Documentation

HiPath 500, HiPath 3000
OpenStage 10 T

User Guide

Communication for the open minded

SIEMENS

Important information

	Never open the telephone or a key module. Should you encounter any problems, contact your service personnel.
	Use only original Siemens accessories. The use of other accessories may be hazardous and will render the warranty and the CE marking invalid.

Trademarks

C E	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.
- 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.

Internet-based documentation

This and other documentation can be found on the Internet at:
http://www.enterprise-communications.siemens.com
> Products > Phones & Clients > (select product) > Downloads.

To view and print documentation in PDF format, you require
Acrobat Reader (free software):
http://www.adobe.com

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

Contents

General information

About this manual

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

If a particular function on your phone is not available to you, this may be due to one of the following reasons:
• The function is not configured for you or your telephone. Please contact your system support representative.
• Your communications platform does not feature this function. Please contact your Siemens sales partner for information on how to upgrade.

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

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

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

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

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

Service

> 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.

Team functions

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

Getting to know your OpenStage phone

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

The user interface of your OpenStage 10 T

1	You can make and receive calls as normal using the **handset**.
2	Loudspeaker for open listening.
3	The **function keys** can be programmed with station numbers and functions by your service personnel → page 11.
4	**Audio keys** are also available, allowing you to optimally configure the audio features on your telephone → page 11.
5	The **keypad** is provided for input of phone numbers/codes.

Properties of your OpenStage 10 T

Wall mounting	✓

Keys

Audio keys
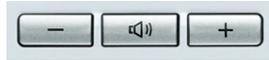
Key	Function when key is pressed
−	Set the volume lower → page 66.
◁	Turn speaker on/off (with red LED key) → page 16.
+	Set the volume higher → page 66.

Function keys

Your OpenStage 10 T features three function keys that can be pro-
grammed with functions or station numbers by your service personnel.

Label strips and transparent cover
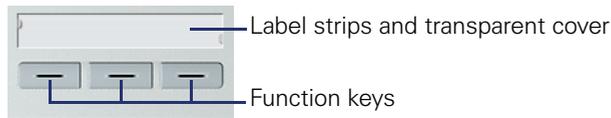
Function keys

Depending on how they are programmed, you can use the keys as:
• function keys
• repdial keys
• trunk keys

> You can program all programmable keys (except "Shift") on
> two levels. The "Shift" key must be configured for this, and extend-
> ed key functionality must be active (contact your service person-
> nel).
> In addition to functions and procedures, external phone numbers
> and internal numbers can also be saved without LED display on the
> second level.

> Your service personnel can customize the default assignment in line
> with your needs and requirements once the order has been placed.

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

Meaning of LED displays on function keys and DSS keys

LED		Meaning of function key	Meaning of DSS key
▬	Off	The function is deactivated.	The line is free.
⟍⎪⟋	Flashing[1]	The function is in use.	The line is busy.
▭	On	The function is activated.	There is a call on the line.

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

Mailbox

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

Messages

In idle mode, the following signals alert you to the presence of a new message:
• The LED on the "Mailbox" key lights up.
• A special tone (continuous buzzing) or an announcement is audible when you lift the handset.

Voicemail

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

To play back your voicemail, follow the instructions.

Calling functions

Your communication system dynamically customizes its extensive range of functions depending on the given situation. You can activate the functions available on your OpenStage 10 T via the individually programmed function keys and/or with an appropriate code.

Using codes

All communication system functions can be activated via codes.

> Codes that activate functions are always preceded by the star key, whereas codes that deactivate/delete functions always start with the pound key.

Making settings in idle mode

Example:

Your phone is in idle mode.

Enter the code to activate the "Do not disturb" feature.

The speaker key lights up when you start programming and goes out when the operation is over.

In some situations, an acoustic signal is also output.

Activating functions during a call

Example:

You are conducting a consultation call and would like to toggle between the two parties.

Press the "Consult" key.

Enter the code.

An overview of the most important procedures and default codes is provided in the appendix to this user guide → page 73.
Default codes are also specified in the descriptions in the main part of this user guide.

> Default codes can be modified by your service personnel.

Using function keys

Your service personnel can program the three function keys with frequently used functions. You can activate a function by simply pressing the relevant key (if permitted by the current situation).
For more information, see → page 11.

Example:

Your phone is in idle mode.

▬ Press the DoNotDisturb" key. The LED lights up. Do not disturb is active.

Basic functions

Please read the introductory chapter "Getting to know your OpenStage phone" → page 10 carefully before performing any of the steps described here on your phone.

Answering calls

Your OpenStage phone rings with the tone signal set when an incoming call is received.

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

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

Answering a call via the handset

The phone is ringing.

Lift the handset.

if nec. ☐+☐ **or** ☐−☐   Set the call volume. Keep pressing the key until the desired volume is set.

Open listening in the room during a call

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

Prerequisite: You are conducting a call via the handset.

Activating

🔲 Press the speaker key. The LED lights up.

Deactivating

🔲 Press the speaker key. The LED goes out.

Making calls

Dial

➤ Lift the handset.

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

The called party does not answer or is busy

➤ Replace the handset.

or if available:
— Press the "Release" key.

On-hook dialing

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

> Your system may also be programmed so that you have to press the "internal" key before you dial an internal number.
> To call an external party, you have to enter an external code before dialing the party's telephone number (Prime Line is not active; contact your service personnel).

The other party answers with speaker

➤ Lift the handset.

The called party does not answer or is busy:

🔲 Press the speaker key. The LED goes out.

or if available:
— Press the "Release" key.

Dialing with DDS keys

Prerequisite: Repdial keys are programmed on your phone.

▬ Press the key with a saved number.
If the number is saved on the second layer, press the shift key first.

> You can press the DDS key during a call and automatically initiate a callback → page 20.

Redialing a number

The last external station number dialed is automatically saved.

