Documentation

HiPath 4000
OpenStage 30 T

User Guide

Communication for the open minded

Siemens Enterprise Communications
www.siemens-enterprise.com

SIEMENS

Important information

	For safety reasons, the telephone should only be supplied with power as follows (when an OpenStage Key Module 15 is connected): • using the original power supply unit. Part number: L30250-F600-C14x (x: 1=EU, 2=UK, 3=US).
	Never open the telephone or a key module. Should you encounter any problems, contact the responsible service personnel.
	Use only original Siemens accessories. The use of other accessories may be hazardous and will render the warranty, extended manufacturer's liability and the CE marking invalid.

Trademarks

$C\epsilon$	The device conforms to the EU directive 1999/5/EC as attested by the CE marking.
	All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities. Proper disposal and separate collection of your old appliance will help prevent potential damage to the environment and human health. It is a prerequisite for reuse and recycling of used electrical and electronic equipment. For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative. The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may impose other regulations regarding the disposal of electrical and electronic equipment.

Location of the telephone

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

Product support on the internet

Information and support for all 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.

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.

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

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

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

Telephone type

The identification details (exact product designation and serial number) of your telephone can be found on the nameplate on the underside of the base unit. Specific details concerning your communications platform can be obtained from your service technician.
Please have this information ready when you contact our service department regarding faults or problems with the product.

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- Proceed as follows to optimize display legibility:
  – Turn the phone to tilt the display to ensure you have a frontal view of the display while eliminating light reflexes.
  – Adjust the contrast as required → page 109.

Single-line telephone/multi-line telephone

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

The programmable sensor keys function as line keys on multi-line phones → page 86.

When using a multi-line phone to make and receive calls, certain particulars must be taken into account → page 89 ff.

Executive-secretary functions

The executive-secretary configuration is a special case. This is a multi-line telephone with special features (e.g. "Call transfer to exec", "Call pickup" and "Representative"), configured especially for executive-secretary use → page 104 ff.

Getting to know your OpenStage phone

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

The user interface of your OpenStage 30 T

1	You can make and receive calls as normal using the **handset**.
2	The **display** permits intuitive operation of the phone → page 19.
3	**Audio keys** are also available, allowing you to optimally configure the audio features on your telephone → page 15.
4	To open the service menu or the mailbox, use these function keys → page 15.
5	These keys are used for frequently used functions such as disconnecting, redialing and forwarding → page 15.
6	The headset key is used e.g. to answer calls. The microphone key is used to prevent silent monitoring of internal calls when in speaker-mode.
7	The **keypad** is provided for input of phone numbers/codes.
8	You operate the **telephone with the** navigation keys→ page 16.
9	You can customize your telephone by assigning phone numbers and functions to the **function keys**→ page 70.

Properties of your OpenStage 30 T

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

OpenStage Key Module 15

The OpenStage Key Module 15 is a key module attached to the side of the phone that provides an additional 18 illuminated, programmable sensor keys.
Like keys on the phone, these keys can be programmed and used according to your needs → page 17.

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

Keys

Function keys
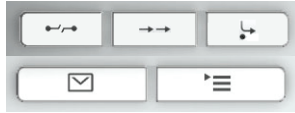
Key	Function when key is pressed
⟿	End (disconnect) call) → page 26.
→→	Redialing → page 28
↳	Button for fixed call forwarding (with red LED key) → page 31
✉	Open mailbox (with red LED key) → page 20.
≣	Open (with red LED key) → page 22

Audio keys
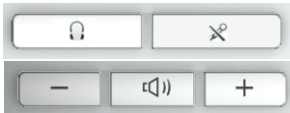
Key	Function when key is pressed
⌒	Making calls using the headset → page 24
✗	Activate/deactivate microphone (also for speakerphone mode) → page 25.
−	Set volume lower and contrast brighter → page 109.
◁»	Turn speaker on/off (with red LED key) → page 25.
+	Set volume louder and contrast darker → page 109.

Navigation keys

These are used to manage most of your phone's functions and display.
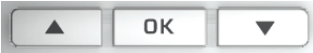
Key	Function when key is pressed
▲	Open the idle menu → page 19 or browse back in the menu.
OK	Perform action.
▼	Open the idle menu → page 19 or browse forward in the menu.

Programmable function keys

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

> Increase the number of programmable function keys by connecting a key module → page 14.

| Peter Fox | ▭ |
| Destinations? | ▭ |
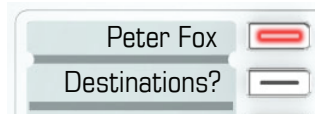
Depending on how they are programmed, you can use the keys as:
• Function keys → page 70
• Repdial/Direct station selection key → page 71

Each key can be programmed with one function.

> The configuration of direct station selection keys must be activated by your service personnel.
>
> Direct station selection keys can be assigned an internal number from the HiPath 4000 network.
>
> A typical application of direct station selection keys is the executive-secretary configuration → page 104

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

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

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

Meaning of LED displays on function keys

LED		Meaning of function key
▬	Off	The function is deactivated.
☼	Flashing[1]	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.

Keypad

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

Example: To enter the letter "h", press the number $\boxed{4_{ghi}}$ key on the keypad twice.

> ▥➡ To enter a digit in an alphanumerical input field, hold down the relevant key.

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

Display

Your OpenStage 30 T comes with a black-and-white LCD display. Adjust the contrast to suit your needs → page 109.

Idle mode

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

Example:

```
                                              Time
  10:29              WE 05 08:07 ──────── Date
  220870            HiPath 4000 ▼

                                              Open the idle menu

                                              Own phone number
```
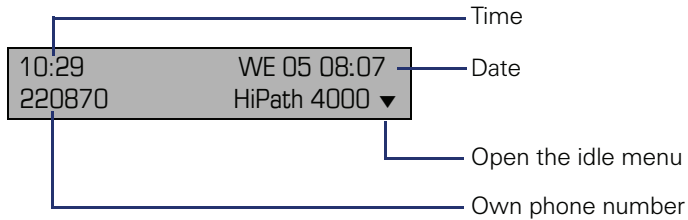
Idle menu

Press the ▼ navigation key in the idle mode → page 16, the idle menu then appears. You can call up various functions here. Entries may vary.

The idle menu may contain the following entries:
- Unanswered calls?[1]
- Incoming calls?
- Outgoing calls?
- Deact call forwarding?[2]
- Act. FWD-FIXED?[3]
- Act. FWD-VAR-ALL-BOTH?
- Display callbacks?[4]
- Direct call pickup?
- Program/Service?

[1] This appears as an option if entries are available.
[2] This appears as an option if fixed or variable call forwarding is activated.
[3] This appears as an option if a phone number is saved for fixed call forwarding.
[4] This appears as an option if a callback is saved.

Mailbox

Depending on your communication platform and its configuration (contact your service personnel), you can use the mailbox key to access messages from services such as HiPath Xpressions.
The following messages are saved:

- Callback requests
- Voicemail

Messages (callback requests)

New messages, or messages that have not yet been processed are signaled as follows:

- ▢ The key LED lights up.
- When the handset is lifted and the speaker key pressed, you hear an acoustic announcement (announcement text).

▐▌▶ These announcements remain active until all messages have been viewed or deleted.

To access the menu: Press the mailbox key ▢. The newest entry is displayed.

Example:

```
                                            Caller ID

10168 PETER              Call  N          Type of message
              WE 05.08:    16:25  ▼
                                            Function menu
                                            Time
                                            Date
```
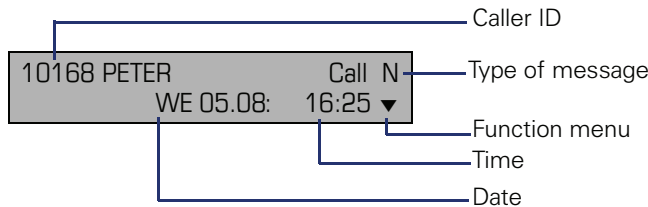
▐▌▶ For a description of how to edit the entries → page 38.

Voicemail

Press the mailbox key ▢.

If your system is appropriately configured, you can call the voice mailbox directly and immediately play back the stored messages.

▐▌▶ New voicemails that have not been played back fully cannot be deleted. To mark a message as "played back", jump with ⑥mno ⑥mno to the end of the message.

Call log

Calls to your phone and numbers dialed from your phone are recorded chronologically in the call log, sorted, and divided into the following lists:
• Unanswered calls
• Incoming calls
• Outgoing calls

Your phone saves the last 10 unanswered calls, the last 6 outgoing calls, and the last 12 incoming calls in chronological order. Each call is assigned a time stamp. The most recent entry in the list that has not yet been re-trieved is displayed first. In the case of calls from the same caller, only the time stamp is updated.

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

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

Example:

