SIEMENS

HiPath 4000
Hicom 300 E/300 H

Operating Instructions
optiPoint 500 entry

About these Operating Instructions

These Operating Instructions describe the use of the optiPoint 500 entry telephone in conjunction with the HiPath 4000 Communication Server, Version 1.0 and Hicom 300 E/300 H, all Versions.

They describe all functions you can use from your telephone. You may find that some functions you wish to use are not available on your telephone. This may be due to one of the following reasons:

- The function has not been configured for your telephone – address any questions to Customer Support.
- Your communications platform does not support this function – contact your Siemens sales representative to upgrade your system.

Important Notes

	Never operate the telephone in an environment where there is a risk of explosion.
	Only use Siemens accessories. The use of other manufacturers' accessories may be dangerous and will render the warranty and approval null and void.
	Never open the telephone set. If any problems arise, get in touch with System Support.
	The telephone must not come into contact with abrasive liquids or liquids which are liable to discolour it, such as tea, coffee, fruit juices or soft drinks. Care of the telephone → page 53.

CE label

The CE symbol certifies compliance of this equipment with the EU directives.

Environmental label

This device has been manufactured in accordance with our certified environmental management system (ISO 14001). This process ensures that energy consumption and the use of primary raw materials are kept to a minimum, thus reducing waste production.

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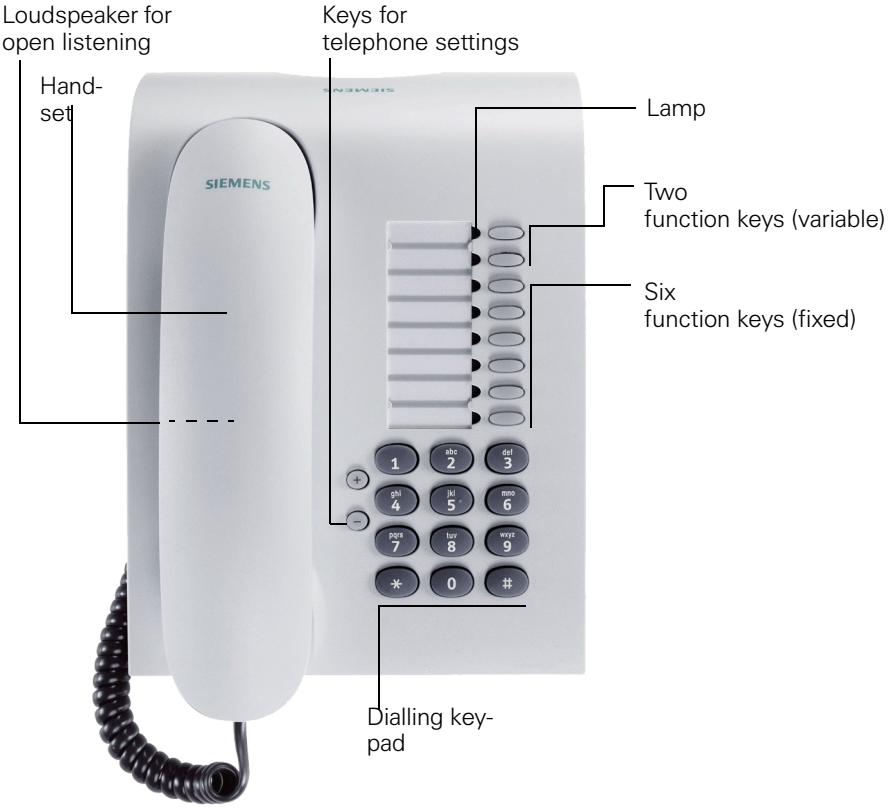
Basic operating instructions

optiPoint 500 entry control panel



Two keys with variable functions:

Option 1:

Redial

Callback

Variante 2:

Mailbox

Output

Option 3:

Call pickup

Call park

Variante 4:

Line

Hold

Six keys with fixed functions:

Example:

Conference

Call forwarding

Store

Disconnect/Clear

Consultation

Speaker

Step by Step

How to use these Operating Instructions

The operating procedures are presented in a logical sequence in the "coloured" column. The symbols used have the following meanings:

Lift the handset.

Replace the handset.

Enter the number or code.

0 0 Enter the PIN.

⊕ or ⊖ Press volume controls on the telephone.

You hear a tone.
A long tone (positive confirmation tone) confirms that you have successfully activated a function or procedure.
A short tone (negative confirmation tone) indicates that the function or procedure was rejected.

Press the key.

Press the key which is lit.

Press the key which is flashing.

Step by Step

How to access a function

... using codes

*4 4 Activating call forwarding

#4 4 Activating call forwarding

*9 Entering a callback request

#9 Cancelling a callback request

When you activate or switch on a function, you always begin by pressing the "star" key; when you deactivate, switch off or cancel a function, you always begin by pressing the "square" key.

As the examples show, codes can consist of either one or two digits.

... using UK codes, Standard codes, Euro codes, special codes and system codes

System Support will inform you which codes apply to your Hicom 300 H system.

The **Appendix** to these Operating Instructions contains an overview of the possible codes.

If your optiPoint 500 entry does not have a "store" key, storage of a call forwarding destination can be initiated by **lifting the handset** and dialling the special code. **Replace the handset** once you have entered the call forwarding destination (→ page 33).

Note that all these types of codes are included in the descriptions in the central part of these Operating Instructions.

... using a function key

You can activate directly those functions for which a key has been programmed, for example:

Consultation Press the key. The function is executed (if it is available in the particular situation).

Step by Step

Taking calls and setting up calls

Taking a call

The telephone rings.

Lift the handset.

Terminating a call:

Replace the handset.