> If this feature is configured (contact your service personnel), account codes entered are also saved → page 43.

You can redial them simply by pressing a key.

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

➤ Lift the handset.

▬ Press the "Redial" key

> On a multi-line phone, the last number dialed on the primary line is always saved.

Ending a call

➤ Replace the handset.

or if available:
▬ Press the "Release" key.

Rejecting calls

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

The phone is ringing.

if available:
Press the "Release" key.

If a call cannot be rejected, your telephone will continue to ring.

Turning the microphone on and off

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

You are conducting a call.

if available:
Press the "Microphone" key. The LED lights up.

Press the "Microphone" key. The LED goes out.

The microphone is reactivated.

Calling a second party (consultation)

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

Prerequisite: The "Consult" key is configured on your phone.

▬ Press the "Consult" key. The LED flashes.

📟 Call the second party.

Returning to the first party

Press the "Consult" key and wait two seconds.

or (depending on the configuration)

Press the "Consult" twice.

Switching to the held party (alternating)

Press the "Consult" key.

$\boxed{*}$ $\boxed{2_{abc}}$ Enter the code. The LED continues to flash.

Combine the calling parties into a three-party conference

Press the "Consult" key.

$\boxed{*}$ $\boxed{3_{def}}$ Enter the code. The LED goes out.

Allowing call partners to continue a conference after you exit

☎ Replace the handset.

For more information on conferences, see

Transferring a call

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

▬ Press the "Consult" key. The LED flashes.

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

Announce the call, if necessary.

Replace the handset.

Call forwarding

Using variable call forwarding

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

> When call forwarding is active, a special dial tone sounds when you lift the handset.
>
> If DID DTMF is active (contact your service personnel), you can also forward calls to this destination. Destinations: fax = 870, DID = 871, fax DID = 872.

The phone is in idle mode → page 13.

✳ 1	Enter the code.
1 or 2abc or 3def	Enter the forwarding type you want: 1=all calls, 2=external calls only, 3=internal calls only.
✍	Enter the destination number (external destinations with external code).

Deactivating call forwarding

The phone is in idle mode → page 13.

| # 1 | Enter the code. |

Forwarding key

Your service personnel can program the "forwarding" function on a function key on your OpenStage 10 T. This forwarding action can be programmed either "completely" or "incompletely".

Activating forwarding

Prerequisite: Your service personnel programmed the forwarding key "completely".

▬ Press the forwarding key. The LED lights up.

The permanently programmed forwarding function is activated.

or Prerequisite: Your service personnel programmed the forwarding key "incompletely".

▬ Press the forwarding key. The LED lights up.

1␣ or 2abc or 3def Enter the forwarding type you want:
1=all calls, 2=external calls only, 3=internal calls only.

📟 Enter the destination number (external destinations with external code).

Deactivating call forwarding

▭ Press the forwarding key. The LED goes out.

Using call forwarding no reply (CFNR)

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

The phone is in idle mode → page 13.

✱ 4ghi 9wxyz 5jkl   Enter the code.

📳   Enter the destination number.
- Enter the internal station number for internal destinations
- Enter the external code and the external station number for external destinations

Deactivating call forwarding no reply

The phone is in idle mode → page 13.

 # 4ghi 9wxyz 5jkl   Enter the code.

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

If this function has been configured (contact your service personnel), you can forward calls to your assigned multiple subscriber number (MSN) (DID number) directly within the carrier network.
For example, you can forward your phone line to your home phone after business hours.

The phone is in idle mode → page 13.

⊠ 6mno 4ghi   Enter the code.
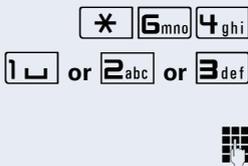
1␣ or 2abc or 3def   Enter the forwarding type you want:
1=immediate, 2 =on no answer, 3 =on busy.

📳   Enter the destination number (without the external code).

Deactivating call forwarding

The phone is in idle mode → page 13.

6mno 4ghi   Enter the code.

1␣ or 2abc or 3def   Enter the activated call forwarding type.
1=immediate, 2 =on no answer, 3 =on busy.

Using callback

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

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

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

Storing a callback

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

if available:
Press the "Callback" key. The LED lights up.

or

Press the "Consult" key. The LED flashes.
$\boxed{\text{\Large *}}\ \boxed{\text{\Large 5}_{jkl}}\ \boxed{\text{\Large 8}_{tuv}}$ Enter the code.

Accepting a callback

Prerequisite: A callback was saved.

♪ Your telephone rings.

☎ Lift the handset.

♪ You hear a ring tone.

Deleting saved callbacks (all)

if available:
Press the "Callback" key. The LED goes out.

or

$\boxed{\text{\Large \#}}\ \boxed{\text{\Large 5}_{jkl}}\ \boxed{\text{\Large 8}_{tuv}}$ Enter the code.

Enhanced phone functions

Answering calls

Accepting a specific call for your colleague

You hear another telephone ring.

➤ Lift the handset.

✳ 5jkl 9wxyz Enter the code.

▥ Enter the number of the ringing telephone.

▶ Accepting a call in a team ➔ page 63.

Using the speakerphone

A colleague addresses you directly over the speaker with a speaker call. You hear a tone before the announcement.

You can answer directly via the handset.

➤ Lift the handset and answer the call.

▶ Placing a speaker call to a colleague ➔ page 31.

Answering calls from the entrance telephone and opening the door

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

Speaking to visitors via the entrance telephone

Prerequisite: Your telephone rings.

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

or

➤ Lift the handset after more than thirty seconds.

📞 Dial the entrance telephone number.

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

if available:
Press the "Door opener" key.

or

Press the "Consult" key. The LED flashes.

[✱ │6mno│1 ⎵] Enter the code.

📞 Dial the entrance telephone number.

Opening the door with a code (at the door)

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

Step by Step

Activating the door opener

The phone is in idle mode → page 13.