Caller ID

```
10168 PETER
Busy        21.02.       16:25 ▼
```

Function menu
Time
Date
Telephone status during a call attempt

Service menu

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

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

Example:

```
                                              ─── Menu title
  ┌─────────────────────────────────┐
  │ Program/Service:                │
  │ Destinations?              ▲▼    │
  └─────────────────────────────────┘
                                              ─── Further entries are available

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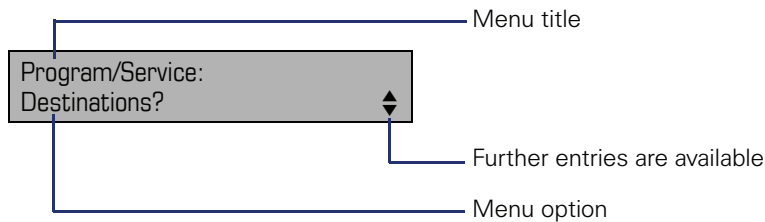
The menu structure comprises several levels. The first line in this structure shows the menu currently selected while the second line shows an option from this menu.

Basic functions

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

Answering a call

▮▮▶ An incoming call will cancel any ongoing telephone setting operations.

Answering a call via the handset

The phone rings. The caller is displayed.

➤ Lift the handset.

if nec. ☐+☐ **or** ☐−☐ Set the call volume.

Answering a call via the loudspeaker (speakerphone mode)

The phone rings. The caller is displayed.

◁⟩ Press the key shown. The LED lights up.

The speakerphone function is activated.

if nec. ☐+☐ **or** ☐−☐ 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.

Accepting calls via the headset

Prerequisite: A headset is connected.

The phone rings. The ⌞ ☌ ⌟ key flashes.

⌞ ☌ ⌟   Press the key shown.

if nec. ⌞ + ⌟ **or** ⌞ − ⌟   Set the call volume.

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

Switching to speakerphone mode

People present in the room can participate in your call.

Prerequisite: You are conducting a call via the handset.

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

if nec. ⌞ + ⌟ **or** ⌞ − ⌟   Set the call volume.

U.S. mode

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

◁))   Press the key shown.

✆   Replace the handset. Proceed with your call.

if nec. ⌞ + ⌟ **or** ⌞ − ⌟   Set the call volume.

Switching to the handset

Prerequisite: You are conducting a call in speaker-phone mode.

➤ Lift the handset.

◁)) The key shown goes out.

Open listening

People present in the room can silently monitor your call.

Prerequisite: You are conducting a call via the handset.

Activating

◁)) Press the key shown.

Deactivating

◁)) Press the lit key.

Turning the microphone on and off

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

Prerequisite: You are conducting a call.

Deactivating the microphone

✗ Press the key shown.

Activating the microphone

✗ Press the lit key.

Ending a call

⎡⟷⎤ Press the key shown.

or

⎡◁⟩⎤ Press the lit key.

or

📞 Replace the handset.

Making calls

Off-hook dialing

📞 Lift the handset.

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

The connection is set up as soon as your input in complete.

On-hook dialing

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

The party you are calling answers via loudspeaker.

📞 Lift the handset.

or On-hook dialing: Speakerphone mode.

Dialing with the headset connected

Prerequisite: The headset is connected.

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

⎡⌂⎤ The headset key lights up.

The connection is set up as soon as your input in complete.

Dialing with DDS keys

Prerequisite: You have configured a function key as a repdial key→ page 71.

▬▬ Press the programmed repdial key.

➤ Lift the handset.

or

◁ﾘ Press the key shown.

Redialing a number (last dialed number)

The last phone number dialed on your telephone is automatically dialed.

Redial key

Prerequisite: The "Saved # Dial" key is configured.

▬ Press the "Saved # Dial" key.

🔊 Press the key to activate speakerphone mode.

or

📞 Lift the handset.

Redialing from the menu

📞 Lift the handset.

or

🔊 Press the key shown.

Last number redial?

Confirm the option shown.

Redialing a number (saved number)

Prerequisite: You have saved a phone number
→ page 39.

📞 Lift the handset.

or

🔊 Press the key shown.

Saved number redial?

Select and confirm the option shown.

The saved phone number is dialed.

Calling a second party (consultation)

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.

Consultation?

Confirm the option shown.

📱 Enter and confirm the second party's phone number.

Ending a consultation call

Release and return?

Confirm the option shown.

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

Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call.

Toggle?

Select and confirm the option shown.
You are switched to the party on hold.

Ending an alternate operation

Release and return?

Select and confirm the option shown.
The active call is disconnected and the held call is restored.

Combine the calling parties into a three-party conference

Conference?

Select and confirm the option shown.

🎵 An alert tone signals that a conference call has been established between all three parties.

Transferring a call

If your call partner wishes to speak to one of your colleagues, you can transfer the call.

Transferring with announcement

Consultation?

Select and confirm the option shown.

📱 Enter and confirm the required party's phone number. Announce the call partner.

📞 Replace the handset.

Your call partner is now connected to the party to whom they wish to speak.

Transferring without announcement

Start transfer?

Select and confirm the option shown.

📱 Enter and confirm the required party's phone number.

📞 Replace the handset.

> If no call is set up between the other two parties within 40 seconds, you are called again. You are reconnected with the first party.

Call forwarding

If your phone belongs to an ONS group (parallel call → page 112), please note the following:

Call forwarding can be configured on any phone in the ONS group and will then apply to all phones in that ONS group.
Call forwarding between two phones in an ONS group is not possible.

Overview of forwarding types

You can configure different call forwarding settings for your station.

FWD-VAR-ALL-BOTH on	All calls are forwarded to the saved phone number, the phone number is deleted after deactivation.
FWD-FIXED on	All calls are forwarded, the saved phone number is not deleted after deactivation.
FWD-VAR-ALL-INT on	Only internal calls are forwarded.
FWD-VAR-ALL-EXT on	Only external calls are forwarded.
FWD-VAR-BUSY-BOTH on	If your station is busy, all calls are forwarded.
FWD-VAR-RNA-BOTH on	If you do not answer a call, all calls are forwarded after a certain length of time.
FWD-VAR-BZ/NA-BTH on	If your station is busy or you do not answer a call, all calls are forwarded after a certain length of time.

Apart from "Forwarding for intnl" and "Forwarding for extnl", the forwarding types are mutually exclusive. You can set and activate one forwarding destination for each of the two exceptions.

Step by Step

Fixed call forwarding (all calls)

If you have programmed a destination for fixed call forwarding, you can activate and deactivate this using the "Call forwarding" key (if configured). The programmed forwarding destination remains unchanged until you re-program or delete it.

Configuring/modifying a fixed forwarding destination

☰ Open the Program/Service menu → page 22.

Destinations?

Confirm the option shown.

Call forwarding?

Confirm the option shown. "Variable call forw." is displayed.

Next forwarding type?

Confirm the option shown. "Fixed call forw." is displayed.

If you have already programmed call forwarding, the call forwarding destination is displayed.

Enter destination:

Select and confirm the option shown.

📷 Enter the phone number of the call forwarding destination. If you have already saved a destination, it is deleted.

Save?

Confirm, when the phone number is complete.

Fixed call forwarding is saved and activated.

Activating fixed call forwarding

Prerequisite: A fixed call forwarding destination is saved → page 32.

🔁 Press the key shown. The LED lights up.

or

▼ Open the idle menu → page 19.

Act. FWD-FIXED?

Select and confirm the option shown.

Deactivating fixed call forwarding

▭ If configured: Press the illuminated "Call forwarding" key.

or

▼ Open the idle menu → page 19.

Deact call forwarding?

Select and confirm the option shown.

Fixed call forwarding is deactivated. The destination number is retained.

Step by Step

Deleting a fixed call forwarding destination

You can delete the destination for fixed call forwarding.

☲ Open the Program/Service menu ➔ page 22.

Destinations?

Confirm the option shown.

Call forwarding?

Confirm the option shown.

Next forwarding type?

Confirm the option shown. "Fixed call forwarding" and the forwarding destination are displayed.

Delete?

Select and confirm the option shown.

The forwarding destination is deleted. If fixed call forwarding was activated, it is now deactivated. The "Call forwarding" key is deactivated.

Activating/deactivating fixed call forwarding

You can also activate/deactivate fixed call forwarding using the switch function.

☲ Open the Program/Service menu ➔ page 22.

Feature settings?

Select and confirm the option shown.

Call forwarding?

Select and confirm the option shown to activate/deactivate fixed call forwarding.

"Fixed call forw. is on" or "FWD-FIXED off" is displayed.

Step by Step

Variable call forwarding (all calls)

In the case of variable call forwarding, programming a forwarding destination activates call forwarding for all calls. If call forwarding is deactivated, the forwarding destination is deleted at the same time.

Configuring and activating variable call forwarding

| ▼ | Open the idle menu → page 19.

Act. FWD-VAR-ALL-BOTH?

Select and confirm the option shown.

or

| >≡ | Open the Program/Service menu → page 22.

Destinations?

Confirm the option shown.

Call forwarding?

Confirm the option shown.

"Variable call forw." is displayed.

Enter destination:

Select and confirm the option shown.

| 📞 | Enter the call forwarding destination number.

Save?

Confirm, when the phone number is complete.

Call forwarding is saved and activated.

� If you enter a cross-system number, you must complete your entry by pressing | # |.

Deactivating variable call forwarding

| ▶ | Press the lit key. The LED goes out.

or

| ▼ | Open the idle menu → page 19.

Deact call forwarding?

Select and confirm the option shown.

Call forwarding is deactivated. The destination number is deleted.

Step by Step

Additional forwarding types

This description applies for the following forwarding types:
- Forwarding for intnl
- Forwarding for extnl
- Forwarding on busy
- Call forward. no reply
- Forwarding on busy/no reply

Programming a forwarding destination activates call forwarding. If call forwarding is deactivated, the forwarding destination is deleted at the same time.

Configuring and activating call forwarding

⌹   Open the Program/Service menu → page 22.

| Destinations? |

Confirm the option shown.

| Call forwarding? |

Confirm the option shown.

Variable call forwarding is offered first.

| Next forwarding type? |

Confirm until the required forwarding type → page 31 is shown in the first line.

Example of "Call forward. no reply"

| FWD-VAR-RNA-BOTH off |

Forwarding type with status.

| Enter destination: |

Select and confirm the option shown.

📟   Enter the call forwarding destination number.

| Save? |

Confirm, when the phone number is complete. The status is set to "FWD-VAR-RNA-BOTH on".

| Ringing duration until forwarding |

Select and confirm the option shown if you want to change the 0 seconds preference.

| Modify? |

Confirm the option shown.

📟   Enter the time in seconds after which the call should be forwarded. You can enter a maximum of 60 seconds. If the value is, the system forwarding time is used . The time set here is also used by the "Forwarding on busy/no reply" forwarding type.

| Save? |

Confirm the option shown.

Step by Step

Deactivating variable call forwarding

For "Call forwarding for internal" and "Call forwarding for external":

☐➔ Press the lit key. The LED goes out.

For all other forwarding types:

▼ Open the idle menu ➔ page 19.

Deact call forwarding?

Select and confirm the option shown.

Call forwarding is deactivated and the destination number is deleted.

> Call forwarding can also be preconfigured in the system ➔ page 64.

Displays

In idle mode (➔ page 19), the following signals remind you that call forwarding is activated:

Fixed/variable call forwarding

☐➔ The LED lights up.

Forwarding to
220870 PETER

The number/name of the call forwarding destination is shown on the display. The "Call forwarding" lights up.

Call forwarding for internal/external

☐➔ The LED lights up.

Call forwarding is on

The status is shown in the display. The "Call forwarding" lights up.

