UNIFY
Harmonize
your enterprise

OpenScape Desk Phone IP 55G
OpenScape Key Module 55
OpenScape Voice

User Guide

Our Quality and Environmental Management Systems are implemented according to the requirements of the ISO9001 and ISO14001 standards and are certified by an external certification company.

UNIFY Harmonize your enterprise

unify.com

Important information

For safety reasons, the telephone should only be supplied with power:
- using the original power supply unit.
  Part number: L30250-F600-C14x (x: 1=EU, 2=UK, 3=US) or
- in a LAN with PoE (Power over Ethernet) which complies with the IEEE 802.3af standard.

Never open the telephone or a key module. Should you encounter any problems, contact the administrator.

Use only original accessories. The use of other accessories may be hazardous and will render the warranty, extended manufacturer's liability and the CE marking invalid.

Trademarks

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.

Software update

During a software update, the phone must not be disconnected from the power supply unit, the LAN line or the phone line.
An update action is indicated by messages on the display and/or by flashing LEDs.

Product support on the Internet

Information and support for our products can be found on the Internet at:
http://www.unify.com/.

Technical notes, current information about firmware updates, frequently asked questions and lots more can be found on the Internet at:
http://wiki.unify.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 Unify sales partner for information on how to upgrade.

These operating instructions are intended to help you familiarise yourself with the OpenScape Desk Phone IP 55G and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone IP 55G. 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 the OpenScape Desk Phone IP 55G.

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.

These operating instructions are designed to be simple and easy to understand, providing clear step-by-step instructions for operating the OpenScape Desk Phone IP 55G.

Symbols used in the manual

Settings

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

refers to an operation or setting performed directly on the phone

refers to an operation or setting performed via the web interface

Service

The Unify GmbH & Co. KG 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 OpenScape Desk Phone IP 55G phone is a desktop unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. Any other use is regarded as unauthorised.

Telephone type

The identification details (exact product designation and serial number) of your telephone can be found on the nameplate on the underside of the base unit. Specific details concerning your communications platform can be obtained from your service technician.

Please have this information ready when you contact our service department regarding faults or problems with the product.

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear.
  The optimum distance is approx. 50 cm.
- Proceed as follows to optimise display legibility:
  - Turn the phone to tilt the display to ensure you have a frontal view of the display while eliminating light reflexes.
  - Select your preferred appearance for the menu display → Page 206.

Single-line telephone/multi-line telephone

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

The programmable sensor keys are configured as line keys on multi-line phones → Page 25.

The "Overview" tab on the telephony interface provides information about the lines configured on your phone and the current status of each line → Page 35.

When using a multi-line phone to make and receive calls, certain particularities must be taken into account → Page 124.

Getting to know the OpenScape Desk Phone IP 55G

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

The user interface of your OpenScape Desk Phone IP 55G

1	You can make and receive calls as normal using the **handset**.
2	The large **graphic display** permits intuitive operation of the phone → Page 27.
3	The **mode keys** allow easy operation of the applications featured on your telephone. To select a tab within a function press the relevant key repeatedly until the required tab is displayed → Page 21.
4	Use the **navigation block** to conveniently navigate through the applications on your telephone → Page 22.
5	You can customise your telephone by assigning phone numbers and functions to the **programmable keys** → Page 24.
6	The **function keys** allow you to call up frequently used functions during a call (e.g. call forwarding, call transfer) → Page 21.
7	**Audio keys** are also available, allowing you to optimally configure the audio features on your telephone → Page 21.

8	The **softkeys** allow you to call up other functions (e.g. Disconnect) → Page 29.
9	Incoming calls and new voicemails are visually signalled via the **call display**.
10	The **dialpad** can be used to enter phone numbers and write text → Page 26.

Ports on the underside of the phone

USB memory stick
or USB camera
⚡

Network switch
📶

Handset

Key module 🔳

Headset ⌒

PC 🖥 (saves use of a LAN port)

Country-specific cable

Power supply unit ⏻
(if necessary)
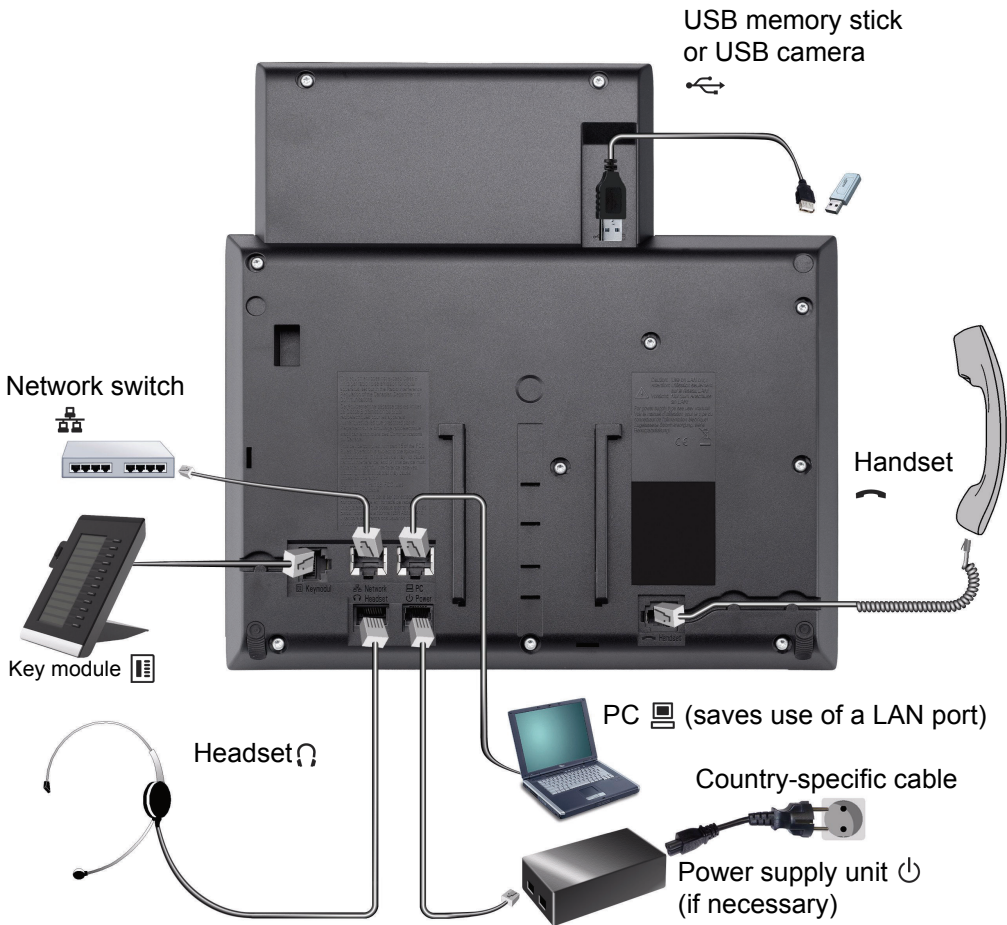
Properties of your OpenScape Desk Phone IP 55G

OpenScape Desk Phone IP	**55G**
Display type	Colour TFT 320x240 pixels
Illuminated display	✓
Programmable keys	8
Full-duplex speakerphone function	✓
Headset	✓
USB master	✓
Interface for key modules	✓
10/100/1000 Mbps switch → Page 18	✓

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

⫸ Use of USB hubs is not supported.

Using network ports more efficiently

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

Network switch   OpenScape Desk Phone IP 55G   PC

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

OpenScape Key Module 55

The OpenScape Key Module 55 is a key module attached to the side of the phone that provides an additional 12 illuminated, programmable keys.
Like keys on the phone, these keys can be programmed and used according to your needs → Page 24.

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

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

OpenStage Manager

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

Features

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

Contact your administrator for the latest version of OpenStage Manager.

Keys

Function keys

Key	Function when key is pressed (6)
Forward	Activate/deactivate call forwarding → Page 77
Conference	Start conference → Page 120
Transfer	Transfer a call → Page 111
Hold	Hold active call → Page 101

Audio controls

Audio keys

Key	Function when key is pressed (7)
Speaker	Activate/deactivate the loudspeaker → Page 49
Headset	Activate/deactivate the headset → Page 50
Vol.+	Adjust the speaker volume
Vol.-	Adjust the speaker volume
Mute	Activate/deactivate microphone (also for speakerphone mode) → Page 66

Mode keys

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

Key	Function when key is pressed (3)
Phone	Display telephony interface → Page 34. The LED lights red.
Directory	Display phonebooks → Page 37. The LED lights red.
Call Log	Display call lists → Page 40. The LED lights red.
Messages	Display voicemails → Page 43. The LED lights red.
Services	Display Program/Service menu/Applications menu → Page 44. The LED lights red.

The selected function is indicated by the icon on the display → Page 31.

Navigation block

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

Operation	Functions when key is pressed
Press ▷ key.	Move to the right on the tab line.
Press ⤺ key.	In lists and menus: • One level back Entry selected: • Cancel action In input fields: • Delete character to the left of the cursor
Press ˅ key.	In lists and menus: • Scroll down • Hold down: Jump to the end of the list/menu
Press ˄ key.	In lists and menus: • Scroll up • Hold down: Jump to the start of the list/menu
Press **OK** key.	Entry selected: • Perform action • Confirm your selection

Browsing in the call list and phonebook tabs

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

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

First use the ˄ key to enter the tab row and use the ⤺ and ▷ keys to move left or right. Once you have reached the required tab, press the ˅ or **OK** key to change to the associated selection list.

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

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

Softkeys

The softkey list at the lower margin of the display is operated using the four corresponding keys (see also → Page 30). The softkey list may have different options or functions depending on the situation (e.g. in idle or talk mode or in the service menu).
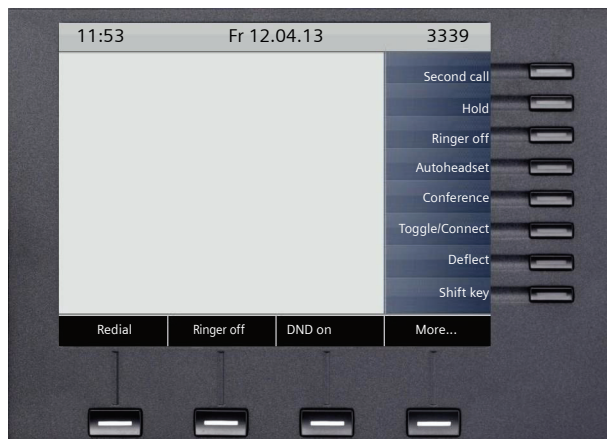
If the situation requires more than four options, you can use the fourth softkey "More..." to display additional options.

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

Programmable keys

Your OpenScape Desk Phone IP 55G has eight keys to which you can assign functions or numbers.
To open a menu, press and hold down the relevant key → Page 93.
To activate the programmed function, briefly press the relevant key → Page 97.

▓▶   Increase the number of programmable keys by connecting a key module → Page 19.

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

• Function keys → Page 92
• Repdial keys → Page 92
• Direct station selection keys → Page 131

Press the key briefly to activate the programmed function or dial the stored number → Page 97.

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

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

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

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

▓▶   Line and DDS keys can only be programmed by administrator via the service menu.

Meaning of LED displays on function keys

LED	Meaning of function key
Grey	The function is deactivated.
Flashing[1]	Indicates the function status.
On	The function is activated.

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

Line keys (on multi-line phones only)

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

A distinction is made here between primary, secondary and phantom lines. Each of these line types can be used on a private or shared basis → Page 25.

Primary line

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

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

Secondary line

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

Phantom line

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

Line utilisation

- **Private line**: A line that is used by a single telephone. This line cannot be used as a secondary line by another telephone.
- **Shared line**: A line that is configured on multiple telephones. The line status (if configured) is displayed on the "Overview" tab for all telephones that share this line. If, for example, a shared line is being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones that share this line.
- **Direct call line**: A line with a direct connection to another telephone.

The line status is indicated by the LED in addition to the display on the "Overview" tab → Page 35.

LED displays

LED	Meaning
	Off: The phone is in idle mode.
	Flashing: • Incoming call on the line → Page 124 • Hold reminder is activated → Page 104
	Flickering: • Outgoing call on the line • The incoming call was prioritised and selected in accordance with the "Automatic line selection for incoming calls" option
	Fast blinking: The line is on "Hold".
	Blinking: Call forwarding is activated
	Illuminated: The line is busy

Dialpad

Text input

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

Example: To enter the letter "h", press the number [4 ghi] key on the keypad twice. When entering the text, all available characters for this key are displayed. After a short while, the character in focus is displayed in the input field.

> To speed up the input, you can confirm your entry by pressing the **OK** key on the navigation block after you have selected the required character.
> To enter a digit in an alphanumerical input field, press the relevant key and hold it down. You no longer need to scroll through the entire list of possible characters.

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

Character overview (depends on the current language setting)

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

1   Additional special characters (not in 123 mode)
2   Space
3   Additional special characters are available on the display keyboard
4   Toggle between uppercase and lowercase and number entry

Multi-function keys:

Key	Function during text input	Function when held down
[* Δ]	Type special characters.	Deactivate the ringtone → Page 167.
[# →○]	Toggle between uppercase and lowercase.	Activate the telephone lock → Page 173.
[1 ⎵]	Write special characters (not in 123 mode)	

> You can also input text using the display keypad → Page 28.

Graphic display

Your OpenScape Desk Phone IP 55G is equipped with a colour graphic display → Page 17.

Appearance

You can customise your display to suit your personal requirements:

- Angle the display as required → Page 14.
- Select your preferred display design → Page 206.
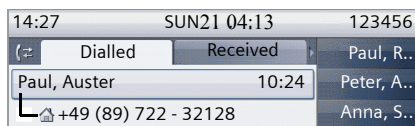
Crystal sea
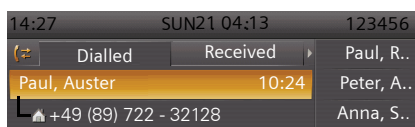
Warm grey

Status bar

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

In addition, different icons represent different situations and switches:

Icon	Meaning
🔕	The ringtone is deactivated → Page 167
✋	The "Do not disturb" function is activated → Page 168
🔑	The phone lock is activated → Page 173
🔁	A mobile user is logged on to the telephone

Display editor

▌▌▌▶ Enter text using the dialpad, see → Page 26.

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

| Done | Abc -> abc | Cancel | More... | Shift key |

Press "More" to see additional options:

| <- Cursor | Cursor -> | Copy | More... | Shift key |

You operate the display editor using the softkeys (→ Page 23), the keypad (→ Page 26) and the navigation block (→ Page 22):

Softkey	Meaning
Abc -> abc	Upper/lowercase notation for first letter of words is activated (initial letter uppercase, all subsequent letters lowercase)
abc -> ABC	Lowercase characters with numbers is activated.
ABC -> 123	Uppercase characters with numbers is activated.
123 -> Abc	Only numbers is activated.
* △	Use this dialpad key to select special characters.
⬑	Use this navigation block key to delete characters from right to left.
<- Cursor	Move cursor one character to the left.
Cursor ->	Move cursor one character to the right.
Copy	Copy entire content of the active field to the clipboard
Paste	Insert clipboard content at cursor position. Existing content is not overwritten.
Cancel	Cancel an action without saving.
Done	Confirm changes.

Context-dependent displays

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

Idle mode

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

11:53 Fr 12.04.13 3339	—	Status bar → Page 27
Shift key		
Niels Bohr		
James Chadwick	—	Programmable key list
Marie Curie		→ Page 24
Albert Einstein		
Michael Faraday		
Joseph von Fr..		
Stephen Haw..		
Redial Ringer off DND on More..	—	Context-dependent softkeys
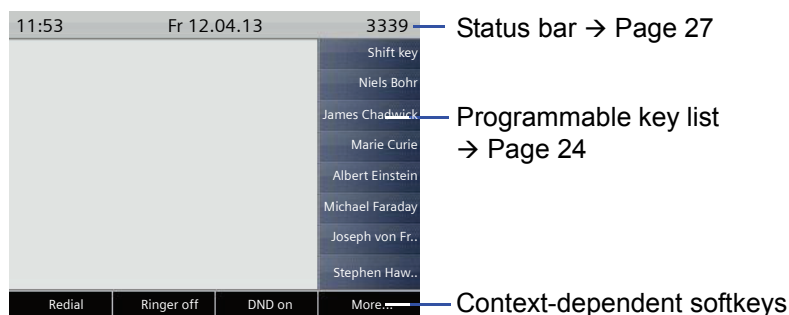
Softkey list in idle mode

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

The softkey list can contain the following entries in idle mode

- Repeat dialling
- Ringer off
- Do not disturb on
- Directed pickup

Telephony dialogs

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

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

08912345
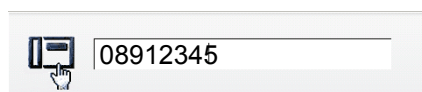
Once you have entered the first digit, several options corresponding to the situation are offered in the softkeys, which you can select. → Page 22.

Messages

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

Example:

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

↳ 23456176 ——————————— Activated call forward-
(⇄ 2 ——————— Call list entry
—————— Saved callback/voicemail
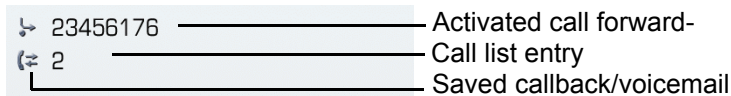
The calls were saved in the missed calls list. Press the [Call Log] key to view these calls. Missed calls are not saved and displayed if the call journal is disabled → Page 163.

Explanation of all message icons:

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

Softkey list

The label "More..." on the fourth softkeys means that additional levels or selection options are available.
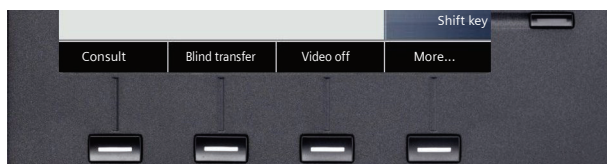
The following options are displayed, for example, when you select this softkey:

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

Softkey list in idle mode

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

Repeat dialling is only offered if you have already dialled a phone number and the call journal is activated → Page 163.

Application tab

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

| (⇄   Missed | Dialled | | —— Arrow icon: |

└Icon   └Active tab   └Additional   Additional tabs
tab

Example: Open the call lists by pressing the mode key `Directory` → Page 21. Now press the key repeatedly to switch between the various tabs.

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

Icon	Meaning
[]⊐	Telephony interface[1] → Page 34
📖	Phonebooks → Page 37
(⇄	Call lists → Page 40
⊠	Voicemail → Page 43
⌐≡	Program/Service menu/Applications menu → Page 44

1   Platform-dependent; please contact the responsible administrator.

Video link display

If you are using a USB camera on your OpenStage 60/80 SIP for video links, different information will appear on the display when the video function is enabled (→ Page 182).

Video link

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

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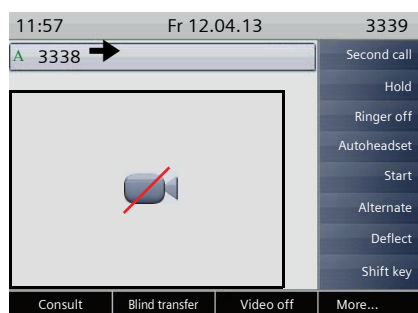
Camera test with "Self view"

A video image of the operator is shown for a few seconds in single-screen mode with the Self view function (→ Page 180).
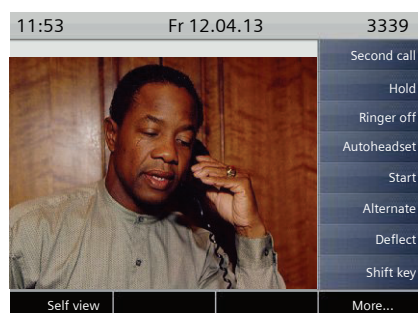
Disabled video function

If the called partner or the caller disabled the video function temporarily (→ Page 180) or completely (→ Page 183), a normal call connection is established or the call is switched to a normal call connection.

Applications available on your OpenScape Desk Phone IP 55G

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

Application navigation

Activating an application

You can switch to the relevant application using the mode keys → Page 21.

Scrolling through application tabs

If an application has more than one tab, you can select the tab you want by pressing the mode key repeatedly → Page 31.

Scrolling through lists

You can use the navigation block to scroll through entries and confirm functions or a list entry you want → Page 22.

Softkey list

The softkey list changes depending on the situation. An option is selected using the respective softkey → Page 30.

Telephony interface

Single-line view

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

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

To access: Press the [Phone] mode key.

Example:

11:57 Fr 12.04.13 3339	└ Icon indicating call status
⊣⊦ Gerhard, Maier 01:20	Second call ─ Call duration
└ +4982621565	Current call(s), possibly with information stored in the
	Ringer off phonebook
	Autoheadset
	Conference
	Toggle/Connect ─ Call requests and current states
	Deflect
▯ Angela Huber	Shift key
▯ +4930666007	Softkey list with situation-de-
Drop & return │ Transfer now	pendent options

Icons for frequent call statuses

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

▥▶ Detailed descriptions of the various functions can be found in the sections "Basic functions" → Page 48 and "Enhanced phone functions" → Page 99.

Multi-line view

Two tabs are displayed in the telephony interface:
• "[My phone]" tab - represents the primary line or the line view of a selected line → Page 34
• "Overview" tab - configurable overview of the secondary lines → Page 25

To access: Press the "⌂" key.

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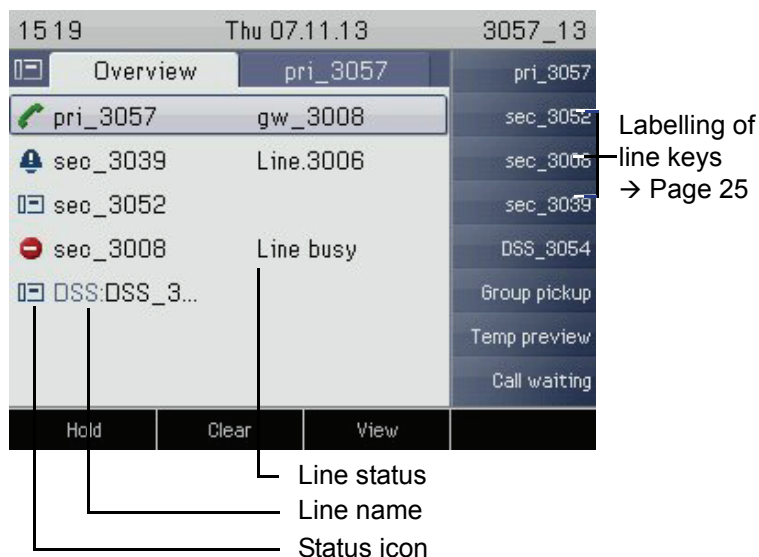
The status icons provide information about the state of the relevant line.

Icon	Meaning
🔔	Call for the corresponding line.
🔔	Call for a line with suppressed ringtone → Page 153.
🔔	"Hold reminder" was activated → Page 104.
⊗	The line is currently not available.
⊖	The line is busy.
⊣ ⊢	You are holding the line.
0⊐	The line is free.

▶ Please note also the LED displays for the line keys → Page 25.