⁕ 8tuv 9wxyz Enter the code.

📟 Dial the entrance telephone number.

📟 Enter the five-digit code. Default code = "00000" (contact your service personnel).

1␣ or 2abc Enter the door opener type. 1=enable with ring, 2=enable w/o ring (you can also open the door without a doorbell ring).

Deactivating the door opener

The phone is in idle mode → page 13.

8tuv 9wxyz Enter the code.

📟 Dial the entrance telephone number.

Accepting a call from an answering machine

You can accept a call from an answering machine if there is an answering machine connected to your system and a key programmed for it on your phone (contact your service personnel).

⬚ The LED lights up. Press the key shown.

Making calls

Making calls using system speed-dial numbers

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

The phone is in idle mode → page 13.

if available:
Press the "Speed Dial" key. The LED flashes.

or

$\boxed{\star}$ $\boxed{7_{pqrs}}$ Enter the code.

Enter a three-digit speed-dial number.

if nec. **Suffix-dialing**

If necessary, you can suffix-dial additional digits (for example, the user's extension) at the end of the saved station number.
If this feature is configured, a suffix is automatically dialed (for example, "0" for the exchange) if no entries are made within 4 or 5 seconds.

Dialing with speed-dial keys

Prerequisite: You have configured speed-dial keys → page 31.

↗ Lift the handset.

if available:
Press the "Speed Dial" key. The LED flashes.

or

$\boxed{\star}$ $\boxed{7_{pqrs}}$ Enter the code.

$\boxed{\star}$ Press the key shown.

Press the required speed-dial key.

Step by Step

Configure a speed-dial key

You can program the keys ⏀+ to ⑨wxyz with ten external phone numbers.

The phone is in idle mode → page 13.

⁕ ⑨wxyz ②abc　Enter the code.

⁕　Press the key shown.

📱　Press the required speed-dial key.

📱　First enter the external code and then the external station number (wait approx. 5 seconds).

Talking to your colleague with a speaker call

You can make a loudspeaker announcement to an internal user with a system telephone without any action on their part.

☏　Lift the handset.

⁕ ⑧tuv ⓪+　Enter the code.

📱　Enter the station number.

Talking to your colleague with discreet calling (not for HiPath 500)

If this function has been configured (ask your service personnel), you can join an ongoing call conducted by an internal user at a system telephone with display. You can listen in unnoticed and speak to the internal user without being overheard by the other party (discreet calling).

The phone is in idle mode → page 13.

$\boxed{* ^\square}$ $\boxed{9_{wxyz}}$ $\boxed{4_{ghi}}$ $\boxed{5_{jkl}}$ Enter the code.
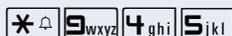
📱 Enter your internal station number.

▐▐▶ Your service personnel can protect your telephone against discreet calling.

Automatic connection setup (hotline)

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

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

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

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

➘ Lift the handset.

$\boxed{* ^\square}$ $\boxed{4_{ghi}}$ $\boxed{1 \sqcup}$ Enter the code.

📱 Enter the DID number you wish to use.

📱 Dial the external number.

Associated dialing/dialing aid

If this function has been configured (contact your service personnel), you can use a dialing aid to dial numbers and set up calls for your telephone.

^ Lift the handset.

$\boxed{*}$ $\boxed{6_{mno}}$ $\boxed{7_{pqrs}}$ Enter the code.

▦ Enter the internal number of the party for whom you want to dial.

▦ Enter the number you wish to dial (external with external code).

Step by Step

During a call

Using call waiting (second call)

Callers can still reach you while you are engaged in another call. A signal alerts you to the waiting call.
You can ignore or accept the second call.
When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on.
You can block the second call or the signal tone ().

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

Ending the first call and answering the waiting call:

➤ Replace the handset. Your telephone rings.

➤ Answer the second call. Lift the handset.

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

▬ Press the "Consult" key. The LED flashes.

$\boxed{*}$ $\boxed{5_{jkl}}$ $\boxed{5_{jkl}}$ Enter the code.

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 "Consult" key and wait two seconds.

or (depending on the configuration)

▬ Press the "Consult" twice.

Preventing and allowing call waiting (automatic camp-on)

If this function has been configured (ask your service personnel), you can prevent or allow a second call → page 34 from being signaled by automatic camp-on during an ongoing call.

The phone is in idle mode → page 13.

 # 4ghi **9**wxyz **0+**   Enter the code for "Call wait.term.off"

or

✶ 4ghi **9**wxyz **0+**   enter the code for "Call wait.term.on".

Turning the call waiting tone on and off

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

Activating the call waiting tone

The phone is in idle mode → page 13.

 # 8tuv **7**pqrs   Enter the code.

Deactivating the call waiting tone

The phone is in idle mode → page 13.

✶ 8tuv **7**pqrs   Enter the code.

Accepting call on hold

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

➤ Lift the handset.

✶ 6mno **3**def   Enter the code.

📳 Enter the trunk number.

Step by Step

Parking a call

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

Prerequisite: You are conducting a call.

▬ Press the "Consult" key. The LED flashes.

$\boxed{\text{∗}}$ $\boxed{\text{5}_{jkl}}$ $\boxed{\text{6}_{mno}}$ Enter the code.

$\boxed{\text{0+}}$ ... $\boxed{\text{9}_{wxyz}}$ Enter the number of the park slot (0 - 9) and make a note of it.
You will hear a negative confirmation tone if the park slot number you enter is already in use. Enter another one.

⌒ Replace the handset.

Retrieving a parked call

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

➚ Lift the handset.

$\boxed{\text{#}}$ $\boxed{\text{5}_{jkl}}$ $\boxed{\text{6}_{mno}}$ Enter the code.

$\boxed{\text{0+}}$ ... $\boxed{\text{9}_{wxyz}}$ Enter the park slot number you noted earlier.
If the park slot number you enter is not in use, you cannot retrieve the call.

