**



Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

Select and confirm the option shown.



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



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

**or Deflecting to a DSS number**

A call can be deflected to a direct station selection (DSS) subscriber using the DSS key, if the key is configured and the deflect function is activated by your administrator → page 104.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

Select and confirm the option shown.

## Step by Step

Reject

### Rejecting a call

You can reject an incoming call.

In the pop-up menu:

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



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

### Configuring call forwarding



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



Press the key shown until "Menu" is active.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

Forwarding

Select and confirm the option shown.

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

### Configuring call forwarding

Select and confirm the option shown.

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

Settings

**Step by Step****Setting alerts**

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

Alerts

Select and confirm the option shown.

Visual alerts= No

Select the option shown.

Yes

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

**or**

Audible alerts= No

Select the option shown.

Yes

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

**or**

Forwarding station... Last

Select the option shown.

Display last

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

Option = Save & Exit

Select and confirm the option shown.

## Step by Step

Hold

Reconnect



Retrieve held call

or

Disconnect

### 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 "Hold" function must be activated by the administrator.

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

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

### Retrieving a held call:

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

### Using line keys

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

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

### Retrieving a held call:

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



The LED display → page 22 or status display on the "Overview" tab → page 29 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 if the call should be retrieved or disconnected.

**Prerequisite:** You placed a call on hold and replaced the handset.

In the pop-up menu:

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

Select and confirm the option shown to disconnect the call.

## Step by Step

### Activating/deactivating the hold reminder tone



You can also configure this setting via the Web interface  
→ page 162.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Allow hold rem.?

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select and confirm the option shown.

### Setting the hold reminder time

Use the "Hold reminder" function to set the length of the timeout before an automatic reminder is issued about a held call.

The minimum value is 1, that is, the reminder is output after one minute. The maximum value is 99 minutes. Press 0 to deactivate the reminder.



You can also configure this setting via the Web interface  
→ page 162.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls?

Select and confirm the option shown.

Hold rem. delay

Select and confirm the option shown.

### Step by Step



Enter a value between 3 and 15 and confirm.

Save & Exit

Select and confirm the option shown.

#### Music on hold

Music on hold is played back when you are placed on hold by another party, providing this option is active.



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Music on hold

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select and confirm the option shown.

## Step by Step

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

You can block the second call or the signal tone (→ page 79).

### Accepting a second call

**Prerequisite:** You are conducting a call and call waiting is allowed (→ page 79).

In the pop-up menu:

Select and confirm the option shown.

Accept

You can talk to the second party.

The connection to the first party is on hold.

You can still

- toggle between an initial and second call 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.

From a consultation call in the second call you can

- initiate a conference
- toggle between the second call and a consultation call
- transfer a call
- disconnect the calls again

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

Disconnect & return

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

### Ignoring second call

**Prerequisite:** You are conducting a call and call waiting is allowed (→ page 79).

In the pop-up menu:

### Step by Step

Ignore

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

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

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

A third call would be rejected with the busy signal

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

#### Rejecting a second call

**Prerequisite:** You are conducting a call and call waiting is allowed (→ page 79).

In the pop-up menu:

Reject

Select and confirm the option shown.

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

#### Deflecting a second call

**Prerequisite:** You are conducting a call and call waiting is allowed (→ page 79).

In the pop-up menu:

Deflect

Select and confirm the option shown.



Enter and confirm the phone number.

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

#### Connecting parties

Complete Xfer

Select and confirm the option shown in the active connection's context menu. The other two parties are now connected to one another. You can now hang up or dial another number for instance.

## Step by Step

or **Connect by hanging up**

**Prerequisite:** Connecting by hanging up is activated (ask your service personnel) and "Toggle associate" must be set to "Yes" (→ page 80). Before you can be connected by hanging up you must have toggled at least twice (→ page 52).



or



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**

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

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



You can also configure this setting via the Web interface → page 162.



Press the key shown.

Select and confirm the option shown.

if nec.



Enter and confirm the User password.

Select and confirm the option shown.

When **Allow call waiting** is activated, you can toggle the configured sensor key to switch call waiting on/off (→ page 68).

## Step by Step

### Toggle associate

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



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

**if nec.**

User passwordEnter and confirm the .

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Toggle associate

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select and confirm the option shown.

## Step by Step

## 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" were allowed (→ page 82).

Blind transfer

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



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



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" were allowed (→ page 82).

Consultation

Select and confirm the option shown in the connections's context menu. The call is placed on hold.



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

Dial

Confirm the option shown.

#### If the party answers:

Announce the call you want to transfer.

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

Complete Xfer

#### If the party does not answer:

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

Complete transfer

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

or

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

### Step by Step

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

#### Allowing call transfer

You can also configure this setting via the Web interface → page 162.

Press the key shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

Select and confirm the option shown.



User

**if nec.** 

Configuration

Connected calls

Allow call transfer

Yes

Save & Exit

## Step by Step

**Allowing "Transfer on Ring"**

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



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

**if nec.**



Enter and confirm the User password.

Configuration

Select and confirm the option shown.

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 and confirm the option shown.

## Step by Step

### CTI calls

#### Beep on auto-answer

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

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



You can also configure this setting via the Web interface → page 162.

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



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

CTI calls

Select and confirm the option shown.

Auto-answer

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Beep on auto-answer

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Save & Exit

Select and confirm the option shown.

## Step by Step

**Beep on auto-reconnect**

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

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



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

CTI calls

Select and confirm the option shown.

Beep on auto-unhold

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Save & Exit

Select and confirm the option shown.

## Step by Step

## Making calls

### Dialing with the DDS key

You can program frequently used phone numbers on programmable keys (→ page 64). If you press a direct destination selection key for around three seconds, the associated contact or phone number appears and dialing is initiated.

**Prerequisite:** A direct destination key is programmed → page 64.



Press the programmed DDS key. Dialing is initiated.