> There is no display message for the call forwarding types "Busy", "No reply" and "Busy/No reply". The LED key does not light up.

Using callback

If your phone belongs to an ONS group (parallel call → page 112), please note the following:

Callback on busy is only signaled on the busy phone, not in the whole ONS group.
Callback on no reply is entered in the mailbox (→ page 20) on all internal system phones in an ONS group.

Storing a callback

Prerequisite: The internal station called is busy or no-body answers.

Callback?

Confirm the option shown.

If the called party was busy, the callback is automatic.

If the called party did not answer, a message is left in the called party's mailbox.

Accepting a callback

Prerequisite: The internal station called was busy. You have saved a callback request.

♫ Your telephone rings.

📞 Lift the handset. You hear a ring tone.

or

◁)) Press the key shown. You hear a ring tone.

If the party has activated call forwarding (→ page 31), you will receive the callback from the call forwarding destination.

Cancel call back

Cancel callback?

Confirm the option shown.

or Do not answer the call. After ringing four times, the callback is canceled.

Step by Step	

Responding to a callback request

Prerequisite: You have received at least one callback request → page 20.

✉ Press the key shown.

Information regarding the caller is displayed → page 20.

Next entry?

Select and confirm until the required entry is displayed.

Output?

Select and confirm the option shown.

The party is called and the entry deleted from the list.

Checking/deleting a saved callback

Prerequisite: You have saved a callback → page 37.

▼ Open the idle menu → page 19.

Display callbacks?

Select and confirm the option shown.
The newest entry is displayed first.

Next callback?

Select and confirm to display additional entries.

Deleting a displayed entry

Delete?

Select and confirm the option shown.

Ending retrieval

▣ Press the key shown.

or

Cancel?

Select and confirm the option shown.

Saving phone numbers for redial

This phone number is saved under the idle menu entry "Saved number redial?", and overwrites previously saved phone numbers. Dial the saved phone number from the idle menu → page 28.

Saving the current phone number

Prerequisite: You are conducting a call. The other party's phone number is displayed.

Save number?

Select and confirm the option shown.

Saving any phone number

Prerequisite: Your phone is in idle mode → page 19.

⌨ Open the Program/Service menu → page 22.

Destinations?

Confirm the option shown.

Saved number redial?

Select and confirm the option shown.

New entry?

Confirm the option shown.

📳 Enter the station number.

Save?

Confirm the option shown.

Enhanced phone functions

Answering 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.

Answering a call via a DSS key

Prerequisite: You have configured direct station selection keys on your telephone → page 17 and → page 71.

\\\|// Press the DSS key.

◁») The LED key lights up. You can use speakerphone mode.

or

➤ Lift the handset.

> For information on the meanings of the LED displays of the DSS keys, see → page 17.

40

Accepting a call for another member of your team

If a team member does not answer a call within 15 seconds (system-dependant), the remaining team members hear an alert tone.

In idle mode

The phone rings. "Call for" is displayed on the phone.

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

or Press the flashing "Pickup" key.
Speakerphone mode.

During calls

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

Ending the second call and returning to the first one

Press the key shown.

Accepting a specific call

You hear another telephone ring and recognize the number, or a colleague requests that you pick up calls for a specific phone.

Lift the handset.

Direct call pickup?

Select and confirm the option shown.

Enter the phone number of the phone from which you wish to pick up calls. In this way you can accept the call.
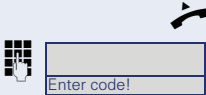
Displaying the called extension

If the number of the phone in a call pickup group, for which you wish to pick up a call, is not displayed (the default display for call pickup groups is deactivated), you can lift the handset and enter the code for "Display on request". Contact your service personnel for this code.

➜ Lift the handset.

Enter code!

Enter the system code for "Display on request" (contact the relevant service personnel if necessary).

The phone number is displayed once you have entered the code.

Picking up a call in a hunt group

If configured, you can also be reached using a hunt group phone number.

♫ Your telephone rings.

➜ Lift the handset.

Using the speakerphone

A colleague addresses you directly over the speaker with a speaker call. Speakerphone mode and open listening are automatically activated.

◁)) The speaker key lights up.
Answering via speakerphone mode is immediately possible.

or

➜ Lift the handset and answer the call.

➤ Placing a speaker call to a colleague

Step by Step

Making calls

Making calls with a direct station selection key

Prerequisite: You have configured direct station selection keys on your telephone → page 17 and → page 71.

━━━ Press the DSS key.

📞 Lift the handset.

or

🔊 Press the key and enter speakerphone mode.

> For information on the meanings of the LED displays of the DSS keys, see → page 17.

Dialing a phone number from a list

Information on the features of the call log as well as a display example for an entry is provided on → page 21.

> If your phone belongs to an ONS group (parallel call → page 112), please note the following:
>
> A call log is maintained for all phones in an ONS group. The call log can be viewed by any internal member of the ONS group with a system telephone.

▼ Open the idle menu → page 19.

Unanswered calls?

Select and confirm the option shown.

or

Incoming calls?

Select and confirm the option shown.

or

Outgoing calls?

Select and confirm the option shown.

The latest entry in the relevant list is shown, see the example on → page 21.

Step by Step

Output?

Dialing a phone number from a list

Select and confirm the option shown.

The relevant party is called.

Displaying additional calls in a list

Next call?

Select and confirm the option shown.

Removing an entry from a list

Delete?

Select and confirm the option shown.

Ending retrieval

Return?

Select and confirm the option shown.

or

$\boxed{\geq\equiv}$ Press the key shown.

Step by Step

Using speed dialing

▥ This function must be configured by your service personnel.

Speed dial numbers may contain command or access code sequences and may be linked to other speed dial numbers → page 74.

Making calls using central speed dial numbers

Prerequisite: You know the central speed dial numbers → page 74.

▣ Open the Program/Service menu → page 22.

Use speed dialing?

Select and confirm the option shown.

▥ Enter the speed dial number.

The connection is immediately established.

Dialing using individual speed dial numbers

Prerequisite: You have configured individual speed dial numbers → page 75.

▣ Open the Program/Service menu → page 22.

Use speed dialing?

Select and confirm the option shown.

◰+ ... ⑨wxyz Press the configured speed dial key.

The connection is immediately established.

Talking to your colleague with a speaker call

You can place a speaker call to an internal party using the loudspeaker on their telephone. You can also use the functions under "HiPath 4000 as a entrance telephone system" → page 59.

Prerequisite: A "COM Spk 2way" programmed function key is configured on your phone.

▬ Press the "COM Spk 2way" programmed function key.

▦ Enter the station number.

♪ Wait for the tone.

📞 Lift the handset and speak to the party who answers.

or

◁») Press the key and enter speakerphone mode.

⫸ If the party to whom you are speaking has activated "Speaker call protect" on their phone → page 81, your speaker call will be received as a normal call.

Step by Step

During a call

Call waiting with a direct station selection key

Prerequisite: You have configured direct station selection keys on your telephone → page 17 and → page 71. The line of the party you wish to call is busy.

⬚ Press the DSS key.

The called party accepts your waiting call.

➤ Lift the handset.

or

◀)) Press the key and enter speakerphone mode.

> For information on the meanings of the LED displays of the DSS keys, see → page 17.

Using the second call feature

You can specify whether you wish to accept a second call (call waiting) during a call.

> If your phone belongs to an ONS group (parallel call → page 112), please note the following:
>
> In addition to an alert tone on the busy phone, the second call is signaled with a ring tone on the other phones in the ONS group.

Activating/deactivating second call

▶≣ Open the Program/Service menu → page 22.

| Feature settings? |
Select and confirm the option shown.

| Camp-on? |
Select and confirm the option shown.

| Activate? |
Select and confirm the option shown.

or

| Deactivate? |
Select and confirm the option shown.

Accepting a second call with a function key

Prerequisite: "Second call" is activated. The "Pickup" function key is programmed.

📞 You are conducting a call.

🎵 An alert tone is audible.

🔆 Press the "Pickup" function key.

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

Ending the second call and resuming the first one:

⌫ Press the key shown.

or

☎ Replace the handset and lift it once more.

Accepting a second call via the menu

Prerequisite: You are conducting a call and the "Camp/Overide" function is activated.

🎵 A second call is signaled via the call waiting tone. The caller hears the ring tone as if you were free.

Answer camp-on?

Select and confirm the option shown.

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

Ending the second call and resuming the first one:

⌫ Press the key shown.

or

☎ Replace the handset and lift it once more.

Using the Shift key

The function key "Push-Pull" → page 17 which must be configured by the relevant service personnel can be used for the following functions:
- Consultation (return to waiting call or waiting conference)
- Toggle/Connect
- Acceptance of a second call
- Acceptance of a group call

Second call

You hear a call waiting tone. Information for the call is displayed.

Press the flashing "Push-Pull" function key. You pick up the waiting call. The LED lights up.

Toggle/Connect

You are connected with two parties. One party is on hold. The "Push-Pull" function key illuminates.

Press the "Push-Pull" function key to switch to the other party. The first party is placed on hold.

Consultation

You call the second party. The second party does not answer.

Press the "Push-Pull" function key to return to the waiting party or conference.

Group call

You are connected with a party. A group call is waiting. Information for the group call is displayed.

Press the flashing "Push-Pull" function key. You pick up the group call, the first party is placed on hold. The LED lights up.

System-supported conference

You can include up to eight internal and external parties in a system-supported conference. Parties with system phones can perform/use all of the functions listed below at the same time. ISDN phones and external parties are passive participants – they can only be included in the current conference.

You can include parties and conferences from a remote system in your conference. The remote parties can establish and extend their own conference. Parties in this conference are included in your current conference. However, they cannot perform/use the functions listed below.

The following functions are supported for all conference participants with system phones:

- Establishing a conference by calling a party, receiving a call, conducting a consultation call or receiving a second call
- Accepting a second call and including the caller in the conference
- Toggling between the conference and a consultation call or second call
- Conducting a consultation call during a conference and connecting it to the conference
- Connecting conference participants from two independent conferences via a remote network.
- Putting the conference on hold, if line keys are configured.
- Obtaining an overview of all conference participants
- Transferring a conference to a new party

The functions listed can be performed by all conference participants simultaneously.

Step by Step

Establishing a conference

Initiating a conference from a single call

📞 You are conducting a call.

Start conference?

Select and confirm the option shown.

📟 Call the second party.
Inform this party that you are initiating a conference.

Conference?

Confirm the option shown.
The following message is displayed: "1 is your position"

Conf.   1-2-3
Add to conference?

This message is then displayed.