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

Conducting a conference

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

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

➤ Lift the handset.

Call the first party.

Press the "Consult" key. The LED flashes.

Call the second party.

Announce the conference.

Press the "Consult" key.

✱ **3def** Enter the code. The LED goes out.

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

If the second party does not answer

Press the "Consult" key and wait two seconds.

or depending on the configuration

Press the "Consult" twice.

Adding up to five parties to a conference

Press the "Consult" key. The LED flashes.

Call the new party.

Announce the conference.

Press the "Consult" key.

✱ **3def** Enter the code. The LED goes out.
And so on...

Leaving a conference

➤ Replace the handset.

Ending a conference

▬ Press the "Consult" key. The LED flashes.

`#` `3def` Enter the code. The LED goes out.

Removing the ISDN central office party from the conference

▬ Press the "Consult" key. The LED flashes.

`✱⌂` `4ghi` `9wxyz` `1⎵` Enter the code.

Activating tone dialing/DTMF suffix-dialing

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

📞 You have set up a connection.

▬ Press the "Consult" key. The LED flashes.

`✱⌂` `5jkl` `3def` Enter the code.

✍ You can use the keys `0+` through `9wxyz`, `✱` and `#` to transmit DTMF signals.

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

Recording calls

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

Prerequisite: You are conducting a call.

if available:

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

or

▬ Press the "Consult" key. The LED flashes.

⊠ 4ghi 9wxyz 3def Enter the code.

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

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

Stopping recording

if available:

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

or

▬ Press the "Consult" key. The LED flashes.

☀ Press the "Consult" key. The LED goes out.

Listening to a recording

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

Step by Step

Transferring a call after a speaker call announcement in a group

If this function has been configured (contact your service personnel), you can use a speaker call (announcement, → page 62) to announce a call in progress to a group of users → page 31.
After a member of the group has accepted the call request, you can transfer the waiting party.

Prerequisite: You are conducting a call.

━━ Press the "Consult" key. The LED flashes.

⬚✱⬚8tuv⬚0+⬚ Enter the code.

▦ Enter the group's station number.

📞 Announce the call.
You are connected to a member of the group when this party accepts the call.

📞 Replace the handset.

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

Send trunk flash (not for HiPath 500)

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

Prerequisite: You have set up an external connection via an analog line.

━━ Press the "Consult" key. The LED flashes.

⬚✱⬚5jkl⬚1␣⬚ Enter the code.

▦ Enter the service code and/or telephone number.

If you cannot reach a destination

Call waiting (camp-on)

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

♫ Wait (approx. 5 seconds) until the busy tone is followed by the ring tone.

The called party can then respond → page 34.

> The called party can prevent automatic call waiting → page 35.
>
> If this feature is configured (contact your service personnel), you will immediately hear the ring tone.

Busy override – joining a call in progress

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

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

Press the "Consult" key. The LED flashes.

$\boxed{\text{\Large$*$}}\boxed{\text{6}_{mno}}\boxed{\text{2}_{abc}}$ Enter the code.

The called party and person to whom this party is talking hear an alerting tone every two seconds.
If the called party has a system telephone with display, the following appears on the screen: "Override: (Number or name)".

You can now start talking.

Using night answer

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

Activating

The phone is in idle mode → page 13.

✱ 4ghi 4ghi Enter the code.
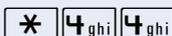
▦ Enter the destination number within 5 seconds (= temporary night answer service).

or

✱ Enter the code or make no entry (= standard night answer service).

Deactivating

The phone is in idle mode → page 13.
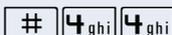
 # 4ghi 4ghi Enter the code.

Service personnel can also configure an "automatic night answer service". The automatic night answer service activates at specific times for your telephone depending on how it is programmed.
You can deactivate the automatic night answer service or replace it with a night answer service you configured (see above).

Displaying and assigning call charges

Dialing with call charge assignment

You can assign external calls to certain projects.

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

\^ Lift the handset.

`*` `6mno` `0+` Enter the code.

📱 Enter the account code.

if nec.

`#` Press the key shown (must be configured; consult your service personnel).

📱 Enter the external phone number.

> You can also enter the account code during an external call.

Privacy/security

Activating/deactivating "Do not disturb"

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

Activating

The phone is in idle mode → page 13.

| ✱ | 9wxyz | 7pqrs | Enter the code.

Deactivating

The phone is in idle mode → page 13.

| # | 9wxyz | 7pqrs | Enter the code.

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

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

Caller ID suppression

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

Activating

The phone is in idle mode → page 13

| ✱ | 8tuv | 6mno | Enter the code.

Deactivating

The phone is in idle mode → page 13.

| # | 8tuv | 6mno | Enter the code.

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

Silent Monitor (not for HiPath 500)

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

➤ Lift the handset.

| ✱ | 9wxyz | 4ghi | 4ghi | Enter the code.

📱 Enter your internal station number.

Monitoring a room

You can use a phone to monitor a room. This function must be enabled on the monitoring phone.
When you call this phone, you can immediately hear what is happening in that room.

Activating the telephone to be monitored

➤ Lift the handset and leave it directed towards the noise source.

⊠ **✳** **8tuv** **8tuv** ⊠ Enter the code.

Deactivating the telephone to be monitored

➤ Replace the handset.

Monitoring the room

➤ Lift the handset.

➤ Enter the internal station number of the phone located in the room that you wish to monitor.

Trace call: identifying anonymous callers (not for U.S.)

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.

➜ You are conducting an external call.

▬ Press the "Consult" key. The LED flashes.

[✱] [8tuv] [4ghi] Enter the code.

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

Locking the telephone to prevent unauthorized use

You can prevent unauthorized parties from using your phone during your absence.

Prerequisite: You have configured a PIN code ➜ page 49.