### Dialing a phone number from a list

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

- Missed
- Dialed
- Received
- Forwarded



For a detailed description of the call lists, see → page 31.



Press the key shown.

Calls

Select and confirm the option shown.

Dialed

Select and confirm the required call list.

Niels, Bohr

07:06am

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

## Step by Step

## Using autodial delay

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

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

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



- Press the key shown. This always works.



- Lift the handset (off-hook). 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.



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



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



Automatic dial delay does not work if you are using a dial plan and **Immediate dialing** is configured (see → page 48). The number is automatically dialed as soon as the string entered matches an entry in the dial plan.

## Step by Step

### Settings for autodial delay



You can also configure this setting via the Web interface → page 162.



The setting does not affect automatic emergency number dialing.

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



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Autodial delay

Select and confirm the option shown.



Specify a value and confirm your entry.

Save & Exit

Select and confirm the option shown.

## Step by Step

### Allowing "Busy When Dialling"

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



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Busy when dialling

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select and confirm the option shown.



This setup option can also be found under "Handling" in the "Incoming calls" 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 51 or have accepted a second call → page 77, and the conference function is active → page 91.

### Initiating a local conference



You can initiate a conference by calling the "Conference" function in the context menu of either the active or held call.

Conference?

Select and confirm the option shown in the connection's context menu. You are connected to both parties at once.

User

Select the connection you want to clear down on the display.

Disconnect

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



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

The entire conference is nonsecure if the connection to at least one of the parties is not secure (see also → page 35).

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

## Step by Step

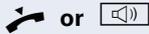
**Ending a local conference****Allowing call partners to continue a conference after you exit**

**Prerequisite:** The function "Allow join in conference" (→ page 92) was activated.

Exit Conf?

Select and confirm the option shown in the "Conference" context menu.

or



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.

End Conf?

**Disconnecting a party**

Select and confirm any of the connections in the context menu. Both connections are cleared down – the conference is cleared down.

**Allowing a local conference**

This option allows or blocks the "Conference" function.

You can also configure this setting via the Web interface → page 162.



Press the key shown.



User

Select and confirm the option shown.

if nec.

 The text "if nec." followed by a small grid icon.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Allow conferences

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save &amp; Exit

Select and confirm the option shown.

### Step by Step

#### Allowing joining in a local conference

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



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

**if nec.**

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Join in conferences

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select and confirm the option shown.

## Step by Step

## System-based 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 51 or you have accepted a second call → page 77, and the "centralized conference" feature was configured by your administrator.

### Establishing a conference

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

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

### Conducting a consultation call

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

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

### Adding a party

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

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

### Putting the conference on hold

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

Conference?

Consultation?

Conference?

Hold?

## Step by Step

Exit Conf?



### Leaving a conference

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



If using the "centralized conference" option, the Conference row contains a closed padlock icon for a secure voice connection and an open padlock icon for a nonsecure voice connection (→ page 35).

The display depends on whether the conference server supports secure voice communication. The appropriate display is set by the conference server.

---

## Step by Step

### Call lists

For a detailed description of the different call lists, see → page 31.

### Editing entries

#### Selecting an entry



Press the key shown.

Calls

Select and confirm the option shown.

Missed

For instance, select and confirm the list of missed calls → page 63.

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

You can use the **navigator** to scroll through the list.

Niels, Bohr 22.05 13:22

Select the list entry.

#### Displaying details

Details

Select and confirm the option shown in the context menu.

For display and information shown.

#### Deleting an entry

Delete

Select and confirm the option shown in the context menu. The entry is deleted.

### Deleting all entries



Press the key shown.

Calls

Select and confirm the option shown.

Dialed

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

Options

Select 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

## Making calls with multiple lines

You can use your OpenStage 40 as a multi-line phone. If you have any questions regarding how to configure your OpenStage phone as a multi-line phone, please contact your administrator.

The following is a description of the telephony scenarios for multi-line phones. To facilitate comprehension, you should familiarize yourself with the enhanced telephony application and how to use the line keys beforehand. 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 → page 12
- Lines and line keys → page 21
- Multi-line telephony interface → page 29
- Individual settings → page 111

## Incoming calls

Depending on your individual settings, you will be notified of incoming calls → page 152.

## Accepting calls for the primary line

In this case, the telephone behaves in the same way as a single-line telephone. See → page 35 and → page 70.

## 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.

## Step by Step



Accept

### Using the line keys

Press the flashing trunk key.

Speakerphone mode.

Select and confirm the option shown.

Speakerphone mode.

## Making calls

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

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



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

### Manual trunk seizure



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



Press the required trunk key.

or



Press the key shown to open the **Overview** tab → page 29.

Line 2

Select and confirm the required line (e.g. line 2). The selected line is displayed on the screen.



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

## Step by Step



### Automatic trunk seizure

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

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



The line defined during configuration is seized.



Enter the station number. The connection is set up.

### Dialing the last dialed number

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



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



Press the required line key (→ page 97).

In the pop-up menu:

Redial {1} 12345

Confirm the option shown. The connection is set up.

### Forwarding calls on primary line

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

#### Call forwarding information

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

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

- Who is calling
- The forwarding destination.

## Step by Step

## During calls

### Making and receiving calls on a single line

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

- Redial → page 50
- Consultation → page 51
- Toggle/Connect → page 52
- Callback → page 60
- Hold → page 74
- Call waiting (second call) → page 77
- Transferring a call → page 80
- Conference → page 90

Functions available exclusively for the primary line:

- Call lists → page 31
- Voicemail → page 30
- Call forwarding → page 54
- Do not disturb → page 117

---

 Depending on your individual settings, you will be notified of incoming calls → page 115.

---

### Making and receiving calls with multiple lines

#### Accepting a waiting call

---

 Depending on the settings for "Rollover", you will be notified of incoming calls → page 115.

---

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



Call on line 1.