Softkeys in the line overview

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

- Own free line
    - Select
    - View[1]
- Own line with active call
    - Hold
    - Clear (replace handset)
    - View[1]
- Own line with held call
    - Retrieve
    - View[1]
- Other free line
    - Select
    - View[1]
- Other line with active call
    - Hold
    - Clear (replace handset)
    - View[1]
- Other line with held call
    - Retrieve
    - View[1]
- Other line busy
    - View[1]
    - Connecting[2]

---

1. After a period of time set by administrator, the tab of the selected line is displayed as a preview.
2. The "connect" function must be activated by the administrator.

Phonebooks

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

To access: Press the ⊕ key repeatedly until the required tab is displayed (see also → Page 22).

Example:

Tab

09:47 🔧	Mo 13.04.13	3057_155
📖 Personal	Corporate	pri_3057
🏢 Bernoulli, Daniel		sec_3052
📱 Bohr, Niels		sec_3008
📱 Chadwick, James		sec_3039
🏠 Curie, Marie		DSS_8054
🏢 Einstein, Albert		Group pickup
🏠 Faraday, Michael		Recording
📱 Watt, James		Call waiting
Dial	Details Directed	More.

Contacts

Further entries are available
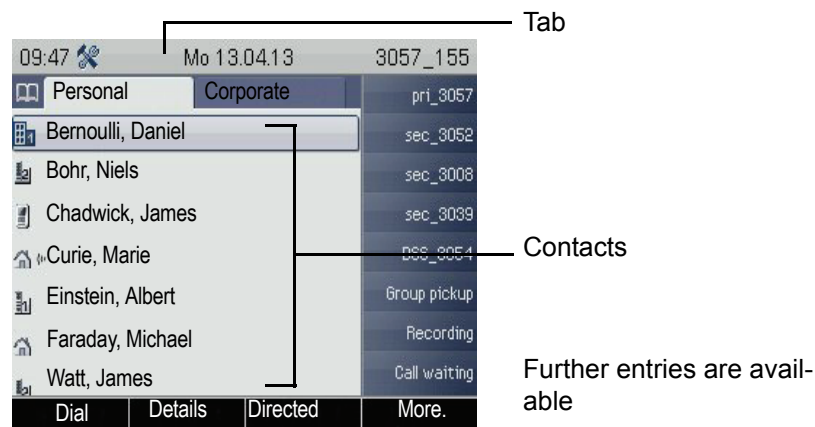
Phonebook icons

Icon	Meaning
🏢₁	Primary business number
🏢₂	Secondary business number
📱	Mobile phone number
🏠	Private phone number

Searching contacts

When in the personal phonebook list view, press the dialpad key that corresponds to the first letter of your search term.
A field opens for you to enter the search term:

A
ABC2
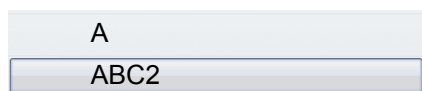
Enter your search term using the dialpad → Page 26.

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

Personal phonebook

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

There are two ways of creating new contacts:
- Via the phonebook list softkeys → Page 153
- Accept entry from LDAP search → Page 159

Contact details

The type of data displayed for a call in the telephony interface → Page 34 is dependent on the information you have stored for this contact in your local phonebook.

A contact consists of an entry in the "First name" or "Last name" fields and at least one phone number → Page 153.

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

You can store several phone numbers for each contact. In this case, however, you should define a preferred number → Page 154.

Classify your contacts into groups → Page 155.

Save a picture of the contact → Page 156.

Managing contacts

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

You can use the "Options" context menu to
- create new contacts → Page 153
- define the contact display format → Page 158
- perform a quick search in the phonebook → Page 157
- sort contacts into groups → Page 155
- delete the entire phonebook list → Page 154

> We recommend the OpenStage Manager software for professional management of your contact data and for synchronising your data with the Outlook/Notes e-mail programmes. For more information, refer to the User Manual OpenStage Manager → Page 20.

Using contacts

The following functions are available via the softkeys of a selected contact:
- Calling a contact → Page 116
- Editing a contact → Page 153
- Deleting a contact

Corporate directory

If you have access to a corporate directory (LDAP directory), you can search for contacts in it (consult your administrator).

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

Searching for a contact

- Simple search → Page 159
- Quick search → Page 161

Using a contact

- Calling a contact → Page 116
- Transferring an entry to the local phonebook → Page 161

Call lists

The call journal function must be activated in order to display call lists → Page 163. The call journal must also be activated for the customary last number redial function. If the call journal is not activated, the following message is shown on the display when you press the `Call Log` key: "Call Log is disabled".

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

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

The following call lists are displayed individually on separate tabs:

- "Missed" tab: missed calls
- "Received" tab: answered calls
- "Dialled" tab: dialled numbers
- "Forwarded" tab: forwarded calls

Only calls to the primary line are received on multi-line phones → Page 14.

When new entries are added to the call lists, a message appears → Page 30 on the idle display and the LED of the mode key `Call Log` → Page 21 lights up white.

To access: Press the `Call Log` key repeatedly until the required tab is displayed (see also → Page 22).

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

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

Additional notes on call lists

- Note the setting options for voicemail → Page 43 and have the possible combinations explained to you by administrator if necessary.
- Missed calls are not signalled if the call journal is disabled → Page 163.
- If missed calls for this connection were answered by other subscribers, these calls are not listed in the Missed list or are marked with a green checkmark in accordance with the setting in the call logging → Page 164.
- Logging for call forwarding was also changed in the framework of the new call logging. All types of forwarded calls are now only logged under "Forwarded" and no longer as before partly also as "Missed". This is regardless of how the new parameter for missed calls is defined.

Managing call lists

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

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

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

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

Example – "Received" tab
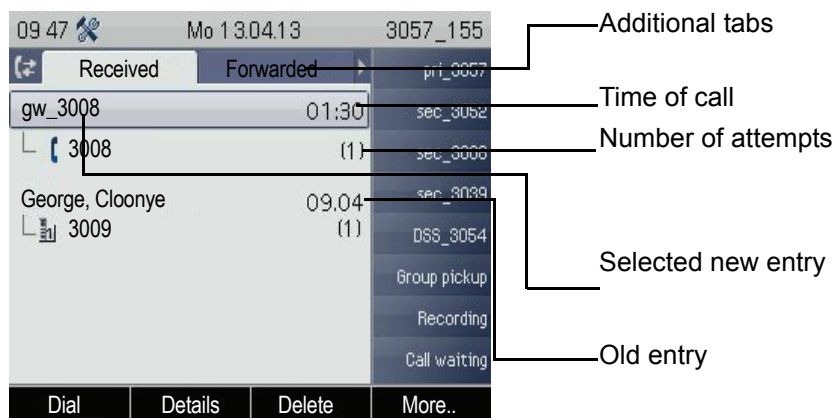
The following options are available, which you can select via the softkeys:

- Dial
- Details
- Delete → Page 162
- Copy
- Delete All → Page 162

Example – "Dialled" tab:
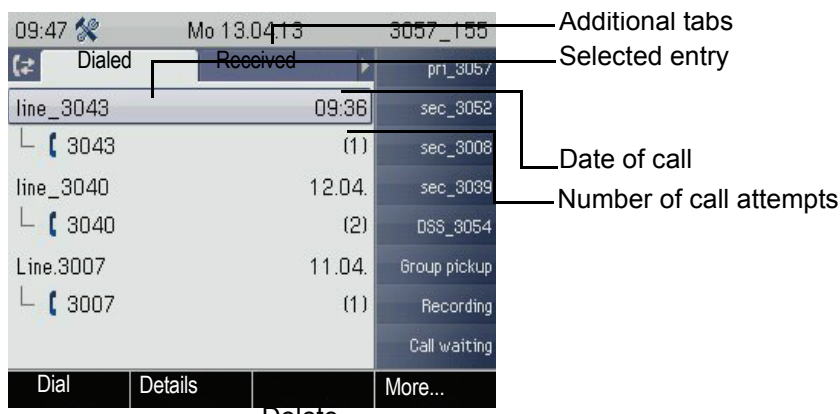
The following options are available for a selected entry, which you can select via the softkeys:

- Dial → Page 65
- Details → Page 42
- Delete → Page 162
- Copy → Page 163
- Delete All → Page 162

Entry details

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

Example – Entry on "Missed" tab:

Additional tabs
Caller number
Time
Date
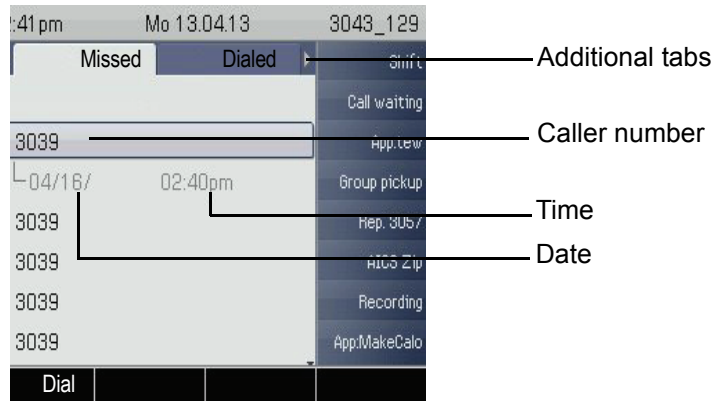
Example – Entry on "Dialled" tab:

Additional tabs
Caller number
Time
Date
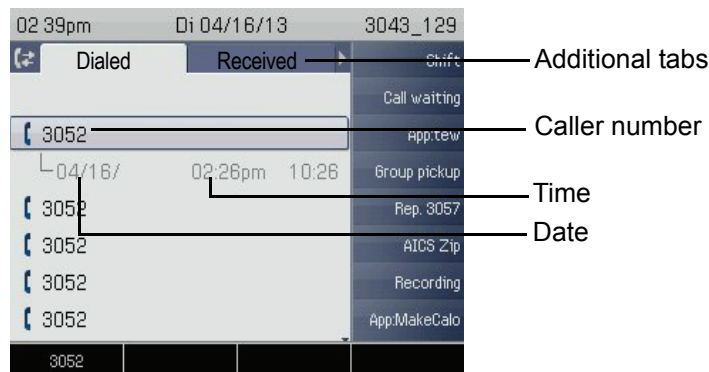
You can dial the number directly using the first softkey.

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

Using an entry

The following functions are available via the softkeys of a selected entry:
• Dial → Page 117
• Viewing details → Page 162
• Deleting the entry → Page 162
• Delete All → Page 162
• Transferring the entry to the personal phonebook → Page 163

Voicemail

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

Listening to messages

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

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

Note also the setting options for missed calls → Page 40 and have the possible combinations explained to you by the administrator if necessary.

Press this key to open the menu for the mailbox (→ Page 58). You will be shown the following for example:

Message statistics
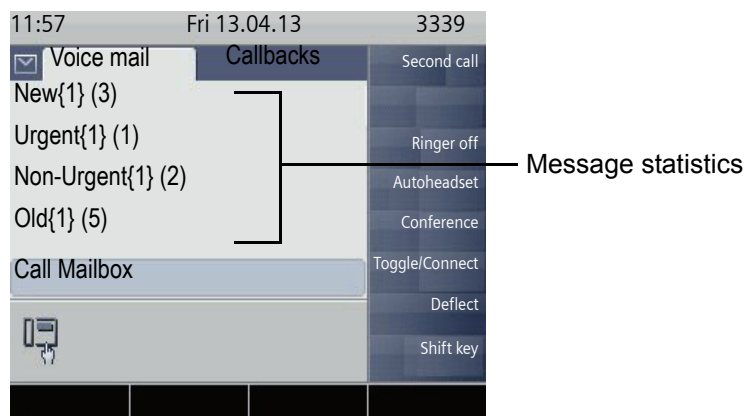
(The labels displayed here for the message status may have been altered individually by administrator).

Only messages for the primary line are recorded on a multi-line phone → Page 14.

Program/Service menu/Applications menu

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

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

Select and confirm the entry "User".

You may have to enter the user password → Page 170.

User settings

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

The menu structure comprises several levels.

11:57	Fri 12.04.13	3339
⊡ Settings	Applications ►	Second call
⊟—User		
—Date and time		Ringer off
⊞—Audio		Autoheadset
⊞—Configuration		Conference
⊞—Phone		Toggle/Connect
—Locality		Deflect
⊞—Security		Shift key
Open		

— XML applications

— Local settings

Additional menu levels are available
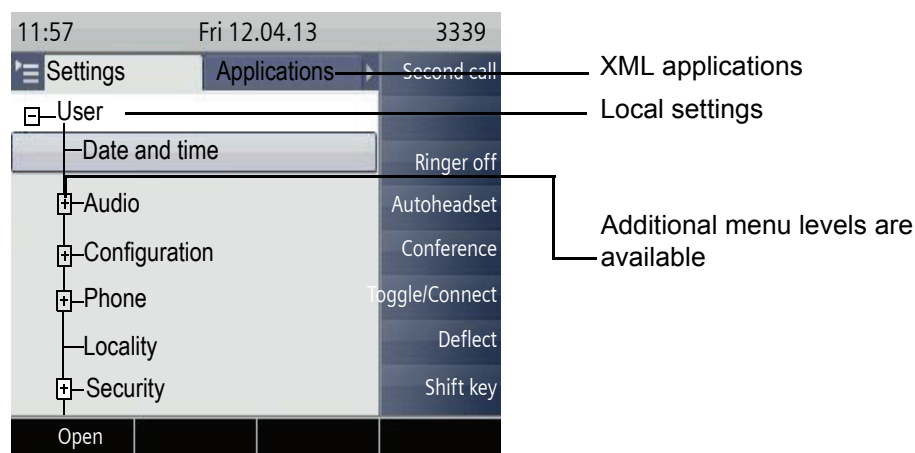
▌▌▶ You can also configure all of the settings using the **WBM interface** of your OpenScape Desk Phone IP 55G → Page 247.

Open the menu → Page 44.

Date and time

☎ Adjust the settings on your telephone → Page 213

Audio

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

Volumes

Adjust the settings on your telephone → Page 217

Settings

Adjust the settings on your telephone → Page 217

Configuration

Call forwarding

Set up call forwarding for your telephone.

Adjust the settings on your telephone → Page 77

Enhanced phone functions

Use the enhanced phone functions on your telephone.

Adjust the settings on your telephone → Page 99

Keyset

Manage your line keys.

Adjust the settings on your telephone → Page 147

Phone

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

Backup/restore

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

Adjust the settings on your telephone → Page 232

Screensaver

Adjust the settings on your telephone → Page 206

Display

Adjust the settings on your telephone → Page 206

Programming keys

Program sensor keys with frequently used functions or phone numbers.

Adjust the settings on your telephone → Page 92

Locality

Enter your country-specific settings.

Adjust the settings on your telephone → Page 226

Security

Protect your settings and data by assigning a password.

☎ Adjust the settings on your telephone → Page 170

Network information

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

☎ View information on the phone → Page 230.

Diagnostic information

☎ Provides information on all of the important settings of the telephone. Can provide valuable help in support situations → Page 245.

Reset

☎ Personal settings made via the telephone menu or the web interface can be reset to factory settings → Page 231.

Administration

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

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

> During a software update, the phone must not be disconnected from the power supply unit, the LAN line or the phone line.
>
> An update action is indicated by messages on the display and/or by flashing LEDs.

Applications

E/A Cockpit → Page 139

Control and monitoring function

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

Control function

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

Monitoring function

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

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

Activating a diagnostic call

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

Basic functions

Please read the introductory chapters "Getting to know your OpenScape Desk Phone IP55G" → Page 15 and "Applications available on your OpenScape Desk Phone IP55G" → Page 33 carefully before performing any of the steps described here on your phone.

Secure voice communication

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

If you call a party or receive a call from a party over a secure connection, a padlock icon[1] appears on the other party's row on your graphic display. You can opt to have voice connections that are no longer secure indicated by a brief alerting tone and a window with the message "Unencrypted call" (see → Page 224).

Emergency mode

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

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

Some functions may not be accessible while in emergency mode, for example:
• Call forwarding (→ Page 77)
• Voicemail (→ Page 58)
• Callback (→ Page 75)
• Group functions (→ Page 55)
• Multiline (→ Page 124)
• OpenScape Voice functions (→ Page 184)

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1. Normal for secure or struck-through for unsecured voice communication

Incoming calls

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

> If you have set a pattern melody → Page 220 or a ringtone → Page 219 on your phone, administrator may have preset a different ringtone or deactivated the ringtone, depending on the call type (e.g. an external or internal call).
>
> Any settings you are currently making on the phone will be interrupted by an incoming call. As soon as the call ends, press the **Services** key to return to the point in the menu structure where you were interrupted.

Answering a call via the handset

The phone rings. The caller is displayed.

> If the phone number is stored in the local telephone, the associated name is shown on the display (must be activated by administrator).

Lift the handset.

if nec. | Vol.- | Vol.+
Adjust the speaker volume

Answering a call via the loudspeaker (speakerphone mode)

The phone rings. The caller is displayed.

The context menu display changes:

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

or

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

if nec. | Vol.- | Vol.+
Adjust 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 a call via the headset

Prerequisite: A headset is connected.

> Make sure your headset port is set up properly → Page 221.

Answering calls via the headset key

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

Headset   Press the key shown.

if nec.   Vol.-   Vol.+   Adjust the call volume → Page 22.

Answering calls automatically via the headset

Prerequisite: The administrator has additionally configured a key with the "Auto-Headset" function (AICS Zip tone) (→ Page 92).

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

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

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

Directed pickup

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

Picking up a call

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

A co-worker's phone rings.

| Directed pickup | Select the softkey (idle mode) to confirm. |

or

➜ Lift the handset.

or

| Speaker | Press the key shown. |

| Directed pickup | Select the softkey to confirm. |

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

Picking up a held call

Prerequisite: Your colleague has placed a call on hold on his or her multi-line phone → Page 128. You know the co-worker's internal phone number and the function is configured for you in OpenScape Voice.

Select the softkey (idle mode) to confirm.

| Directed pickup |

or

➤ Lift the handset.

or

| Speaker | Press the key shown.

| Directed pickup | Select the softkey to confirm.

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

Switching from handset to speakerphone mode

Take note of the two different processes and activate your preferred setting as appropriate → Page 221.

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

Open listening in standard mode

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

Open listening in US mode

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

Speaker   Press the key shown.

↗   Replace the handset. Proceed with your call.

🔒 or 🔒   Secure voice communication is indicated by a normal padlock icon on the graphic display; unsecured voice communication is indicated by a struck-through padlock icon on the graphic display (see also → Page 48)

Switching from speakerphone mode to the handset

Prerequisite: You are conducting a call in speakerphone mode.

↗   Lift the handset.

Speaker   The key shown is no longer lighting.

Switching from headset to speakerphone mode

In standard mode

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

`Headset` Press the key shown. Speakerphone mode is activated.

In US mode

`Speaker` Press the key shown.

`Headset` Press the key shown. Speakerphone mode is activated.

Open listening

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

Prerequisite: You are conducting a call via the handset.

Activating

`Speaker` Press the key shown.

Deactivating

`Speaker` Press the illuminated key.

Switching to speakerphone mode

`Speaker` Hold down the illuminated key and replace the handset.

Ending a call

`Headset` Press the key shown. The key LED goes out.

or

`Speaker` Press the illuminated key.

or

`Disconnect` Select the softkey to confirm.

Group call

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

A group call is displayed on the phone. The admini-strator may has made the following settings for signalling:

Telephone status			Ring on group call = Yes	Ring on group call = No
Ringer on	**Silent**		Ringtone Loudspeaker	Beep Loudspeaker
	In Connection	Handset	Ringtone Loudspeaker	Beep Handset
		Handset Open listening	Beep Handset and loudspeaker	Beep Handset and loudspeaker
		Headset	Ringtone Loudspeaker	Beep Headset
		Headset Open listening	Beep Headset and loudspeaker	Beep Headset and loudspeaker
		Speakerph one mode	Beep Loudspeaker	Beep Loudspeaker
Ringer off	**Silent**		Nothing	Nothing
	In Connection	Handset	Nothing	Beep Handset
		Handset Open listening	Beep Handset and loudspeaker	Beep Handset and loudspeaker
		Headset	Nothing	Beep Headset
		Headset Open listening	Beep Headset and loudspeaker	Beep Headset and loudspeaker
		Speaker- phone mode	Beep Loudspeaker	Beep Loudspeaker

The volume settings can be found from → Page 217.

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

Picking up a group call with the call pickup key

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

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

Press the key with the "Call pickup" function.

The group call is now shown on the display with
Pickup: *Caller*
for: *Party*

The pop-up menu opens:
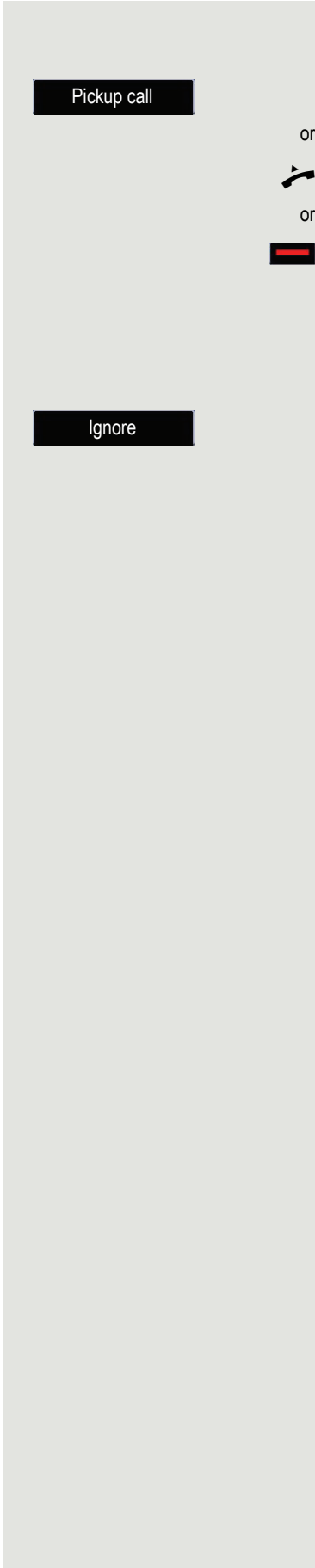
Picking up a group call immediately via the pop-up menu

Prerequisite: Your administrator has set up the group call such that it will be shown immediately on the display and the context menu will change.

A group call is waiting and is shown on the display with
Pickup: *Caller*
for: *Party*

Picking up a group call

The context menu display changes:
Select the softkey to confirm.

Pickup call

or

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

or

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

Ignoring a group call

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

Ignore

Listening to voicemail

To use this function, you need to have a voice mailbox set up on your communication platform for voicemails (see → Page 43).

The **Messages** message key and/or the call display illuminate, depending on the setting made by the administrator, to indicate new messages. They only extinguish again when all new messages have been picked up.

Picking up messages

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

If messages are waiting, you will be shown a list with the new messages and the messages you have already listened to, sorted by status (see → Page 43). The number of respective messages is indicated.

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

Calling the mailbox directly

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

↗ Lift the handset.

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

> You can call the mailbox any time you see the "Please dial" prompt on the display.

Call control (2nd alert)

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

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

Two calls simultaneously

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

🔔 🔔 Two calls ring at the same time.

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

- Accept
- Reject
- Deflect

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

Displaying second caller

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

Returning to first caller

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

Accepting a call

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

During dialling

> Note that when you set up 2nd alert, the "Busy when dialling" → Page 119
> function will be disabled. The exception is if you dial a number during a
> Consult → Page 67.