Locking the phone

The phone is in idle mode ➜ page 13.

[✱] [6mno] [6mno] Enter the code.

✍ Enter code (telephone lock) ➜ page 49.

Unlocking the phone

The phone is in idle mode ➜ page 13.

[#] [6mno] [6mno] Enter the code.

✍ Enter code (telephone lock) ➜ page 49.

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

Your phone can also be locked or unlocked by an authorized party ➜ page 48.

Step by Step

Locking another telephone to prevent unauthorized use

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

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

The phone is in idle mode → page 13.

⁺✱⁺ 9ₓₓyₓ 4ₓₕᵢ 3ₓₑf Enter the code.
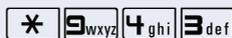
📳 Enter the internal station number of the phone you wish to lock/unlock.

✱ Enter the code to lock the phone.

or

Enter the code to unlock the phone.

Step by Step

Saving your PIN

Enter a personal code to use the functions

- for protecting your phone against unauthorized use
  → page 47
- for using another telephone like your own
  → page 52
- for changing a number → page 53.

You can save this code.

> If you forget your code, contact your service personnel. Your code can be reset to "00000".
> Your phone can also be locked or unlocked by an authorized party → page 48.

The phone is in idle mode → page 13.

⬚ ⬚ ⬚ Enter the code.

Enter the current five-digit PIN.
If you have not yet set a PIN, use "00000" the first time.

Enter the new PIN.

Re-enter the new PIN.

More functions/services

Appointments function

You can configure your phone to call you to remind you about an appointment.
You must save the relevant time of the call for this. You can enter a single appointment that will take place in the next twenty-four hours or you can enter a daily recurring appointment.

Saving appointments

The phone is in idle mode → page 13.

⃰ 4ghi 6mno Enter the code.

📱 Enter a 4-digit time such as 0905 for 9.05 (= 9.05 am) or 1430 for 14.30 (= 2.30 pm).
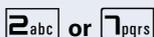
2abc or 7pqrs If the selected language is "US English" (contact your service personnel), enter code 2 for "am" or 7 for "pm".

Deleting saved reminders

The phone is in idle mode → page 13.

 # 4ghi 6mno Enter the code.

Using timed reminders

Prerequisite: You have saved a reminder → page 50. The saved time arrives.

🎵 Your telephone rings.

↗↘ Lift the handset and replace it again.

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

Sending a message

You can send short text messages to individual stations or groups of stations with system telephones. Transmitted text messages are saved as callback requests on OpenStage 10 T as well as on system telephones with no display and on ISDN, pulse or tone dialing telephones.

Creating and sending a message

The phone is in idle mode → page 13.

✱⌃ 6mno 8tuv   Enter the code.

📳   Enter the internal station number of the recipient or group.

0+ ... 9wxyz   Select a predefined text (can be changed by service personnel). Enter the code.

0 = Please callback	5 = FAX waiting
1 = Someone is waiting	6 = Dictation please
2 = Appointment	7 = Please come see me
3 = Urgent call	8 = Please make copies
4 = Do not disturb	9 = Ready to depart

Deleting sent messages

You can delete messages already sent to ensure they are not received.

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

The phone is in idle mode → page 13.

#⌐ 6mno 8tuv 1␣   Enter the code.

Texts sent to groups can only be deleted by the originator.

Step by Step

Editing incoming messages

Pay attention to the notes on → page 12.

Calling the sender

➜ Lift the handset.

if available:
⬜ Press the "Mailbox" key.

or

#️⃣ 6️⃣mno 8️⃣tuv 3️⃣def Enter the code.

A connection is set up to the party who sent the message.

Deleting messages

The phone is in idle mode → page 13.

#️⃣ 6️⃣mno 8️⃣tuv 2️⃣abc Enter the code.

All incoming messages are deleted.

Using another telephone like your own for a call

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

The phone is in idle mode → page 13.

✳️ 5️⃣jkl 0️⃣+ 8️⃣tuv Enter the code.

📲 Enter the number of the other user.

📲 Enter the other user's lock code.

📲 Dial the external number.

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

Step by Step

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

When configured (consult your service personnel), you can move your number to any other phone.
Your phone to date is then assigned the old number of your new phone; the number including phone settings (e.g. programmed keys) are exchanged.

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

The following procedure is carried out on the new phone.

The phone is in idle mode → page 13.

� ✱ 9wxyz 4ghi 1␣ 9wxyz Enter the code.

Enter own station number.

Enter code (telephone lock) → page 49.
(Not necessary if you have not set a code.)

⎯# 9wxyz 4ghi 1␣ 9wxyz Enter the code.

You can however connect your phone to a different port and then carry out the procedure.

Fax details and message on answering machine

If there is a fax machine or answering machine connected to your system and the "Fax service" key is programmed on your phone, this key lights up when a fax or message is received.

Deactivating signaling

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

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

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

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

The phone is in idle mode → page 13.

⊞ ▯＋ Enter the code.

Activating functions for another telephone

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

- Do not disturb,
  code: *97/#97 → page 44
- Call forwarding,
  code: *11, *12, *13, #1 → page 22
- Lock and unlock phone,
  code: *66/#66 → page 47
- Ringing group,
  code: *81/#81 → page 63
- Group call,
  code: *85/#85 → page 62
- Reset services and functions,
  code: #0 → page 54
- Control relays,
  code *90/#90 → page 60
- Night answer,
  code: *44/#44 → page 42
- Timed reminders,
  code: *46/#46 → page 50

The phone is in idle mode → page 13.

| ✱ | 8 tuv | 3 def | Enter the code.

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

Enter a code – such as *97 for Do not disturb on – and a procedure if necessary.