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

### Step by Step



All multi-line users that share the line on which the call is being held (→ page 21) 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 51.

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



Conduct call on line 2.



End call on line 2.



Press line key for line 1.



Retrieve call on line 1.

### Putting a line on hold

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

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



Press the call-line sensor key.



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

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

Step by Step

### Lines with hot or warm line function

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

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

Examples:

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

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

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



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

if nec.



User passwordEnter and confirm the .

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.



Enter and confirm the destination.

Save & Exit

Select and confirm the option shown.

### Step by Step

#### Busy override

A station of a line trunk group is on a call. It's primary line is configured as a secondary line on your phone. This line now has the status "busy." You can join in the call by pressing the illuminated key of this line (see also → page 21).

**Prerequisite:** A secondary line is configured on your multi-line phone and busy override is enabled for you.

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



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



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

You can now:

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

## Step by Step

## Direct station selection keys

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

### Calling a station directly

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

#### Calling from the idle menu

Press the relevant DSS key.

or



Press the key shown to open the **Overview** tab → page 29.

DSS call 1

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



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

### Consultation with the DSS station

**Prerequisite:** You are conducting a call and administrator 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 called party answers, you can toggle, transfer the first call or initiate a conference.



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

## Step by Step

### Call pickup

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

#### Indirect pickup

**Prerequisite:** The auto-answer function must be deactivated → page 84.



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



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

#### Rejecting a call

**Prerequisite:** administrator must activate the reject option for DSS keys and auto-answer must be deactivated → page 84.



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

Reject

Select and confirm the option shown in the pop-up menu.  
The caller hears a busy signal.

#### Direct pickup

**Prerequisite:** The auto-answer function must be activated → page 84.



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

### Deflecting a call to a DSS station

**Prerequisite:** The Deflect function must be enabled for DSS keys (see → page 71).

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.

Step by Step

LED display on DSS keys

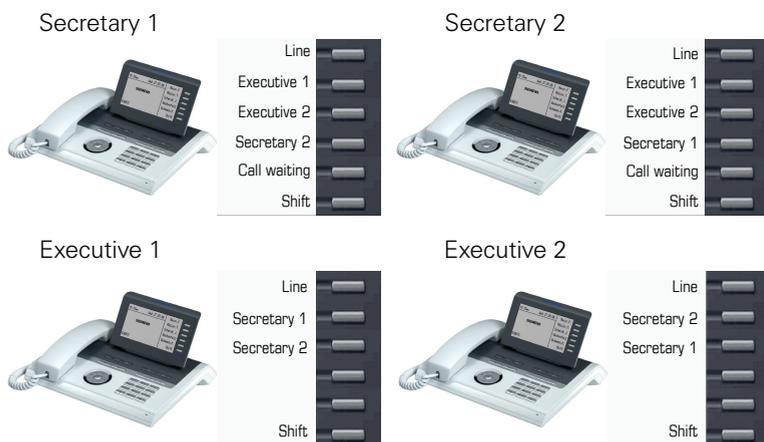
DSS Key	Explanation
	<b>Off:</b> The line is in idle mode.
	<b>Flashes:</b> You can accept a call for the DSS station via the key. The call is routed to your primary line when the call is accepted.
	<b>Illuminates:</b> The line is busy. Provided that second call is activated you can still reach the DSS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

### 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 54):

- 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 79). 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 "Transfer on hangup" 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 110) 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" key to answer the call.



If for example a call for "Secretary 2" on "Executive 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" 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

If "Secretary 1" receives a second call, this can be accepted, ignored, forwarded or rejected. Detailed information on this can be found from → page 77.

If the second call is ignored, it is forwarded to "Secretary 2" after a certain period of time.

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.



Press the hang-up, loudspeaker or headset key.



You can also select "Complete Xfer" from the context menu.

### Connecting without consultation



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

Complete transfer

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



Press the hang-up, loudspeaker or headset key. The "Executive 1" phone rings.

If "Executive 1" does not answer the call, after a specified time the number is redialed ( see also → page 80).



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

Disconnect & return

Select and confirm the option shown in the pop-up menu. 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, can initiate a conference or disconnect one of the two call parties. More on this subject can be found on pages → page 52 and → page 90.

## Step by Step

### DSS keys can be used

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 with the ↵ key.

Overview	Line
Line → Bohr, Niels	Executive 1
☎ DSS:Executive 2 Line busy	Executive 2
☎ DSS:Secretary 2 0123456	Secretary 2
DSS:Executive 1 Line forwarded	
	Shift

Further information on the line status can be found on → page 29.

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

Step by Step

## Settings for multi-line phones (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
- Ring 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 in the "Overview" tab

Specify here if the selected line should be displayed in the "Overview" tab.

You can also configure this setting via the Web interface → page 162.



Press the key shown.



Select and confirm the option shown.

User

if nec.



Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Keyset

Select and confirm the option shown.

Lines

Select and confirm the option shown.

Line 1

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

Allow in overview

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select and confirm the option shown.

### Step by Step

## Setting the time for a delayed ringer

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



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.



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 1

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

Ring delay

Select and confirm the option shown.



Enter and confirm a delay value.

Save & Exit

Select and confirm the option shown.

You can activate and deactivate the set delay time for all line keys using a function key → page 68.

## Step by Step

### Configuring the "Overview" tab display

Specify here the sequence in which the individual lines in the "Overview" tab should appear on the display.



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Keypad

Select and confirm the option shown.

Overview

Select and confirm the option shown.

All lines that are displayed in the overview are listed.

Line 1

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

Select one of the following options from the context menu to move an individual line:

- Move up
- Move down
- Move to top
- Move to bottom

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 111) is disregarded here.

Save & Exit

Select and confirm the option shown.

## Step by Step

### Line preview

#### Activating via the line keys

**Prerequisite:** You are already on a call on one line and a further call rings on the secondary line. Service personnel have activated line preview.