Open listening within the room during a call

You can allow other persons in the room to listen in on the call. Always inform the other party that you are switching on the loudspeaker.

You conduct the call with the handset.

To activate:

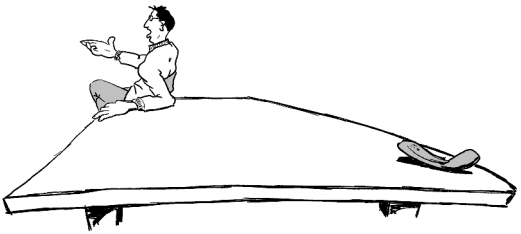
Speaker

Press the key. The lamp lights up.

To deactivate:

Speaker

Press the key. The lamp goes out.



Step by Step

Taking a call on a line key (keysystem working)

Precondition: There is a line key with its own number on your telephone.

The telephone rings. The line key lamp flashes rapidly.

Lift the handset.

Line

Press the key. The lamp lights up.

Holding a call on a line key (not for UK)

Precondition: Your telephone has a "Hold" key.

Hold

Press the key. The line key lamp flashes slowly.

Your HiPath 4000 system can also be configured in such a way that the call is held when the line key is pressed. Try this for yourself or enquire with System Support.

Continuing a call on a line key (not for UK)

Line

Press the key. The lamp lights up.

Step by Step

Using call waiting

If you are expecting an important call, it is a good idea to activate the call waiting function. If you are in the middle of a call, you will then be made aware there is a call. waiting. You can accept or ignore the waiting call.

Activating/de-activating call waiting

Activation

Waiting call

Press key. Lamp comes on.

De-activation

Waiting call

Press key. Lamp goes out.

Answering a waiting call

Precondition: You are telephoning. The call-waiting function is activated.

Call pickup

You hear the alerting tone. The lamp flashes. The caller hears the ringing tone as if you were "free."
Press key. You are now connected to the waiting caller. The first party then waits.

Waiting call over, first call is continued:

Disconnect

Press key.

Or

Replace the handset and lift again.

Step by Step

Using the mailbox (not for UK)

Precondition: The "mailbox" and "output" keys have been configured on your telephone.

Callers who dialled your number during your absence can leave a callback request in your mailbox.
You will also find mail server voice/fax messages in your mailbox (if this facility is available).

Retrieval from mailbox

Lift the handset.

Mailbox

The lamp lights up if the mailbox contains new entries which have still to be retrieved.
Press the key.
The first callback request is announced.

Mailbox

Next callback request:
Press the key again.

Answering a callback request

Output

Press the key.

Lift the handset when the other party answers.

Step by Step

Activating/deactivating do not disturb

Precondition: System Support has enabled the do not disturb facility for all HiPath 4000- and Hicom 300 users in your system.

If you do not wish to receive incoming calls, you can activate the do not disturb facility. Internal callers then hear ringing tone, while external callers are forwarded to the attendant.

To activate:

Lift the handset.

*51 or *40 UK code or Standard code

or *93 Euro code.

or [ ] Enter the code!

Enter the code which has been programmed for you.

Replace the handset.

To deactivate:

Lift the handset.

#51 or #40 UK code or Standard code

or #93 Euro code.

or [ ] Enter the code!

Enter the code which has been programmed for you.

Replace the handset.

The attendant can override the do not disturb facility.

Step by Step

Setting up calls

Dialling with the handset off-hook

Lift the handset.

Internal: Enter the number.
External: Enter the external code and the number.

The called party is busy or does not answer:

Replace the handset.

Dialling with the line key (keysystem working)

Precondition: There is a line key with its own number on your telephone.

Lift the handset.

Line

Press the line key. The lamp lights up. The line has been seized automatically.

Internal: Enter the number.
External: Enter the external code and the number.

Dialling with the handset on-hook

Internal: Enter the number.
External: Enter the external code and the number.

The called party answers via the speaker:

Lift the handset.

Step by Step

The called party is busy or does not answer:

Speaker

Press the key. The lamp goes out.

Suppressing the number display at the called party

Suppression of the number indication only applies to the next call and is not stored together with the redial function.

To activate:

Lift the handset.

* 2 4 or * 5 0

UK code or Standard code/Euro code.

or Enter the code!

Enter the code which has been programmed for you.

Enter the other party's number. If the call is answered, your number does not appear on the called party's display (if the telephone has a display).

To deactivate:

Lift the handset.

2 4 or # 5 0

UK code or Standard code/Euro code.

or Enter the code!

Enter the code which has been programmed for you.

Replace the handset.

Entering commands with tone dialling (DTMF suffix dialling)

This feature is not applicable for UK and other countries using tone dialling (default).

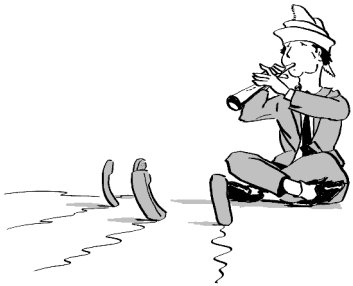
After dialling a number, you can set tone dialling in order to activate equipment - such as an answering machine or an automatic information or switching system - by means of command inputs in DTMF mode **(DTMF = d**ual-**t**one **m**ulti**f**requency dialling).

* #

Switch over to tone signaling.

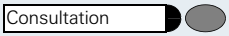
Step by Step

Calling several persons simultaneously



Making a second call (consultation)

You can set up a second call during a call in progress. The first party waits.



Press the key. The lamp lights up.

Make your call to the second party.

Terminate the second call – return to the first party:

Press the key.

Step by Step

Making a conference call

With a conference circuit, you can converse with up to seven other persons simultaneously. These can be internal or external users.