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

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

- Reset services and functions,
  code #0 → page 54
- Call forwarding,
  code *11, *12, *13, #1 → page 22
- Lock and unlock phone,
  code *66/#66 → page 47
- Save your PIN,
  code *93 → page 49
- Send a message,
  code *68/#68 → page 51
- Ringing group, code *81/#81 → page 63
- Group call, code *85/#85 → page 62
- Caller ID suppression,
  code *86/#86 → page 45
- Open door, code *61 → page 28
- Release door opener, code *89/#89 → page 29
- Control relays, code *90/#90 → page 60
- Do not disturb, code *97/#97 → page 44
- Dial using speed dial, code *7 → page 30
- Associated service, code *83 → page 55

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

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

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

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

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

or

Dial the external number.

You can only perform one function/establish one outgoing connection at a time.
The connection is cleared as soon as the function is successfully activated.
In the case of an external-external call, the connection is cleared as soon as one of the call partners hangs up.

Controlling Connected Computers or Their Programs/Tel. Data Service

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

Prerequisite: You have set up a connection.

▬ Press the "Consult" key. The LED flashes.

$\boxed{\text{\Large $*$}}$ $\boxed{\text{\Large 4_{ghi}}}$ $\boxed{\text{\Large 2_{abc}}}$ Enter the code.
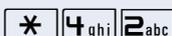
Press the key shown. The lamp is flashing. Enter the code.

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

Inputs in en-bloc mode

$\boxed{\text{\Large $0+$}}$ **...** $\boxed{\text{\Large 9_{wxyz}}}$ Enter data.

$\boxed{\text{\Large $\#$}}$ Complete your entry.

or **Inputs in online mode**

The connected computer processes your entries directly.

$\boxed{\text{\Large $\#$}}$ Enter the code.

$\boxed{\text{\Large $0+$}}$ **...** $\boxed{\text{\Large 9_{wxyz}}}$ Enter data.

Communicating with PC applications over a CSTA interface

If configured (contact your service personnel), you can use your phone to communicate with PC applications (CSTA = **C**omputer **S**upported **T**elecommunications **A**pplications). Information is sent to the application and received from the application via acoustic signaling.

if available:

■ Press the "Data I/O" key.

or

✱⌂ ⁴ghi ⁹wxyz ⁴ghi   Enter the code.

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

➕ ➖ ⬜➕ ... ⁹wxyz   Use the relevant keys to communicate with the application.

Temporarily interrupting communication with the application

➤ The phone is ringing. You answer the call.

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

Resuming communication with the application

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

Ending communication with the application

➤➤ Lift the handset and replace it again.

Controlling relays
(only for HiPath 3000)

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

Activating

The phone is in idle mode → page 13.

| ✱ | 9wxyz | 0+ | Enter the code.

| 1⎵ | ... | 4ghi | Enter the relay.

Deactivating

The phone is in idle mode → page 13.

| # | 9wxyz | 0+ | Enter the code.

| 1⎵ | ... | 4ghi | Enter the relay.

Paging persons (not for U.S., not for HiPath 500)

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

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

Paging persons

To ensure that you can be found, you must have enabled a ringing group → page 63, call forwarding → page 22 or call forwarding-no answer to the internal station number of your PSE.
A call request is signaled automatically.

Answering the page from the nearest telephone

➤ Lift the handset.

⭐♤ 5ⱼₖₗ 9wxyz Enter the code.

📞 Enter own station number.

Using team functions

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

Activating/deactivating a group call

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

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

You can activate and deactivate the audible signal for a hunt group or group call.
If the LED for a programmed "Hunt group" key is lit, the audible tone was activated for at least one group.

Activating

The phone is in idle mode → page 13.

if available:

▬▬ Press the "Hunt group". The LED lights up.

or

$\boxed{\ast^\triangle}\boxed{\mathbf{8}_{tuv}}\boxed{\mathbf{5}_{jkl}}$ Enter the code.

Deactivating

The phone is in idle mode → page 13.

if available:

☐ Press the "Hunt group". The LED goes out.

or

$\boxed{\#}\boxed{\mathbf{8}_{tuv}}\boxed{\mathbf{5}_{jkl}}$ Enter the code.

> If you have deactivated the audible tone for the group you belong to, you will hear a special dial tone when you lift the handset.

Accepting a call for another member of your team

You can use your own telephone to accept calls for other telephones in your team, even while engaged in an ongoing call. To do this, contact your service personnel to find out if a pickup group has been configured.

Prerequisite: Your telephone rings briefly.

➤ Lift the handset.

⎡✳⎤⎡5ⱼₖₗ⎤⎡7ₚqᵣₛ⎤ Enter the code.

Ringing group

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

Saving phones for the ringing group

The phone is in idle mode ➜ page 13.

⎡✳⎤⎡8ₜᵤᵥ⎤⎡1⎤ Enter the code.

📞 Enter your internal station number.

Removing all telephones in a call ringing group

The phone is in idle mode ➜ page 13.

⎡#⎤⎡8ₜᵤᵥ⎤⎡1⎤ Enter the code.

Uniform Call Distribution (UCD)

If configured (consult your service personnel), you may belong to a group of stations (agents), to which calls are distributed.
An incoming call is always assigned to the agent idle the longest.

Logging on/off for a service

The phone is in idle mode → page 13.

✱ 4 ghi □+ 1␣   Enter the code for "Log on".

📱   Enter your identification number ("Agent: <x>"; contact your service personnel).

or

 # 4 ghi □+ 1␣   Enter the code for "Log off".

Logging on and off during your shift

The phone is in idle mode → page 13.

 # 4 ghi □+ 2 abc   Enter the code for "Not available".

or

✱ 4 ghi □+ 2 abc   Enter the code for "Available".

Activating/deactivating work time

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

📞 **or** ↗   You have or had a connection.

✱ 4 ghi □+ 3 def   Enter the code for "Work on".

or   The phone is in idle mode → page 13.

 # 4 ghi □+ 3 def   Enter the code for "Work off".

Step by Step

Turning the night service on and off for UCD

The phone is in idle mode → page 13.