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

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

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

• Accept
• Reject
• Deflect

Making calls

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

You can also use enhanced functions, such as call lists or the personal or corporate directory, in order to call a subscriber → Page 116.

Off-hook dialling

➤ Lift the handset.

⊞ Enter the phone number.

The context menu display changes:

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

| Dial |

or

| Redial |

Select the softkey to confirm[1].

The connection is set up.

> If you are using a dial plan and **Immediate dialling** is set up (see → Page 63), dialling is automatically performed as soon as the character string entered matches an entry in the dial plan.

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

---

1. Please note the information in relation to the call journal on → Page 65

On-hook dialling

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

| Speaker | Press the key shown. |

or

| Headset | Press the key if a headset is connected. |

Enter the phone number.

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

or   The context menu display changes:

| Redial | Select the softkey to confirm[1]. |

Entering the phone number first

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

Enter the phone number. Use the navigation block → Page 22 to correct entries as necessary.

The context menu display changes:

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

The connection is set up.

> If you are using a dial plan and Immediate dialling is set up (see → Page 63), dialling is automatically performed as soon as the character string entered matches an entry in the dial plan.

---

1. Please note the information in relation to the call journal on → Page 65

Immediate dialling

Immediate dialling should only be activated if administrator has configured and approved a dial plan.

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

Activating or deactivating immediate dialling

You can also configure this setting via the WBM interface → Page 247.

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

User   Confirm the option shown.

if nec.   Enter and confirm the user password.

Configuration   Select and confirm the option shown.

Outgoing calls   Select and confirm the option shown.

Immediate dialling   Select and confirm the option shown.

Yes   Select and confirm the option shown in the context menu.

Save & Exit   Select the softkey to confirm.

Dialling using the hot or warm line function

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

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

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

Examples:

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

Redial

> You must have activated the call journal in order to use the call list. This also applies for redialling the last number dialled → Page 163. If the call journal is not activated, the message "Call Log is disabled" is shown on the display when you press the ⟲ key. If you try to perform a last number redial using a programmed function key, the message "Key function unavailable" is shown on the display in this case.
>
> If you still want to access the function for redialling the last number dialled despite having disabled the call journal, you can alternatively use the OpenScape Voice "last caller redial" function, assuming this function has been activated by the administrator → Page 200.

Redialling from the call list

> Only calls to the primary line are recorded on multi-line phones → Page 14.

| Call Log | Press the key repeatedly until the "Dialled" tab appears. |

| 🗐 Niels, Bohr18.10. 07:06am | Select and confirm the entry you want. The phone number associated with the list entry is dialled. |

Redialling using softkeys

| ➤ or Speaker | Lift the handset or press the key shown. |

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

Redialling from the idle menu

| Redial | Select and confirm the softkey in the idle mode (→ Page 29). The last phone number entered is dialled. |
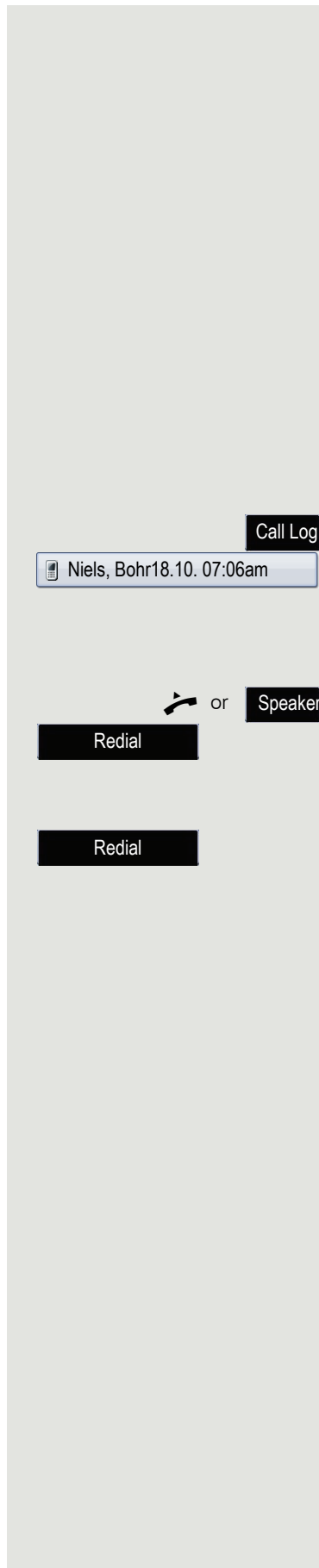
Activating/deactivating the microphone

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

Prerequisite: You are conducting a call.

Deactivating the microphone

Mute   Press the key shown.

Activating the microphone

Mute   Press the illuminated key.

Consulting a second party

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

Prerequisite: You are conducting a call.

Consult

or

Confirm with the softkey for the current connection.

Start a conference

Start conference

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

Enter and confirm the second party's phone number.

> If you are using a dial plan and Immediate dialling is set up (see → Page 63), dialling is automatically performed as soon as the character string entered matches an entry in the dial plan.

or

Redial

Select the softkey to confirm[1].

> If you want to use one of the **phonebooks** or a **call list** for the consultation call or the new conference parties, select **Hold** instead of Consult and/or Start conference in the context menu or press the **Hold** key and then open a phonebook or a required call list (→ Page 153).
>
> Alternatively you open a phonebook or call list without using the **Hold** function – the active call is automatically put on **Hold**.

1. Please note the information in relation to the call journal on → Page 65

Ending a consultation call

You end the consultation

Drop & return

Select the softkey to confirm.

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

The second party hangs up

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

Retrieve

Select the softkey to confirm. You are reconnected with the first party.
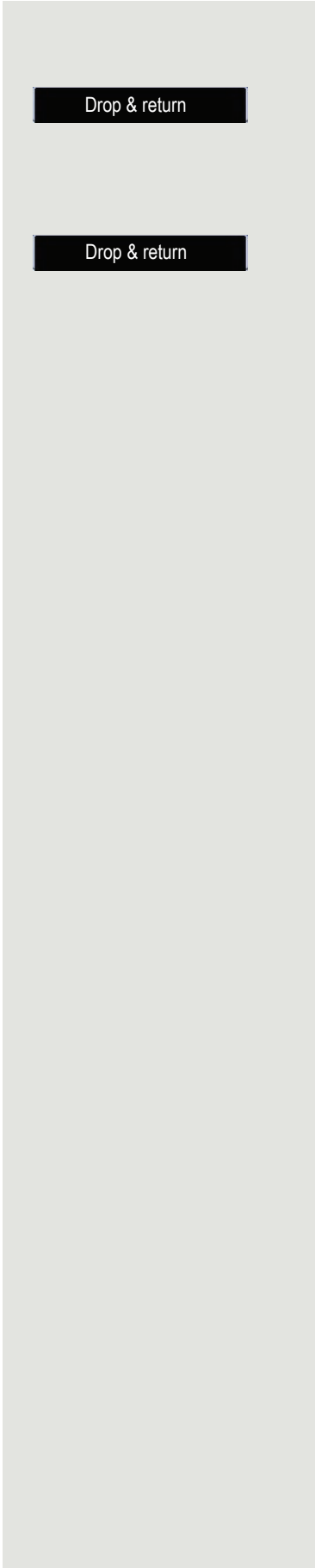
> If the call is kept on hold, you can retrieve the call via the softkey before the set time expires.

Ending the consultation with an active headset

Prerequisite: The administrator has additionally configured a key with the "Au-to-Headset" function (AICS Zip tone) (→ Page 92).

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

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

Cancelling a consultation call

If the called party does not answer

Drop & return

Select the softkey to confirm.

The call with the first party is resumed.

If the called party does answer

Drop & return

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

The call with the first party is resumed.

Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call → Page 67 or have accepted a second call → Page 107.

Select the softkey to confirm.

Alternate

> It does not matter which Softkey-Liste is open when alternating. The "Alternate" function appears in both lists (active and passive connection).
>
> You can switch back and forth between two subscribers by repeatedly confirming the "Alternate" softkey.

Ending an alternate operation

Disconnecting the held call:

Disconnect

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

Disconnecting the active call:

Drop & return

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

Putting on hold and retrieving alternately or simultaneously

Putting an active call on hold

Prerequisite: You have a single-line phone and are conducting a consultation call → Page 67 or have answered a second call → Page 107.

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

Retrieving the first call

`∧` Switch to the first call.

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

Retrieving the second call

`∨` Switch to the held consultation or second call.

`Hold` Press the flashing "Hold" key. You are connected with the other party. The first call was put on "Hold" again.
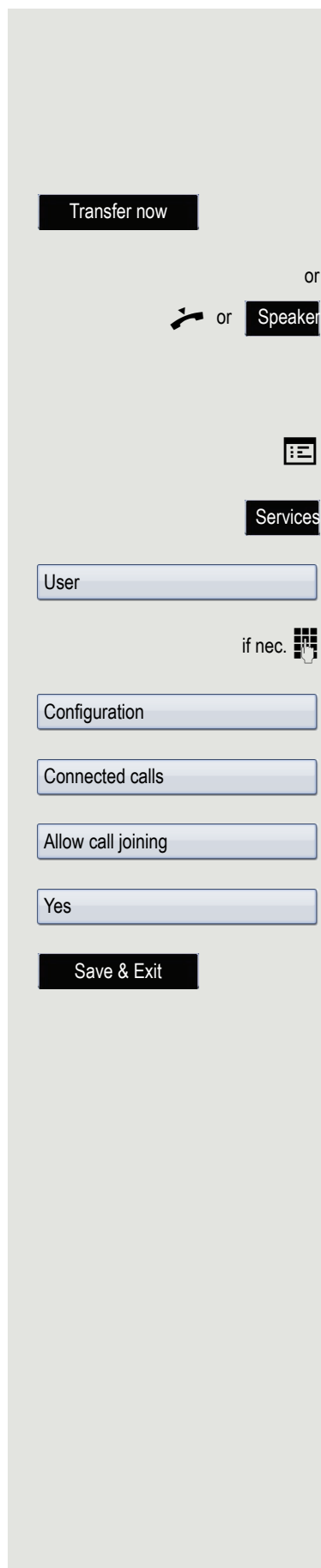
Connecting parties

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

Prerequisite: You are conducting a consultation call → Page 67 and call joining must be allowed → Page 72.

Transfer now

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

or

Connecting by hanging up

🗘 or Speaker

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

Allowing call joining

🗐

You can also configure this setting via the WBM interface → Page 247.

Services

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

User

Confirm the option shown.

if nec. 🎹

Enter and confirm the user password.

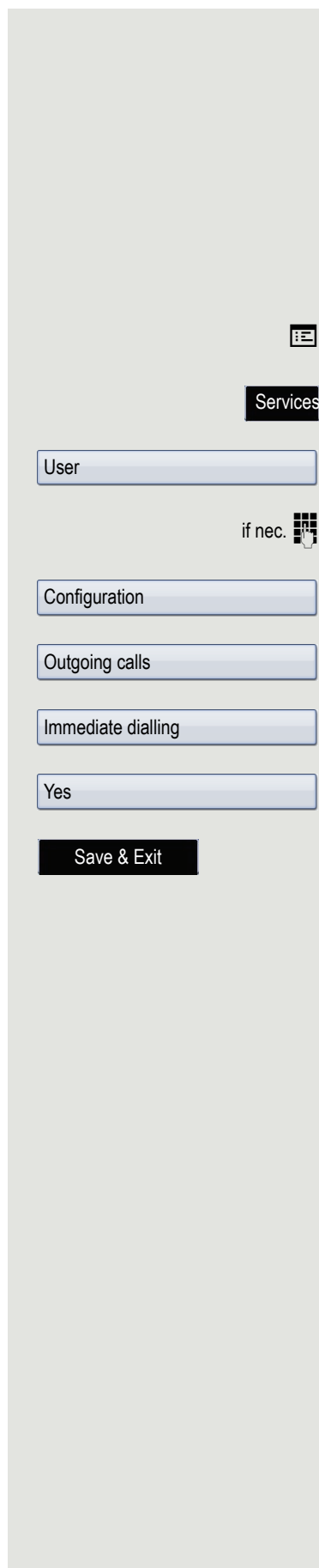Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Allow call joining

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select the softkey to confirm.

Callback

You can request a callback if the station called is busy or if nobody answers. You receive the callback as soon as the other party's line becomes free.

> This option is only available if both you and your administrator has activated the function (→ Page 75).

> Only the callback requests for your primary line are logged on multi-line telephones → Page 14.

Requesting callback

Prerequisite: The station called is busy or nobody answers.

Call back RR

Select the softkey to confirm.

Deleting callback requests

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

Prerequisite: A callback was requested.

Cancel call backs

Select the softkey in idle mode (→ Page 29) to confirm. **All** callback requests are deleted.

Responding to a callback

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

Accepting a callback

Accept

Select the softkey to confirm.

Rejecting a callback

Prerequisite: The Reject function has been activated by administrator.

Reject

Select the softkey to confirm.

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

Forwarding a callback (not OpenScape Voice)

Prerequisite: The Deflect function has been activated by administrator.

Deflect

Select the softkey to confirm.

Enter the phone number and confirm.

Permitting a callback

Prerequisite: The Callback function has been activated by administrator.

📋 You can also configure this setting via the WBM interface → Page 247.

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

User   Confirm the option shown.

if nec. 📳   Enter and confirm the user password.

Configuration   Select and confirm the option shown.

Connected calls   Select and confirm the option shown.

Allow call joining   Select and confirm the option shown.

Yes   Select and confirm the option shown in the context menu.

Save & Exit   Select the softkey to confirm.

Calling back missed calls

Calls received while you are absent are indicated by a message → Page 30 on the idle display. Moreover, the **Call Log** key and/or the call display illuminate depending on the setting made by the administrator. They only extinguish again when all new list entries have been queried.

Missed calls are logged in the missed calls list. This list provides information on the missed call and lets you call back the number directly. Missed calls are not saved and displayed if the call journal is disabled → Page 164.

Only the calls missed on your primary line are logged on multi-line telephones → Page 14.

Call log

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

 Karl, Gross20.05. 10:06

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

For a detailed description of the call lists, refer to → Page 40.

Call forwarding

Depending on the settings made by administrator, standard call forwarding may be configured for the phone or alternatively a call forwarding by type option that is supported by OpenScape Voice → Page 84.

Standard call forwarding

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

▮▮▶ On multi-line telephones → Page 14, you can only configure call forwarding for the primary line.

Three forwarding conditions can be programmed in the forwarding menu:

- Unconditional
- Busy
- No reply (after {1}s)

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

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

Forwarded calls can, if permitted, be logged in a call list → Page 40.

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

☐ Unconditional ➜
   Destination phone number
☐ Busy ➜
   Destination phone number
☐ No reply (after {1}s) ➜
   Destination phone number

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

▮▮▶ Alternatively, call forwarding can be programmed on one or more keys with a fixed destination and a predefined forwarding or call type → Page 95.

Using call forwarding

The following functions are available for activating and deactivating call forwarding and configuring it in accordance with your requirements:

- "Activating or deactivating immediate call forwarding" → Page 78
- "Saving destination phone numbers for call forwarding" → Page 79
- "Editing favourites" → Page 79
- "Copying and pasting destination phone numbers" → Page 79
- "Assigning a destination phone number for call forwarding" → Page 81
- "Activating/deactivating call forwarding" → Page 82

"Defining the ring duration before call forwarding on no reply" → Page 83

Activating or deactivating immediate call forwarding

Forward   Press the key shown.

Deactivating call forwarding

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

or   ### Activating forwarding to last destination

The message:

"**Set forward on to**" is displayed with the last forwarding destination used and the Softkey-Liste offers the following options:

• Accept
• Enter dest.
• Settings
• Cancel

Using last forwarding destination

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

If you do not confirm call forwarding immediately, it will be enabled automatically after approx. 3 seconds.

or   ### Activating with variable destination phone numbers

If you want to use a new forwarding destination:

Enter dest.   Select the softkey to confirm.

📱   Enter and confirm the new destination phone number.

or

3339   Confirm the saved destination phone number with the softkey (displayed).

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

Saving destination phone numbers for call forwarding

▥▶ You can alternatively enter the call forwarding settings via the user menu
(→ Page 101) or also using the WBM interface → Page 247.

Forward Press the key shown.

The message:

"**Set forward on to**" is displayed with the last forwarding destination used and
the Softkey-Liste offers the following options:

• Accept
• Enter dest.
• Settings
• Cancel

Settings Select the softkey to confirm.

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

• Unconditional
• Busy
• No reply (after {1}s)

▥▶ You can check at this point whether **Busy** or **No reply (after {1}s)** call for-
warding is already activated.

Saving a destination phone number

□ Unconditional ➜ Select the forwarding type (here for instance Unconditional).

Enter dest. Select the softkey to confirm.

▦ Enter/edit and confirm the destination phone number.

or **Editing favourites**

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

□ Unconditional ➜ Select the forwarding type (here for instance Unconditional).

Edit favorites Select the softkey to confirm.

Destination 1 Select and confirm the option shown.

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

Save & Exit Select the softkey to confirm.

Copying and pasting destination phone numbers

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

Forward Press the key shown.

Settings

Select the softkey to confirm.

Three types of call forwarding are offered in the settings menu:
- Unconditional
- Busy
- No reply (after {1}s)

1. Copy

☐ Unconditional ➜ 3338

Select the forwarding type (here for instance Unconditional).

Copy

Select the softkey to confirm.

2. Paste

☐ No reply (after {1}s) ➜

Select the destination forwarding type (here for instance No reply (after {1}s)).

Paste

Select the softkey to confirm.

☑ No reply (after {1}s) ➜ 3338

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

Assigning a destination phone number for call forwarding

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

Forward

Press the key shown.

The message:

"**Set forward on to**" is displayed with the last forwarding destination used and the Softkey-Liste offers the following options:

• Accept
• Enter dest.
• Settings
• Cancel

Settings

Select the softkey to confirm.

☐ Unconditional ➜3339

Select the forwarding type (here for instance Unconditional).

3336

Select and confirm the softkey shown.

☑ Unconditional ➜3336

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

Phone

Press to open the call view. If All calls was activated, the forwarding destination is displayed with the forwarding icon. The **Busy** and **No reply (after {1}s)** types of call forwarding are not displayed.
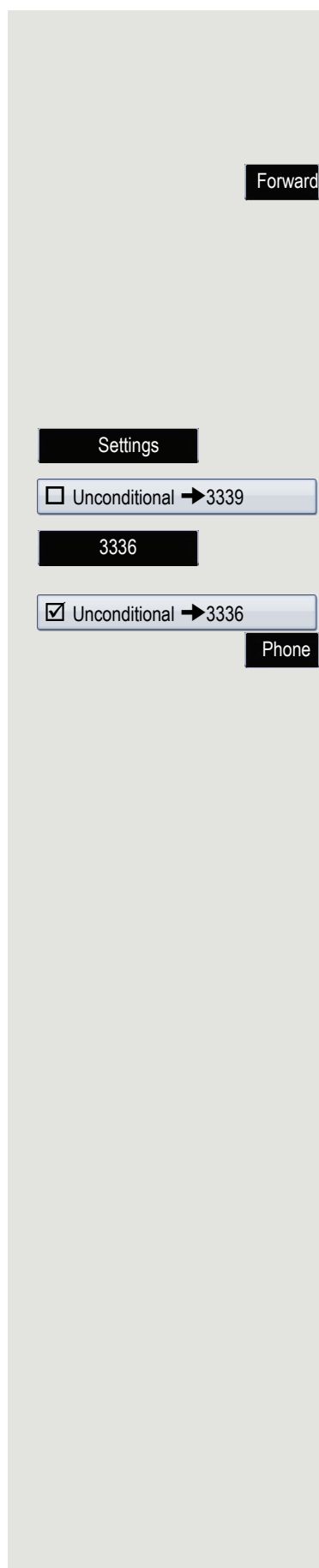
Activating/deactivating call forwarding

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

Press the key shown.

The message:

"**Set forward on to**" is displayed with the last forwarding destination used. The Softkey-Liste offers the following options:

- Accept
- Enter dest.
- Settings
- Cancel

Select the softkey to confirm.

Choose one of the forwarding types offered:

☐   Unconditional (default setting is off)
☐   Busy
☐   No reply (after {1}s)

Here for instance Unconditional.

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

The call forwarding settings can appear as follows:

☐   Unconditional (default setting is off)
☑   Busy
☑   No reply (after {1}s)

Press to open the call view. If **Unconditional** was activated, the forwarding destination is displayed with the forwarding icon and the **Forward** key illuminates. The **Busy** and **No reply (after {1}s)** types of call forwarding are not displayed.

Forward

Settings

☐ Unconditional ➜ 3338
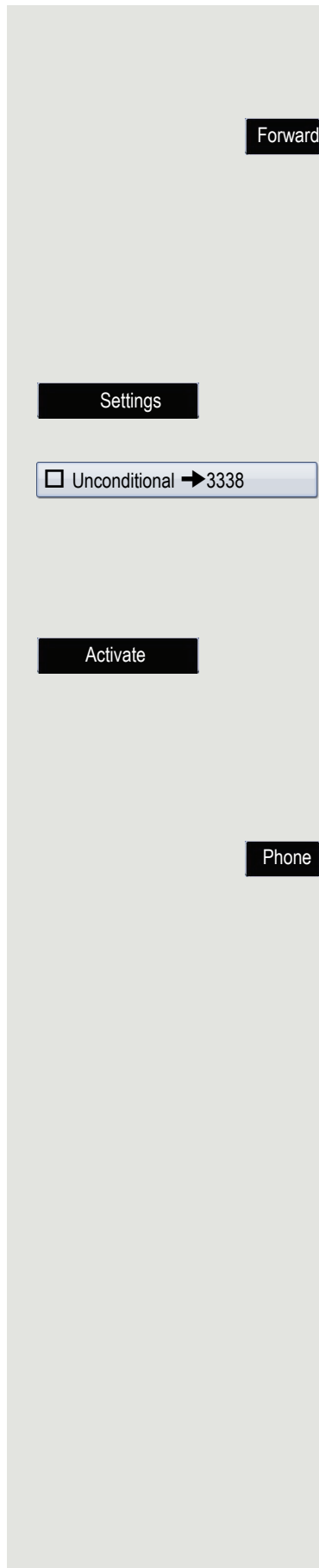
Activate

Phone

Defining the ring duration before call forwarding on no reply

You can define how long the phone should ring before "No reply (after {1}s)" call forwarding activates.

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

▤ You can also configure this setting via the WBM interface → Page 247.

Prerequisite: The phone is idle.

Forward Press the key shown.

Settings Select the softkey to confirm.

☐ No reply (after {1}s) ➜3335 Select the forwarding type.

Set delay Select the softkey to confirm.

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

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

Phone Press to open the call view.

Call forwarding by call type

If server features has been enabled by administrator and the **Ext/int forwarding** function is activated, call forwarding by call type functionality will be available to you. Forwarding in this case is dependent on the forwarding type and additionally on the call type. The menu layout therefore deviates from that for standard forwarding → Page 77. You can also change, activate and deactivate call forwarding during a call.

Forwarding menu

The Forwarding menu is launched either using the **Forward** key or via the user menu (→ Page 101) and contains the three forwarding types:

• Unconditional
• Busy
• No reply

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

If active, "**Unconditional**" call forwarding is indicated on the display when the phone is idle. Forwarded calls are logged in a call list if allowed (see → Page 40).