Setting up an add-on conference

Lift the handset.

Call the first user.

Consultation

After speaking to the first user: press the key. The lamp lights up.

Call the second user. The first party waits.

Conference

After speaking to the second user: press the key. The lamp lights up.

or * 9 or * 3

Enter the UK code or Standard code for conference.

If your telephone does **not** have a "conference" key: Enter the code for conference.

A tone indicates that all three users have been interconnected to form a conference circuit.

All three parties can now converse with one another.

Step by Step

Extending a call

Precondition: The consultation key has been installed on your telephone.

If the person you are conversing with wishes to be forwarded to another user, you can pass on the connection to this third person.

The connection can be passed on with or without prior announcement.

Extending the call with prior announcement:

Consultation

Press the key. The lamp lights up.

Call the other party and inform him that the waiting user wishes to be put through to him.

Replace the handset.
The two users are connected to each other.

Extending the call without prior announcement:

Consultation

Press the key. The lamp lights up.

Enter the other party's number.

Replace the handset.

If a connection is not set up between the other two parties within 40 seconds, you are recalled. You are then connected to the first party again.

Step by Step

Using the switchover key (HiPath 4000)

You can use the switchover key, which must be installed by the system administrator beforehand, for the following functions:

- Consultation (back to the waiting party or back to the waiting conference)
- Toggling
- Accepting a waiting call (the call-waiting function must be activated see → page 12)
- Accepting a group call

Call waiting

You hear a camp-on busy tone.

Press the flashing key. You accept the camp-on call. The lamp comes on.

Toggling

You are connected to two subscribers: one is waiting. The switchover key is illuminated.

Press the key to select the other subscriber. The first subscriber is waiting.

Consultation

You call a second subscriber. The second subscriber does not respond.

Press the key to return to the waiting subscriber or the waiting conference.

Group calls

You are connected to a subscriber. There is a pending group call.

Press the flashing key. You accept the group call; the 1st subscriber is put on hold. The lamp comes on.

Step by Step

System-wide parking (HiPath 4000)

On the HiPath 4000, you can park up to 10 internal and/ or external calls and take them at another telephone. There are two ways of parking a call:

- Manual parking
- Parking with the “system parking key”

Parking is **not** possible if:

- The park position you want is occupied
- The subscriber is the operator
- The call is a consultation call
- The call is a conference call

Parking a call

You can automatically park a call to your telephone in a free parking position and take it at your telephone or another telephone.

Parking via the keypad

Consultation

Press key. The lamp comes on.

Enter the code!

Enter the system code for system parking (if you have any problems ask the system administrator).

1 ... 9

Enter and note a parking position number (0 to 9).

The call is parked.

Replace the handset.

Parking via “system parking”

System parking

Press key (must be installed).

1 ... 9

Enter and note a parking position number (0 to 9).

The call is parked.

Replace the handset.

Step by Step

Taking a parked call

Via the keypad

Lift the handset or use the speakerphone function.

Enter the system code for system parking (if you have any problems ask the system administrator).

Enter the code!

1 ... 9

Enter the parking position number (0 to 9) you have noted and continue the call.

Parking via “system parking”

Lift the handset.

System parking

Press key (must be installed).

1 ... 9

Enter the parking position number (0 to 9) you have noted and continue the call.

Parking is not possible

If the selected parking position is occupied, or there is some other reason why parking is not possible, you will hear the busy tone.

Consultation

Press the illuminated key and continue the call.

or

Replace the handset. The held call is recalled.

Step by Step

Using stored numbers to make calls

Saved number redial

Precondition: The "redial" key is configured on your telephone.

If your telephone is configured for this type of redialling, you can store a number and then dial it at a later point in time (→ page 31). You can redial the number at the push of a button.

Lift the handset.

Redial

Press the key.

or * 7

UK code.

Last number redial

Precondition: The "last number redial" key is configured on your telephone.

If this type of call forwarding is configured on your telephone, **each** (last) number dialled is saved automatically for possible redialling.

Lift the handset.

Last no. redial

Press the key.

Step by Step

Dialling with individual speed dialling numbers

Precondition: You have stored individual speed dialling numbers (→ page 32).

Lift the handset.

*63 or *8 — UK code or Standard code/Euro code

or [ ] Enter the code! — Enter the code which has been programmed for you

or *28 — Enter the special code (not for UK).

and

0 ... 9 — Enter the speed dialling number.

Dialling with system speed dialling numbers

for UK: *61 . . — You will be supplied with a copy of the system (central) speed dialling directory by System Support (for example) or you will find it in the inhouse telephone directory or your PC.
After selecting a speed dialling number which is the stored destination for another telecommunications system, you can immediately suffix-dial the station number you require.

Step by Step

If you don't get through...

Using the callback facility

If an internal station which you have called is busy or there is no reply, you can place a request for callback. This also applies to external calls via ISDN switching centres. This saves you having to dial the number repeatedly. You are then called back

- as soon as the other party terminates his call
- as soon as the other party makes a further call
- as soon as the other party checks his mailbox and responds to your callback request (→ page 13).

You can only place one request for callback at a time.

Storing a callback request

Precondition: The station which you have called is busy or there is no reply.

Callback

Press the key. The lamp lights up.

or * 0 or * 9

UK code or Standard code

Answering a callback request

The telephone rings.

Lift the handset. Ringing tone can be heard.

If you do not answer a callback request within four rings, the request is cancelled.

Step by Step

Cancelling a stored callback request

Precondition: You have stored a callback request.

Lift the handset.

0 or # 9 — UK code or Standard code

or [ ] Enter the code!

Enter the code which has been programmed for you.