Press the flashing trunk key. A popup window opens and you receive information about the caller.



Press the flashing line key to answer the second call.



If service personnel have deactivated the line preview, a call is answered immediately on a second line when the line key is pressed, without showing caller information.

#### Activating via preview key

**Prerequisite:** You have programmed a sensor key with the "Preview" → page 64 . Your service personnel have activated the preview function.

#### Preview for a call:

You are already conducting a call on one line. A further call rings on a secondary line.



Press the "Preview" sensor key. A popup window opens and you receive information about the caller.



Press the "Preview" sensor key again to hide the preview or wait until the popup closes itself after a specified period of time.

#### Permanent preview



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

Step by Step

### Rollover for a line

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



Only the relevant line key blinks.



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



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



You hear a short **notification tone**

---

 The ringer melody is not played in speakerphone mode.

---



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

Step by Step

## Privacy/security

### Deactivating the ringer

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



Hold down the key shown.

The "Ringer off" icon appears in the status bar on the idle display → page 25.



Hold down the key once again to reactivate the ringer. The icon disappears.

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 ring tone via sensor key

**Prerequisite:** The "Ringer off" sensor key must be configured → page 64.



Press the "Ringer off" sensor key.



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



Press the lit sensor 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 (→ page 12) you can only activate the "Do not disturb" function for your primary line.

**Prerequisite:** A programmable key is assigned the function "Do Not Disturb" (see→ page 64). "Do not disturb" must be activated (→ page 118).

### Enabling "Do not disturb" via a key



Press the "Do not disturb" programmable key.



The programmable key blinks to signal incoming calls. The caller hears the busy signal. Calls for pickup groups are however connected.



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



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

or

### Enabling "Do not disturb" via the idle menu

Do not disturb on

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

or

Do not disturb off

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 → page 162.



Press the key shown.

User

Select and confirm the option shown.

**if nec.**

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Incoming 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.

Save & Exit

Select and confirm the option shown.

## Step by Step

## Security

## User password

Your User password protects your individual configurations, including your language settings. You can also use the User password to lock your telephone → page 121.



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 120).



You can also change the user password via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

if nec.



Change and confirm User password.

Security

Select and confirm the option shown.

User password

Select and confirm the option shown.



Specify a new password (at least six characters, text entry, see → page 24) and confirm your entry.

Confirm password

Select and confirm the option shown.



Enter the password again and confirm.

Save & Exit

Select and confirm the option shown.

## Step by Step

### Deactivating the user password

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



Deactivating the password prompt does not apply to the web-interface → page 162, OpenStage Manager or CTI applications that use a password prompt. The password "000000" must be entered here.

If you deactivate the user password, you are **not** able to lock the phone → page 121 and the user menu is **not** password-protected.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Change and confirm User password.

Security

Select and confirm the option shown.

User password

Select and confirm the option shown.

if nec.

Press the key to delete the existing password.



Enter six zeros ("000000") to deactivate the password (for text input, see → page 24) and confirm.

Confirm password

Select and confirm the option shown.



Enter six zeros ("000000") once again and confirm.

Save & Exit

Select and confirm the option shown.

## Step by Step

## Locking the phone

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

Predefined numbers from the dial plan can still be dialed when the phone is locked. For more information, contact your administrator.

If an emergency number is entered by administrator, "Emergency call" appears on the display when you use the line on a locked phone.



You can only lock the phone if you set a user password (→ page 119). The password for this should not match the default "000000".

### Activating the phone lock



Hold down the key shown until "Phone lock: Confirm locking the phone" appears.

Confirm lock

Confirm the option shown. The phone is locked.

or



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the User password.

Security

Select and confirm the option shown.

Phone lock

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Save & Exit

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

## Step by Step

Unlock phone



### Unlocking the phone

Confirm the option shown.

Enter and confirm the User password. The phone is unlocked if the password is correct.

---



Emergency numbers and predefined numbers from the dial plan can be dialed from a locked phone.

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.

---

## Step by Step

## Mobility

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

### Mobility scenarios

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

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

- Log on as a mobility user → page 124.
- Log off as a mobility user → page 125.

#### Logging on and off at different phones

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

- Log on at a remote phone with forced logon, when the user is still logged on at that phone → page 126.
- 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 127.

## Step by Step

### 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 one of the program keys is configured for the mobility function.



Press the "Mobility" program key.

or

##### Logon via a menu

Mobile logon

Select and confirm the option shown in the telephony interface context menu (→ page 28).

Mobility ID

The **Mobility logon** dialog appears.

Select and confirm the option shown.



Enter and confirm the mobility code (generally your official phone number).

User password

Select and confirm the option shown.



Enter the user password and confirm with OK (select the input mode if necessary).

Logon

Select and confirm the option shown in the context menu.

The following messages appear on the display:

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

Once logon is complete, the "Mobility" program key LED lights up and the mobility icon  appears in the graphic display next to the mobile phone number.

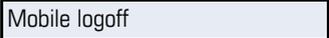
## Step by Step

## Logging off from the phone

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

 Press the "Mobility" program key.

**or** Log on via the telephony interface context menu  
→ page 28.

 Mobile logoff

Select and confirm the option shown. The logoff procedure starts immediately.

**or** If you need to enter a password, the following message appears:

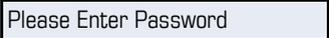
"Mobility logoff User password required"

 Please Enter Password

Select and confirm the option shown. You will see the prompt, "Please enter mobility password"



Enter user password.

 Please Enter Password

Select and confirm the option shown.

 If you enter the password incorrectly, the following message appears: "User password invalid". You can cancel the function or retry the user password.

The logoff procedure begins. In the graphic display, the following messages appear:

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

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

## Step by Step

### Logging on at different telephones

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

### Logging on with forced logoff at a remote phone

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

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

#### Logon via a key

If one of the program keys is configured for the mobility function.