Establishing a conference from a consultation call

You are connected to a party and call a second party.

Consultation?

Select and confirm the option shown.

📟 Call the second party.
Inform this party that you are initiating a conference.

Conference?

Select and confirm the option shown.
The following message is displayed: "1 is your position."

Establishing a conference from a second call

Prerequisite: You are conducting a call and receive a second call → page 48.

🎵 An alert tone is audible.

Answer camp-on?

Select and confirm the option shown.

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

Conference?

Select and confirm the option shown.
The following message is displayed: "1 is your position."
All parties are connected to a single conference.

Step by Step

Adding a party

Any party in a system conference can extend the conference by
- calling a specific party and connecting them,
- connecting a party from a consultation call to the conference, or
- accepting a second call and connecting the caller to the conference.

Calling a specific party and connecting them

You intend calling another party and connecting them to the conference.

| Add to conference? |

Select and confirm the option shown.

📳 Call the new party.
Inform this party that you are initiating a conference.

| Conference? |

Select and confirm the option shown.
The party is connected to the conference.

If the new party does not answer

| Return to conference? |

Select and confirm the option shown.

Extending a conference by adding a consultation call

During the conference, you wish to hold a consultation call.

| Consultation? |

Select and confirm the option shown.

📳 Call a party. Hold the consultation call.

| Conference? |

Select and confirm to connect the party from the consultation call to the conference.

or

| Toggle? |

Toggle between the conference and the consultation call.

or

| Return to conference? |

Select and confirm to end the consultation call and return to the conference.

Step by Step

Accepting a second call and connecting it to the conference

If you receive a second call during the conference
→ page 47, you can connect this party to the conference.

Prerequisite: You are conducting a call in a conference and receive a second call.

♩ An alert tone is audible.

Answer camp-on?

Select and confirm the option shown.

☎ You are immediately connected to the second caller. The conference participants are placed on hold.

Conference?

Select and confirm to connect the second call to the conference.

Transferring a conference

Each party can transfer the conference to a third party whom they have called via a consultation call or via the "Add to conference?" function. This party is not a participant in the conference at this point. The conference cannot be transferred to a second call.

Prerequisite: You are in a conference.

Consultation?

Select and confirm the option shown. The conference participants are placed on hold.

📱 Call a party.

or

Add to conference?

Select and confirm the option shown.

📱 Call a party and announce the transfer.

Transfer conference?

Select and confirm the option shown.
You have left the conference.

📞 Replace the handset.

Step by Step

Disconnecting conference participants

You are connected to a conference and wish to disconnect one of the participants.

View members?

Select and confirm the option shown.

220870 Coco	1

The phone number and, if necessary, the name of the conference participant with the first status number, is displayed in the first display line.

Next conference party?

Confirm to show the next participant.

or

Stop viewing?

Select and confirm to exit the display.

or

Release party?

Select and confirm to disconnect the current participant from the conference. If the conference only included three parties, it is now closed.

Disconnecting the last participant

You would like to disconnect the last participant who joined the conference.

Remove last party?

Select and confirm the option shown. The last participant who joined the conference is disconnected. If the conference only included three parties, it is now closed.

Putting the conference on hold

On multi-line telephones, you can place the conference on hold and conduct another call on a different line, for example.

☐ Press the hold key.

or

Hold?

Select and confirm the option shown.

Conference On hold

The conference is placed on hold.

☐ Press the line key for the conference that is on hold – you are then reconnected to the conference.

Entering commands using tone dialing (DTMF suffix dialing)

After dialing a phone number you can set tone dialing. This allows you to use command entries to control dual-tone multifrequency (DTMF) devices, such as answering machines or attendant systems.

$\boxed{\geq\equiv}$ Open the Program/Service menu → page 22.

More features?

Select and confirm the option shown.

DTMF suffix dialing?

Select and confirm the option shown.

You can now enter commands using the keys 0 - 9, the asterisk key, and the pound key.

Ending the call also deactivates DTMF suffix dialing.

Depending on your system configuration, "DTMF suffix dialing?" may appear in the display once you have finished entering the number. You can then enter commands immediately after dialing the phone number.

System-wide parking

On HiPath 4000 systems, you can park up to ten internal and/or external calls and retrieve them on another phone.

There are two options for parking a call:
• Automatic park
• Manual park

You cannot park calls if:
• All park positions are busy
• The park position you wish to use is busy
• The station is an attendant console
• The call is a consultation call
• The call is in a conference

Automatically parking a call

You can automatically park a call in a free park position from your phone, and retrieve it on your phone or another phone.

Call park

▬ Press the "System Park" programmed sensor key. The first free park slot is used and indicated on the display. The call is now parked.

➤ You can also put the call on hold first by confirming "Consultation?" and then parking the call.

☎ Replace the handset.

Retrieving a parked call

▬ Press the "System Park" programmed sensor key.

⓪⁺ ... ⑨wxyz Enter the park slot number of the parked call and proceed with the call.

Step by Step

Manually parking a call

You can manually park a call in a free park position from your phone, and retrieve it on your phone or another phone. You can also perform this function on non-display phones.

Call park

Park to station?

Select and confirm the option shown.

📟 Enter the destination number.

The call is now parked.

➟ Replace the handset.

If "Park" is not available, you will receive acoustic and also visual notification.

Return to held call?

Confirm and continue the call.

or

➟ Replace the handset. You will receive a recall for the call on hold.

Retrieving a parked call

➚ Lift the handset

or

◁» Press the key and enter speakerphone mode.

Step by Step

If you cannot reach a destination ...

Call waiting (camp-on)

Prerequisite: An internal station is busy. You would still like to reach your colleague.

Camp-on?

Select, confirm and briefly wait.

♫ Your colleague hears a warning tone during the call. If their phone has a display, your name and phone number is displayed.

To camp on, you must have received the correct authorization.

Camp on is not possible if the called party has do-not-disturb activated.

Busy override – joining a call in progress

Prerequisite: An internal station is busy. It is important that you reach this colleague.

Override?

Select, confirm and briefly wait.

♫ Your colleague and their call partner hear a warning tone.

You can now start talking.

To override a call, you must have received the correct authorization.

Call override is not possible if the called party has station override security activated.

Enhanced phone functions

Step by Step

HiPath 4000 as an entrance telephone system (two-way intercom)

You can place a speaker call to an internal party on HiPath 4000 using the loudspeaker on their telephone to establish a connection. You can initiate a speaker call from a consultation call. The following functions are available:

- System-wide speaker call
  - to a variable destination
  - to a fixed destination
- Speaker call in a group
  - to a variable destination
  - to a fixed destination
- Two-way intercom in a group
  - to a variable destination
  - to a fixed destination
- Announcement to all members of a line trunk group

You can cancel the speaker call or the announcement by replacing the handset or, during a consultation call, by retrieving the call on hold.

Please ensure for all functions that "Speaker call protect" is deactivated on the relevant phones → page 81.

If a speaker call is placed to a party and "Speaker call protect" is activated on their phone, the speaker call is ignored and a normal call is established.

Step by Step

System-wide speaker call

You can place a speaker call from your phone to any internal party with a telephone equipped with speakerphone mode or a loudspeaker.

Speaker call to a variable destination

The destination party is contacted via their internal phone number.

📞 Lift the handset.

or

🔊 Press the key and enter speakerphone mode.

🔢 Enter the system code for "Speaker call-one-way" (contact the relevant service personnel if necessary).

> Enter code!

or

▬ Press the programmed "Spkr. 1-way" key.

🔢 Enter the internal number of the party.

A connection is immediately established to this destination station's loudspeaker if

- the station is not busy
- the handset has not been lifted
- "Speaker call protect" is not activated

♫ The caller hears a confirmation tone when the connection is established and they are free to start speaking.

📞 The called party can accept the connection by lifting the handset.

🔊 **or** ▬ If the called party presses the speaker key or the line key (if configured), the connection is lost.

➡ The same number of speaker calls and normal connections is possible.

Speaker call to a fixed destination

The system code for "Speaker call-one-way" and the destination number are programmed on a repdial key → page 72.

▬ Press the programmed repdial key. A connection to the destination loudspeaker is immediately established.

Speaker call in a group

You can also establish a normal connection within a group or team (with team call = speed dial numbers 0-9 or 00-99 for team members) via a speaker call. The speaker call is then initiated by a group telephone.

▌▶ The "COM group speaker call" function is line-independent - all phones can call each other via a speaker call.

Speaker call to a variable destination

➤ Lift the handset.

or

◁⟩ Press the key and enter speakerphone mode.

▦ [Enter code!] Enter the system code for "COM group speaker call" (contact the relevant service personnel if necessary).

or

▬ Press the programmed key for "COM Group".

▦ Enter the speed dial number for the corresponding group member.

A connection is immediately established to this destination station's loudspeaker if
• the station is not busy
• the handset has not been lifted
• "Do not disturb" is not activated

➤ The called party accepts the DSS call by lifting the handset.

◁⟩ **or** ▬ If the called party presses the speaker key or the line key (if configured), the connection is lost.

Speaker call to a fixed destination

The system code for "COM group speaker call" and the speed dial number for the corresponding group member are programmed on a repdial key → page 72.

▬ Press the programmed repdial key. A connection to the destination loudspeaker is immediately established.

➤ The called party can accept the connection by lifting the handset.

◁⟩ **or** ▬ If the called party presses the speaker key or the line key (if configured), the connection is lost.

Step by Step

Two-way intercom to a variable destination

When using the two-way intercom in a group, the loud-speaker and the microphone of the destination phone are automatically switched on.

➤ Lift the handset.

or

🔊 Press the key and enter speakerphone mode.

📞 Enter code!   Enter the system code for "Speaker call-two-way" (contact the relevant service personnel if necessary).

or

▬ Press the programmed key for "COM Spk 2way".

📞 Enter the speed dial number for the corresponding group member.

The loudspeaker and microphone of the destination phone are automatically switched on.

Two-way intercom to a fixed destination

The system code for "Speaker call-two-way" and the speed dial number for the corresponding group member are programmed on the repdial key → page 72.

▬ Press the programmed key.

The loudspeaker and microphone of the destination phone are automatically switched on.

Announcement (broadcast) to all members of a line trunk group

You can use this function to send an announcement to all members (10 - 40) of a line trunk group.