Replace the handset.

Camp-on or override

In order to camp-on or override, you must have the correct class of service.

Depending on the configuration of your telephone, System Support will have programmed **either** "camp-on" **or** "override".

Precondition: The **internal** station user whom you have called is busy. You need to contact this person urgently.

* 6 0 or * 1 9 — UK code or Standard code/Euro code

or [ ] Enter the code!

Enter the code which has been programmed for you.

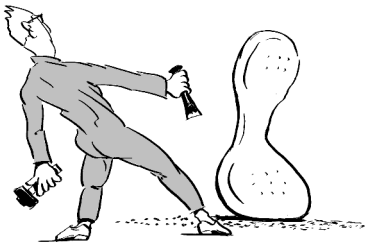
Camp-on (call waiting):
The user hears an alerting tone in the course of the call. The "Call pickup" key flashes on his telephone. If his telephone has a display, your name and number are indicated.

Override (call entering/intrusion):
The user hears an alerting tone.
You can speak immediately.

Camp-on is not possible if the called party is protected by camp-on rejection or station override security.

Step by Step

Telephone settings



Adjusting the volume of the ringing tone

⊕ **or** ⊖ Press one of the keys when the telephone is in the idle state.

1 Press the key.

⊕ **or** ⊖ To increase/decrease the volume: keep pressing the keys until the required volume level has been reached.

⊕ ⊖ **together** Store.

Adjusting the pitch of the ringing tone

⊕ **or** ⊖ Press one of the keys when the telephone is in the idle state.

2 Press the key.

⊕ **or** ⊖ Changing the pitch: keep pressing the keys until the required pitch has been reached.

⊕ ⊖ **together** Store.

Step by Step

Setting the volume of the alerting tone

You hear alerting tone if a call has not been picked up in your team.

⊕ **or** ⊖ Press one of the keys when the telephone is in the idle state.

4 Press the key.

⊕ **or** ⊖ To increase/decrease the volume: keep pressing the keys until the required volume level has been reached.

⊕ ⊖ **together** Store.

Setting the receiving volume during a call in progress

Precondition: You are conducting a call.

⊕ **or** ⊖ To increase/decrease the volume: keep pressing the keys until the required volume level has been reached.

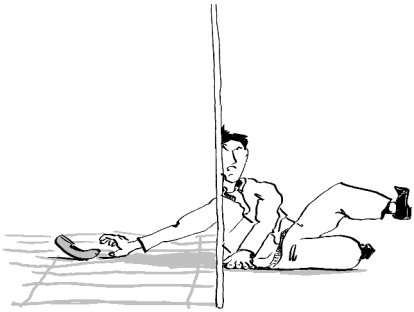
⊕ ⊖ **together** Store.

Step by Step

Preventing misuse of the telephone

You can prevent unauthorised persons from using your telephone during your absence.

Precondition: You have been assigned a personal identification number (PIN) by System Support.



Preventing unauthorised dialling:

Lift the handset.

*4 9 or *1 8 — UK code or Standard code

or *9 2 — Euro code

or [ ] Enter the code! — Enter the code which has been programmed for you.

and

Enter the PIN (code number).

Replace the handset.

When the telephone is disabled in this way, a special dial tone is audible when the handset is lifted. Internally (within HiPath 4000), dialling is possible in the usual way.

Step by Step

Enabling the telephone again:

Lift the handset.

4 9 or # 1 8 — UK code or Standard code

or # 9 2 — Euro code

or [ ] Enter the code! — Enter the code which has been programmed for you.

and

Enter the PIN (code number).

Replace the handset.

Step by Step

Storing numbers

Storing a number for redialling

Precondition: Your telephone is programmed for "Saved number redial" **not** "Last number redial".

Storing a caller's number or a number which has been dialled

You have set up a call and are still engaged in this call. Or you have been called by – and are still conversing with – a user whose number has also been communicated to you.

Redial — Press the key.

or * 7 — UK code.

Replace the handset.

Storing any number

Store — Press the key. The lamp lights up.

Redial — Press the key.

or * 7 — UK code.

Enter the number.

Store — Press the key. The lamp goes out.

You can dial the stored telephone number at the push of a button (→ page 23).

Step by Step

Storing individual speed dialling numbers

You can store a number on each of digit keys 0 to 9 and then dial these numbers at the push of a button (→ page 24). An existing number is overwritten.

Store — Press the key. The lamp lights up.

* 6 4 or # 8 — UK code or Standard code/Euro code

or [ ] Enter the code! — Enter the code which has been programmed for you.

If your telephone does **not** have a "store" key:

or ☎ and # 2 8 — Lift the handset and enter the special code (not for UK).

Enter a specific speed dialling number (0 to 9).

Enter the appropriate telephone number.

Store — Press the key. The lamp goes out.

If you have already lifted the handset and entered the special code:
Replace the handset.

Step by Step

Forwarding calls

Using forwarding (Hicom 300 E/300 H)

Using fixed call forwarding

Fixed call forwarding can be activated in a matter of seconds. It is advisable to use this type of call forwarding in order to reroute calls to the mailbox or to a permanent deputy, for example.

Storing/changing a destination

Lift the handset.

Store — Press the key. The lamp lights up.

Call forwarding — Press the key.

Call forwarding — Press the key again.

Without pressing the keys first:

* 2 1 or * 4 9 — UK code or Standard code.

If the "store" and "call forwarding" keys are **not** configured on your telephone:

or and * 5 6 — Lift the handset and enter the special code (not for UK).

Enter the number of the destination.

Store — Press the key. The lamp goes out.

If you have already lifted the handset and entered the special code:
Replace the handset.

Fixed call forwarding is activated immediately.