 Press the "Mobility" program key.

#### or Logon via a menu

Mobile logon

Select and confirm the option shown in the telephony interface context menu → page 28.

Mobility ID

The **Mobility logon** dialog appears.

Select and confirm the option shown.



Enter and confirm the mobility code (generally your official phone number).

User password

Select and confirm the option shown.



Enter and confirm the user password.

Logon

Select and confirm the option shown.

The following mobility messages appear in the display:

- Validating
- Logging off elsewhere
- Registering
- Downloading user data

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

## Step by Step

## Logging on with forced, delayed logoff at a remote phone

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

### Logon via a key

 Press the "Mobility" program key. You are prompted to enter your mobility password.

### or Logon via a menu

Mobile logon

Select and confirm the option shown in the telephony interface context menu → page 28.

Mobility ID

The **Mobility logon** dialog appears.

Select and confirm the option shown.



Enter and confirm the mobility code (generally your official phone number).

User password

Select and confirm the option shown.



Enter and confirm the user password.

Logon

Select and confirm the option shown.

The following mobility messages appear in the display:

- Validating
- Logging off elsewhere



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

- Registering
- Downloading user data

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

### Step by Step

## OpenScape Voice functions

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



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

---

### Feature toggle key

You can pick a programmable sensor 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 sensor key to activate or deactivate the relevant OpenScape Voice function on the server for this phone.

You can only program first-level programmable sensor keys because those linked to LEDs are used to display 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 sensor keys being pressed.

#### Example:

Switching between "Line busy" and "Line free" (see also → page 135).

**Prerequisite:** Your administrator configured a programmable sensor key with the function "Busy" ("make line busy" for the hunt group) → page 67.



Press the programmable sensor key – the key lights up.



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

## Step by Step

## Making anonymous calls

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



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

## Deactivating

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



Lift the handset.



Enter the code (see the table of codes → page 143) to transmit the caller information.



You hear a confirmation tone.

## Activating

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



Lift the handset.



Enter the code (see the table of codes → page 143) to suppress the caller ID.



Wait until you hear the confirmation tone.

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

## Step by Step

### Temporarily activating anonymous calling for the next call

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



Lift the handset.



Enter the code (see the table of codes → page 143).



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.

### Temporarily deactivating anonymous calling for the next call

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



Lift the handset.



Enter the code (see the table of codes → page 143).



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 administrator 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 the caller's number does not appear in the list:

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

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



Lift the handset.

Enter the code (see the table of codes → page 143).

Various announcements deliver the following information:

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

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

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

## Step by Step

### For call rejection

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

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



Lift the handset.

Enter the code (see the table of codes → page 143).

Various announcements deliver the following information:

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

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

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

## Step by Step

## Anonymous calls

### Rejecting

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



Lift the handset.



Enter the code (see the table of codes → page 143).

### Accepting

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



Lift the handset.



Enter the code (see the table of codes → page 143).

## Step by Step

### Using abbreviated dialing

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

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



Lift the handset.



Enter the code (see the table of codes → page 143) followed by a number between 0 and 999 for the phone number you want to dial.

The number is automatically dialed.

### Call tracing

You can request the 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 code table → page 143). The phone number is determined. 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 44 and/or a hunt group.

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

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

This feature can also be configured using the programmable feature toggle key → page 128.

### 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 143).



Wait until you hear the confirmation tone.

#### Deactivating

Make the line free once more for the hunt group.



Lift the handset.



Enter the code (see the table of codes → page 143).



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 143).



Wait until you hear the confirmation tone.

#### Deactivating

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



Lift the handset.



Enter the code (see the table of codes → page 143).



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 has configured the respective feature for your main number in OpenScope Voice.

## Serial call

### Managing number lists/activating serial call

Before the serial call number can be activated, a serial call list must be created. This can be prepared either by 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 signaled sequentially. Each number can consist of up to 30 digits.



Lift the handset.



Enter the code for the edit mode (see code table → page 143).

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

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

You are prompted to do one of the following:

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

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

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

## Step by Step

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 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 signaled sequentially. Each number can consist of up to 30 digits.



Lift the handset.



Enter the code for the edit mode (see code table → page 143).

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

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

You are prompted to do one of the following:

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

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

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

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

## Step by Step

### Activating/deactivating parallel call via code

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

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



Lift the handset.



Enter the code to activate or deactivate the parallel call (see code table → page 143).

## Step by Step

### Parking a call

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

#### Park a call



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



Enter the code for parking followed by a line number (see code table → page 143).

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



Replace the handset

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

#### Unparking

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



Lift the handset.



Enter the unparking code (see code table → page 143). He is prompted to enter a line number.



Enter the specified line number.



Your colleague is now connected with the waiting caller.

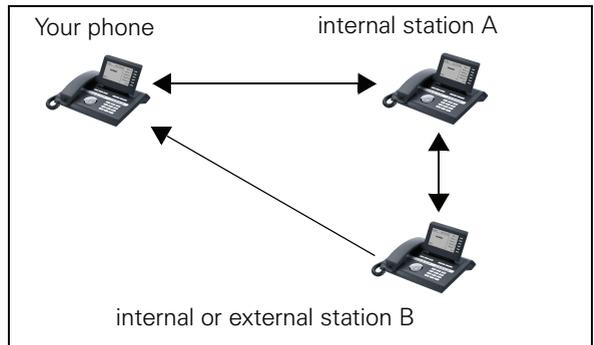
## Step by Step

## Silent Monitoring

If this function has been configured by 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 but so that Station B does not notice but so that you can still talk to Station A.



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



Lift the handset.



Enter the code for active silent monitoring and the destination number (see code table → page 143). You are connected to the call and can listen. If necessary notify station A.