The three forwarding types are each assigned three call types in the **Forwarding** menu:

Unconditional

– Any call
– External only calls
– Internal only calls

Busy

– Any call
– External only calls
– Internal only calls

No reply

– Any call
– External only calls
– Internal only calls

Using call forwarding

The following functions are available for activating and deactivating call forwarding and configuring it in advance in accordance with your requirements:

- "Activating or deactivating immediate call forwarding" → Page 85
- "Saving destination phone numbers for call forwarding" → Page 86
- "Preconfiguring or changing destination phone numbers" → Page 88
- "Copying and pasting destination phone numbers" → Page 88
- "Assigning a destination phone number to a call type" → Page 90
- "Activating/deactivating call forwarding" → Page 90

Activating or deactivating immediate call forwarding

You can also configure the settings for call forwarding via the user menu (→ Page 101). It is recommended to use the call forwarding key however so that you can use the following enhanced functions.

Forward | Press the key shown.

Deactivating call forwarding

If call forwarding was activated for **Unconditional**, it is now automatically deactivated.

or | ### Activating forwarding to last destination

The message:

"**Set forward on to**" is displayed with the last forwarding destination used. The Softkey-Liste offers the following options:

- Accept
- Enter dest.
- Settings
- Cancel

Using last forwarding destination

Accept

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

If you do not confirm call forwarding immediately, it will be enabled automatically after approx. 3 seconds.

or

Activating with variable destination phone numbers

If you want to use a new forwarding destination:

Enter dest.

Select the softkey to confirm.

Enter and confirm the new destination phone number.

or

3339

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

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

Saving destination phone numbers for call forwarding

You can alternatively enter the call forwarding settings via the user menu (→ Page 101) or also using the WBM interface → Page 247.

Forward

Press the key shown.

The message:

"**Set forward on to**" is displayed with the last forwarding destination used and the Softkey-Liste offers the following options:

• Accept
• Enter dest.
• Settings
• Cancel

Settings

Select the softkey to confirm.

You are then offered three forwarding types in the Forwarding menu with three call types each and with frequently used destination numbers preassigned by default:

• Unconditional
    – Any call
    – External only calls
    – Internal only calls
• Busy
    – Any call
    – External only calls
    – Internal only calls
• No reply
    – Any call
    – External only calls
    – Internal only calls
• Edit favorites

Saving a destination phone number

Unconditional	Select the forwarding type and confirm (here for instance Unconditional).
☐ Any call	Select the call type.
or	
☐ External only calls	Select the option shown.
or	
☐ Internal only calls	Select the option shown.
Enter dest.	Select the softkey to confirm.

Enter/edit and confirm the destination phone number.

You can now select another call type additionally and enter a destination phone number. If you assign destination phone numbers for **External only calls** and **Internal only calls** for example, both external and internal calls will be forwarded to the respective destinations.

If the destination phone numbers for **Any call** are assigned or changed, this call forwarding has priority and both external and internal calls are forwarded to this destination phone number.

Phone   Press to open the call view. Call forwarding for the selected call type is activated.

Preconfiguring or changing destination phone numbers

You can preconfigure up to five destination phone numbers for call forwarding. These destination phone numbers (favourites) are saved on softkeys and can then be assigned to the different call types.

| Forward | Press the key shown. |

| Settings | Select the softkey to confirm. |

| Edit favorites | Select and confirm the option shown. |

| Destination 1 | For instance, select and confirm the first destination. |

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

| Save & Exit | Select the softkey to confirm the option shown and save your input. The destination phone numbers are saved on softkeys. |

| Phone | Press to open the call view. |

Copying and pasting destination phone numbers

The current destination phone number for a call type is copied. For example, the current destination phone number for All calls should also become the current destination phone number for **Internal only calls**.

| Forward | Press the key shown. |

| Settings | Select the softkey to confirm. |

You are then offered three forwarding types in the Forwarding menu with three call types each and with frequently used destination numbers preassigned by default:

- Unconditional
  - Any call
  - External only calls
  - Internal only calls
- Busy
  - Any call
  - External only calls
  - Internal only calls
- No reply
  - Any call
  - External only calls
  - Internal only calls
- Edit favorites

1. Copy

| Unconditional | Select the forwarding type and confirm (here for instance Unconditional). |
| ☐ Any call 3339 | Select the call type (here for instance Any call). |

| Copy | Select the softkey to confirm. |
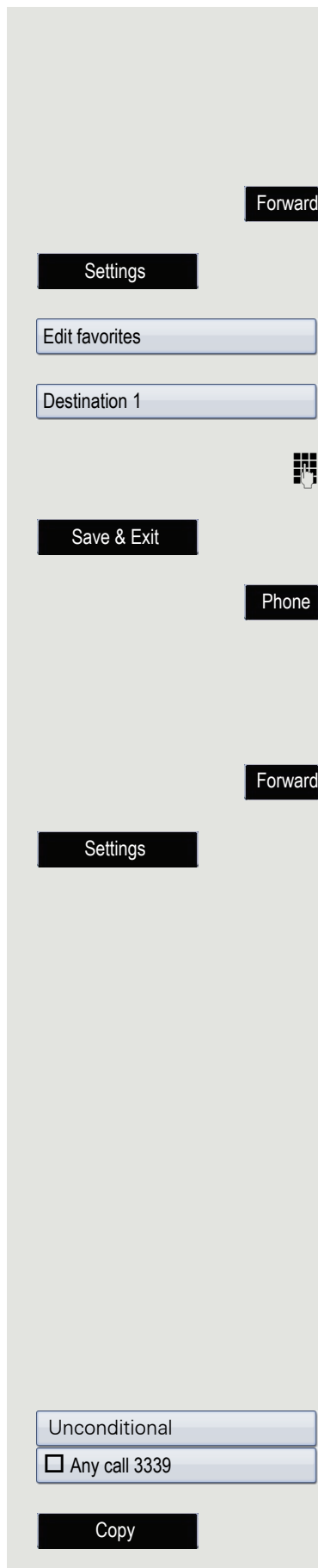
☐ External only calls

Paste

☑ External only calls 3339

Busy

☐ Internal only calls

Paste

☑ Internal only calls 3339

Phone

2. Paste to a call type of the same forwarding type

Select the destination call type (here for instance External only calls).

Select the softkey to confirm.

Both call types now have the same destination phone number. The call type **External only calls** is activated automatically.

3. Paste to a call type of a different forwarding type

Select and confirm the forwarding type (here for instance Busy).

Select the destination call type (here for instance Internal only calls).

Select the softkey to confirm.

Both call types now have the same destination phone number. The call type **Internal only calls** for Busy is activated automatically.

Press to open the call view.
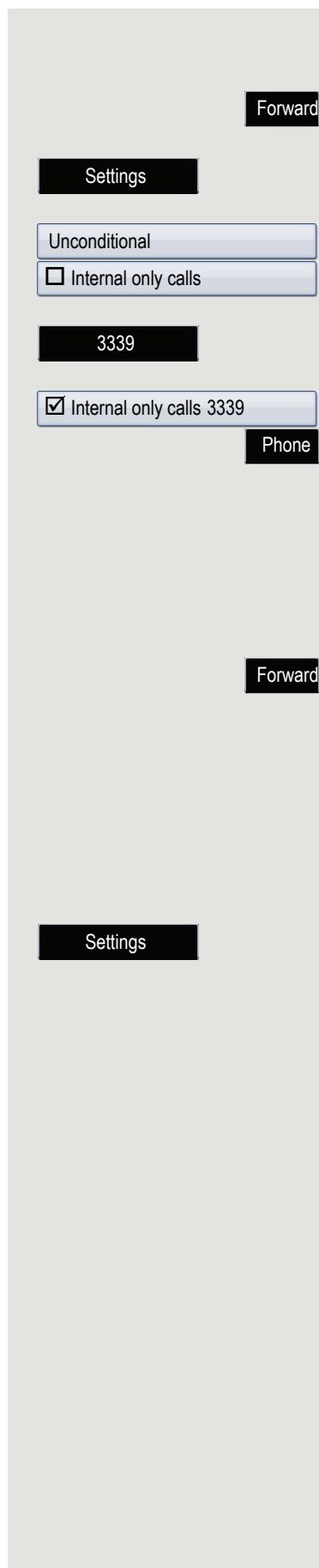
Assigning a destination phone number to a call type

Prerequisite: At least one destination phone number has already been saved.

Forward   Press the key shown.

Settings   Select the softkey to confirm.

Unconditional   Select the forwarding type and confirm (here for instance Unconditional).

☐ Internal only calls   Select the call type (here for instance Internal only calls).

3339   Press the softkey with the saved number (favourite).

☑ Internal only calls 3339   The call type is activated and the new destination is displayed.

Phone   Press to open the call view.

Activating/deactivating call forwarding

Prerequisite: One or more forwarding destinations are already configured for the relevant call type(s).

Forward   Press the key shown.

The message:

"**Set forward on to**" is displayed with the last forwarding destination used and the Softkey-Liste offers the following options:
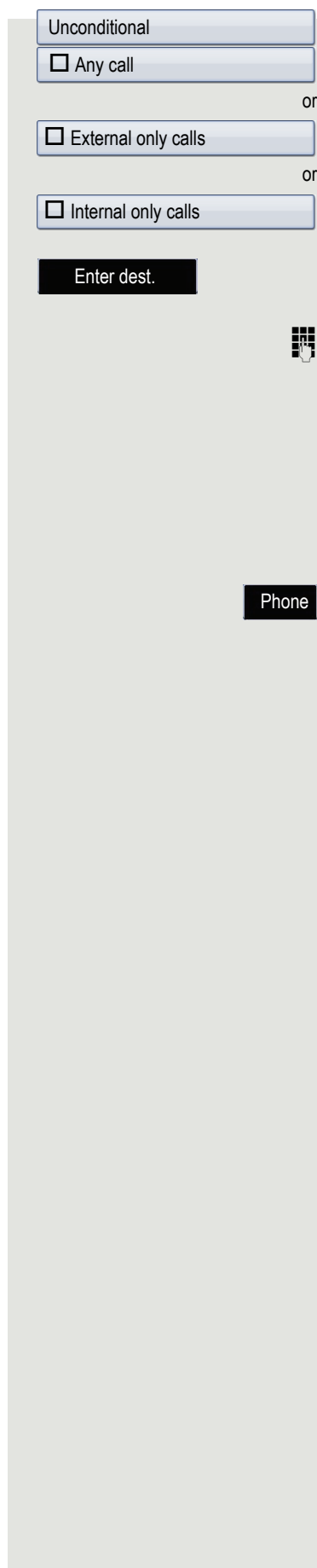• Accept
• Enter dest.
• Settings
• Cancel

Settings   Select the softkey to confirm.

The list of forwarding types is displayed:
• Unconditional
• Busy
• No reply

| Unconditional |
| ☐ External only calls 3339 |

Select the forwarding type and confirm (here for instance Unconditional).

Choose one of the call types offered

☐   Any call 3339 (default setting is off)
☐   External only calls 3335
☐   Internal only calls 3336

and confirm your selection, for instance **External**. The call type is activated. Press once more to deactivate this call type again.

You can also activate all three call types. The call type **Any call** has priority in this case and all calls are forwarded to the defined destination phone number. Call forwarding for the call types **External** and **Internal** can be activated at the same time. **INT/EXT** is then shown on the display for the forwarding type **Unconditional**.

The call forwarding settings can appear as follows:

☐   Any call 3339 (default setting is off)
☑   External only calls 3335
☑   Internal only calls 3336

> All call types are deactivated automatically for the forwarding type **Unconditional**. Previously activated call forwarding for all call types remains activated with the forwarding types **Busy** and **No reply** until deactivated manually by you. Activated call forwarding for **Busy** and **No reply** is indicated in the list by the call forwarding icon.

`Phone` Press to open the call view. If you selected the forwarding type **Unconditional** and activated a call type here, the call type is shown on the display with the call forwarding icon and the **Forward** key illuminates. Nothing is shown on the display for the forwarding types **Busy** and **No reply**.

Call forwarding chain

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

A popup window opens on your phone's display with the following information:
• Who is calling.
• Who forwarded first or last.
• The reason for the forwarding is displayed by an icon.

You can set whether the station that forwarded first or last is displayed (see → Page 101).

Programmable function keys

The phone features a range of functions that can, if required, be programmed on programmable function keys. The phone comes with eight function keys, all of which can be programmed on two separate levels.

The "Shift" function key for switching between the two function key levels is pre-assigned. This assignment should be maintained where possible so you can switch between the two function key levels. The labels for the function keys are displayed on the right edge of the display. The function keys can also be programmed via the web interface → Page 247.

List of available functions

1. Not assigned
2. Selected dialling
3. Repeat dialling
4. CF unconditional
5. CF no reply
6. CF busy
7. CF unconditional - any
8. CF unconditional – int.
9. CF unconditional – ext.
10. CF busy - any
11. CF busy – int.
12. CF busy – ext.
13. CF no reply - any
14. CF no reply – int.
15. CF no reply – ext.
16. Ringer off
17. Hold
18. Alternate
19. Blind transfer call
20. Transfer call
21. Deflecting
22. Shift
23. Conference
24. Headset
25. Do not disturb
26. Group pickup
27. Repertory dial
28. Feature toggle
29. Mobility
30. Directed pickup
31. Trennen
32. Callback
33. Cancel callbacks
34. Consult
35. Call Waiting toggle
36. Immediate ring
37. PreView
38. Start application
39. Call recording
40. Built in fwd
41. Personal directory
42. Pause callbacks
43. Resume callbacks
44. Video on
45. Corporate directory
46.

Programming function keys

Initiating programming

Directly via the function key

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

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

OK Confirm to begin programming. The key illuminates continuously.

or ### Via the user menu

You can also program keys via the user menu.

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

User Confirm the option shown.

if nec. ▦ Enter and confirm the user password.

Phone Select and confirm the option shown.

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

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

Normal

or

Shifted

Do not disturb

Label

Save & Exit
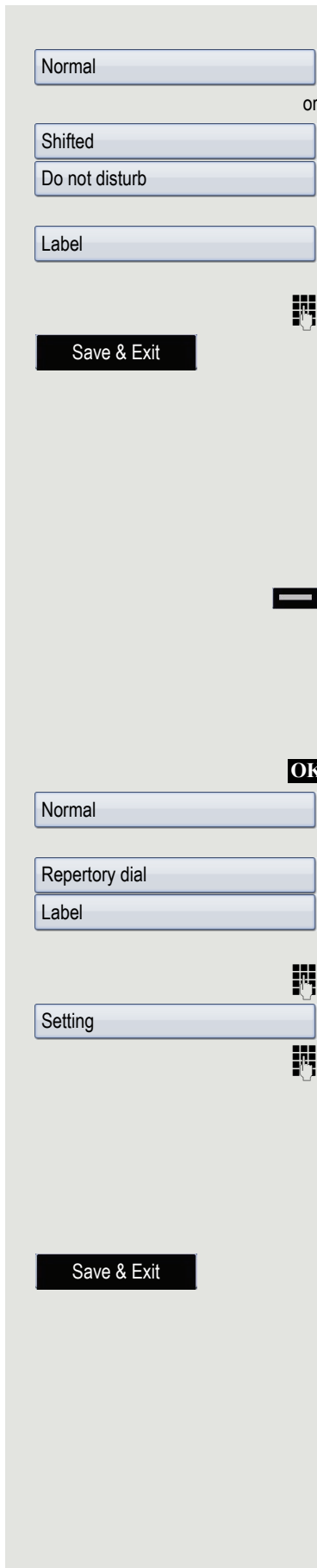
Beginning programming

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

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

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

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

Enter and confirm the key label you want.

Select the softkey to confirm.

Programming enhanced functions

Repertory dialling

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

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

OK Confirm to begin programming. The key illuminates continuously.

Normal

Select and confirm the option shown.

Repertory dial

Label

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

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

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

Setting

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

Enter and confirm the station's destination phone number.

You can select and insert special characters via the softkeys:
- « Clear call
- ~ Make consultation
- » Make normal call
- ¬ Pause

Save & Exit

Select the softkey to confirm.

> The repertory dial can be up to 40 characters long.

Feature toggle

Only available for "Hunt group" functions (→ Page 190).
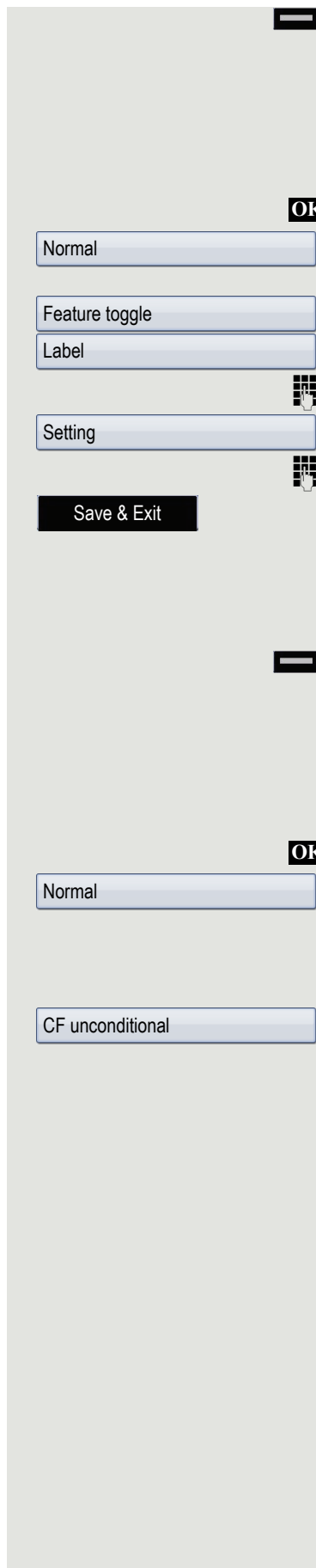
▬ Hold down the key you want to assign a function to until the programming prompt is displayed.

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

OK Confirm to begin programming. The function key illuminates continuously.

Normal Select and confirm the option shown.

Feature toggle Select and confirm the required function in the context menu.

Label Select and confirm to change the key labelling.

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

Setting Select and confirm this option to enter the relevant code.

▦ Enter the code (see Code list table → Page 201) and confirm.

Save & Exit Select the softkey to confirm.

Configuring a fixed forwarding key

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

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

OK Confirm to begin programming. The function key illuminates continuously.

Normal Select and confirm the option shown.

Call forwarding depending on the forwarding type

Select a forwarding type:

- CF unconditional
- CF no reply
- CF busy

CF unconditional

Select and confirm the required function.

Call forwarding depending on the call type

If use of server feature has been enabled by administrator and the **Ext/int forwarding** function is activated, call forwarding by incoming call type functionality will be available to you. Forwarding in this case is dependent on the forwarding type and additionally on the call type.

Select one of the forwarding types:

CF unconditional - any

- CF unconditional - any
- CF unconditional – int.
- CF unconditional – ext.
- CF busy - any
- CF busy – int.
- CF busy – ext.
- CF no reply - any
- CF no reply – int.
- CF no reply – ext.

Label

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

Accept or edit the label and confirm.

Setting

Select and confirm this option to enter the forwarding destination.

Enter and confirm the phone number of the forwarding destination.

Save & Exit

Select the softkey to confirm.

Using function keys

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

Example 1: Calling a saved number

Prerequisite: The idle menu is shown on the display.

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

Example 2: Activating/deactivating Call Waiting toggle

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

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

Example 3: Immediate ring

This function allows you to switch the preset delay (→ Page 148) on and off for all line keys. By default the delay is set, the key does not illuminate.

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

Resetting function keys

Here you can reset function keys you configured back to factory settings (see also → Page 231).

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

| Services |

Confirm the option shown.

| User |

if nec. ▥   Enter and confirm the user password.

| Reset |

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

| Function key data |

Select the option shown.

| Yes |

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

| Delete selection |

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

▦ Keys that can only be configured by administrator remain unchanged.
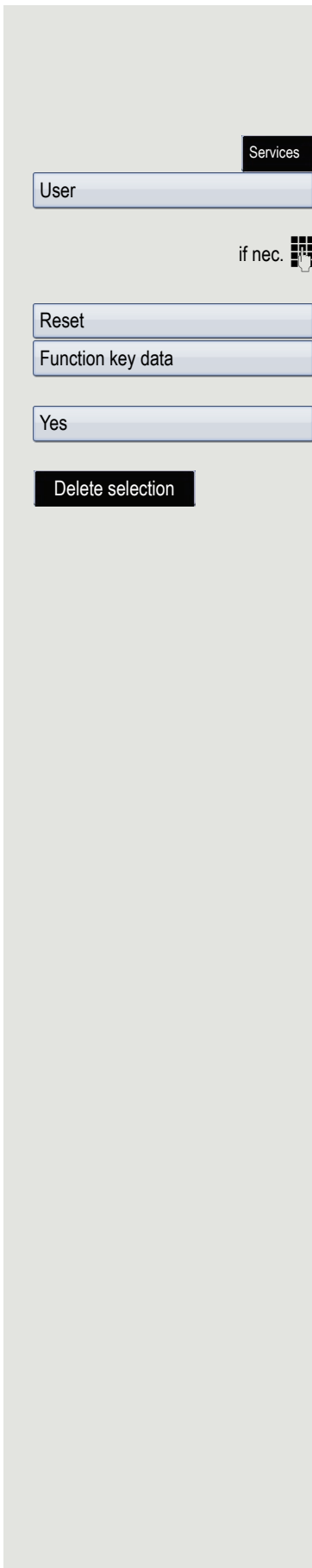
Enhanced phone functions

Incoming calls

Rejecting a call

You can reject an incoming call.

Prerequisite: An incoming call is displayed or signalled. The function is approved by the administrator.

Reject

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

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

Deflecting a call

Using call deflection

Prerequisite: An incoming call is displayed or signalled. The function is approved by the administrator.

Deflect

Select the softkey to confirm. The call is immediately deflected if a destination phone number → Page 100 is programmed.

or

If you did not set a phone number when programming call deflection, a pop-up menu appears prompting you to enter a destination phone number for call deflection.
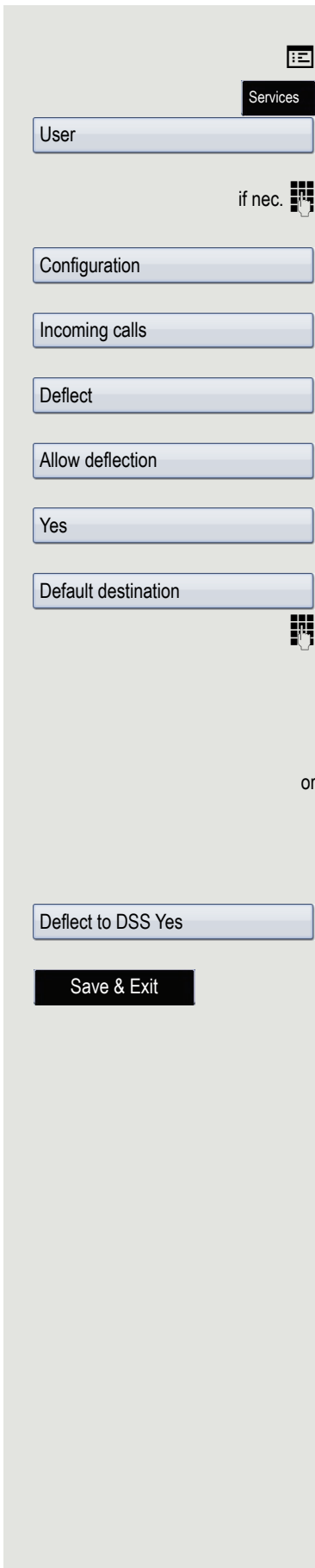
Enter and confirm the destination phone number.
The call is deflected.