If your line is also accessible at other telephones, the relevant line keys are all affected by the call forwarding function.

Step by Step

Cancelling a destination

Store — Press the key. The lamp lights up.

Call forwarding — Press the key.

Call forwarding — Press the key again.

Without pressing the keys first:

2 1 or # 4 9 — UK code or Standard code.

or # 9 6 — Euro code.

If the "store" and "call forwarding" keys are **not** configured on your telephone:

or and # 2 1 — Lift the handset and enter the UK code.

or # 5 6 — Special code (not for UK).

Disconnect/Clear — Press the key.

Store — Press the key. The lamp goes out.

If you have already lifted the handset and entered the special code:
Replace the handset.

Deactivating call forwarding

Call forwarding — Press the key. The lamp goes out.

If your telephone does **not** have a "call forwarding" key:

or and # 1 1 — Lift the handset and enter the UK code

or # 4 4 — or Standard code.

Replace the handset.

Activating call forwarding

Call forwarding — Press the key. The lamp lights up.

If your telephone does **not** have a "call forwarding" key:

or and * 1 1 — Lift the handset and enter the UK code

or * 4 4 — or Standard code.

Replace the handset.

Step by Step

Forwarding calls automatically

A call is diverted to the fixed call forwarding destination even if you have not activated fixed call forwarding (and provided that your system is configured for this facility).

If "forwarding ring no answer" (transfer of ringing) has been programmed, calls are rerouted automatically if, for example, they are not answered after several rings or they arrive when you are already engaged in a call.

Using variable call forwarding

Each time you activate variable call forwarding, you specify the destination number to which calls are to be diverted. You will find variable call forwarding particularly useful if you have to divert calls to frequently changing destinations.

Storing a destination/activating call forwarding

Line — If configured: press the key.

Store — Press the key. The lamp lights up.

Call forwarding — Press the key.

If the "store" and "call forwarding" keys are **not** configured on your telephone:

or and * 1 1 — Lift the handset and enter the UK code

or * 4 4 — or Standard code

Enter the number of the destination.

Store — Press the key. The lamp goes out.

If you have already lifted the handset and entered the special code:
Replace the handset.

Call forwarding is thus activated.

If you enter a number belonging to a networked HiPath 4000 system, you must conclude input with #.

Step by Step

Deactivating call forwarding

Call forwarding

Press the key. The lamp goes out.

If your telephone does **not** have a "call forwarding" key:

or and #11

Lift the handset and enter the UK code

or #44

or Standard code

Replace the handset.

Using forwarding (HiPath 4000)

You can program two forwarding modes:
- "Fixed forwarding" and
- "Variable forwarding"

With fixed forwarding, you program a forwarding destination that remains valid until you modify or clear it.

You can activate/de-activate this forwarding mode.

With variable forwarding, you can select one of six different forwarding types.

When you program a forwarding destination, you activate forwarding. If forwarding is de-activated, the forwarding destination is automatically cleared.

Call forwarding via code numbers

The following call-forwarding modes can be set up via codes:

Call-forwarding mode	Code (example)
Programming and activating fixed call-forwarding	*51
Activating fixed call-forwarding	*41
Clearing (and de-activating) fixed call-forwarding	#51
De-activating fixed call-forwarding	#41
Programming and activating unconditional, variable call-forwarding	*42
Programming and activating variable call-forwarding for internal calls	*44
Programming and activating variable call-forwarding for external calls	*43

Step by Step

Call-forwarding mode	Code (example)
Programming and activating variable call-forwarding on busy	*45
Programming and activating timed, variable call-forwarding	*46
Programming and activating variable call-forwarding (on busy/timed)	*47
De-activating variable and fixed call-forwarding	#41
De-activating variable call-forwarding for internal calls	#44
De-activating variable call-forwarding for external calls	#43
Activating system call-forwarding	*90
De-activating system call-forwarding	#90

Programming and activating call-forwarding

Lift the handset.

Enter the code!

Enter a code number, say *51, (ask system administrator). You will hear the dialing tone.

Enter the number of the destination.

Enter the terminating character. You should hear a confirmation tone, call forwarding has then been activated.

Replace the handset.

Activating fixed call-forwarding

Lift the handset.

Enter the code!

Enter a code number, say *41, (ask the system administrator).

Replace the handset.

Deactivate call-forwarding

Lift the handset.

Enter the code!

Enter a code number, say #41, (ask the system administrator).

Replace the handset.

Step by Step

Call-forwarding via call-forwarding key

Call-forwarding keys for all call-forwarding modes (see Table → page 36) can also be installed by the system administrator. When programming the call-forwarding destination, enter the destination call number too.

Programming and activating call-forwarding

Lift the handset.

Call forwarding

Press the call-forwarding key. The lamp comes on.

Enter the destination call number.

Enter the terminating character. You should hear a confirmation tone – call-forwarding has then been activated.

Replace the handset.

Activating fixed call-forwarding

Lift the handset.

Call forwarding

Press the fixed call-forwarding key. The lamp comes on.

Replace the handset.

De-activating call-forwarding

Call forwarding

Press key. Lamp goes out.

Delayed call-forwarding (HiPath 4000)

Installed for the whole system by the system administrator.

Requirements: Waiting call must be installed (→ page 12).

If you have activated "call-forwarding on busy / timed " or "timed call-forwarding" on your telephone (see Table → page 36), you will automatically obtain a camp-on busy tone if there is a waiting call. This gives you the opportunity to take the call before it is forwarded (say you are waiting for an urgent call).

A calling party hears the ringing tone and is only forwarded to another telephone when the time that has been set elapses.