⟨✱⟩⟨4 ghi⟩⟨☐+⟩⟨4 ghi⟩   Enter the code for "UCD night on".

depending on the configuration:

⟨✱⟩   Press the key shown.

or

📱   Enter the station number.

or

⟨#⟩⟨4 ghi⟩⟨☐+⟩⟨4 ghi⟩   Enter the code for "UCD night off".

Individual phone configuration

Adjusting audio settings

Adjusting the receiving volume during a call

You are conducting a call.
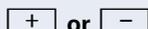
☐ **+** or ☐ **−**   Raise or lower the volume. Keep pressing the keys until the desired tone is set.

Adjusting the ring volume

☐ **+** or ☐ **−**   Press one of the keys shown in idle mode.

1␣   Press the key shown.
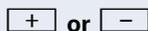
☐ **+** or ☐ **−**   Raise or lower the volume. Keep pressing the key until the desired volume is set.

Adjusting the ring tone

☐ **+** or ☐ **−**

Press one of the keys shown in idle mode.

2abc   Press the key shown.
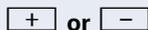
☐ **+** or ☐ **−**   To adjust the ring tone: Keep pressing the keys until the desired tone is set.

Testing the phone

Phone functions, testing

You can test your phone's functionality.

The phone is in idle mode → page 13.

$\boxed{*}$ $\boxed{9_{wxyz}}$ $\boxed{4_{ghi}}$ $\boxed{0+}$ Enter the code.

If everything is functioning correctly:
• all LEDs on the phone light up and
• the ring tone is audible.

Fixing problems

Contact partner in the case of problems

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

Troubleshooting

Pressed key does not respond

Check if the key is stuck.

Telephone does not ring

Check whether the "Do not disturb" function is activated on your telephone. When you lift the handset, you will hear a special tone. If so, deactivate it → page 44.

You cannot dial an external number

Check whether your telephone is locked. When you lift the handset, you will hear a special tone. If so, unlock your phone → page 47.

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.

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V

W

Overview of functions and codes

The following table lists all available functions. If configured (contact your service personnel), you can activate functions by entering a code or pressing a function key.

Functions		Operating steps
Accept call	directed	➤ [✱] [5jkl] [9wxyz] 📱 internal
	group	➤ [✱] [5jkl] [7pqrs]
Accept call on hold		➤ [✱] [6mno] [3def] 📱 trunk no.
Adjust ring tone		([+] or [−]) [2abc] [+] or [−]
Answer call		➤
Answer page (not for U.S., not for HiPath 500)		➤ [✱] [5jkl] [9wxyz] 📱 internal
Assign station number (not for U.S.)		➤ [✱] [4ghi] [1␣] 📱 MSN 📱 external
Associated dialing		➤ [✱] [6mno] [7pqrs] 📱 internal ♪ 📱 stn no.
Associated service		➤ [✱] [8tuv] [3def] 📱 internal 📱 code
Busy override		Stn busy ▬▬ "Consult" [✱] [6mno] [2abc] ♪
Call charge assignment/account code		➤ [✱] [6mno] [0+] 📱 project code (if nec. [#]) ♪ 📱 external
Call forwarding	on	[✱] [1␣] [1␣] 📱 stn no. ♪
		[✱] [1␣] [2abc] 📱 stn no. ♪
		[✱] [1␣] [3def] 📱 stn no. ♪
	off	[#] [1␣] ♪
	CFNR on	[✱] [4ghi] [9wxyz] [5jkl] 📱 stn no. ♪ ➤
	CFNR off	[#] [4ghi] [9wxyz] [5jkl] ♪ ➤
	in the carrier network on	[✱] [6mno] [4ghi] [1␣] 📱 external ♪
		[✱] [6mno] [4ghi] [2abc] 📱 external ♪
		[✱] [6mno] [4ghi] [3def] 📱 external ♪
	in the carrier network off	[#] [6mno] [4ghi] [1␣] ♪
		[#] [6mno] [4ghi] [2abc] ♪
		[#] [6mno] [4ghi] [3def] ♪

Functions		Operating steps
Call park		☏ ▬"Consult" [✱] [5jkl] [6mno] ([0+]...[9wxyz]) ♪ ☎
	unpark	☎ [#] [5jkl] [6mno] ([0+]...[9wxyz])
Call waiting		☎ 🎹 internal ♪ stn busy, wait 5 s
Callback	save	☏ ▬ "Callback"
	delete	[#] [5jkl] [8tuv] ♪
	answer (call)	☎
Change call volume		☏ [+] or [−]
Change number		[✱] [9wxyz] [4ghi] [1⎵] [9wxyz] 🎹 own stn no. 🎹 code [#] [9wxyz] [4ghi] [1⎵] [9wxyz]
Conference	start	☎ 🎹 stn no. ▬"Consult" 🎹 stn no. ⌇"Consult" [✱] [3def]
	party does not answer, proceed with 1st call	(1x **or** 2x) ⌇"Consult"
	add party (max. five)	⌇"Consult" [✱] [3def] etc.
	leave conference	☎
	end conference	▬"Consult" [#] [3def]
	remove ISDN central office party from conference	▬"Consult" [✱] [4ghi] [9wxyz] [1⎵]
Consultation		☏ ▬"Consult" 🎹 stn no.
	end, resume 1st call	(1x **or** 2x) ⌇"Consult"
	Toggle/Connect	☏ ⌇"Consult" [✱] [2abc]
	start three-party conference	☏ ⌇"Consult" [✱] [3def]
	connect caller	☎
Control Relay (only for HiPath 3000)	on	[✱] [9wxyz] [0+] [1⎵]...[4ghi] ♪
	off	[#] [9wxyz] [0+] [1⎵]...[4ghi] ♪