Permitting call deflection

📋 You can also configure this setting via the WBM interface → Page 247.

Services

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

Confirm the option shown.

| User |

if nec. ⌨ Enter and confirm the user password.

| Configuration |

Select and confirm the option shown.

| Incoming calls |

Select and confirm the option shown.

| Deflect |

Select and confirm the option shown.

| Allow deflection |

Select and confirm the option shown.

| Yes |

Select and confirm the option shown in the context menu.

| Default destination |

Select and confirm the option shown.

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

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

or ## Deflecting to a DSS number

A call can be deflected to a direct station selection (DSS) subscriber using the DSS key if the key has been configured and the deflect function has been activated by administrator → Page 133.

Information only, as set by administrator: Yes or No.

| Deflect to DSS Yes |

| **Save & Exit** |

Select the softkey to confirm.

Configuring call forwarding

🏳️ The call forwarding settings can also be entered via the Forwarding key
(→ Page 78).

You can also configure this setting via the WBM interface → Page 247.

Press the key shown until "Settings" is active.

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Configuring call forwarding

Select and confirm the option shown.

For a description of the settings, see section "Standard call forwarding"
→ Page 77 or "Call forwarding by call type" → Page 84.

Setting alerts

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

Select and confirm the option shown.

Select the option shown.

Select and confirm Yes/No in the context menu.

or

Select the option shown.

Select and confirm Yes/No in the context menu.

or

Select the option shown.

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

Select the softkey to confirm.

Placing a call on hold

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

Sidebar menu items:

Services

User

if nec.

Configuration

Incoming calls

Forwarding

Settings

Alerts

Visual alerts

Yes

or

Audible alerts

Yes

or

Forwarding station...

Display last

Save & Exit

Prerequisite: You are conducting a call.

Hold

Press the key shown. The key flashes.

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

Retrieving a held call

Reconnect

Select the softkey to confirm.

or

Hold

Press the flashing key.

Using line keys

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

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

Retrieving a held call

━━   Press the corresponding line key. The line key LED lights up. The call is re-
trieved.

> The LED display → Page 25 or status display on the "Overview" tab
> → Page 35 indicates to other multi-line telephones on which this line is
> also configured that the call is on hold. These phones can then pick up the
> call.

Held call wait status

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

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

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

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

or
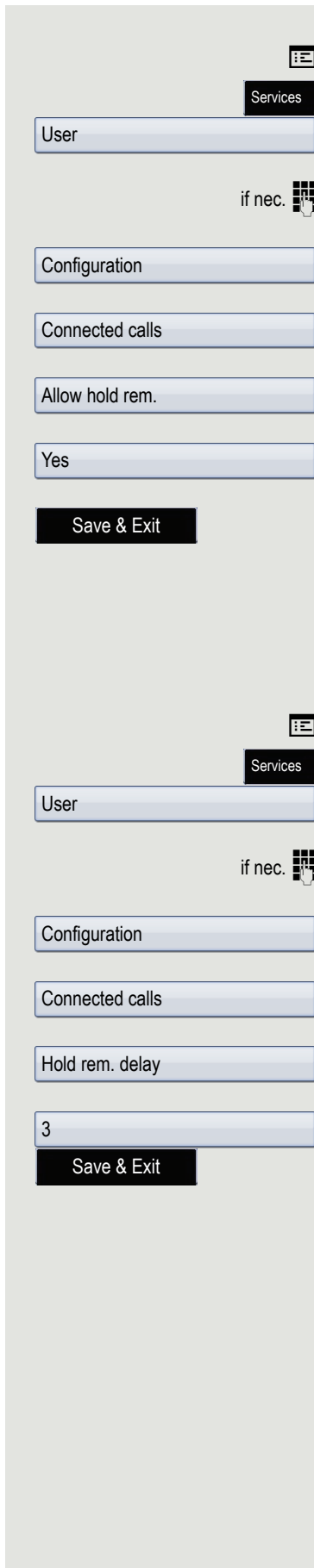
Disconnect   Confirm with the softkey to disconnect the held call.

> If you enabled "Hold and hang-up" (→ Page 105), the call is placed on hold
> for a defined time interval (→ Page 104) before the prompt is displayed
> with a recall to retrieve the call or disconnect. You can however retrieve the
> call or disconnect via the softkeys "**Reconnect**" and "**Disconnect**" before
> the defined time expires.
>
> This function is **not** considered on multi-line phones.

Activating/deactivating the hold reminder tone

🔳 You can also configure this setting via the WBM interface → Page 247.

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

User Confirm the option shown.

if nec. 📟 Enter and confirm the user password.

Configuration Select and confirm the option shown.

Connected calls Select and confirm the option shown.

Allow hold rem. Select and confirm the option shown.

Yes Select and confirm the option shown in the context menu.

Save & Exit Select the softkey to confirm.

Setting the hold reminder time

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

🔳 You can also configure this setting via the WBM interface → Page 247.

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

User Confirm the option shown.

if nec. 📟 Enter and confirm the user password.

Configuration Select and confirm the option shown.

Connected calls Select and confirm the option shown.

Hold rem. delay Select and confirm the option shown.

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

Save & Exit Select the softkey to confirm.

Activating/deactivating Hold and hang-up

This function works in the following call scenarios:

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

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

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

:≣ You can also configure this setting via the WBM interface → Page 247.

Services

Press the key shown until "Settings" is active.

User

Confirm the option shown.

if nec. ▦ Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Hold and hang-up

Select and confirm the option shown.

Yes

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

No

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

Save & Exit

Select the softkey to confirm.

Music on hold

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

You can also configure this setting via the WBM interface → Page 247.

Press the key shown until "Settings" is active.

Confirm the option shown.

if nec. Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

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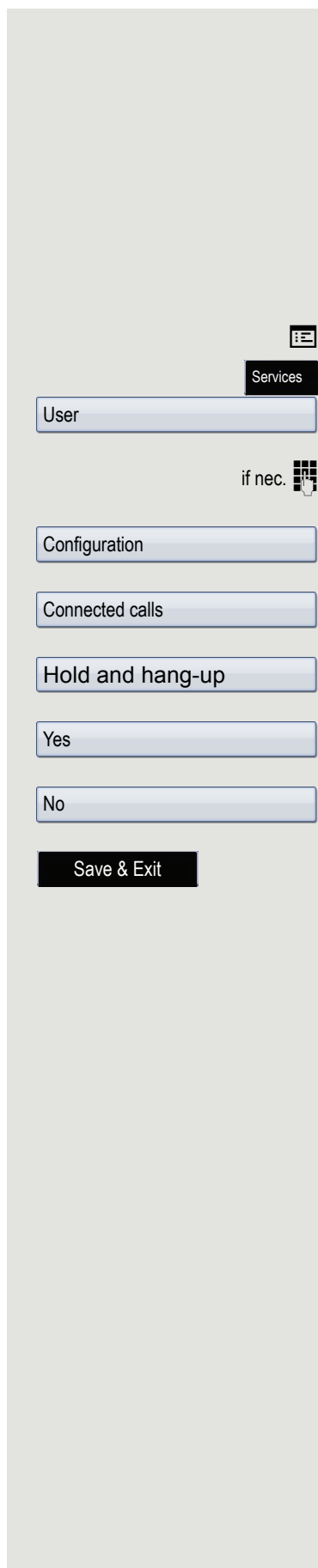
Select and confirm the option shown in the context menu.

Select the softkey to confirm.
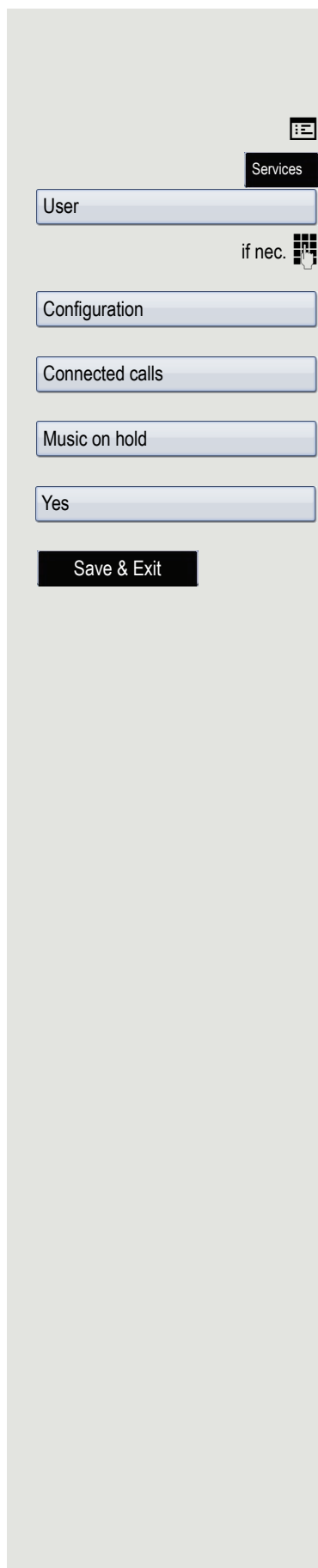
| Services |
| User |
| Configuration |
| Connected calls |
| Music on hold |
| Yes |
| Save & Exit |

Call waiting (second call)

You can accept a second incoming call in the course of an ongoing call. The caller hears the on-hook signal while you hear a call-waiting signal tone.
You can reject or accept the second call. Before you accept the second call, you can end the first call or place it on hold for subsequent retrieval.
You can also block the second call or the signal tone → Page 109.

Answering a second call

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

Accept

Select the softkey to confirm

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

You can still

• toggle between the first and second call or
• put on hold and retrieve the second and first call alternately → Page 71 or
• initiate a conference

Consultation call from second call

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

Prerequisite: The administrator must have approved the consultation in the second call.

From a consultation call in the second call you can

• initiate a conference
• toggle between the second call and a consultation call
• put on hold and retrieve the second and consultation call successively
  → Page 71
• transfer a call
• disconnect the calls again

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

Disconnecting the second call

Disconnect & return

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

Ending the second call by hanging up

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

Ignoring the second call

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

A second call rings.

Ignore

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

While the ignored second call continues to wait, from the active call you can:
- make a consultation call
- initiate a conference
- toggle between the consultation call and your call partner
- transfer a call

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

Rejecting a second call

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

A second call rings.

Reject

Select the softkey to confirm.

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

Deflecting a second call

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

A second call rings.

Select the softkey to confirm.

Deflect

📟 Enter the phone number and confirm.

The second call is deflected to the destination specified.

Connecting parties

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

Transfer now

or   ## Connecting by hanging up

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

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

Allowing call waiting

▤ You can also configure this setting via the WBM interface → Page 247.

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

Prerequisite: The option was programmed by your administrator.

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

User   Confirm the option shown.

if nec. 📟   Enter and confirm the user password.

Configuration   Select and confirm the option shown.

Incoming calls   Select and confirm the option shown.

Handling   Select and confirm the option shown.
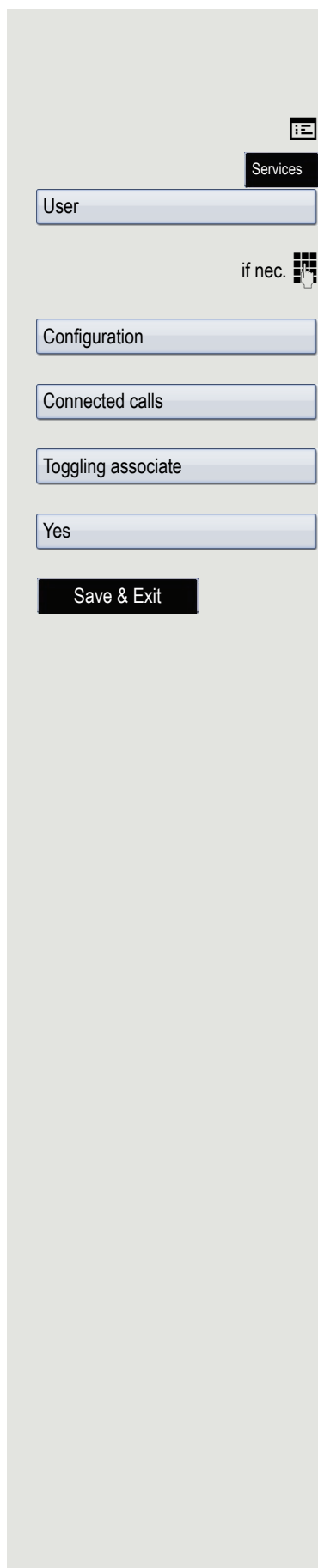
Allow call waiting   Select and confirm the option shown.

Yes   Select and confirm the option shown in the context menu.

Save & Exit   Select the softkey to confirm.

Assuming **Allow call waiting** is activated, you can toggle a configured key to switch call waiting on/off (→ Page 97).

Toggling associate

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

🗏   You can also configure this setting via the WBM interface → Page 247.

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

| Services |
| User |

Confirm the option shown.

if nec. ▦   Enter and confirm the user password.

| Configuration |

Select and confirm the option shown.

| Connected calls |

Select and confirm the option shown.

| Toggling associate |

Select and confirm the option shown.

| Yes |

Select and confirm the option shown in the context menu.

| Save & Exit |

Select the softkey to confirm.

Transferring a call

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

Blind transfer

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

Blind transfer

Confirm with the softkey for the connection.

📟 Enter the phone number of the second party to whom you want to transfer the call. You can also select and call a subscriber here from a call list or from one of the two phonebooks → Page 153.

Start transfer

Select the softkey to confirm.

▥▶ The graphic display returns to idle following successful transfer.

Transferring with consultation

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

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

Consult

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

📟 Enter the phone number of the party to whom you want to transfer the call. You can also select and call a subscriber here from a call list or from one of the two phonebooks → Page 153.

Dial

Select the softkey to confirm.

If the party answers:

Announce the call you want to transfer.

Transfer now

Confirm with the softkey for the connection.

or

Transfer

Press the key shown.

If the party does not answer:

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

| Complete transfer |

Confirm with the softkey for the connection.

or

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

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

Allowing call transfer

You can also configure this setting via the WBM interface → Page 247.

| Services |

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

| User |

Confirm the option shown.

if nec.

Enter and confirm the user password.

| Configuration |

Select and confirm the option shown.

| Connected calls |

Select and confirm the option shown.

| Allow call transfer |

Select and confirm the option shown.

| Yes |

Select and confirm the option shown in the context menu.

| Save & Exit |

Select the softkey to confirm.

Allowing Transfer on ring

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

⊟ You can also configure this setting via the WBM interface → Page 247.

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

User Confirm the option shown.

if nec. ▦ Enter and confirm the user password.

Configuration Select and confirm the option shown.

Outgoing calls Select and confirm the option shown.

Transfer on ring Select and confirm the option shown.

Yes Select and confirm the option shown in the context menu.

Save & Exit Select the softkey to confirm.

CTI calls

Beep on auto-answer

When you dial a number with a CTI application (e.g. Outlook) and auto-answer is activated, the phone switches automatically to speakerphone mode. If auto-answer is deactivated, the phone first rings and you have to press the loud-speaker key or lift the handset in order to set up the call. This setting also defines whether or not incoming calls are automatically accepted. If the function is active, an alert beep sounds when a call is automatically accepted. Details regarding special application are provided on → Page 132.

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

▤   You can also configure this setting via the WBM interface → Page 247.

Prerequisite: The option was programmed by your administrator.

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

User   Confirm the option shown.

if nec. ▦   Enter and confirm the user password.

Configuration   Select and confirm the option shown.

Incoming calls   Select and confirm the option shown.

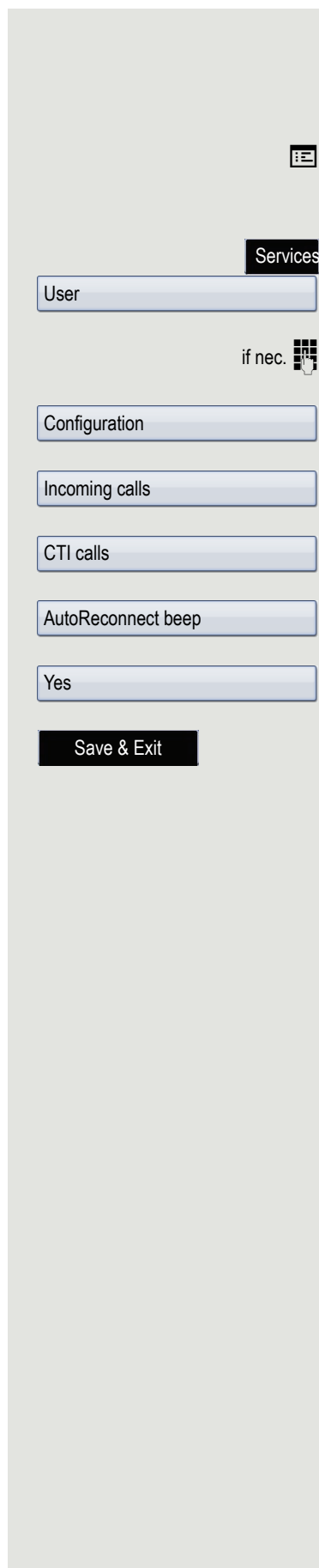CTI calls   Select and confirm the option shown.

AutoAnswer   Select and confirm the option shown.

Yes   Select and confirm the option shown in the context menu.

AutoAnswer beep   Select and confirm the option shown.

Yes   Select and confirm the option shown in the context menu.

Save & Exit   Select the softkey to confirm.

Beep on auto-reconnect

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

▤ You can also configure this setting via the WBM interface → Page 247.

Prerequisite: The option was programmed by your administrator.

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

Confirm the option shown.

if nec. ⌨ Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select the softkey to confirm.

Services

User

Configuration

Incoming calls

CTI calls

AutoReconnect beep

Yes

Save & Exit

Making calls

Dialling with the DDS key

You can program frequently used phone numbers on programmable function keys → Page 92. If you press a direct destination selection key, the associated contact or phone number appears and dialling is initiated.

Prerequisite: A DDS key is programmed → Page 92.

Press the programmed DDS key. Dialling is initiated.

Dialling from the local phonebook

Directory
🖿 Niels, Bohr
Details

Press the key shown.

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

Select the softkey to confirm.

Business 2

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

For detailed information about the local phonebook, see from → Page 153.

Dialling from the corporate directory

Prerequisite: You have found and selected an entry in the corporate directory (LDAP database) → Page 159.

Isaac, Newton

The required entry is selected.

Dial

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

For detailed information about the LDAP database, see from → Page 159.

Call Log

📱 Niels, Bohr18.10. 07:06am
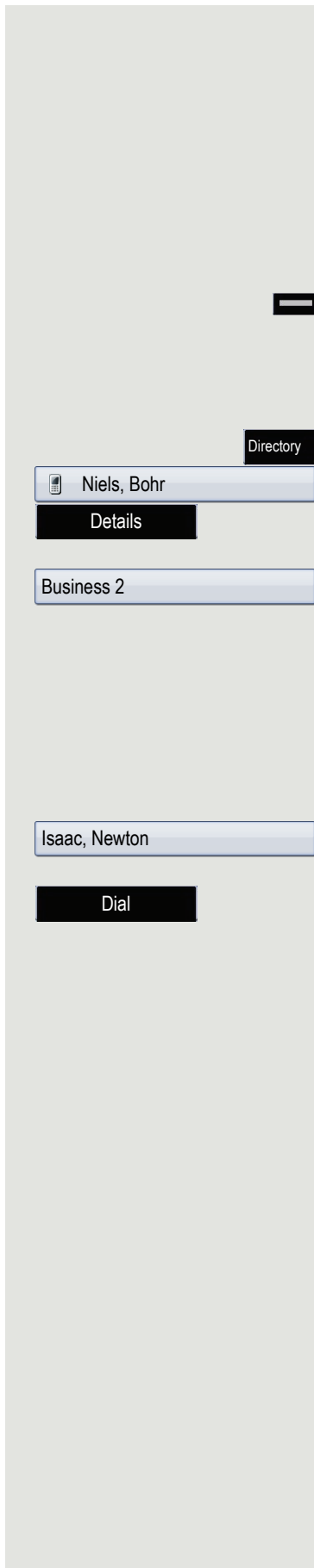
Dialling a phone number from a list

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

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

> If the party listed is already in the phonebook, the appropriate phone number icon is displayed → Page 153. If there are several numbers stored for the party in the phonebook, these can also be selected in the context menu.

Calling a contact from a group

Directory

Press the key shown.

Groups

Select the softkey to confirm.

@Home

Select and confirm the group you want.

View

Select the softkey to confirm.

📱 Niels, Bohr

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

> A phone number icon is displayed if the party is already stored as a contact in the phonebook → Page 153. If there are several numbers stored for the party in the phonebook, these can also be selected in the context menu.

1. Please note the information in relation to call lists on → Page 162

Using autodial delay

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

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

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

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

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

Settings for autodial delay

📋   You can also configure this setting via the WBM interface → Page 247.

> The setting does not affect automatic emergency number dialling.

If you select **Autodial delay**, you must either confirm with the softkey "**Dial**", press the loudspeaker key or wait until the autodial delay expires to set up a call when dialling with the handset on hook.
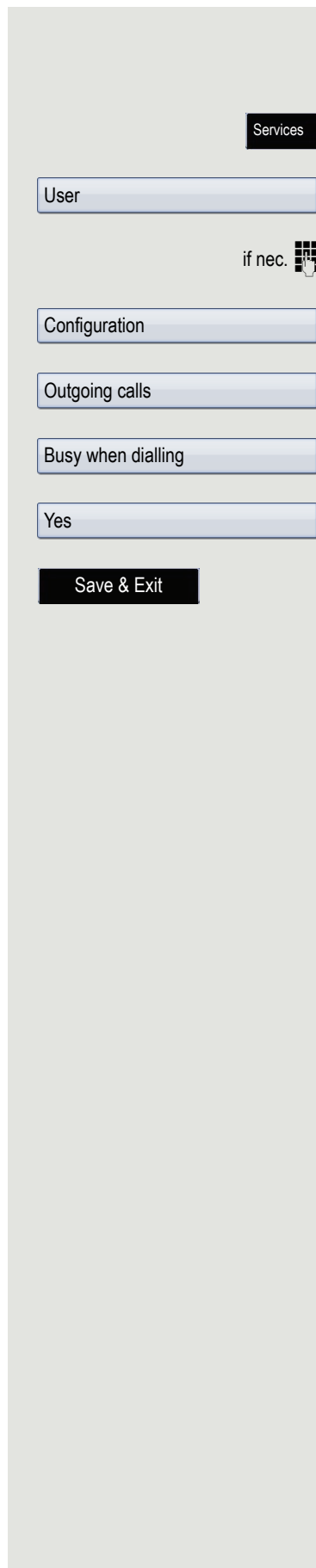
Services	Press the key shown until the "Settings" tab is active.
User	Confirm the option shown.
if nec. 🔢	Enter and confirm the user password.
Configuration	Select and confirm the option shown.
Outgoing calls	Select and confirm the option shown.
Autodial delay	Select and confirm the option shown.
5	Select a value between 1 and 9 and confirm.
Save & Exit	Select the softkey to confirm.