Step by Step

Forwarding calls for a different terminal

You can store, activate, check and deactivate call forwarding for another telephone, fax machine or PC from your own telephone. To do so, you need to know the PIN for this terminal or you must have the "Call forwarding for remote terminal" class of service.

Precondition: The "store" key is configured on your telephone.

Storing a destination for another telephone/activating call forwarding

Lift the handset.

*14 or *411 — UK code or Standard code/Euro code.

or [Enter the code!] — Enter the code which has been programmed for you.

Enter the number of the other telephone and confirm your input with the square key.

Enter the PIN of the other telephone and confirm your input with the square key.

or # — Press the square key only
(if your own station has the "Call forwarding for remote terminal" class of service).

Enter the number of the destination and confirm your input with the square key.

or # — Press the square key only
(the telephone on which you are storing call forwarding thus becomes the call forwarding destination).

Wait for the acknowledgment tone.

[Store] — Press the key. The lamp goes out.
Call forwarding is thus activated.

Replace the handset.

Step by Step

Storing a destination for fax, PC or "busy"/activating call forwarding

Lift the handset.

Store

Press the key. The lamp lights up.

Enter the code for the type of call forwarding required. The codes are defined by System Support. You can enter your call forwarding codes in the following table:

"Call forwarding for fax":	*43
"Call forwarding for PC":	*42
"Call forwarding for busy":	*49

Enter the number of the other terminal and confirm your input with the square key.

Enter the PIN of the other terminal and confirm your input with the square key.

or

Press the square key only
(if your own station has the "Call forwarding for remote terminal" class of service).

Enter the number of the destination and confirm your input with the square key.

or

Press the square key only
(the terminal at which you are storing call forwarding thus becomes the call forwarding destination).

Store

Press the key. The lamp goes out.
Call forwarding is thus activated.

Replace the handset.

Step by Step

Deactivating call forwarding for another telephone

Lift the handset.

1 4 or # 4 1 1

UK code or Standard code/Euro code.

or [ ] Enter the code!

Enter the code which has been programmed for you.

Enter the number of the other telephone and confirm your input with the square key.

Enter the PIN of the other telephone and confirm your input with the square key.

or #

Press the square key only
(if your own station has the "Call forwarding for remote terminal" class of service).

Enter the number of the destination and confirm your input with the square key.

or #

Press the square key only
(the telephone on which you are storing call forwarding thus becomes the call forwarding destination).

Wait for the acknowledgment tone.

Store

Press the key. The lamp goes out.

Replace the handset.

Step by Step

Deactivating call forwarding for fax, PC or "busy"

Lift the handset.

Store

Press the key. The lamp lights up.

Enter the code for deactivating the particular type of call forwarding. The codes are defined by System Support. You can enter your call forwarding deactivation codes in the following table:

"Deactivate call forwarding for fax":	#43
"Deactivate call forwarding for PC":	#42
"Deactivate call forwarding for busy":	#49

Enter the number of the other terminal and confirm your input with the square key.

Enter the PIN of the other terminal and confirm your input with the square key.

or

Press the square key only
(if your own station has the "Call forwarding for remote terminal" class of service).

Wait for the acknowledgment tone.

Store

Press the key. The lamp goes out.

Replace the handset.

Changing call forwarding for another terminal

The procedure is exactly the same as for Store/ Activate:
for another telephone → page 39,
for fax, PC or busy → page 40.

Step by Step

Using a different telephone in the same way as your own

You can log on to another telephone belonging to the Hicom system by means of a personal identification number (PIN) (as of software status HiPath 4000, Version 1.0 und Hicom 300 E/300 H, and also telephones of networked HiPath 4000 systems, e.g. at other branches of your company). At the other telephone you can then:

- make calls and assign the charges to cost centres
- use your individual speed dialling numbers and also a number which has been stored at your own telephone for the purpose of redialling.

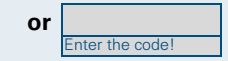
In addition, you can have your calls diverted to a telephone in the office or department where you will be for a temporary period ("call forwarding - follow me").

Logging on to a different telephone

Precondition: You have been assigned a PIN by System Support. You require an internal PIN for calls within your own HiPath 4000 system, while for calls involving other HiPath 4000 systems in the integrated network you require a "network-wide" PIN.

Lift the handset.

UK code or Standard code (for PIN 1).



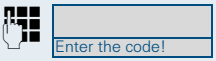
Enter the code for additional PIN.

Entering the PIN for your own HiPath 4000 system area:

Enter internal PIN.

or

Entering the PIN for another HiPath 4000 system area within the integrated network:



Enter the 2-digit node code for your own HiPath 4000 system (enquire with System Support).

Enter your own number and press the square key.

Enter the network-wide PIN and press the square key.

Step by Step

Dialling after (successful) identification:

You hear dial tone.

or Enter a number immediately.

Call forwarding – follow me after successful identification

*14 or *411 UK code or Standard code/Euro code.

or Enter the code! die bei Ihnen eingerichtete Kennzahl eingeben.

Replace the handset.

Deactivating identification at the other telephone

Lift the handset.

#8 or #54 UK code or Standard code/Euro code

or Enter the code! Enter the code which has been programmed for you.

Replace the handset.

Depending on the configuration of the system, identification is deactivated automatically if the far-end telephone is not used for several minutes.

Step by Step

Relocating with the telephone

Enquire with System Support whether this is possible with your telephone system.

After **consulting with System Support**, you can de-register your telephone from its present station line and then re-register it at the new station line. Note that the settings on your telephone (programmed keys) are not affected by the move.

Disconnecting the telephone from its present station line

Lift the handset.

Enter the code!

Enter the code for de-registration. If you are not sure of the code, enquire with System Support.