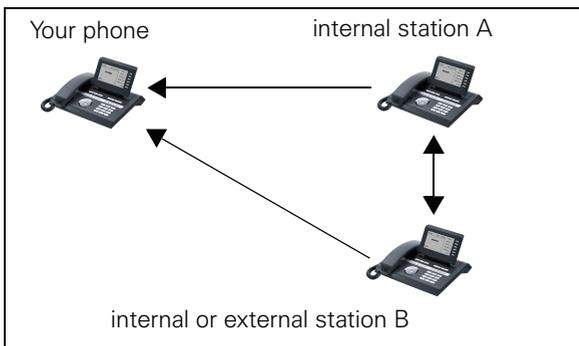


End the silent monitoring unnoticed by replacing the handset.

## Step by Step

## Muted silent monitoring

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



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



Lift the handset.



Enter the code for active silent monitoring and the destination number (see code table → page 143). You are connected to the call and can listen.



End the silent monitoring unnoticed by replacing the handset.

## Table of codes for OpenScape Voice functions

Ask your administrator to enter the latest codes in the following table. Print this page as an overview.

Function	Code	Description
Making anonymous calls off		→ page 129
Making anonymous calls on		→ page 129
Making anonymous calls temporarily on		→ page 130
Making anonymous calls temporarily off		→ page 130
List for selective call acceptance		→ page 131
List for selective call rejection		→ page 132
Rejecting anonymous calls		→ page 133
Accepting anonymous calls		→ page 133
Using abbreviated dialing		→ page 134
Call tracing		→ page 134
Making a line busy on		→ page 135
Making a line busy off		→ page 135
End of hunt group chain on		→ page 136
End of hunt group chain off		→ page 136
Edit mode for serial call		→ page 137
Edit mode for parallel call		→ page 138
Activating a parallel call		→ page 139
Deactivating a parallel call		→ page 139
Parking a call		→ page 140
Unparking a call		→ page 140
Active silent monitoring		→ page 141
Muted silent monitoring		→ page 142

## Step by Step

# Individual phone configuration

## Display

### Adjusting the display to a comfortable reading angle

You can swivel the display unit. Adjust the display unit so that you can clearly read the screen.

### Setting contrast

The display has six contrast levels that you can set according to your light conditions.



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Phone

Select and confirm the option shown.

Display

Select and confirm the option shown.

Contrast

Select and confirm the option shown.



Set and confirm the contrast.

Save & Exit

Confirm the option shown.

## Background lighting

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.

## Step by Step

## Contrast for the OpenStage Key Module

If an OpenStage Key Module is connected to your OpenStage 40, you can set contrast for it.



Press the key shown.

User

Select and confirm the option shown.

**if nec.**

Enter and confirm the User password.

Phone

Select and confirm the option shown.

Display

Select and confirm the option shown.

Key mod. contrast

Select and confirm the option shown.



Set and confirm the contrast.

Save & Exit

Confirm the option shown.

## 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 → page 162.



You must set the date and time manually if your phone is not connected to an (S)NTP server.

### Setting the time

Press the key shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the time.

Confirm the option shown.

### Setting the date

Press the key shown.

Select and confirm the option shown.

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Enter and confirm the date.

Confirm the option shown.



User

if nec.

Date and time

Time



Save & Exit



User

if nec.

Date and time

Date



Save & Exit

## Step by Step

## Setting daylight saving time

**Prerequisite:** Auto DST is deactivated → page 148.



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the User password.

Date and time

Select and confirm the option shown.

Daylight saving

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Confirm the option shown.

### Setting the difference between daylight saving and standard time

**Prerequisite:** Auto DST is deactivated → page 148.

Enter the difference to be used for daylight saving time.



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

if nec.



Enter and confirm the User password.

Date and time

Select and confirm the option shown.

Difference (mins)

Select and confirm the option shown.



Enter and confirm the difference between daylight and standard time in minutes.

Save & Exit

Confirm the option shown.

### Step by Step

## Automatic daylight saving time

The **Auto DST** setting is provided for information purposes and can only be changed by your administrator.



You can also access this information via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Date and time?

Select and confirm the option shown.

Daylight saving time must be manually set if a **No** is entered for **Auto DST** → page 147.

## Time display format



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Locality

Select and confirm the option shown.

Time format

Select and confirm the option shown.

24 hour

Select and confirm the time format (12- or 24-hour display) in the context menu.

Save & Exit

Confirm the option shown.

## Step by Step

## Date display format



You can also configure this setting via the Web interface  
→ page 162.



Press the key shown.

Select and confirm the option shown.

**if nec.**



Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the format you want.

Confirm the option shown.

## Step by Step

### Audio

#### Volumes

Use this selection to set the following volumes:

- Loudspeaker
- Ringer
- Handset
- Headset
- Handsfree
- Rollover

Example: **Handset**



Press the key shown.

User

Select and confirm the option shown.



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 (for example, "Handset").



Set and confirm the volume.

An acoustic sample of the current volume is output via audio feedback when you adjust the volume.

Save & Exit

Confirm the option shown.

## Step by Step

## Settings

## Room character

To ensure that the other party can hear you properly in speakerphone mode, you can adjust the phone to the room acoustics by choosing one of the following room character conditions: "Normal", "Echoing", "Muffled" .



You can also configure this setting via the Web interface → page 162.



Press the key shown.

Select and confirm the option shown.

if nec.



Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the room character in the context menu (for example, "Normal") ( → page 164).

Confirm the option shown.

## Ringtone

If your service personnel has loaded suitable files to the phone, you can select a realtone file in \*.mp3 or \*.wav format for the ringer tone. If no individual audio files are available the "pattern" ringtone is preset.



You can also configure this setting via the Web interface → page 162.



Press the key shown.

Select and confirm the option shown.

if nec.



Enter and confirm the User password.

Select and confirm the option shown.

### Step by Step

Settings

Select and confirm the option shown.

Ringer melody

Select and confirm the option shown.