♪ Once you have activated the group call, you will hear a confirmation tone. You can then begin the announcement.

➤ Lift the handset.

or

🔊 Press the key and enter speakerphone mode.

📟 Enter the system code for "Speaker call-1-way bcst"
Enter code! (contact the relevant service personnel if necessary).

or

▬ Press the programmed "Broadcst Spk" key.

📟 Enter the internal phone number of a group member.

♪ The loudspeakers on all group phones are automatically switched on and you will hear a confirmation tone. You can begin the announcement.

➤ You end the announcement by replacing the handset.

➤ If a group member lifts their handset, they are connected to you and the announcement is ended.

🔊 **or** ▬ If a group member presses the speaker key or the relevant line key for the announcement, they are disconnected from the announcement. If the last remaining member of the group presses the speaker key or line key, the announcement ends.

Using call forwarding

Please note the description for programming call forwarding → page 31.

Automatically forwarding calls

The relevant service personnel can configure different call forwarding settings in the system for internal and external calls and activate these settings for your station. The following calls may be forwarded
- All calls without restriction
- Calls on busy
- Calls on no reply

Forwarding for all calls without restriction should only be configure if the station is only used for outgoing calls (e.g. in an elevator).

If you have configured fixed or variable forwarding and the manual forwarding destinations are not reachable (e.g. busy), calls are automatically forwarded to system forwarding destinations.

Delayed call forwarding

This forwarding type can be configured for initial and/or second calls.

Initial call

Prerequisite: "Forwarding. no reply" is activated → page 31,

The caller hears the ring tone and is only forwarded to another station once a set time (→ page 35) has elapsed.

Second call

Prerequisite: Second call → page 47 and "Forwarding on busy/no reply" or "Forwarding. no reply" are activated → page 31.

You automatically receive a call waiting tone and information about the caller with an incoming second call. You then have the option of accepting this call before call forwarding is activated (e.g. if you are waiting for an urgent call).

Step by Step

Forwarding calls for other stations

You can save, activate, display and deactivate call for-warding for another phone, fax or PC station from your own phone. You must have the PIN of the other station or have "Call forwarding for other stations" access rights. In both cases, the relevant service personnel for your system will provide assistance.

Saving a call forwarding destination for another phone and activating call forwarding

⌽≡   Open the Program/Service menu → page 22.

Destinations?

Confirm the option shown.

Forwarding station No.?

Select and confirm the option shown.

Variable call forw.?

Confirm the option shown.

📇   Enter the number of the other telephone.

Completed?

Confirm the option shown.

📇   Enter the PIN
(only applicable if your station does not have "Call for-warding for other stations" access rights).

Completed?

Confirm the option shown.

📇   Enter the destination number.

Save?

Select and confirm the option shown.
Call forwarding is now active.

Step by Step

Saving a call forwarding destination for fax/PC/busy station and activating call forwarding

$\boxed{\geq}$ Open the Program/Service menu → page 22.

| Destinations? |

Confirm the option shown.

| Forwarding station No.? |

Select and confirm the option shown.

📱 Enter the code for the call forwarding type you wish to set. Codes are assigned by the relevant service personnel. You can enter the codes applicable to you in the table below:

Call forwarding for fax	
Call forwarding for PC	
Call forwarding on busy	

📱 Enter the number of the other station.

| Completed? |

Confirm the option shown.

📱 Enter the PIN
(only applicable if your station does not have "Call forwarding for other stations" access rights).

| Completed? |

Confirm the option shown.

📱 Enter the destination number.

| Save? |

Confirm the option shown.
Call forwarding is now active.

Step by Step

Displaying/deactivating call forwarding for another phone

⌕≡ Open the Program/Service menu → page 22.

| Feature settings? |
Select and confirm the option shown.

| Forwarding station No.? |
Select and confirm the option shown.

| Variable call forw.? |
Confirm the option shown.

📟 Enter the number of the other telephone.

| Completed? |
Confirm the option shown.

📟 Enter the PIN
(only applicable if your station does not have "Call forwarding for other stations" access rights).

| Completed? |
Confirm the option shown.

Deactivating

| Deactivate? |
Confirm the option shown.

or **Display**

| Display? |
Select and confirm the option shown.

Sample display:

| 3428-----------------------8968 |
Calls for station 3428 are forwarded to station 8968.

Step by Step

Displaying/deactivating call forwarding for fax/PC/busy stations

⌗ Open the Program/Service menu → page 22.

Feature settings?

Select and confirm the option shown.

Forwarding station No.?

Select and confirm the option shown.

📱 Enter the code for the call forwarding type you wish to set. Codes are assigned by the relevant service personnel. You can enter the codes applicable to you in the table below:

Displaying call forwarding for fax	
Displaying call forwarding for PC	
Displaying call forwarding when busy	
Deactivating call forwarding for fax	
Deactivating call forwarding for PC	
Deactivating call forwarding when busy	

📱 Enter the number of the other station.

Completed?

Confirm the option shown.

📱 Enter the PIN (only applicable if your station does not have "Call forwarding for other stations" access rights).

Completed?

Confirm the option shown.

Deactivating

Deactivate?

Confirm the option shown.

or Checking

Display?

Select and confirm the option shown.

Changing call forwarding for another station

Proceed as for saving/activating call forwarding:
for another phone → page 65,
for fax, PC or busy station → page 66.

Leaving/rejoining a hunt group

Prerequisite: A hunt group is configured for the team.

You can leave the hunt group at any time, for example, when you leave your workstation. When you are present, you can join it again.

> You can still be reached via your own phone number even when you are not in the hunt group.

$\boxed{\geq}$ Open the Program/Service menu → page 22.

Feature settings?

Select and confirm the option shown.

Join hunt group?

Select and confirm the option shown.

Deactivate?

Confirm the option shown

or

Activate?

confirm the option shown.

Step by Step

Programming the function keys

You can program frequently used functions or phone numbers on the programmable keys on your OpenStage 30 T→ page 17 .

Configuring function keys

See also → page 17.

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

Example: Configuring a "conference key"

$\boxed{\geq\equiv}$ Open the Program/Service menu → page 22.

Key function?

Select and confirm the option shown.

Press the function key.

Change?

Confirm the option shown.

More features?

Select and confirm the option shown.

Conference?

Confirm the option shown.

Save?

Confirm the option shown.

> Pressing the key briefly activates the programmed function. Procedures with activatable/deactivatable functions, e. g. second call, are activated with one press of the button and deactivated with the next.

The LED display shows the status of the function → page 17.

Step by Step

Configuring repdial/direct station selection keys

▌▌▶ Your telephone can be configured so that direct station selection keys cannot be set up, thus facilitating data and personal security. Contact your service personnel should you have questions.

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

A typical application of direct station selection keys is the executive-secretary configuration ➔ page 104.

See also ➔ page 17.

Prerequisite: You have programmed a key with the function "Repdial" or "Direct station select" ➔ page 70.

[≡] Open the Program/Service menu ➔ page 22.

| Destinations? |
Confirm the option shown.

| Repdial? |
Select and confirm the option shown.

or

| Direct Station Select? |
Select and confirm the option shown.

| R |
Press the configured repdial key,

or

| DSS |
Press the configured direct station select key.

Defining the phone number

📱 Enter the number

| Enter new number? |
Confirm the option shown.

| Completed? |
Confirm the option shown. Your entry is saved.

Step by Step

Additional repdial key functions

Prerequisite: You have defined a phone number for a repdial key and are still in the menu → page 71.

Entering an automatic consultation call

Enter Consult?

Select and confirm the option shown. "RF" appears in the display.

📟 Add the destination number.

> If you press this key during a call, a consultation call is immediately set up. The first party is placed on hold, the number of the saved destination is dialed.

Entering a number with a pause (example)

Enter Pause?

Select and confirm the option shown. The display shows: "P".

📟 Enter additional numbers.

> A pause is three characters long.

Repdial keys with enhanced functions

Some functions are not available via the menu - you must enter codes to access them. These codes are configured in the HiPath 4000 system. You can obtain these codes from your service personnel.

Example: Locking the phone with simultaneous call forwarding

> The codes used here are examples and may differ from the settings in your system.

| ✱ | 2abc | 0+ | Enter the phone locking code.

| # | 4ghi | 7pqrs | Activate the code for call forwarding.

📟 Enter the destination phone number.

> In networked systems, the sequence must end with | # |.

Step by Step

Deleting function key programming

Deleting the number

$\boxed{\geq}$ Open the Program/Service menu → page 22.

| Destinations? |

Confirm the option shown.

| Repdial? |

Select and confirm the option shown.

or

| Direct Station Select? |

Select and confirm the option shown.

▬▬   Press the required repdial/DSS key.

| Delete? |

Select and confirm the option shown.

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Saving speed dial numbers and appointments

Central speed dial numbers

> Speed dial numbers are configured by your service personnel.

Speed dial numbers are saved in the system.

Your service personnel will provide you with the central speed dial directory, for example, in print form.

Making calls using speed dial numbers → page 45.

Speed dialing with extensions

> Speed dial numbers with sequences are configured by your service personnel.

Functions and phone numbers, as well as additional access codes, can be saved on a speed dial number.

As the number of characters for a speed dial entry is limited, you can link up to ten speed dial numbers for longer sequences.

Example:

You want to lock your phone and simultaneously activate call forwarding when you leave your office. These two actions can be saved as a sequence on a speed dial number.

Another speed dial number can be saved to release the phone lock and deactivate call forwarding.

Making calls using speed dial numbers → page 45.

Individual speed dial numbers

▥▶ This function must be configured by your service personnel.

You can program the keys ⬛ to 🄈ᵂˣʸᶻ with ten frequently used phone numbers.

⌕ Open the Program/Service menu → page 22.

Destinations?

Confirm the option shown.

Speed dial features?

Select and confirm the option shown.

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

New entry?

Confirm the option shown.

📟 Enter the station number.

Save?

Confirm the option shown.
Your entry is saved.

Making calls using speed dial numbers → page 45.

Step by Step

Appointments function

You can configure your phone to call you to remind you about appointments. You must save the required call times. You can do this for the next 24 hours.

Saving appointments

[≡] Open the Program/Service menu → page 22.

Reminder?

Select and confirm the option shown.
The display indicates whether a reminder has already been saved.

New reminder?

For the first appointment: Confirm the option shown.
For additional appointments: Select and confirm the option shown.

Enter a 3-digit or 4-digit time, such as 845 (= 8.45 am) or 1500 (= 3.00 pm).

Save?

Confirm the option shown.

Deleting saved reminders

[≡] Open the Program/Service menu → page 22.

Reminder?

Select and confirm the option shown.
A saved reminder is displayed.

Next reminder?

Confirm, if you have multiple reminders saved.

Delete?

Select and confirm the option shown.

[≡] Press the key shown.

Using timed reminders

Prerequisite: You have saved a reminder. The saved time arrives.