Enter the PIN.

Replace the handset.

Remove the telephone plug from the socket.

Reconnecting the telephone at the new station line

Insert the the telephone plug in the socket.

Lift the handset.

Enter the code!

Enter the code for registration. If you are not sure of the code, enquire with System Support.

Enter the PIN.

Replace the handset.

Step by Step

Using HiPath 4000 as a intercommunication system

You can voice call an internal HiPath 4000 user via the loudspeaker in his or her telephone to set up a connection. You can also initiate voice calling from consultation. The following functions are available:

- System-wide voice calling
- Voice calling in a group
- Announcement to all members of a line group

You can abort voice calling or the announcement by replacing the handset or pressing the line key or by picking up the call on hold during consultation.

For all functions ensure that the **voice calling protection** for the telephones in question has been **de-activated**. With optiPoint 500 entry, voice-call protection is de-activated via a key that has been installed by the system administration.

If a user is voice called and his or her voice-call protection has been activated, voice calling is ignored and a normal call is put through instead.

Step by Step

System-wide voice-calling

From your telephone, you can voice call any internal user whose telephone has a speakerphone function or a loudspeaker.

A destination subscriber is voice called via his or her internal call number.

Lift the handset.

Enter the code!

Enter the system code number for “voice calling” and

the internal call number of the user.

or

Press the “voice calling” key (must be installed beforehand)

and

enter the internal call number of the user.

An immediate connection is made to the destination loudspeaker if

- there is no busy condition
- the handset has not been lifted
- and voice-calling protection has not be activated

The calling party will hear a confirmation tone indicating that the connection has been set up and that he or she can start talking.

The called party can accept the call by lifting the handset.

If the called party presses the loudspeaker key or the line key (if installed), the connection is aborted.

The number of possible voice calls is the same as the number of possible normal calls.

Step by Step

Voice calling in a group

A normal connection within a group or team (for team call = speed-calling number for team members 0 to 9 or 00 to 99) can also be set up via Voice calling. To do this, voice calling is initiated from a group telephone.

The "voice calling in the group" function is line-independent – anyone can voice call anyone else.

Lift the handset.

Enter the system code-number for "voice calling in the group" and

Enter the code!

the speed calling code for the group member in question.

or

Press the key for "voice calling in the group" (must be installed)

and

the speed calling code for the group member in question.

A connection to the destination loudspeaker is set up immediately, if

- there is no busy condition
- the handset is cradled
- and voice-calling protection has not been activated.

The called party accepts the voice call by lifting the handset.

If the called party presses the loudspeaker key or the line key (if installed), the connection is aborted.

Step by Step

Announcement to all members of a line group

Using this function, you can make a simultaneous announcement to all members (10 to 40) of a line group.

After you have set up the group call, you will receive a confirmation tone which tells you that you can start your announcement.

Lift the handset.

Enter the code!

Enter the system code-number for “announcements” and

the internal call number of a group member.

or

Press the “announcement” key (must be installed)

and

enter the internal call number of a group member.

The loudspeakers of all group telephones are automatically activated and you will hear a confirmation tone. You can now start your announcement..

End your announcement by replacing the handset or pressing a line key.

If a group member lifts a handset, he or she is connected to you and the announcement is terminated.

If a group member presses the loudspeaker key or the relevant line key for the announcement, he or she is disconnected from the announcement. If the last remaining member of the group presses the loudspeaker key or the line key, the announcement is terminated.

Step by Step

Making calls in a team

Taking a call for a colleague

If a member of a team does not answer a call within 15 seconds (depending on the system), the other members of the team hear an alerting tone.

Telephone in the idle state:

and Call pickup

Lift the handset and press the flashing key. You have picked up the call.

or Call pickup

Press the flashing key only.
You are in the open listening mode.

During a call:

Call pickup

Press the flashing key.
The first party is placed on hold while you are connected to the second party.

Terminate the second call – return to the first call:

Disconnect/Clear

Press the key.

Parking a call and picking it up within the team

You can park a call within the call pickup group on one telephone and then continue it at a different telephone.

Parking the call:

Call park

Press the key. The key flashes at all telephones in the team.

Replace the handset.

Resuming the call:

Call park

Press the flashing key. Continue the call.

Step by Step

Taking a call in a hunt group

Precondition: A hunt group has been configured in the team.

You - and all the members of the team - can be accessed by way of a hunt group number.

Your telephone rings.

Lift the handset.

Removing station from hunt group/ adding station to hunt group

You can disconnect yourself from the hunt group at any time, e.g. when you leave the office. You can rejoin the hunt group as soon as you return to the office.

You can still be contacted via your own number when you have been disconnected from the hunt group.

Disconnecting:

Lift the handset.

5 2 or * 1 3 — UK code or Standard code

or * 9 5 — Euro code

or [ ] Enter the code! — Enter the code which has been programmed for you.

Rejoining:

Lift the handset.

* 5 2 or # 1 3 — UK code or Standard code

or # 9 5 — Euro code

or [ ] Enter the code! — Enter the code which has been programmed for you.

Replace the handset.

Labelling and documentation

Attaching the number label

A sheet of number labels is supplied with each telephone.

Fill in the number label (fire service, police, own number), peel it off and attach it to the recess on the telephone (after lifting the handset).

Documentation

You can find these operating instructions in the Internet in PDF format under

http://www.hipath.com

and on CD-ROM (ask System Support) in HTML and PDF format.

The CD-Rom (7 languages) or a printout of these operating instructions can be ordered from the details of the article number from Siemens' Sales Organisation of via the following Internet address.

http://www.click4business-supplies.de

CD-ROM article number:
P31003-H1012-C130-*-6Z19
Article number of these operating instructions:
A31003-H8400-B305-2-7619

In order to look at and print the operating instructions in PDF format, you need a computer on which the free Acrobat Reader software package is installed by Adobe.