ABC.wav

Select and confirm the required ringer file<sup>[1]</sup> or "pattern."  
You will immediately hear the associated ringer melody.  
Confirm current ringtone file.

Save & Exit

Confirm the selected ringtone to use it or try a different ringtone.

#### Pattern melody



You can also configure this setting via the Web interface  
→ page 162.

**Prerequisite:** You have chosen the "pattern" ringtone,  
see → page 151.



Press the key shown.

User

Select and confirm the option shown.



Enter and confirm the User password.

Audio

Select and confirm the option shown.

Settings

Select and confirm the option shown.

Ringer tone sequence

Select and confirm the option shown.

4

Select the required pattern melody<sup>[1]</sup> between 1 and 8  
(e. g. **4**). You will immediately hear the corresponding  
Ringer melody. Confirm the selected Ringer melody.

Save & Exit

Select and confirm the option shown.

1. The phone displays the current setting.

## Step by Step

**Pattern sequence**

You can also configure this setting via the Web interface → page 162.

**Prerequisite:** You have chosen the "pattern" ringtone, see → page 151.



Press the key shown.

User

Select and confirm the option shown.

Audio

Select and confirm the option shown.

Settings?

Select and confirm the option shown.

Ringer tone sequence

Select and confirm the option shown.

2

Select your desired Ringer tone sequence between 1 and 3 (e. g. **2**) You immediately hear the set Ringer melody with the chosen Ringer tone sequence. Confirm the selected setting.

Save & Exit

Select the option shown and confirm twice.

### Step by Step

#### Country setting for speakerphone mode

Enter the country setting you prefer for speakerphone mode here (see → page 40).



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

**if nec.**

Enter and confirm the User password.

Audio

Select and confirm the option shown.

Settings

Select and confirm the option shown.

Open listening

Select and confirm the option shown.

Standard mode

Select and confirm the setting you want in the context menu ("Standard mode" or "US mode").

Save & Exit

Confirm the option shown.

## Step by Step

**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 → page 162.



Press the key shown until the "Menu" 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.

Headset port

Select the option shown.

Wired headset

From the following setting<sup>1</sup> select and confirm the option shown in the context menu.

- Wired headset
- Wireless headset
- Conference phone

Save & Exit

Select and confirm the option shown.

1. The phone displays the current setting.

### Step by Step

## Nonsecure voice communication tone and message

Use this option to activate an alerting tone that you hear when a secure voice connection with the party you are currently talking to ceases to be secure. The message "Nonsecure connection" also appears.

**Prerequisite:** Secure connection setup is the preference set by your administrator.



You can also configure this setting via the Web interface → page 162.



Press the key shown.

User

Select and confirm the option shown.

if nec. A small icon representing a keypad or numeric dial, consisting of a 3x3 grid of squares.

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 and confirm the option shown.

## Step by Step

## Setting the language and country

## Selecting a language



You can also configure this setting via the Web interface  
→ page 162.



Press the key shown.

User

Select and confirm the option shown.

**if nec.**

Enter and confirm the User password.

Locality?

Select and confirm the option shown.

Speech?

Select and confirm the option shown.

Deutsch

Select and confirm the language<sup>[1]</sup> in the context menu.

Save & Exit

Confirm the option shown.

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. English
9. English(US)
10. Español
11. Français
12. Hrvatski
13. Italiano
14. Latviešu Valoda
15. Lietuvių Kalba
16. Magyar
17. Nederlands
18. Norsk
19. Polski
20. Português
21. Română
22. Slovincina
23. Slovenski Jezik
24. Srpski Jezik
25. Suomi
26. Svenska
27. Tiếng Việt
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 (for example, transmission parameters).



You can also configure this setting via the Web interface → page 162.



Press the key shown.

Select and confirm the option shown.

**if nec.**

Enter and confirm the User password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the country <sup>[1]</sup> in the context menu.

Confirm the option shown.

You may choose from the following countries:

- |                    |                        |
|--------------------|------------------------|
| 1. Argentina       | 20. Luxembourg         |
| 2. Australia       | 21. Mexico             |
| 3. Austria         | 22. Netherlands        |
| 4. Belgium         | 23. New Zealand        |
| 5. Brazil          | 24. Norway             |
| 6. Canada          | 25. Poland             |
| 7. China           | 26. Portugal           |
| 8. Chile           | 27. Russian Federation |
| 9. Croatia         | 28. Singapore          |
| 10. Czech Republic | 29. Slovakia           |
| 11. Denmark        | 30. South Africa       |
| 12. Finland        | 31. Spain              |
| 13. France         | 32. Sweden             |
| 14. Germany        | 33. Switzerland        |
| 15. Hungary        | 34. Thailand           |
| 16. India          | 35. United Kingdom     |
| 17. Ireland        | 36. United States      |
| 18. Italy          | 37. Vietnam            |
| 19. Japan          |                        |

1. The phone displays the current setting.

## 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.



Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Network information

Select and confirm the option shown. The following overview opens:

The screenshot shows a menu titled "Network information". At the top, it says "Options: Exit" with a right-pointing arrow. Below that, "IP address 192.168.1.9" is highlighted with a dark blue background. Underneath are several lines of text: "IWBM URL http://192.168.1.", "DNS domain: opera.local", "LAN RX:" followed by a progress bar, "LAN TX:" followed by a progress bar, "PC RX:" followed by a progress bar, and "PC TX:" followed by a progress bar. At the bottom, there are four lines of status information: "LAN autonegotiated: Yes", "LAN information: 100 Mbps full duplex", "PC autonegotiated: Yes", and "PC information: Link down".

**IP Address:** Displays the IP address or name which was assigned to the phone in the network.

**WBM URL:** HTTP address of the Web interface. This address is specified in the address line of the Internet browser and is used to call the Web interface of the phone in the browser.

**DNS domain:** The administrator can also assign the phone to the IP address of a DNS domain (for example, <http://my-openStage.phone/>).