The phone rings.

Reminder   :

↗ Lift the handset. The appointment time is displayed.

↘ Replace the handset.

If you do not lift the handset, the phone rings several more times and "Reminder" is displayed before the reminder is deleted.

Dialing with call charge assignment

You can assign external calls to certain projects.

Prerequisite: Project numbers (1 - 5) are configured for certain projects and you have an account code (project code) for the project.

Dialing with project assignment

$\boxed{\geq}$ Open the Program/Service menu → page 22.

📱 Enter a service code between 61 (for project number 1) and 65 (for project number 5).

📱 Enter the PIN.

or

$\boxed{\geq}$ Open the Program/Service menu → page 22.

PIN / COS?

Select and confirm the option shown.

PIN 1?

Confirm the option shown.

if nec.

PIN 2?

Select and confirm PIN2 to PIN5.

📱 Enter the external phone number.

Then make a call as usual → page 23.

> Project assignment is temporary. It is automatically switched off if you have not used your phone, for example, for five minutes.

Call duration display

Call duration display is configured by the relevant service personnel. The display can show either call duration or call charges. It can also be switched off.

The call duration appears in the first line of the display on the right as HH:MM:SS and in 24-hour format. It is shown 10 seconds after the call starts.

The call charge display feature must be requested from the network operator and configured by the relevant service personnel.

Privacy/security

Locking the telephone to prevent unauthorized use

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

Prerequisite: You have received a corresponding code number from the relevant service personnel.

Locking the telephone to prevent unauthorized use

$\boxed{\geq}$ Open the Program/Service menu → page 22.

PIN / COS?

Select and confirm the option shown.

Change COS?

Select and confirm the option shown.

Enter the code number.

If your entry is correct, "Carried out" is displayed.

When the phone is locked, a special dial tone sounds when the handset is lifted.
HiPath 4000Within the system, users can make calls as normal.

Unlocking the phone

$\boxed{\geq}$ Open the Program/Service menu → page 22.

PIN / COS?

Select and confirm the option shown.

Change COS?

Select and confirm the option shown.

Enter the code number.

If your entry is correct, "Carried out" is displayed.

Step by Step

Activating/deactivating "Do not disturb"

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the ring tone and the message "Do not disturb". External callers are redirected to the attendant console. The relevant service personnel can set forwarding destinations for do not disturb so that internal and external calls can be forwarded.

> If your phone belongs to an ONS group (parallel call → page 112), please note the following:
> Do not disturb can be activated/deactivated on any phone in the ONS group - it then applies to all phones in that group.

Prerequisite: The relevant service personnel have activated do not disturb for all HiPath 4000 stations in your system.

⌷☰   Open the Program/Service menu → page 22.

| Feature settings? |

Select and confirm the option shown.

| Do not disturb? |

Select and confirm the option shown. The display shows whether do not disturb is activated or deactivated.

| Activate? |

Confirm the option shown.

or

| Deactivate? |

confirm the option shown.

> When you lift the handset, you will hear a tone reminding you that "Do not disturb" is activated. The attendant can bypass "Do not disturb" and reach you.
> If the relevant service personnel have blocked "Do not disturb" generally for HiPath 4000, the menu option "Do not disturb?" does not appear in the Program/Service menu.

Activating/deactivating "Speaker call protect"

You can block speaker calls to your phone. If a caller attempts to contact you via a speaker call, the connection is established as a normal call.

📧 Open the Program/Service menu ➔ page 22.

| Feature settings? |

Select and confirm the option shown.

| Speaker call protect? |

Select and confirm the option shown. The display shows whether "Speaker call protect" is activated or deactivated.

| Activate? |

Confirm the option shown.

or

| Deactivate? |

confirm the option shown.

Caller ID suppression

Display suppression only applies to a subsequent call and is not saved in the case of saved number redia l➔ page 28.

📧 Open the Program/Service menu ➔ page 22.

| More features? |

Select and confirm the option shown.

| Display suppress. on? |

Confirm the option shown. You will hear the dial tone.

📱 Enter the number of the party you wish to call. If the called party accepts the call, your number is not displayed.

Step by Step

Identifying anonymous callers (trace scall)

▶ This function must be configured by your service personnel.

You can identify malicious external callers. You can record the caller's phone number during a call or up to 30 seconds after a call. In this case, you should not hang up.

[≡] Open the Program/Service menu → page 22.

More features?

Select and confirm the option shown.

Call tracing?

Select and confirm the option shown.

▶ If the trace is successful, the transmitted data is stored by your network operator. Contact your service personnel.

Step by Step

More functions/services

Using another telephone like your own

You can log on to another phone in the HiPath 4000 system using your personal identification number (PIN). This also applies to telephones in networked HiPath 4000 systems, for example, at other company sites). On another phone, you can
• make calls using cost center assignment,
• make calls using project assignment,
• query your mailbox,
• use a number saved on your phone for saved number redial,
• enter appointments

With an internal PIN you can forward calls for you to other phones at your location ("follow me" call forwarding).

Logging on to another phone

Prerequisite: You have received a PIN from your service personnel. Within your own HiPath 4000 system, you will need an internal PIN. For other HiPath 4000 systems in the network, you will need a network-wide PIN.

[≡] Open the Program/Service menu → page 22.

PIN / COS?

Select and confirm the option shown.

PIN 1?

Select and confirm the option shown.
If you have several PINs and wish to use a different one, select the other PIN.

At the display "Enter station no:" or "Enter ID", you are prompted to enter your PIN.

Step by Step

In your local HiPath 4000 system:

📱 Enter your internal PIN.

or In your local system and other HiPath 4000 systems in the network:

📱 | Enter code! |

Enter the two-digit node ID of your local HiPath 4000 system (ask the relevant service personnel).

📱 # Enter your own phone number and press the pound key.

📱 # Enter the network-wide PIN and press the pound key.

Making a call after successful logon

You will hear the dial tone. "Please dial" appears in the display.

◁)) Press the key shown.

or

📱 Enter a phone number immediately.

Setting up "follow me" call forwarding following successful identification

| Call forw. - follow me? |

Select and confirm the option shown.

| Save? |

Select and confirm the option shown.

Call forwarding is now active.

Logging off from another phone

⌧ Open the Program/Service menu → page 22.

| PIN / COS? |

Select and confirm the option shown.

| Deactivate PIN? |

Select and confirm the option shown.

> You are automatically logged off if the other phone remains unused for several minutes.

Moving with the Phone

Check with your service personnel whether this is possible in your system!

After talking to your service personnel, you can log your telephone off from the current port and log on again at the new port. Phone settings are then unchanged.

Logging the phone off from the current port
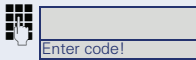
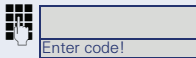Enter the logoff code. If necessary ask your service personnel for this code.

Enter the PIN.

Unplug the phone plug from the port socket.

Log the phone on at the new location

Put the phone plus in the port socket.

Enter the logon code. If necessary ask your service personnel for this code.

Enter the PIN.

If you move with a first and second phone, e.g. in an executive-secretary configuration), the second phone must be logged off first and then the first phone. At the new port the first phone must be logged on first and then the second phone.
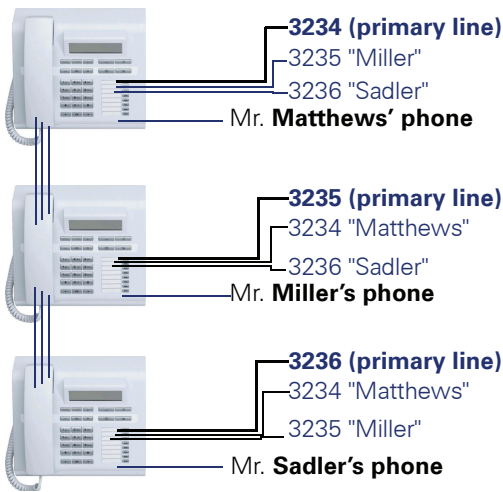
Making calls via multiple lines

Line keys

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

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis → page 87.

Line keys are configured by the relevant service personnel.

The following diagram shows how telephones with multiple line keys are connected in a team.
3234 Mr. Matthews' phone number, 3235 is Mr. Miller's phone number and 3236 is Mr. Sadler's phone number. On all three phones, calls can be made via all three lines. However, the line of your own extension number is always the primary line.

3234 (primary line)
3235 "Miller"
3236 "Sadler"
Mr. **Matthews' phone**

3235 (primary line)
3234 "Matthews"
3236 "Sadler"
Mr. **Miller's phone**

3236 (primary line)
3234 "Matthews"
3235 "Miller"
Mr. **Sadler's phone**

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 the individual multi-line phones, you can configure the functions "Do not disturb" and "Call forwarding" exclusively for the primary line.

Secondary line

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

Line utilization

Private line

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

Shared line

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

Direct call line

A line with a direct connection to another telephone.

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

LED displays on line keys

| LED		Explanation
▬▬	Off	– The line is in idle mode.
☀	Flashing[1]	– Incoming call on the line. – Hold reminder is activated. – The line is on "Hold".
▭	On	– The line is busy.

[1] In this manual flashing function 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.

Preview

You are making a call on a single line. The LED on another line key flashes quickly. The "Preview of Line" function shows you who is calling on this line. This information appears in your display. You can also determine which caller is waiting on a line key, if you have placed them on "hold" or "exclusive hold". You can also display information about the caller on the active line.

Prerequisite: You have accepted a call on a line key. The LED line key flashes quickly and the "Preview" function key is configured.

Activating preliminary display

▬▬ Press the "Preview" programmed function key. The LED lights up.

☀ Press the required line key.

Information about the caller or the party on hold or parked is displayed.

Deactivating preliminary display

▭ Press the "Preview" programmed function key. The LED goes out.

The menu line and call duration are displayed again.

Answering calls with the line keys

If several calls arrive at the same time, you can answer calls as normal in the sequence in which they are offered. However, you can also answer calls preferentially.

Prerequisite: The relevant service personnel have defined the sequence in which incoming calls should be routed to line keys.

Answering calls in the sequence in which they are offered

Your telephone rings (call). The caller ID is displayed. The LED of the line key offered flashes quickly.

➤ Lift the handset.

or

◄⦆ Press the key and enter speakerphone mode.

Answering calls preferentially

Your telephone rings (call). The caller ID is displayed. The LED of the line key offered flashes quickly. The LEDs of the other line keys also flash quickly.

Press the preferred line key. The caller ID is briefly displayed.

➤ Lift the handset.

or

◄⦆ Press the key and enter speakerphone mode.

Step by Step

Deactivating/activating ringing (call)

If you are making a call on one line, ringing for other incoming calls can disturb your current call. If the "Ringer cutoff" function is activated, your telephone no longer rings. Incoming calls are then only signaled when the corresponding line key flashes.

With the "Ringer Off" programmed function key

To deactivate ringing:
Press the "Ringer Off" function key. The LED lights up. The phone does not ring for incoming calls.

To activate ringing:
Press the "Ringer Off" function key. The LED goes out. The phone rings for incoming calls.

Via the Program/Service menu

Open the Program/Service menu → page 22.

Feature settings?

Select and confirm the option shown.

Ringer cutoff?

Select and confirm the option shown.

Deactivate?

Confirm the option shown

or

Activate?

confirm the option shown.

Dialing with line keys