> Automatic dial delay does not work if you are using a dial plan and **Immediate dialling** is configured (see → Page 63). The number is automatically dialled as soon as the string entered matches an entry in the dial plan.

Allowing Busy when dialling

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

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

| User | Confirm the option shown. |

| if nec. ▦ | Enter and confirm the user password. |

| Configuration | Select and confirm the option shown. |

| Outgoing calls | Select and confirm the option shown. |

| Busy when dialling | Select and confirm the option shown. |

| Yes | Select and confirm the option shown in the context menu. |

| Save & Exit | Select the softkey to confirm. |

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

Conference

Local conference

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

Prerequisite: You are conducting a consultation call → Page 67 or have accepted a second call → Page 107 and the conference function is active → Page 121.

Initiating a local conference

Conference

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

Conducting one-to-one calls

User A

Select the connection you want to clear down.

Disconnect

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

🔒 or 🔓

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

The entire conference is unsecured if the connection to at least one of the parties is not secure (see also → Page 48).

The relevant padlock icon appears in the "Conference" row.
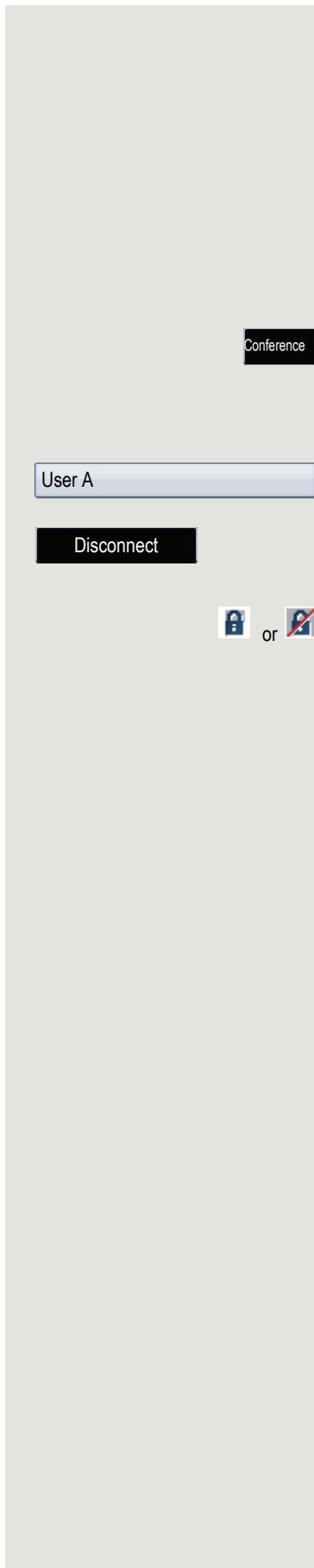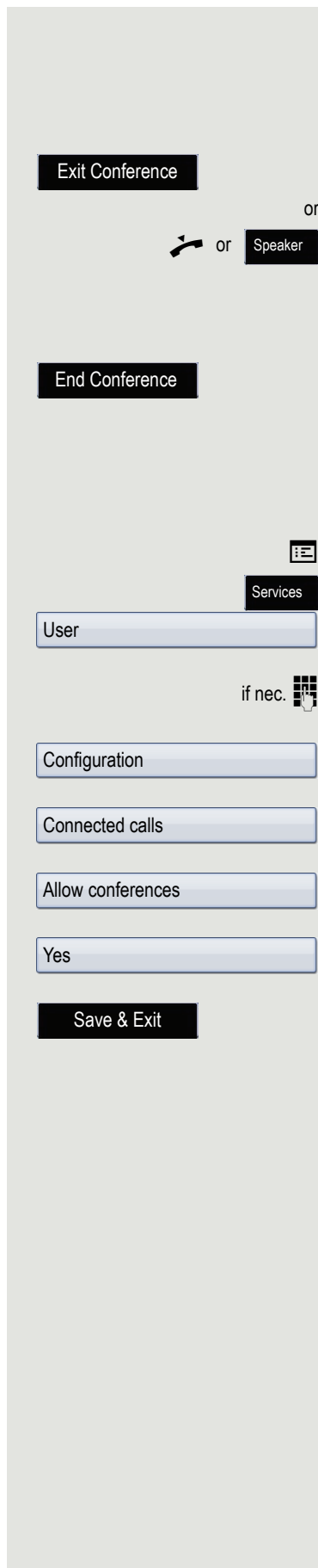
Ending a local conference

Allowing call partners to continue a conference after you exit

Prerequisite: The function "Allow joining in a local conference" (→ Page 122) was activated.

Exit Conference

Select the softkey to confirm.

or

← or Speaker

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

Disconnecting a party

End Conference

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

Allowing a local conference

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

You can also configure this setting via the WBM interface → Page 247.

Services

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

User

Confirm the option shown.

if nec. 🔢

Enter and confirm the user password.
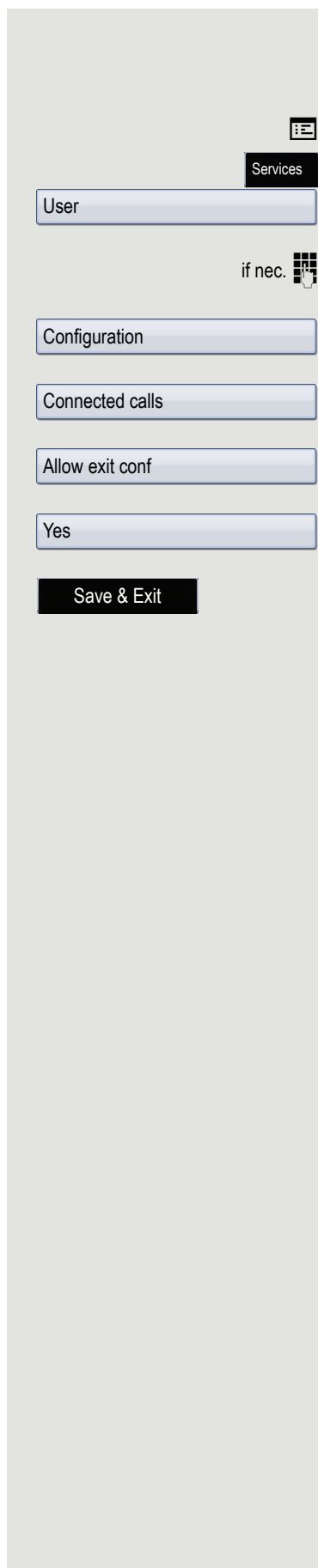
Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Allow conferences

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select the softkey to confirm.

Allowing joining in a local conference

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

📋 You can also configure this setting via the WBM interface → Page 247.

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

| Services |

| User |

Confirm the option shown.

if nec. ▓ Enter and confirm the user password.

| Configuration |

Select and confirm the option shown.

| Connected calls |

Select and confirm the option shown.

| Allow exit conf |

Select and confirm the option shown.

| Yes |

Select and confirm the option shown in the context menu.

| Save & Exit |

Select the softkey to confirm.

System conference

This type of conference is also referred to as a large conference. It can include up to 16 parties.

Prerequisite: You are conducting a consultation call → Page 67 or you have accepted a second call → Page 107 and the "system conference" feature was configured by your administrator.

Establishing a conference

Conference

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

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

Conducting a consultation call

Consult

Select the softkey to confirm.

or

Conference

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

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

> If you want to use the **phonebook** or a **call list** for a consultation call, press the **Hold** key and then open one of the phonebooks or a required call list (→ Page 153).
>
> Alternatively you open one of the phonebooks or a call list without using the **Hold** function – the conference is automatically put on **Hold**.

Adding a party

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

Conference

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

Putting the conference on hold

Hold

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

Leaving a conference

Exit Conference

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

Making calls with multiple lines

You can use your OpenScape Desk Phone IP 55G as a multi-line phone. If you have any questions regarding how to configure your phone as a multi-line phone, please contact your administrator.

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

Incoming calls

Accepting calls for the primary line

Accepting a call via the headset

Press the flashing key for the main line

or

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

Accepting calls for secondary lines

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

Using the handset

➤ Lift the handset.

➤ Conduct call.

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

Using the line keys

▬▬ Press the flashing line key.

Speakerphone mode.

or

Accept   Select the softkey to confirm.

Speakerphone mode.

Making calls

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

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

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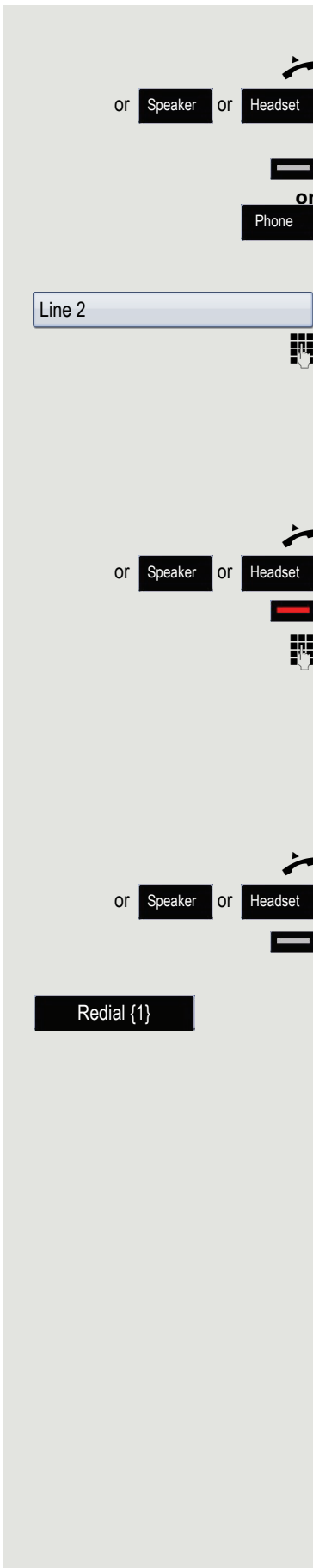
Manual line seizure

➜ Lift the handset

or Speaker or Headset   or press the speakerphone key or headset key.

▭ Press the required line key.

or

Phone

With the handset on hook, press the key shown until the application tab
Overview is active → Page 35.

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

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

Automatic line seizure

Prerequisite: Your administrator has configured automatic line seizure.

➜ Lift the handset

or Speaker or Headset   or press the speakerphone key or headset key.

▬ The line defined during configuration is seized.

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

Dialling the last dialled number

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

➜ Lift the handset

or Speaker or Headset   or press the speakerphone key or headset key.

▭ Seize the required line → Page 125.

Redial {1}   Select the softkey to confirm[1]. The connection is set up.

---

1.   Please note the information in relation to the call journal on → Page 65

Forwarding calls for the primary line

Call forwarding can only be activated for the primary line. Which call forwards are possible, how they are configured and activated can be found from → Page 77.

Call forwarding information

Prerequisite: Your administrator has activated "Forwarding shown".

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

- Who is calling?
- The forwarding destination.

During calls

Making and receiving calls on a single line

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

- Redial → Page 65
- Consultation → Page 67
- Toggle/Connect → Page 70
- Callback → Page 73
- Hold → Page 101
- Call waiting (second call) → Page 107
- Transfer a call → Page 111
- Conference→ Page 120

Functions available exclusively for the primary line:

- Call lists → Page 40
- Voicemail → Page 43
- Call forwarding → Page 77
- "Do not disturb" → Page 168

Depending on your individual settings, you will be notified of incoming calls → Page 153.

Making and receiving calls with multiple lines

Accepting a waiting call

▐▐▶ Depending on the setting for "Rollover", you will be notified of incoming calls → Page 153.

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

📞 Call on line 1.

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

▐▐▶ All multi-line users that share the line on which the call is being held → Page 25 can now pick up the held call. To prevent other users from answering the held call, you must place the call on "Consultation" hold → Page 67.

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

📞 Conduct call on line 2.

📞 End call on line 2.

▭ Press line key for line 1.

📞 Retrieve call on line 1.

Putting a line on hold

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

Prerequisite: You are conducting a call.

▭ Press the call-line function key.

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

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

Lines with hot or warm line function

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

The function is activated when on
- the primary line
  you lift the phone's handset or press the line or loudspeaker key
- the secondary line
  you press the line key.

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

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

Entering a number for the hot and warm line function

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

▤ You can also configure this setting via the WBM interface → Page 247.

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

User Confirm the option shown.

if nec. 📱 Enter and confirm the user password.

Configuration Select and confirm the option shown.

Keyset Select and confirm the option shown.

Lines Select and confirm the option shown.

Line Select and confirm the required line in the context menu.
Hot warm dest Select and confirm the option shown.

📱 Enter and confirm the destination.

Save & Exit Select the softkey to confirm.

Connecting

A station of a line trunk group is on a call. Its primary line is configured as a secondary line on your phone. This line now has the status "busy." You can connect to the call by pressing the illuminated key for this line (see also → Page 25).

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

If a preview is set up and activated for the relevant line (→ Page 152), you have to press the line key a second time following the preview in order to connect.
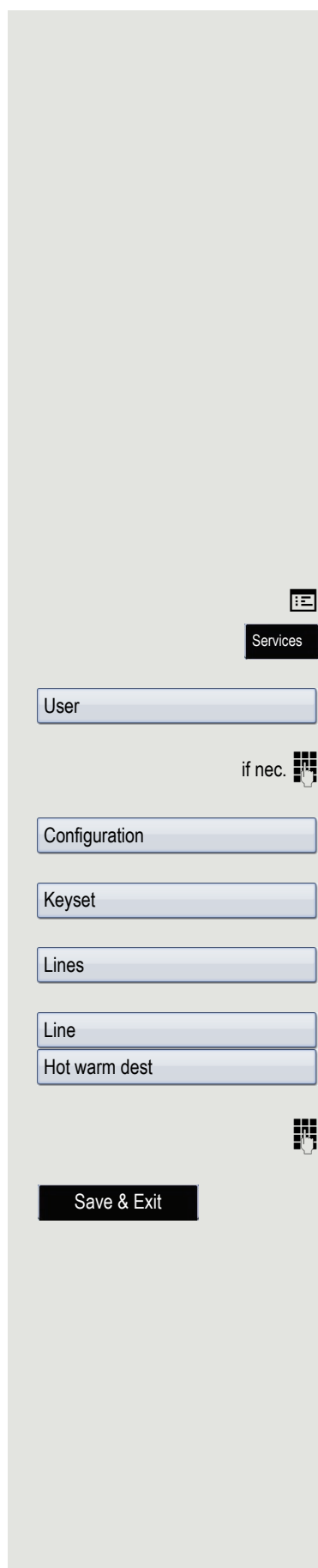
The key of a secondary line illuminates – it is busy. You want to connect to the call.

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

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

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

Direct station selection keys

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

Calling a station directly

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

Calling from the idle menu
Press the relevant DSS key.

or

Phone

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

DSS call 1

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

▐▐▶ Administrator can configure the DSS key so that the connection is also established when the DSS station has activated "Do not disturb" or call forwarding.

Consultation with the DSS station

Prerequisite: You are conducting a call and your administrator has configured the DSS key for consultation.

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

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

Call pickup

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

Indirect pickup

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

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

Lift the handset

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

Rejecting a call

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

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

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

Direct pickup

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

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

or Speaker or Headset

Reject
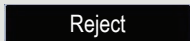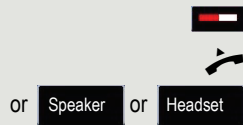
Deflecting a call to a DSS station

Prerequisite: The deflect function is enabled for DSS keys. For information on the current setting, see → Page 100.

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

Your phone rings and a line key flashes.

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

LED display on DSS keys

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

Making calls in an executive-secretary team

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

Sample scenarios

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

Prerequisites:

The following call forwards are configured (→ Page 77):

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

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

Line and direct station selection keys have been configured by administrator and "Transfer on hangup" and server features have been activated.

Accepting a call

Incoming calls for the executives should be forwarded immediately to the assigned secretary and answered there. The line overview (→ Page 138) shows whether the executive has activated call forwarding.

Accepting calls at the secretary phone

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

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

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

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

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

Early call pickup by Executive 1

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

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

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

Forward to Secretary 2

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

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

> If "Secretary 1" is busy, the call is forwarded immediately to "Secretary 2" if:
> • a consultation call is being made or
> • "Allow call waiting" is deactivated.

Second call

Prerequisite: "Allow call waiting" is activated.

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

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

Connecting a call

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

• Executive 1
• Executive 2
• Secretary 2.

The following examples show connections to "Executive 1".
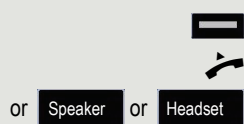
Connecting with consultation

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

Lift the handset

or press the speakerphone key or headset key.

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

Connecting without consultation

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

Confirm with the softkey for the connection.

Complete transfer

Lift the handset

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

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

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

Consultation without connecting

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

Drop & return

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

Toggle, disconnect or conference

During a consultation call "Secretary 1" can toggle between "Executive 1" and the caller, initiate a conference or disconnect one of the two call parties. More on this subject can be found on pages → Page 70 and → Page 120.

DSS keys

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

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

Using line overview

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

10:23	MON 26.01.09	Secretary 1
🔲 Overview	[My phone]	Line
🔴 DSS:Executive 2	Line busy	Executive 2
🔔 DSS:Secretary 2	0123456632419	Secretary 2
📞 Line ➜	Bohr, Niels	Executive 1
🔳 DSS:Executive 1	Line forwarded	
🔳 Meeting	Line forwarded	
		Shift key
View	Bridge	
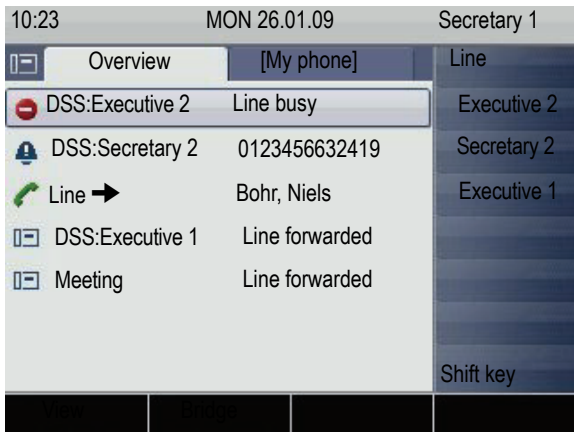
Further information on the line status can be found on → Page 35.

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

"Executive-secretary" with Executive/Assistant Cockpit

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

Sample scenarios

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

Secretary 1	Secretary 1	Secretary 2	Secretary 2
	Line		Line
	Executive 1		Executive 1
	Executive 2		Executive 2
	Secretary 2		Secretary 1
	Call waiting		Call waiting
	Shift		Shift

Executive 1	Executive 1	Executive 2	Executive 2
	Line		Line
	Secretary 1		Secretary 2
	Secretary 2		Secretary 1
	Shift		Shift

Deputy 1	Deputy 1	Deputy 2	Deputy 2

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

"Allow call waiting" should be activated on the secretaries' phones
(→ Page 109). Line and DSS keys have been set up and configured by administrator and Transfer on hangup, uaCSTA and server features are activated.

Function overview

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

Launching E/A Cockpit from the secretary

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

| Services |

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

Select the E/A Cockpit application.

| Start |

Select the softkey to confirm. The XML application is launched and a new "E/A Cockpit" tab with the overview is opened. The last status and configured call forwarding are displayed.

10:23	TUE 30.04.13	Secretary 1

E/A Cockpit	Applications	▶	Line

		Executive 1
		Executive 2
My status	At Desk	Secretary 2
Secretary 2	At Desk	
↳ Executive 1	To Assistant (Strict)	
Executive 2	To Assistant (Soft)	

Shift key

Select	"To..." No	Back
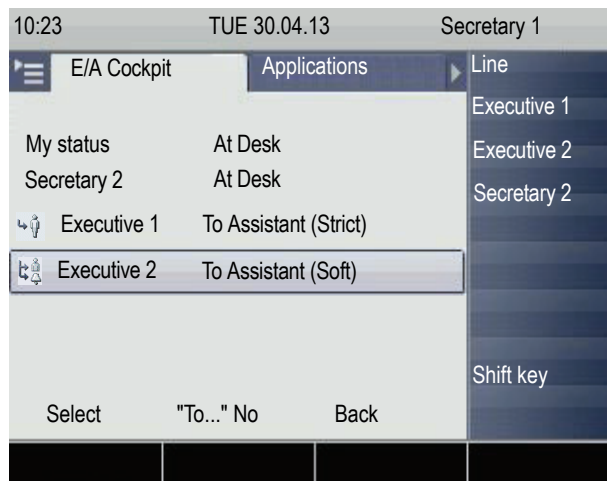
The displayed settings are examples.

Managing call forwarding

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

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

↳ Exec To Assistant (Strict)

Select and confirm the option shown.

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

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

Cancel call forwarding

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

↳ Immediate Ring ➔

Select and confirm to cancel call forwarding.

Forwarding to assistant

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

↳ To Assistant (Strict)

Select the option shown.

The softkeys are assigned as follows:

- **Soft (**if **At Desk**, otherwise **Immediate Ring)**: The following is then displayed in the E/A Cockpit overview menu:
  "To Assistant (Soft)"
- **Regular (**if **At Desk**, otherwise **To Voicemail)**: The following is then displayed in the E/A Cockpit overview menu:
  "To Assistant (Regular)"
- **Regular mobile (**if **At Desk**, otherwise **To executive Mobile)**: The following is then displayed in the E/A Cockpit overview menu:
  "To Assistant (Regular mobile)"
- **Regular to number (**if **At Desk**, otherwise **To a number)**: The following is then displayed in the E/A Cockpit overview menu:
  "To Assistant (Regular to number)"
- **Strict (To Assistant in any case - Desk, Box or Mobile)**: The following is then displayed in the E/A Cockpit overview menu:
  "To Assistant (Strict)"

⊪➡ If each other respective secretaries have the "At Desk" status
(→ Page 144), calls are forwarded here in any case.

Forwarding calls to a mobile phone

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

⤷▯ **To Mobile ➜**

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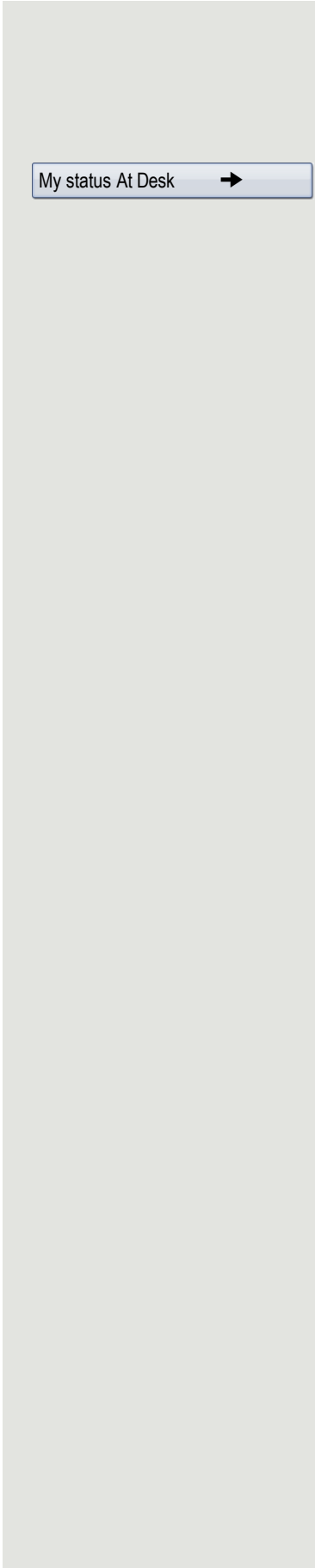
Forwarding calls to a variable number

Calls can be forwarded to any number.