To look at the operating instructions in HTML format you need a computer with a www browser, e.g. Microsoft Internet Explorer.

Advice for users

Care of the telephone

- Use either a damp cloth or an antistatic cloth to clean the telephone set. Never use a dry cloth!
- If the telephone set needs to be cleaned thoroughly, use a neutral, diluted, surface-active cleaning agent. Take care that all traces of the cleaning agent are removed with a damp cloth (using water only!).
- Never apply a cleaning agent which contains alcohol or which is liable to harm plastic surfaces; never use an abrasive cleaning powder.

How to deal with malfunctions

There is no response after a key has been pressed:

Check whether the key has become stuck.

No ringing tone when an incoming call is received:

Check whether you have activated the do not disturb facility (→ page 14). If you have, cancel it in order to receive calls again.

All other faults:

First get in touch with System Support. If the fault cannot be eliminated, Customer Service must be called in.

Who to contact if a problem occurs

In the case of faults which last longer than 5 minutes, for example, please get in touch with System Support.

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Important functions at a glance

Making a call:

Either: +

Or: + when the other party answers .

Making a call with a line key:

+ Line + .

Redial (saved number):

Store:

Either: The connection has been set up: Redial .

Or: Any number: Store + Redial +

+ Store .

Repeat: + Redial .

Redial (last number dialed):

+ Last no. redial .

Taking a call with a line key:

+ Line .

Enabling others in the room to listen in:

Speaker .

Information during a call in progress (consultation):

Consultation + second party .

To terminate: Disconnect/Clear .

Extending a call:

With prior announcement: Consultation + + announce call, + .

Without prior announcement: Consultation + + .

Setting up a conference call:

First call [Consultation] + [keypad] + [Conference].

In the case of a telephone with no "conference" key:

First call [Consultation] + [keypad] + * 9 for UK or ***3**.

Expanding conference (to include up to 8 users):

Add-on conference [Consultation] + [keypad] + * 9 for UK or ***3** etc.

Storing/activating variable call forwarding:

[Store] + [Call forwarding] + [keypad] (destination) + [Store].

In the case of a telephone with no "store" and "call forwarding" keys:

[handset] + * 1 1 for UK or ***44** + [keypad] (destination) + [handset].

Activating/deactivating fixed call forwarding:

Deactivating: [Call forwarding] or # 1 1 for UK or **#44**.

Activating: [Call forwarding] or * 1 1 for UK or ***44**.

Cancelling destination for fixed call forwarding:

[Store] + [Call forwarding] + [Call forwarding]

+ [Disconnect/Clear] + [Store].

In the case of a telephone with no "store" and "call forwarding" keys:

[handset] + e.g. # 2 1 for UK + [handset].

Storing individual speed dialling numbers:

[Store] + * 6 4 for UK or **#8** + [keypad] (0..9) + [keypad] (destination)

+ [Store].

In the case of a telephone with no "store" key:

[handset] + # 2 8 (not for UK) + [keypad] (0..9) + [keypad] (destination) + [handset].

Dialling with individual speed dialling numbers:

[handset] + * 6 3 for UK or ***8** or * 2 8 (not for UK) + [keypad] (0..9).

List of codes

For information on the use of codes please refer to → page 9.

Function	UK code	Standard code	Euro code ①	Special code ②
Camp-on/override	* 6 0	* 1 9	* 1 9	
Do not disturb on/off	* 5 1 / # 5 1	* 4 0 / # 4 0	* 9 3 / # 9 3	
Fixed call forwarding on/off	* 1 1 / # 1 1	* 4 4 / # 4 4		
Fixed call forwarding – storing destination	* 2 1	* 4 9	* 9 6	* 5 6
Fixed call forwarding – cancelling destination	# 2 1	# 4 9	# 9 6	# 5 6
Variable call forwarding – storing destination	* 1 1	* 4 4		* 4 4
Variable call forwarding off	# 1 1	# 4 4		# 4 4
Call forwarding for another terminal on/off	* 1 4 / # 1 4	* 4 1 1 / # 4 1 1	* 4 1 1 / # 4 1 1	
Pick up the call	* *	* 7		
Display suppression own number on/off	* 2 4 / # 2 4	* 5 0 / # 5 0	* 5 0 / # 5 0	
Identification on/off (then enter PIN)	* 8 / # 8	* 5 1 / # 5 4	* 5 1 / # 5 4	
Call forwarding - follow me after identification	* 1 4	* 4 1 1		
Conference	* 9	* 3	* 3	
Storing individual speed dialling numbers	* 6 4	# 8 and 0-9	# 8 and 0-9	# 2 8
Dialling individual speed dialling numbers	* 6 3 and 0-9	* 8 and 0-9	* 8 and 0-9	* 2 8
DTMF suffix-dialling (after successfully dialling an external number) ③	* #	* #	* #	
Storing callback	* 0	* 9		
Cancelling callback	# 0	# 9		
Disconnecting oneself from hunt group	# 5 2	* 1 3	* 9 5	
Rejoining hunt group	* 5 2	# 1 3	# 9 5	
Locking/unlocking telephone to prevent misuse	* 4 9 / # 4 9	* 1 8 / # 1 8	* 9 2 / # 9 2	
Redial: storing number	* 7	* 6		
Redial: dialling stored number	# 7	# 6		

① Recommendation
② for optiset E without store key
③ This feature is not applicable for UK and other countries using tone dialling (default)

1P A31003-H8400-B305-2-7619

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

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