Your phone can be configured with automatic or selectable line seizure. The relevant service personnel define whether a line should be automatically seized when the handset is lifted or speakerphone mode is activated, and which line this should be.

The display "Please select a line" prompts you to seize a line when you lift the handset or press the speaker key.

Dialing with automatic line seizure

Lift the handset.

or

◁)) Press the key shown.

The display briefly shows the line number and status and then prompts you to dial.

Example:

| 220807 active |

The line 220870 is selected automatically.

The line key LED for 220870 lights up.

Enter the station number.

Dialing with selectable line seizure

Lift the handset.

or

◁)) Press the key shown.

| Please select a line |

You are prompted to press a free line key.

Press a free line key. The LED lights up.

Example:

| 220807 active |

The line 220870 is selected automatically.

The line key LED for 220870 lights up.

Enter the station number.

Holding a call on the trunk key

Prerequisite: The "Hold" key is programmed on your telephone.

▬ Press the "Hold" key.

The trunk key LED is flashing slowly.

> Your HiPath 4000 system can also be configured, so the call is held by pressing the trunk key. Please test this or, if necessary, ask your service personnel.

Saved number redial for a specific line

If this type of saved number redial is configured on your system, you can save a phone number for subsequent redial on a particular line → page 94. The saved phone number is dialed using the line key and the saved number redial key.

^ Lift the handset.

or

🔊 Press the key shown.

Please select a line

Display.

▬ Press the applicable line key. The LED lights up.

Saved number redial?

Select and confirm the option shown.

> If you save a redial on a specific line, this can be overwritten by another team member.

Last number dialed for a specific line

The last phone number dialed via your primary line is saved.

If this type of saved number redial is configured on your system, every last number dialed for the current line is automatically saved for redial.

^ Lift the handset.

or

🔊 Press the key and enter speakerphone mode.

▬ Press the required line key. The LED lights up.

Last number redial?

Confirm the option shown.

^ Lift the handset.

or

🔊 Press the key and enter speakerphone mode.

Saving phone numbers for "Redial on a line"

Prerequisite: "Saved number redial for a specific line" is configured and not "Saved number redial (last number dialed)".

Saving the dialed phone number or a caller's phone number

You have called a party on a particular line and this call is still in progress. Or, you were called by another party whose phone number is displayed, and this call is still in progress.

→→ Press the key shown. The phone number is saved for the current line.

◁)) Press the key shown. The LED goes out.

or

☎ Replace the handset.

Line mailbox

Callers who wish to reach you when you are absent can leave a message on the mailbox for the relevant line. Both voice and fax messages can be stored in the mailbox (if so configured).

Prerequisite: A mailbox is configured for one or more lines.

Please note that only one user can edit one mailbox at any time.

If your phone belongs to an ONS group (parallel call → page 112), please note the following:

Signaling is available for the mailbox (MWI) on all phones in an ONS group.

Step by Step

Retrieving messages

If new messages that have not yet been retrieved are in the mailbox and a programmable function key has been assigned the "Mailbox" function, the LED of this key illuminates.

Please refer to the information on → page 20.

☐ Press the "MBLN" function key.

Information regarding the caller is displayed → page 20.

Responding to a callback request

A callback request is displayed.

Output?

Select and confirm the option shown. The party is called on the relevant line.

Next entry

More than one entry is available.

Next entry?

Select and confirm the option shown. The next entry is displayed.

Deleting mailbox entries

The relevant entry is displayed.

Delete?

Select and confirm the option shown.

Ending message retrieval

⊒≡ Press the key shown.

or

Cancel?

Select and confirm the option shown.

Undeleted entries in the mailbox remain saved. If unanswered callback requests are present, the "MBLN" programmed function key remains illuminated.

Step by Step

Identifying the line used

If several lines are occupied at the same time, you can determine which one you are currently using for a call.

With a programmed function key

▬ Press the "Line in Use" programmed function key.

Via the menu

≥☰ Open the Program/Service menu → page 22.

| More features? |

Select and confirm the option shown.

| Show used line? |

Select and confirm the option shown.

The line number and status of the line currently in use are displayed.

Making calls on multiple lines alternately

Prerequisite 1: The relevant service personnel have specified that when you change lines, the lines are hold and can only be disconnected by replacing the handset or pressing the release key.

Prerequisite 2: You are connected to multiple parties via two or more lines. These may be callers (→ page 89) or called parties (→ page 91).

You are making a call, for example, on line 1. The line key of the station on hold blinks slowly.

� Press the flashing line key 2. The first call party is on hold on line 1.

☐ Press the flashing line key 1. The second call party is on hold on line 2.

You can switch between lines as often as you wish.

Ending the connection on a line key

◁)) Press the key shown. The LED goes out.

or

⌐• Replace the handset.

Entering a call on a line (three-party conference)

Prerequisite: A call is in progress on one of the lines. The line key LED lights up.

▭ Press the line key. You and the parties already connected can hear the conference. All three parties can speak with one another. The LED remains lit.

> You cannot enter a conference, if the function "Privacy" is deactivated on your line.
>
> If one of the three parties hangs up, the other two remain connected.
>
> If a connection remains between you, as the entering party, and one of the other parties who previously occupied the line, consultation is no longer possible.

Step by Step

Allowing or blocking a party from joining a call

Allowing a party to join a call

Your primary line may be configured so that other parties may not join calls on that line when it is busy. In this case, you can allow other parties to join a call. This authorization applies to the current or the next call.

📞

or

📞 Lift the handset.

With a programmed function key

▬ Press the "Privacy" programmed function key.

Via the menu

▣ Open the Program/Service menu ➔ page 22.

More features?

Select and confirm the option shown.

Privacy off?

Select and confirm the option shown.

Other parties can now join the call.

Blocking other parties from joining a call

If your phone is not already set to block other parties from joining, you can make this setting manually. This block applies to the current or the next call.

📞 You are already conducting a call on one line.

or

📞 Lift the handset.

With a programmed function key

▭ Press the "Privacy" programmed function key.

Step by Step

Via the menu

$\boxed{\geq}$ Open the Program/Service menu → page 22.

More features?

Select and confirm the option shown.

Privacy on?

Select and confirm the option shown.

Other parties are now blocked from joining the call.

Ending the connection on a line key

$\boxed{\triangleleft}$ Press the key shown. The LED goes out.

or

↫ Replace the handset.

Third-party monitoring

During a call, a predefined party can be prompted to join the call as a "witness" using the "Slnt Mon Req" programmed function key. Your call partner is not informed that a "witness" is joining the call. The "witness" cannot participate in the call; they can only hear what is being said.

When configuring and using third-party monitoring, please note the applicable data protection regulations.

Prerequisite: Third-party monitoring is configured on your system and the "Slnt Mon Req" programmed function key is configured on your phone. You are conducting a call. "Privacy" must be deactivated.

Briefly press the "Slnt Mon Req" programmed function key twice. The "witness" hears a special tone on their phone and the message "Connect witness or tape" appears on their display.

The "witness" lifts the handset.

or

The "witness" presses the line key for the line on which the call is being conducted.

The "witness" can now listen to the call without being noticed.

Only the "witness" may end silent monitoring, by hanging up or pressing the line key.

Holding and re-accepting a call on a trunk key

Prerequisite: You have accepted a call on a line key (→ page 89) or you are conducting a consultation call.

▬ Briefly press the line key you are currently using,

or

Hold?

Select and confirm the option shown.

The line key where the call is on hold flashes slowly. The call can be continued on any phone in the team where the LED for this line key is flashing.

Retrieving the call

Press the flashing line key. Proceed with your call.

Exclusively holding and re-accepting a call on a trunk key

Prerequisite: You have accepted a call on a line key or you are conducting a consultation call that only you can or wish to continue.

▬ Press the "Excl. Hold" programmed function key.

or

Private hold?

Select and confirm the option shown.

The line key where the call is parked, flashes slowly. The call can be continued on your phone only and is not signaled on any other phone.

Retrieving the call

Press the flashing line key. Proceed with your call.

Accepting a specific held line

A colleague in an open-plan office has parked a call on a line key and requests that you accept the call. You do not have access to this line.

➤ Lift the handset.

| Direct call pickup? |

Select and confirm the option shown.

Enter the phone number of the phone where the call is parked. In this way you can accept the call.

Forwarding calls on lines

When you activate call forwarding for a shared line (➔ page 87), the line is generally also forwarded to other phones.

The process for configuring call forwarding for a specific line is identical to the call forwarding process already described. You must simply ensure that the required line is already seized.

Press the line key for the required line. The LED lights up.

Please read the additional notes on ➔ page 31.

Ring transfer

If you temporarily leave your workstation or do not wish to be disturbed, you can transfer incoming calls to your line to another destination. A "RTRLN" function key (ring transfer/line) can be programmed for each line.

Activating

Press the "RTRLN" programmed function key. The LEDs on your phone and on the destination phone light up. When you receive a call, the line key flashes but the phone does not ring. The call is signaled on all other team phones.

Deactivating

Press the "RTRLN" programmed function key. The LED goes out. Calls are signaled on the phone once more.

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.

▮▬▶ For information on the meanings of the LED displays of the DSS keys, see → page 17.

Calling an executive or secretary phone

Calling an executive/secretary phone

On the secretary phone, a DSS key is configured as "executive" and on the executive phone, a DSS key is configured as "secretary".

Example: calling the secretary from the executive phone

The LED is not lit – the secretary is not on a call

▬ Press the "secretary" DSS key.

📞 Lift the handset.

or

◁)) Press the key and enter speakerphone mode.

The LED is lit – the secretary is on a call

☐ Press the "secretary" DSS key.

Camp-on to the secretary phone. The called party hears a tone and the "Pickup" programmed function key flashes.

📞 Lift the handset.

or

◁)) Press the key and enter speakerphone mode.

▮▬▶ DSS from the secretary to the executive functions in the same way, using the "executive" DSS key.

Accepting calls for the executive phone at the secretary phone

When a call is received for the executive phone, the secretary phone rings.

➤ Lift the handset.

or

◁)) Press the key and enter speakerphone mode.

Accepting calls for the executive phone when already on a call

You are conducting a call.
The executive phone receives a call.

📞 Ask your call partner to wait.

⌇ Press the "Pickup" programmed function key.

Ending the call and returning to the first call:

⟷ Press the key shown.

Continue the call with your initial call partner.

Transferring a call to the executive phone

Prerequisite: You have accepted a call for the executive phone on the secretary phone.

▬ Press the "executive" DSS key. You are connected to the executive phone.

With announcement

📞 Announce the call partner.

📞 Replace the handset.

Without announcement