## Step by Step

## Resetting user data

The following user-specific settings changed via the phone menu or the Web interface can be reset to factory settings.

- Display contrast
- Language setting
- Audio settings
  - Volumes
  - Settings
- Call lists
  - All entries are deleted.
- Programmable keys
  - All personalized programming is deleted (see also → page 69).

**Important:** All data is reset **without** a warning tone.

### Initiating the reset



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Reset

Select and confirm the option shown.

All user data...

Select and confirm "Reset all user data." The user data is reset to factory settings.

## Web interface (WBM)

### General

You can configure a number of settings for your phone via the Web interface. Communication is via a secure HTTPS connection.

### 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 160.

---

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.

**https://[Name of the phone]**

[Name of the phone] which was assigned by service personnel.

---

 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 119. You must log on with this password in future every time you want to open the User Pages.

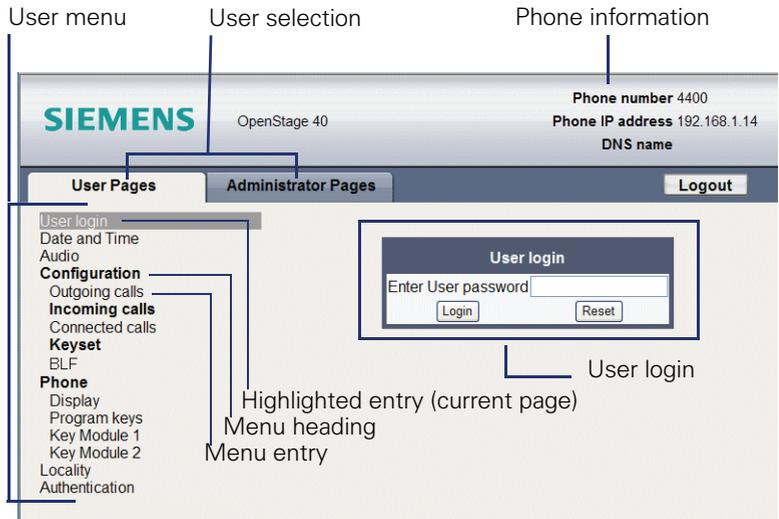
---

### 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 the values.
- "Logout": Log off the phone

## User menu

All settings that you can make via the Web interface's user menu can also be made via the phone's user menu

### User Pages

User login  → page 119

#### Date and Time

- Local time  → page 146
- Local date (day, month, year)  → page 146
- Allow daylight saving  → page 147
- Difference (minutes)  → page 147
- Auto time change  → page 148

#### Audio

- Ringer melody ( → page 152)
- Ringer tone sequence ( → page 153)
- Ring file ( → page 151)
- Room Character ( → page 151)
- Open listening ( → page 154)

### User Configuration

- Outgoing calls
  - Autodial delay (seconds)  → page 87
  - Allow callback: busy  → page 62
  - Allow callback: no reply  → page 62
  - Allow busy when dialling  → page 89
  - Allow transfer on ring  → page 83
  - Allow immediate dialling  → page 48
- **Incoming calls**
  - Deflecting
    - Allow deflection ( → page 71)
    - Default deflect destination  → page 71
    - Deflect to DSS  → page 71
  - Forwarding
  - Settings
    - Forwarding Favourites Destination 1 to Destination 5  → page 71
    - Forward all calls allowed  → page 57
    - to  → page 55
    - Forward on busy allowed  → page 57
    - to  → page 55
    - Forward on no reply allowed  → page 57
    - to  → page 55
    - No reply delay (seconds)<sup>1</sup>  → page 56
  - Alerts
    - Visual alerts  → page 73

[1]. Only if "Server features" was deactivated by your administrator

- Audible alerts  → page 73
- Forwarding party  → page 59
- Handling
  - Allow call waiting  → page 79
  - Allow DND  → page 118
  - Allow busy when dialling  → page 89
- CTI-Calls
  - Allow auto-answer  → page 84
  - Allow beep on auto-answer  → page 84
  - Allow beep on auto-reconnect  → page 85
- Connected calls
  - Allow call transfer  → page 82
  - Allow call joining  → page 53
  - Allow exit conference  → page 92
  - Allow hold reminder  → page 75
  - Hold reminder delay (minutes)  → page 75
  - Allow music on hold  → page 76
  - Allow conferences  → page 91
  - Allow secure call alert  → page 156
  - Toggle associate  → page 80
- **Keypad**
  - Lines
    - Ring delay (seconds)  → page 112
    - Allow in overview  → page 111
    - Address<sup>1</sup>
    - Primary line<sup>[1]</sup>
    - Ring on/off<sup>[1]</sup>
    - Selection order<sup>[1]</sup>
  - Overview
    - Use FPK order  → page 113
    - Add all lines  → page 113
    - Reordering directions: Move down, Move to bottom, Move to top, Move up  → page 113
- BLF
  - Busy Lamp Field: **not** for System

[1]. Information - read only

### Phone

- Display settings
  - Contrast  → page 144
  - Key module contrast  → page 145
- Program keys
  - Normal
    - Edit.  → page 65.
  - Shifted
    - Edit.  → page 65.
- Key Module 1 (if available such as Program keys)
- Key Module 2 (if available such as Program keys)

### Locality

- Country  → page 159
- Language  → page 157
- Date format  → page 149
- Time format  → page 148

### Authentication

- Old password
- New password  → page 119
- Confirm password

---

## 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 aggressive or alcohol-based cleansers on plastic parts. 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" appears on the screen. To unlock enter the PIN."). 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 25). If it is deactivated, activate the ringtone

#### **The displayed time is incorrect:**

The time is corrected automatically over night after 24 hours at the latest.

#### **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. If the administrator are unable to correct the problem, contact Customer Service.

---

## Contact partner in the case of problems

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

## Labeling keys

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

### Labeling

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

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## Communication for the open minded

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