⤷ **To *31201*➜**

Select and confirm the option shown. You can change the number beforehand using the softkey.

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

Managing secretary statuses

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

Configuring status and call forwarding

My status At Desk   ➡

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

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

• At Desk
• Off Desk
• To *31201*
• Deputy [123456] on

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

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

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

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

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

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

> If the respective other secretary has the "At Desk" status, calls are forwarded in any case.
>
> The current status of call forwardings is displayed on the "My phone" tab on the respective executive phone.

Changing the call forwarding destination

My status   At Desk   ➡

Select the option shown. The softkeys are assigned as follows:

- Call mobile
- Forward Nr.
- Deputy Nr.
- Deputy on or Deputy off

The "Forward Nr." and "Deputy Nr." softkeys are used to modify the number for variable call forwarding and for the deputising function.

Changing the status remotely from another phone

For example you can change the status of the first secretary phone from the executive phone or the second secretary phone.

Secretary 1   At Desk

Confirm the option shown. You have the following options if defined.

- At Desk
- Off Desk
- Deputy [123456] on
- To Mobile
- To Voicemail

Secretary 1   Off Desk

Confirm for example to configure the absence of Secretary 1. The secretary settings are displayed on all phones.

Making calls in the E/A Cockpit team

Using DSS keys

These keys are configured in such a way that every phone can be reached by every phone in the group. The only exception is when both secretaries have the "Off Desk" status and variable call forwarding is configured, in which case calls are forwarded to the variable call forwarding destinations. The DSS keys are also used for consultation calls.

Calling the executive's mobile phone or connecting to the mobile phone

If an executive is away, the secretary can reach him or her directly on his or her mobile phone. If necessary change to the E/A Cockpit tab.

| My status   At Desk   ➡ |

Select the option shown.

| Call mobile |

Select the softkey to confirm.

| 📱 Executive 1 12345 ➡ |

For instance, select Executive 1 and confirm the option shown. The mobile phone rings and Executive 1 answers.

If you have a call on hold, you can connect the other station with Executive 1 by simply hanging up.

Answering and connecting calls

The procedure for answering and connecting calls in the team is exactly the same as described in Chapter "Making calls in an executive-secretary team" → Page 134.

Second call

Prerequisite:
• "Allow call waiting" is activated.
• The respective other secretary has the "Off Desk" status or
• The other secretary is already on a call and active call forwarding is set for your phone.

If you receive a second call, you can accept, ignore, forward or reject it. Detailed information on this can be found from → Page 107.

If you have answered a second call, you can connect the call via consultation or using the DSS keys.

Settings for MultiLine (keyset)

The details for each keyset line contain supplementary information for the user. The following uneditable fields are displayed:

- Address
    - Displays the phone number for the line
- Ringer on/off
    - Shows whether the ringer is activated for this line
- Selection sequence
    - Displays the priority of each line seizure when the handset is lifted or the loudspeaker key for this line is pressed

Displaying the line on the "Overview" tab

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

You can also configure this setting via the WBM interface → Page 247.

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

| Services | |

| User |

Confirm the option shown.

if nec. Enter and confirm the user password.

| Configuration |

Select and confirm the option shown.

| Keyset |

Select and confirm the option shown.

| Lines |

Select and confirm the option shown.

| Primary Line 1 |

Select the required line (e.g. primary line).

| Allow in overview |

Select and confirm the option shown.

| Yes |

Select and confirm the option shown in the context menu.

| Save & Exit |

Select the softkey to confirm.

Setting the time for a delayed ringtone

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

You can also configure this setting via the WBM interface → Page 247.

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

Confirm the option shown.

Services

User

if nec. ⌨   Enter and confirm the user password.

Configuration   Select and confirm the option shown.

Keyset   Select and confirm the option shown.

Lines   Select and confirm the option shown.

Primary Line 1   Select the required line (e.g. primary line).

Ring delay   Select and confirm the option shown.

⌨   Enter and confirm a value (between 0 and 3600 seconds).

Save & Exit   Select the softkey to confirm.

You can activate and deactivate the set delay time for all line keys using a function key → Page 97.

Setting the ringtone for lines

If special ringtones have been configured by administrator for lines, you can adjust these here to suit your requirements.

≔

You can also configure this setting via the WBM interface → Page 247.

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

Services

User

Select and confirm the option shown.

if nec. **⌨**

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Keyset

Select and confirm the option shown.

Lines

Select and confirm the option shown.

Line 1

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

Selecting the ringer

Ringer file

Select the option shown.

Edit

Select the softkey to confirm.

ABC.mp3

Select the ringtone file[1] or "pattern" you want in the context menu. You will immediately hear the associated ringer melody.

OK

Confirm the selected ringtone file.

Save & Exit

Select the softkey to confirm.

---

1. The phone displays the current setting

Selecting the pattern melody

The following setting is only effective if you selected "Pattern" under the ringer option.

| Pattern melody |

Select the option shown.

| **Edit** |

Select the softkey to confirm.

| 4 |

Select the required pattern melody[1] in the context menu between 1 and 8 (e.g. **4**). You will immediately hear the corresponding Pattern melody.

OK   Confirm the selected Pattern melody.

| **Save & Exit** |

Select the softkey to confirm.

Selecting the pattern sequence

The following setting is only effective if you selected "Pattern" under the ringer option.

| Pattern sequence |

Select the option shown.

| **Edit** |

Select the softkey to confirm.

| 2 |

Select the required Pattern sequence in the context menu between 1 and 6 (e.g. **2**). You will immediately hear the set Pattern melody with the selected Pattern sequence.

OK   Confirm the selected Pattern melody.

| **Save & Exit** |

Select the softkey to confirm.

---

1. The phone displays the current setting

Configuring the "Overview" tab display

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

📧
Services

You can also configure this setting via the WBM interface → Page 247.

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

User

Confirm the option shown.

if nec. 📱

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Keyset

Select and confirm the option shown.

Overview

Select and confirm the option shown.

All lines that are displayed in the overview → Page 147 are listed.

Primary Line 1

Select and confirm the required line (e.g. primary line).

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

• Move up
• Move down
• Move to top
• Move to bottom

or

Use FPK order

Select and confirm the option shown to arrange the lines in the same sequence as the line keys.

or

Add all lines

Select and confirm the option shown to display all line keys in the overview.

⫸ The setting made for "Allow in overview" → Page 147 is ignored here.

Save & Exit

Select the softkey to confirm.

Line preview

Prerequisite: You are already on a call on one line and a further call rings on a secondary line. You have programmed a function key with the "Preview" function → Page 92.

Preview for a call

Prerequisite: Your administrator has deactivated the permanent preview function.

Press the "Preview" function key. The key illuminates. The preview function is temporarily activated.

Press the flashing line key. A popup window opens and you receive information about the caller. Press the line key again to accept the call or wait until the popup closes itself after a specified period of time.

The preview function is switched off and has to be switched on again for a further operation.

Permanent preview

Prerequisite: Your administrator has activated the permanent preview function.

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

If the line preview has been deactivated, a call is answered immediately on a line when the line key is pressed, without first showing caller information.
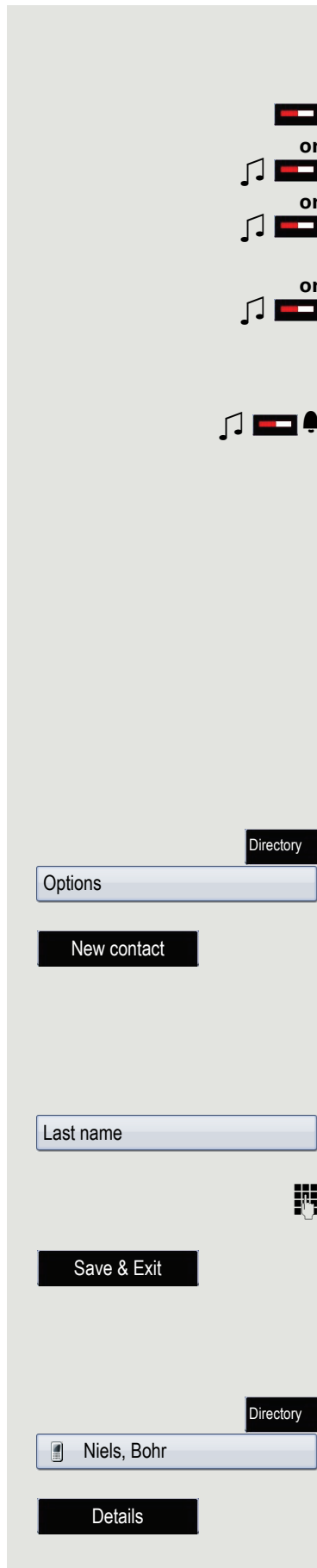
Rollover for a line

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

Only the relevant line key flashes.

or

You hear a **special advisory tone** and the corresponding line key flashes.

or

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

or

You hear a short **notification tone**.

The ringer melody is not played in speakerphone mode.

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

Phonebooks and call lists

Personal phonebook

Your personal phonebook should not contain more than 1000 entries.

Creating a new contact

Directory
Press the key shown.
Select and confirm the option shown.

Options

New contact
Select the softkey to confirm.

The form for entering contact data opens.

You do not have to complete all fields to save a new contact.

Last name
Select and confirm the field you want.

Complete and confirm.
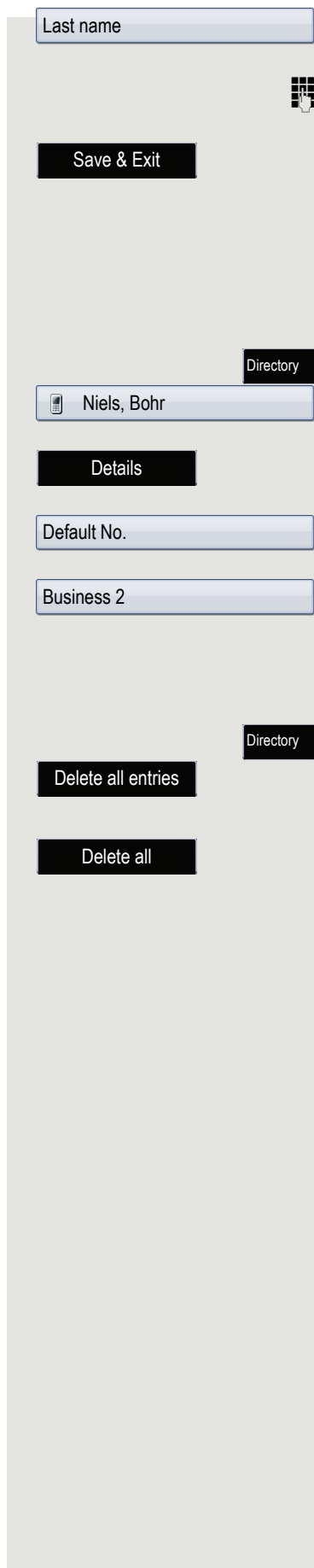
Save & Exit
Select the softkey to confirm.

Editing a contact

Directory
Press the key shown.

Niels, Bohr
Select the party.

Details
Select the softkey to confirm. The form for entering contact data opens.

Last name

Select and confirm the field you want.

ji Complete and confirm.

Save & Exit

Select the softkey to confirm.

Selecting a preferred phone number

If multiple phone numbers were assigned to a contact, you can select the preferred phone number here that you want to use for calls via the phonebook.

Directory Press the key shown.

Niels, Bohr

Select a phonebook entry.

Details

Select the softkey to confirm.

Default No.

Select and confirm the option shown.

Business 2

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

Deleting all phonebook entries

Directory Press the key shown.

Delete all entries

Select the softkey to confirm.

You receive a confirmation prompt: "Delete all entries from directory?"

Delete all

Select the softkey to confirm if you are sure.

Managing contact groups

Creating a new group

`Directory`

Press the key shown.

`Groups`

Select the softkey to confirm.

`New group`

Select the softkey to confirm. An overview appears for new groups.

`Group name`

Select and confirm the option shown.

Enter and confirm a new group name.

`Save & Exit`

Select the softkey to confirm. The new group is stored.

Editing a group name

`Directory`

Press the key shown.

`Groups`

Select the softkey to confirm.

`Home`

Select and confirm a group.

`Edit`

Select the softkey to confirm.

`Group name`

Select and confirm the field you want.

Edit and confirm an entry.

`Save & Exit`

Select the softkey to confirm. The changes are applied.
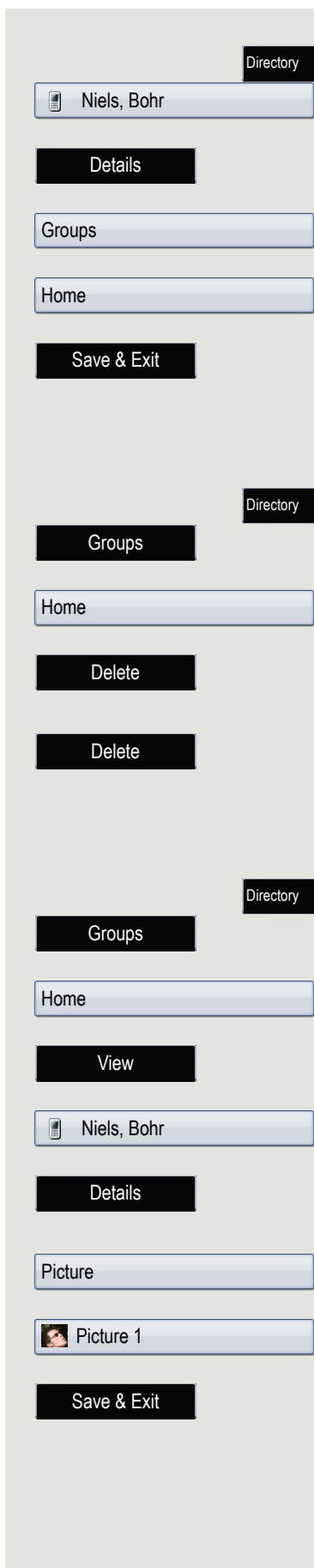
Adding a contact to a group

	Press the key shown.
Directory	Select a phonebook entry.
Niels, Bohr	
Details	Select the softkey to confirm.
Groups	Select and confirm the option shown.
Home	Select and confirm a group.
Save & Exit	Select the softkey to confirm.

Deleting a group

	Press the key shown.
Directory	Select the softkey to confirm.
Groups	
Home	Select a group.
Delete	Select the softkey to confirm.
	A confirmation prompt opens.
Delete	Select the softkey to confirm.

Saving a picture for a contact

	Press the key shown.
Directory	Select the softkey to confirm.
Groups	
Home	Select a group.
View	Select the softkey to confirm.
Niels, Bohr	Select a group member.
Details	Select the softkey to confirm.
	The form for entering contact data opens.
Picture	Select and confirm the option shown.
Picture 1	Select and confirm the picture. Pictures must be available; you can load them using OpenStage Manager, for example.
Save & Exit	Select the softkey to confirm. The selected picture is assigned to the contact. It appears on the graphic display with the usual contact information the next time a call is received.

Quick search in the phonebook

You can use the quick search to search the phonebook for the initial letters of a specific last name.

Directory — Press the key shown.

Enter the initial letters.
The quick search input screen opens automatically. Your search is narrowed down by every additional letter entered in the input screen.

Niels, Bohr — Select a contact as soon as the name you are looking for appears.

Details — Select the softkey to confirm.

Business 2 — Select and confirm the preferred phone number. The phone number is dialled.
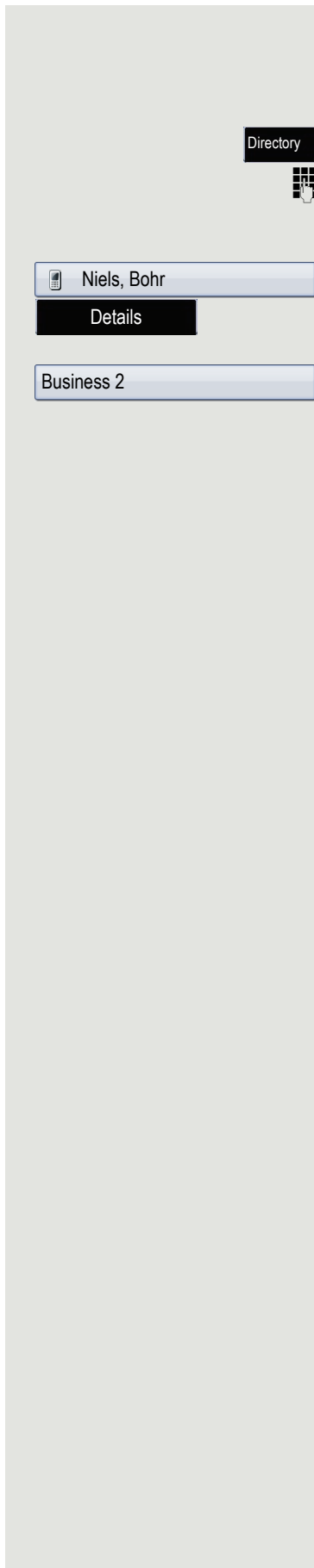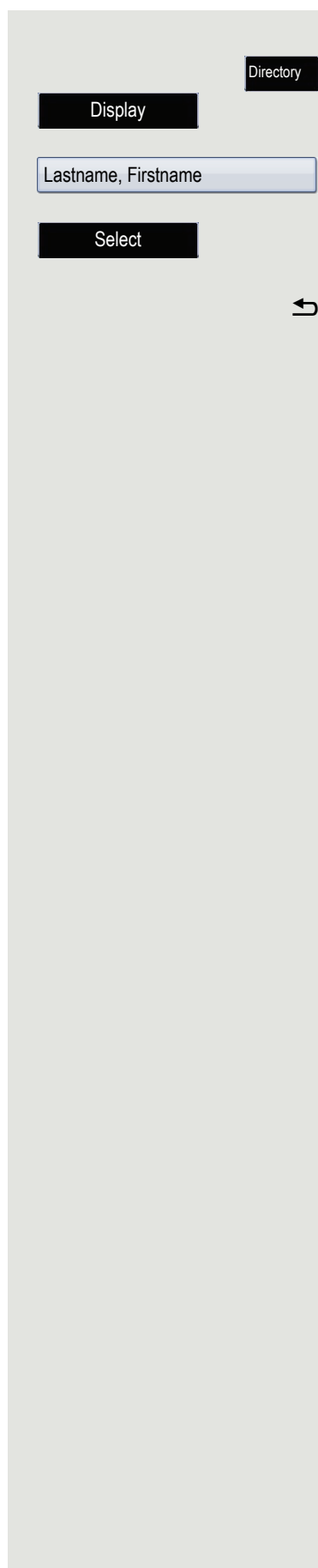
Changing the display format for contacts

Directory

Press the key shown.

Display

Select the softkey to confirm.

Lastname, Firstname

Select a display format.

Select

Select the softkey to confirm.

↰   Press the key to return to the phonebook. The display format selected is stored.

Corporate directory

The corporate directory is an LDAP database. It can be accessed via your network if access has been configured correctly by administrator.

You can perform searches using the name (simple search) or different information on an entry (advanced search), for example job title or department name.

Searching for a contact

Directory

Press the key as often as required until the "Corporate" (LDAP) tab is active.

Select the softkey to confirm.

Advanced search

Last name

Select and confirm the required search field (e.g. "Last name").

Enter a search text.

Once you have completed all required search fields, confirm the search request by selecting and confirming "OK" on the display keypad → Page 28.

> When entering data in the search fields, note that
> * the entry of wildcards is not permitted.
> * an * is automatically inserted at the start of the search string for phone numbers.
> * an * is inserted at the end of the search string in other fields.

Find

Select the softkey to confirm.

You can now:
* Call the contact → Page 116.
* View the entry (see below).

Viewing entries

Prerequisite: You found and selected a contact (see above).

Details
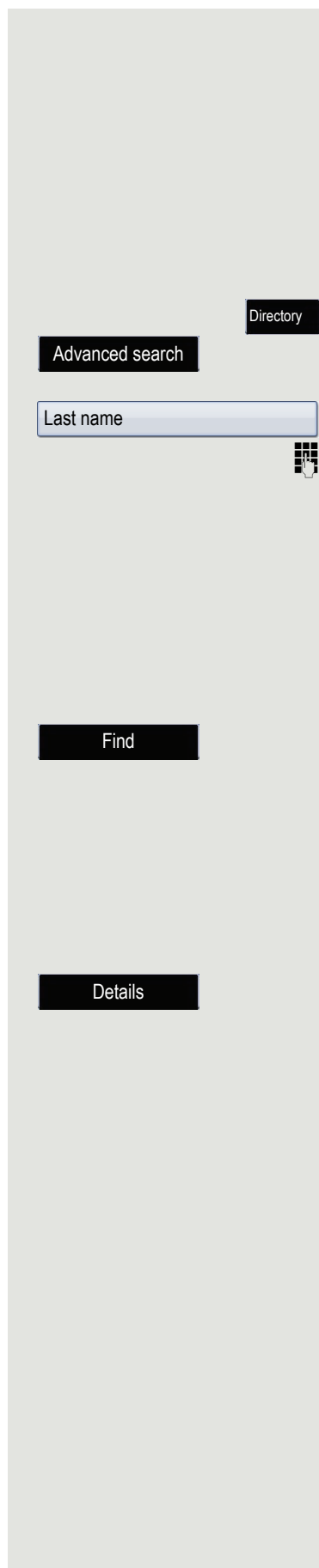
Select the softkey to confirm.

New search

To conduct a new search, you must first clear all the search fields.

Delete

Select the softkey to confirm. All search fields have been cleared.

Defining a qualifier before a search

Prior to a search, you can select which qualifiers should also appear in the output list in the **Options** context menu.

Qualifier

Select the softkey to confirm. You may choose between the following criteria:
- No qualifier
- Job function
- Address 1
- Email
- Business 1
- Mobile
- Business 2
- Private
- Company
- Address 2

Select

Select the softkey to confirm.

🔙 Exit the list.