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Functions		Operating steps
Data I/O Service		✱ 4ghi 9wxyz 4ghi 🔢 code
Direct Answer		➤
Discreet calling (not for HiPath 500)		➤ ✱ 9wxyz 4ghi 5jkl 🔢 internal
Do not disturb	on	✱ 9wxyz 7pqrs ♫
	off	# 9wxyz 7pqrs ♫
Door opener	entrance phone call	➤ **or** after 30 s ➤ 🔢 internal
	open door	■"Consult" ✱ 6mno 1⎵ 🔢internal
	enable with ring	✱ 8tuv 9wxyz 🔢 int. + code ♫ 1⎵
	enable w/o ring	✱ 8tuv 9wxyz 🔢 int. + code ♫ 2abc
	lock	# 8tuv 9wxyz 🔢internal ♫
DTMF suffix dialing/tone dialing		✆ ■"Consult" ✱ 5jkl 3def 🔢
End call		☎ **or** ■ "Release"
Group call	leave	➤ # 8tuv 5jkl ♫ **or** ➤ # 8tuv 5jkl # ♫ **or** ➤ # 8tuv 5jkl 🔢 group ♫
	rejoin	➤ ✱ 8tuv 5jkl ♫ **or** ➤ ✱ 8tuv 5jkl ✱ ♫ **or** ➤ ✱ 8tuv 5jkl 🔢 group ♫
Hotline		➤
Make calls		➤ 🔢 stn no.
Message	send	✱ 6mno 8tuv 🔢 internal (0+ ... 9wxyz) ♫
	delete (sent)	# 6mno 8tuv 1⎵ ♫
	call sender	♫ # 6mno 8tuv 3def **or** ➤ ♫ ▭ "Mailbox"
	delete (received)	# 6mno 8tuv 2abc ♫

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Functions		Operating steps
Microphone	deactivate	📞 ▬▬ "Microphone"
	activate	📞 ▭ "Microphone"
Night answer	temporary - on	✶ 4ghi 4ghi 📱 internal ♫
	standard - on	✶ 4ghi 4ghi ✶ ♫
	off	# 4ghi 4ghi ♫
Phone	lock	✶ 6mno 6mno 📱 code
	unlock	# 6mno 6mno 📱 code
	central lock	✶ 9wxyz 4ghi 3def 📱 internal ✶
	central unlock	✶ 9wxyz 4ghi 3def 📱 internal #
Phone test		✶ 9wxyz 4ghi 0+
Record call		📞 ▬▬ "Consult" ✶ 4ghi 9wxyz 3def
Redial		➤ ▬▬ "Redial"
Reject calls		▬▬ "Release"
Reset services		# 0+ ♫
Ringing group	on	✶ 8tuv 1␣ 📱 internal ♫
	off	# 8tuv 1␣ ♫
Room Monitor	on	➤ ✶ 8tuv 8tuv ♫ 📞
	off	☎
	monitor	➤ 📱 internal
Save PIN		✶ 9wxyz 3def 📱 old code 📱 2x new code

Functions		Operating steps
Second call	end 1st call, accept 2nd call	📞 📞
	Call waiting	▬ "Consult" ✳ 5ⱼₖₗ 5ⱼₖₗ
	end, resume first call	(**1x or 2x**) ⌇ "Consult"
	prevent automatic camp-on	# 4ghi 9wxyz 0+ ♪
	allow automatic camp-on	✳ 4ghi 9wxyz 0+ ♪
	camp-on tone on	# 8tuv 7pqrs ♪
	camp-on tone off	✳ 8tuv 7pqrs ♪
Silent monitor (not for HiPath 500)		📞 ✳ 9wxyz 4ghi 4ghi 📟 internal
Speaker call		📞 ✳ 8tuv 0+ 📟 internal ♪
Speed dial	system, dial	📞 ▬ „Speed Dial" 📟 (000...999)
		or
		📞 ✳ 7pqrs 📟 (000...999)
	station, dial	📞 ▬ "Speed Dial" 📟 (✳0...✳9)
		or
		📞 ✳ 7pqrs 📟 (✳0...✳9)
	station, save	✳ 9wxyz 2abc ✳ 0...9 ♪ 📟 external ♪
Suppress call ID	on	📞 ✳ 8tuv 6mno ♪
	off	📞 # 8tuv 6mno ♪
Tel. data service		📞 ▬ "Consult" ✳ 4ghi 2abc. 📟
Timed reminder	save	✳ 4ghi 6mno 📟 (time e.g.: 0905) ♪
	delete reminder	# 4ghi 6mno ♪
	Answer timed reminder	📞 📞
Trace call (not for U.S.)		📞 ▬ "Consult" ✳ 8tuv 4ghi

Functions		Operating steps
Transfer call		↙° ▬▬"Consult"▦ stn no. ☎
	after a speaker call announcement in a group	↙° ▬▬"Consult" [✶] [8tuv][0+] ▦ group ♫ ↙° ☎
Trunk flash (not for HiPath 500)		☎ ▬▬"Consult" [✶] [5jkl][1␣]▦
UCD	Log on at the beginning of a shift	[✶] [4ghi][0+][1␣] ▦ code ♫
	Log off at the beginning of a shift	[#] [4ghi][0+][1␣] ♫
	Log off work	[#] [4ghi][0+][2abc] ♫
	Log on work	[✶] [4ghi][0+][2abc] ♫
	Work time on	(☎ or ↙°) [✶] [4ghi][0+][3def] ♫
	Work time off	[#] [4ghi][0+][3def] ♫
	Night answer on	[✶] [4ghi][0+][4ghi][✶] ♫
	Night answer off	[#] [4ghi][0+][4ghi] ♫
Use mailbox		☎ ♫ [#] [6mno][8tuv][3def] **or** ☎ ♫ ▭ "Mailbox"
Use phone like your own		☎ [✶] [5jkl][0+][8tuv]▦ internal ▦ code ♫

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