📞 Replace the handset immediately.

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Transferring calls directly to the executive phone

When the secretary is out of the office, calls for the executive can be transferred directly to the executive phone. This transfer can be made on the secretary phone or on the executive phone.

Activating

Press the "RT Executive" programmed function key. The LED lights up.

Deactivating

Press the "RT Executive" programmed function key. The LED goes out.

> Calls for the secretary phone are not transferred, only calls for the executive phone.

Accepting calls on the executive phone

The secretary phone does not answer a call for the executive. After 15 seconds (depending on the system) you hear an alert tone on the executive phone. The display shows who is calling.

Lift the handset.

Press the "Pickup" programmed function key.

Accepting a call for another executive-secretary team

If multiple executive-secretary teams are configured, you can also accept calls for other teams.

Lift the handset.

Press the programmed function key, for example "Exec 3".

> Call pickup is also possible during a call. Ask your call partner to wait briefly and then press the flashing programmed function key.

Using a second (executive) telephone

Prerequisite: A second phone is configured for the executive. A "Group Park" programmed function key is configured on the first and second executive phones.

Parking a call on the first phone:

▬ Press the "Group Park" programmed function key. The LED lights up.

Continuing a call on the second phone:

➤ Lift the handset.

☀ Press the "Group Park" programmed function key.

Activating/deactivating a second executive call

On the executive phone, you can configure calls to go to the secretary phone when you are on a call. If you are on a call and are expecting another important call, it may be useful to activate the second call feature.

☰ Open the Program/Service menu → page 22.

| Feature settings? |

Select and confirm the option shown.

| Camp-on? |

Confirm the option shown.

| Activate? |

Confirm the option shown

or

| Deactivate? |

confirm the option shown.

Using signal call

If a "Buzz" programmed function key is configured on your executive phone, you can press a key to send a signal call to a specific destination phone (e.g. to a secretary phone). On the destination phone, the phone number of the transmitting phone is also briefly displayed for the signal call.

You can press the programmed function key in idle mode and during a call (once or several times).

If a "Buzz" programmed function key is not configured, you can lift the handset and enter the signal call code to send a signal call to the destination phone.

Placing a messenger call

You can place a messenger call by pressing a key, if this key is configured on the executive phone. Programming a function key with a function → page 70.

Defining a representative for the secretary

Calls for the executive that arrive at the secretary phone can be forwarded to another phone. To do this, you must configure a "Alt. Answer" programmed function key. The procedure for doing this is identical to the procedure described in chapter „Configuring function keys" → Seite 70 (in this case: Representative).

Activating the representative:

Press the "Alt. Answer" programmed function key. The LED lights up.

Deactivating the representative:

Press the "Alt. Answer" programmed function key. The LED goes out.

Individual phone configuration

Setting contrast

+ **or** −   Press one of the keys shown in idle mode → page 19.

Display contrast?   Select and confirm the option shown.

+ **or** −   Modify the setting. Keep pressing the key until the desired contrast is set.

OK   Save.

Adjusting audio settings

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

Adjusting the ring volume

+ **or** −   Press one of the keys in idle mode → page 19 or while a call is in progress.

Ringer volume?   Confirm the option shown.

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

OK   Save.

Adjusting the ring tone

+ **or** −   Press one of the keys shown in idle mode → page 19.

Ringer pitch?   Select and confirm the option shown.

+ **or** −   To adjust the ring tone: Keep pressing the keys until the desired tone is set.

OK   Save.

Step by Step

Room character for speakerphone mode

To help the other party understand you clearly while you are talking into the microphone, you can adjust the telephone to the acoustics in your environment using "Normal room", "Room with echo" or "Quiet room".

| + | or | − | Press one of the keys shown in idle mode → page 19.

Speakerphone mode?   Select and confirm the option shown.

| + | or | − | Modify the room type. Keep pressing the key until the desired room type is set.

| OK | Save.

Setting the volume of the alert tone

The alert tone is output, for example when you receive a second call while a call is in progress.

| + | or | − | Press one of the keys shown in idle mode → page 19.

Warning tone?   Select and confirm the option shown.

| + | or | − | Modify the volume. Keep pressing the key until the desired volume is set.

| OK | Save.

Testing the phone

Testing functionality

You can test and determine your phone's functionality:
• Are all key LEDs working?
• Is the display working?
• Do all keys work?
• Are the loudspeaker, handset, ring volume, ring tone, alert tone and speakerphone mode functioning correctly?

The following may be checked by service personnel:
• Device ID for the phone
• OpenStage software version
• Line power level

Prerequisite: The phone is in idle mode → page 19.

⌗ Open the Program/Service menu → page 22.

Phone test?

Select and confirm the option shown.

Select and confirm the required test functions. Follow the additional user prompts on the display.
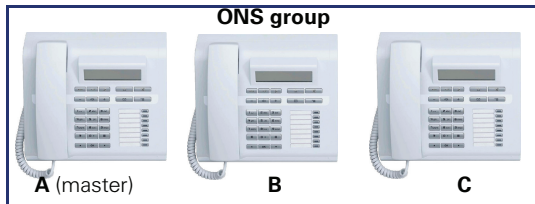
⌗ Press the key shown. The LED goes out. The test is complete.

Special parallel call (ONS) functions

If your phone is part of an ONS group (ONS = "One Number Service"), you can be reached on all other phones in this group as well as on your own phone. To set up an ONS group, contact your service personnel.

An ONS group may consist of up to three phones (phone numbers).

ONS group

A (master)   **B**   **C**

Up to one group member can be an external phone (such as a mobile phone). One phone in the group is the "master" (**A**) - the other ONS group members (**B**, **C**) receive A's number.

If **A**, **B** or **C** receive a call, all phones in the ONS group ring. If **A**, **B** or **C** is busy, all phones in the ONS group are busy (callers outside the ONS group receive a busy signal). Within the ONS group, phones can be reached on their original phone numbers.

The following functions also have an additional impact on internal member phones in an ONS group:
- Call waiting → page 47
- Call forwarding → page 31
- Do not disturb → page 80
- Mailbox (MWI) → page 20
- Callback → page 37
- Call log → page 43

> If your ONS group contains a mobile phone, you must ensure that it is always available (switched on). Otherwise the mobile mailbox may pick up a call too early, leading to call signaling problems on the other ONS group member phones.

Fixing problems

Responding to error messages on the screen

Time exceeded

Possible causes:

Maximum input time exceeded.
Handset not replaced.

Possible reactions:

Make entries more quickly, avoid long pauses between key presses.

Please try later

Possible causes:

System is overloaded, no line free, queue full.

Possible reactions:

Wait and try again later.

Currently not accessible

Possible causes:

a) Function is currently not available.
b) The phone number dialed is not in service.

Possible reactions:

a) Wait and try again later.
b) Enter the number correctly or call the exchange.

Not possible

or

Incorrect input

or

Nothing stored

Possible causes:

Speed dial number not available, reminder entered incorrectly, blocked or invalid entry, prerequisite not met (e.g. second call not waiting in the case of alternating), incomplete number dialed.

Possible reactions:

Correct entry, select permitted option, and enter phone number in full.

Step by Step

| Not authorized | **Possible causes:** |

or a) Disabled function selected.
b) Incorrect PIN entered.

| Not allowed |

Possible reactions:

a) Apply for authorization for disabled function from relevant service personnel.
b) Enter correct PIN.

| Not available | **Possible causes:** |

Incomplete phone number entered, star or hash key not pressed.

Possible response

Enter phone number or code correctly or as instructed.

| protected | **Possible causes:** |

Data transfer in process.

Possible reactions:
Wait and try again later.

Contact partner in the case of problems

In the case of faults that continue for more than 5 minutes, for example, contact your service personnel.

Troubleshooting

Pressed key does not respond:

Check if the key is stuck.

Telephone does not ring:

Check whether the "Do not disturb" function is activated on your telephone (→ page 80). If so, deactivate it.

You cannot dial an external number:

Check whether your telephone is locked.
If the phone is locked, unlock it → page 79.

The displayed time is incorrect:

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

To correct any other problems:

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

Caring for your telephone

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

Labeling keys

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

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

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V

HiPath 4000 service menu

If you click on one of the blue options, you switch to the chapter with the corresponding description. Please note that not all of the listed options and other options on your HiPath 4000 system may not be enabled.

Program/Service:

Destinations?

Call forwarding?	FWD-VAR-ALL-BOTH off	FWD-FIXED off Number destination	FWD-VAR-ALL-INT off	FWD-VAR-ALL-EXT off	FWD-VAR-BUSY-BOTH off	FWD-VAR-RNA-BOTH off	FWD-VAR-BZ/NA-BTH off
	Next forwarding type?	Next forwarding type? Activate? Delete?	Next forwarding type?	Next forwarding type?	Next forwarding type?	Next forwarding type? Enter destination: Ringing duration until forwarding	Next forwarding type?
	Enter destination: Return?	Enter destination: Return?	Enter destination: Return?	Enter destination: Return?	Enter destination: Return?	Return?	Enter destination: Return?

Speed dial features?	Station speed dial: Enter index: Return?	1=e.g. 23800 Enter destination: Delete? Return?	E.g. 1234567 Save? Dial again? Return?

Saved number redial?	Enter target EXT New entry? Delete? Return?	Please dial Save? Dial again? Return?

Repdial?	Repdial: Please press a key: Return?

Direct Station Select?	Direct Station Select: Please press a key: Return?

Forwarding station No.?	Enter station no:	e.g. 23800	Enter ID
		Completed?	
Variable call forw.?		Dial again?	Completed?
Return?	Return?	Return?	Return?

Forwarding station No.?

Return?

Feature settings?
↑ ↓ →

Camp-on?
CAMP-ON is off

Activate?
Next feature?
Return?

Do not disturb?
Do not disturb is off

Activate?
Next feature?
Return?

Speaker call protect?
Spk. call protect is off

Activate?
Next feature?
Return?

Ringer cutoff?
Ringer is off

Activate?
Next feature?
Return?

Join hunt group?
out of hunt group

Activate?
Next feature?
Return?

Call forwarding?

Call forwarding is off

Activate?
Next feature?
Return?

Forwarding station No.?

Forwarding station No.?

Enter station no:

E.g.123456

Variable call forw.?

Completed?

Next feature?

Dial again?

Return?

Return?

Return?

Return?

Speed-dial number:

Use speed dialing?

↑   ↓   →

Please dial:

Return?

View feature key

Key function?

↑   ↓   →

Please press a key:

New function:

Change?
Delete?
Return?

Second call/Camp-on?
Do not disturb?
Speaker call protect?
Voice calling?
Direct Station Select?
Repdial?
Conference?
Group park call?
Paging?
Join hunt group?
Call Server?
Reminder?
Data?
Messenger call?

Save?
Return?

			More features?	Call Pickup?	Save?
					Return?
				More features?	
			Return?	Return?	

PIN / COS?
↑ ↓ →

Return?
PIN and COS:

PIN 1?   Enter station no: e.g. 123456
PIN 2?
PIN 3?
PIN 4?   Dial again?
PIN 5?

Change COS?   Enter ID   e.g. 23800

Carried out

Return?

Reminder?
↑ ↓ →

Nothing stored   Please dial   E.g. 12:34   E.g. 12:34

New reminder?   Dial again?   Save?
Dial again?

Return?   Return?   Return?

Return?

More features?
↑ ↓ →

Functions:

Display suppress. on?

Call tracing?

Show used line?

Privacy off?

Privacy on?

DTMF suffix dialing?

Return?

Phone test:

Phone test?

↑   ↓

Asset ID

E.g. 8c 2a 05 5a

Asset ID?

Firmware version

V2R0.16.0 HFA C01

Firmware version?

Return?

Cancel?

↑

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