Quick search

Directory	
	🖐
K	
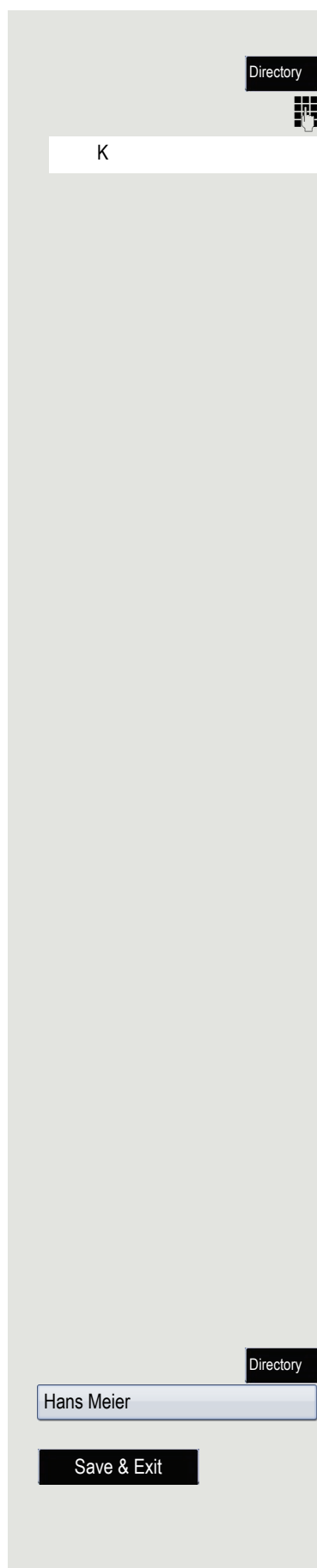
Press the key as often as required until the "Corporate" (LDAP) tab is active.

Enter the initial letter of the surname you need, e.g. "K".

A single-line search window appears at the lower edge of the display.

Do not enter any further characters. After a predefined period of time or after pressing the ⊛ key, all available names with the corresponding initial letter are displayed. You can restrict the output by entering the second and other letters. The ⌗ key is used to switch between letters and numbers. The ⏎ key is used to delete individual characters.

You can control the search individually by entering extended characters. To select extended characters, first press the ✳⌂ key.

Rule list:

Extended character	Description
#	Searches for the exact string before the extended character
,	You can enter first and last name separately using a comma. A search is carried out for the last name (possibly using a wildcard) and the first name with the first character after the comma.
*	Wildcard. This searches for the character entered and all possible subsequent characters.

Quick search using parts of a search string

If administrator adds a field to the template for the corporate directory and assigns this field to an existing search field, you can use any strings in a last name, for example, for the search.

To list all entries, for example, in which the string "er" appears in the **Last name** field, enter this character combination when prompted to enter the name.

Once the output list is available with entries that match this condition, you can now skip to the first corresponding entry by entering the initial letter of the last name.

⏩ Please consult your administrator to establish whether an additional field has been added to the template for the corporate directory and which search field it has been assigned to. Note that a traditional quick search will return unintended results in this case.

Copying entries to the local phonebook

You can copy contacts from the company-wide phonebook into your personal phonebook.

Directory
Hans Meier
Save & Exit

Press the key as often as required until the "Corporate" (LDAP) tab is active.

Select the required entry from the list, e.g. Hans Meier.

Select the softkey to confirm. The entry is copied with all details into the personal phonebook. The "Contact created" message appears.

Call lists

For a detailed description of the different call lists, see → Page 40. The function must be activated in order to view and manage call lists → Page 163. If the call journal is not activated, the message "Call Log is disabled" is shown on the display when you press the ⊡ key.

Viewing details

Call Log

▯ Niels, Bohr18.10. 07:06am

Press the key until the call list you want is active.
Select the entry you want.

Details

Select the softkey to confirm.
For display and information shown → Page 42.

Deleting entries

Deleting an individual entry

Call Log

▯ Niels, Bohr18.10. 07:06am

Press the key until the call list you want is active.
Select the entry you want.

Delete

Select the softkey to confirm.
The entry is deleted.

Deleting all entries in a list

Call Log

Delete all entries

Press the key until the call list you want is active.
Select the softkey to confirm.
All entries in the list displayed are deleted.
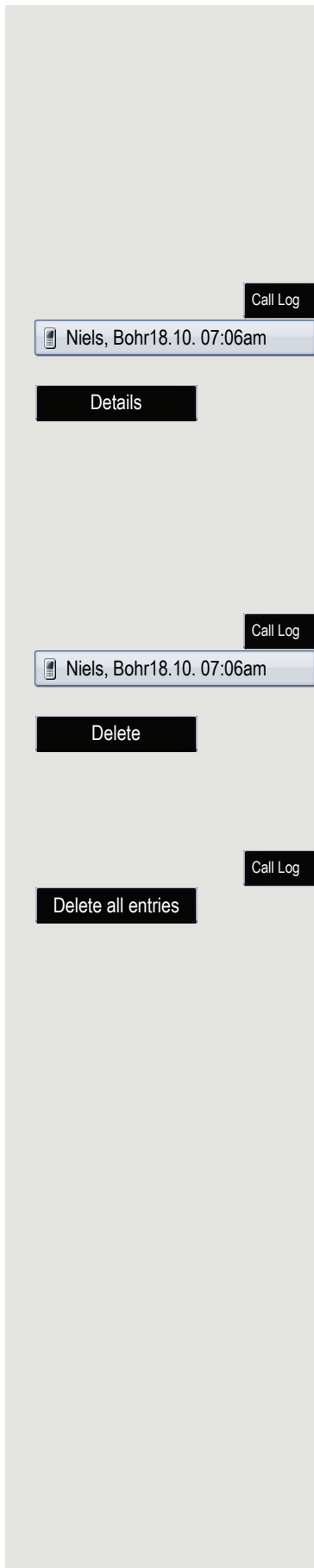
Copying entries from the call lists into the personal phonebook

Press the key until the call list you want is active.

Call Log

☐ Niels, Bohr18.10. 07:06am

Select the entry you want.

Copy

Select the softkey to confirm.

You have the following options for "Create contact":

• Saving and changing
• Saving without changing
• Exiting (without saving)

Saving and changing

Save & Exit

Select the softkey to confirm.
The screen to edit a contact in the personal phonebook opens → Page 153. Fill out the relevant fields accordingly and save the new contact.

Saving without changing

Exiting (without saving)

Select the softkey to confirm.

An entry is created and the message "Contact created" is displayed. If you open the phonebook, you will be prompted to update the directory. A "Copied contacts" group is created for such entries so that you can find them more easily.
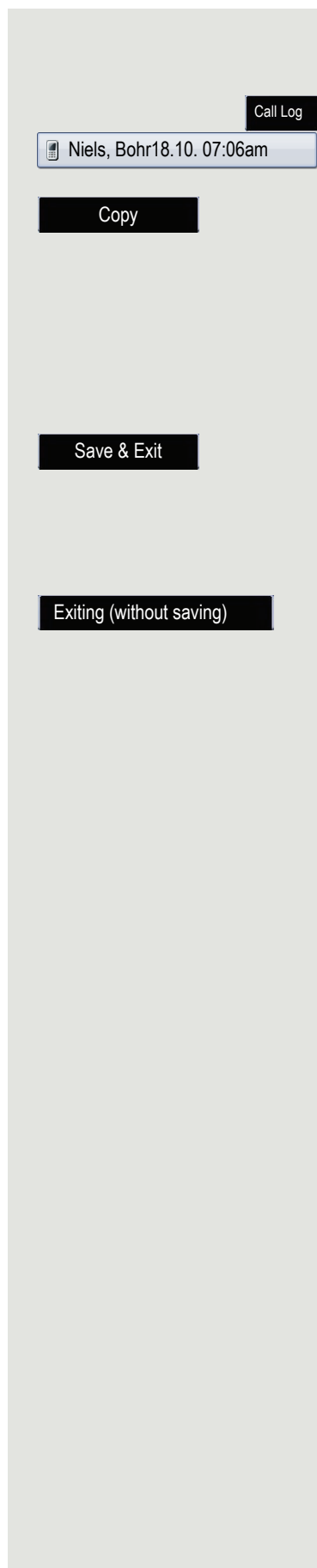
Call logging

Activating/deactivating the call journal

The function can be disabled in order to prevent unauthorised third parties gaining information on the other party involved in the call from the call lists. No further calls or conversations are then logged. The function is always activated by default.

> When you deactivate the call journal, please note that the customary last number redial function will also be affected by this. You can then no longer redial the last number dialled → Page 65.

You can also configure this setting via the WBM interface → Page 247.

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

Services

User   Confirm the option shown.

if nec. ▦   Enter and confirm the user password.

Configuration   Select and confirm the option shown.

Call logging   Select and confirm the option shown.

General   Select and confirm the option shown.

Enable call log   Select and confirm the option shown.

No   Select and confirm the option shown in the context menu to deactivate the call journal. The message "Call Log is disabled" is shown on the display.

or

Yes   Select and confirm the option shown in the context menu to reactivate the call journal.

Save & Exit   Select the softkey to confirm.
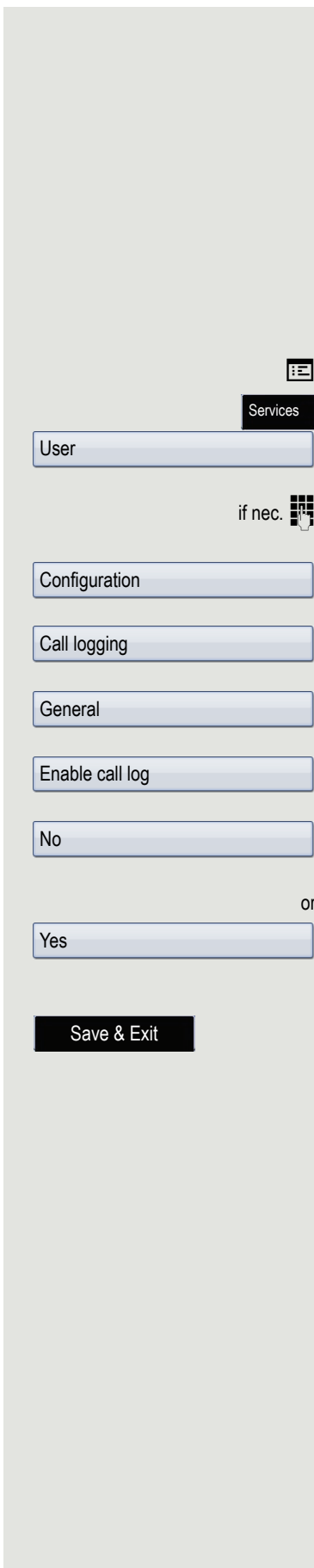
> If the function is deactivated, all existing entries in the journal as well as messages for available missed calls on the display and via LEDs are deleted.

Logging missed calls
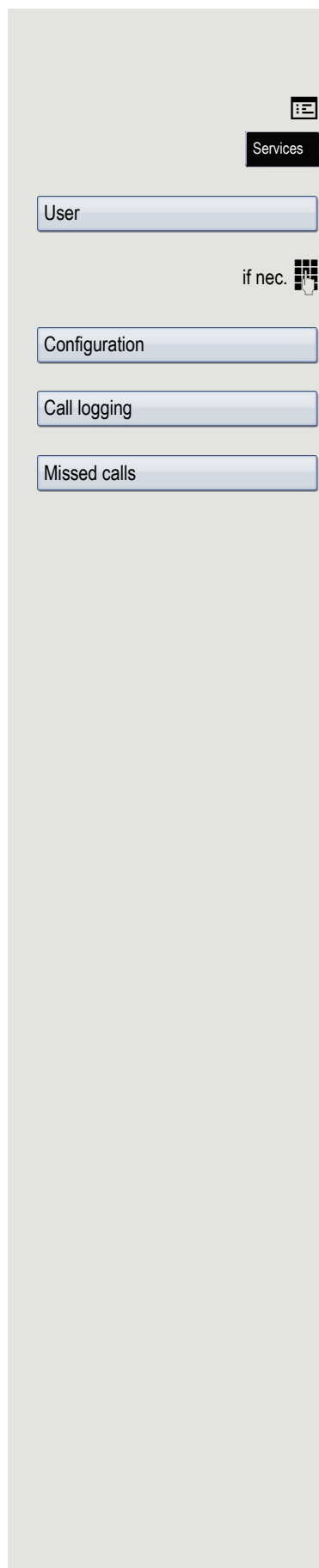
The following two options are available to you:
- Answered elsewhere
- Delete entry

All missed called intended for this line are logged and new missed calls are displayed. If the "Exclude" option is selected for "Answered elsewhere", missed calls for this line that were answered either by other subscribers in the group or with "Directed pickup" are neither displayed nor logged (see also → Page 55). The "Exclude" setting is recommended if groups are set up.

Missed calls you called back are deleted automatically in the default setting "Delete when called". You can prevent this by selecting the option "Manually" for "Delete entry" and delete these calls specifically yourself.

🔳 You can also configure this setting via the web interface → Page 247.

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

User Confirm the option shown.

if nec. ⌨ Enter and confirm the user password.

Configuration Select and confirm the option shown.

Call logging Select and confirm the option shown.

Missed calls Select the option shown.

Displaying missed calls that were answered elsewhere

Missed calls that have been answered by other subscribers are indicated with a green checkmark.

| Answered elsewhere = Include |

Select and confirm the option shown.

| Exclude |

Select and confirm the option shown in the context menu to prevent calls answered by other subscribers being displayed in the list.

or

Deleting missed calls when called

| Delete entry = When called |

Select and confirm the option shown.

| Manually |

Select and confirm the option shown in the context menu to delete entries manually when called.

| Save & Exit |

Select the softkey to confirm.

Privacy/security

Deactivating the ringtone

You can deactivate your ringtone if you do not want to be disturbed by your phone ringing. You can also deactivate the ringtone while the phone is ringing.

Deactivating the ringtone using the dialpad

☆♪ Hold down the key until the "Ringer off" icon appears in the status bar
→ Page 27 on the display.

The ringtone is deactivated.

☆♪ To switch the function back on, hold down the key until the "Ringer off" icon disappears from the status bar on the display.

You can also switch the function on and off using the option in the idle menu.

Select the softkey to confirm.

Ringer off

or

Deactivating the ringtone with a function key

Prerequisite: The "Ringer off" function key must be configured → Page 92.

Press the "Ringer off" function key.

Press the illuminated function key once more to deactivate the "Ringer off" function.

Deactivating the ringer temporarily for incoming calls and reactivating it

If you are disturbed on an important call by the phone ringing, for example, you can deactivate the ringer temporarily and then activate it again.

$\boxed{*}$ Press the key briefly. The ringer is deactivated.

$\boxed{*}$ Now press the key again briefly. The ringer is reactivated.

Do not disturb

If "Do not disturb" is activated, your telephone will not ring. The caller hears the busy tone or an announcement that the called party does not wish to accept any calls.

> On multi-line telephones → Page 14 you can only activate the "Do not disturb" function for your primary line.

Prerequisite: The "Do not disturb" function must be allowed → Page 169.

Enabling "Do not disturb" via key

You have already programmed a key with the "Do not disturb" function → Page 92.

Press the "Do not disturb" programmable function key.

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

or

Enabling "Do not disturb" via softkey

DND off

Select the softkey to confirm. The "Do not disturb" icon appears in the header.

or

DND on

Select the softkey to confirm. The "Do not disturb" icon is deleted.

Allowing "Do not disturb"

You can also configure this setting via the WBM interface → Page 247.

Services

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

User

Confirm the option shown.

if nec. ⌨ Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

Handling

Select and confirm the option shown.

Allow DND

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & Exit

Select the softkey to confirm.

Security

User password

Your User password protects your individual configurations, including your language settings. You can also use the user password to lock your telephone → Page 173.

Administrator may have configured the following settings:
• The password is deactivated: You do not have the option of configuring user settings. The message "Password is disabled" is displayed.
• The password is temporarily locked: You do not have the option of configuring user settings at this time. The message "Password.suspended" is displayed.
• After initially logging on to a user area, you may have to replace the default password with a new password.
• A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Change Password ({1} days left)" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period is over. Confirm "Change password" and change the password as described in this section.
• If you repeatedly enter the wrong password (2 to 5 times), additional attempts are blocked. You can make another attempt after a predefined time.
• It is possible that you will not be able to re-use a previously used password for a period of time, which means you have to create another "new password". This does not affect deactivation of the password prompt → Page 172.
• Your administrator can tell you about the rules for what and how many characters can or must be used in the password.

> The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password protected (see also → Page 172).

🔲 The user password can also be modified via the web interface → Page 247.

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

User Confirm the option shown.

if nec. 📱 Enter and confirm the user password → Page 26.

Security Select and confirm the option shown.

Change user password Select and confirm the option shown.

Current password Select and confirm the option shown.

📱 Enter the current password (at least six characters, text input, see → Page 28) and confirm your entry.

New user password Select and confirm the option shown.

📱 Enter the new password (at least six characters, text input, see → Page 28) and confirm your entry.
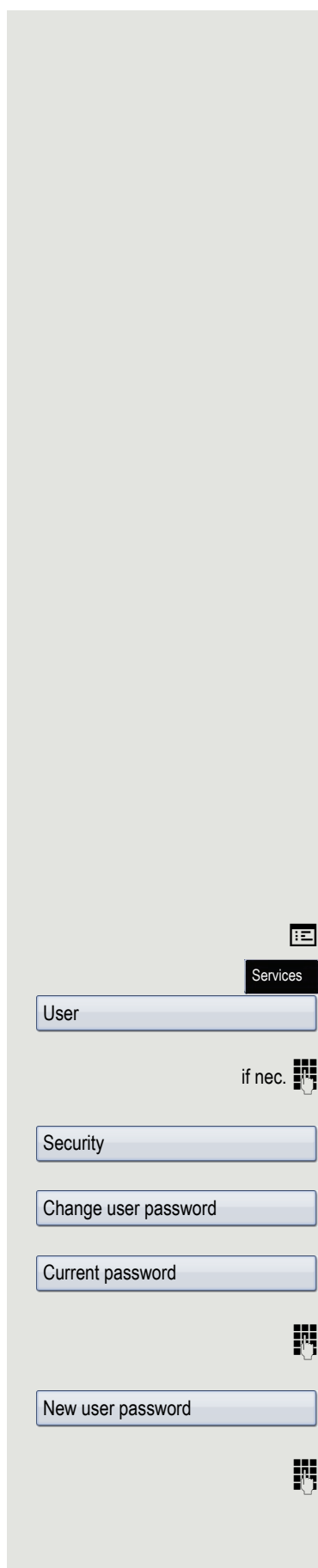
| Confirm New user password | Select and confirm the option shown. |

::: Enter and confirm the new password once more.

| Save & Exit | Select the softkey to confirm. |

Deactivating the password prompt

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

> Deactivating the password prompt does not apply to the web interface → Page 247, OpenStage Manager or CTI applications that use a password prompt. As long as the password prompt is deactivated, you do not have access to user settings via the WBM interface or the OpenStage Manager.
>
> If you deactivate the password prompt, you can **no longer** lock the phone → Page 173 and the user menu is **not** password protected.

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

| User | Confirm the option shown.

if nec. 📱 Enter and confirm the user password.

| Security | Select and confirm the option shown.

| Change user password | Select and confirm the option shown.

| Current password | Select and confirm the option shown.

📱 Enter the current password (at least six characters, text input, see → Page 28) and confirm your entry.

| New user password | Select and confirm the option shown.

📱 Enter six zeros ("000000") to deactivate the password prompt. Confirm your input (at least six characters, text input, see → Page 28).

| Confirm New user password | Select and confirm the option shown.

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

Save & Exit Select the softkey to confirm.

Locking the phone

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

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

> You can only lock the phone if you have set a user password → Page 170. The password for this must not be the default setting "000000".
>
> Check if necessary whether the telephone lock function has been activated for you by administrator.

Activating the phone lock

|#←∘| Hold down the key shown until "Phone lock Confirm lock" appears.

Confirm lock Select the softkey to confirm. The phone lock activates immediately.

or

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

User Confirm the option shown.

if nec. ⌨ Enter and confirm the user password.

Security Select and confirm the option shown.

Phone lock Confirm the option shown.

Phone lock Select and confirm the option shown.

Yes Select and confirm the option shown in the context menu.

Save & Exit Select the softkey to confirm. The phone is locked.

> If an emergency number is entered on the phone by administrator, **Emergency call** appears on the display for selection when you have activated the lock. You can also enter the emergency number via the dialpad.

Unlocking the phone

The display shows: Phone locked.

There are two options available for unlocking the phone:
• Unlock user
• Unlock admin

User unlock Select the softkey to confirm if you know the user password. You are prompted to enter the user password.

or

Admin unlock Select the softkey to confirm if you only know the administrator password. You are prompted to enter the administrator password.

📱 Enter and confirm the User password or administrator password. The phone is unlocked if the password was correct.

> If the telephone is locked, an emergency number entered by administrator can be dialled using the dialpad or the **Emergency call** option.
>
> If the phone is locked, repdial keys cannot be used. This also applies even if the emergency number is saved on this key.

Mobility function

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

Mobility scenarios

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

Logging on and off at the same phone

- Log on as a mobility user → Page 176.
- Log off as a mobility user → Page 177.

Logging on and off at different phones

In these cases, administrator may have made the following settings:
- Log on at a remote phone with forced logon, when the user is still logged on at that phone → Page 178.
- Delayed logon at a remote phone with forced logon, when the user is still logged on at that phone and the phone is busy → Page 178.

Logging on and off at the same phone

Logging on to the phone

No other mobility user is logged on.

Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

or

Logon via the context menu

Mobile logon

Select the softkey in idle mode → Page 29 to confirm.

Mobility ID

You are prompted to enter your mobility ID.

Enter and confirm mobility ID – usually a phone number.

Enter password

You are prompted to enter the password.

Enter and confirm the user password.

The following messages appear on the display:
• Logging on mobile user
• Validating
• Registering
• Downloading user data

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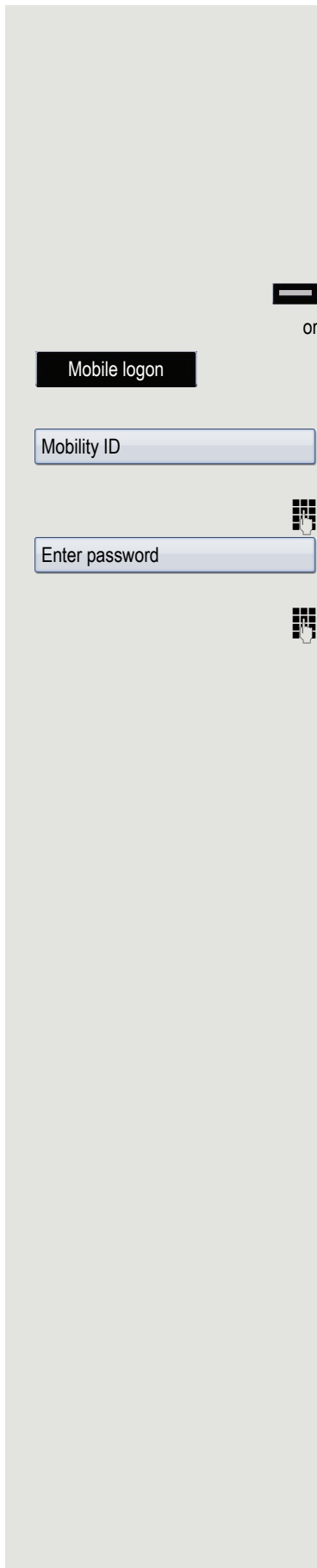
Logging off from the phone

Prerequisite: You are logged on as a mobility user.

Logoff via key

If a program key is configured for Mobility.

Press the "Mobility" program key.

Logon via the context menu

or

Select the softkey in idle mode → Page 29 to confirm.

Mobile logon

Cancel

You briefly have the option to cancel the logoff, otherwise the logoff process is launched.

The following messages appear on the graphic display:
• Logging off mobile user
• Uploading user profile
• Registering
• Downloading user data

After you have logged out, the mobility icon ꝶ is hidden.
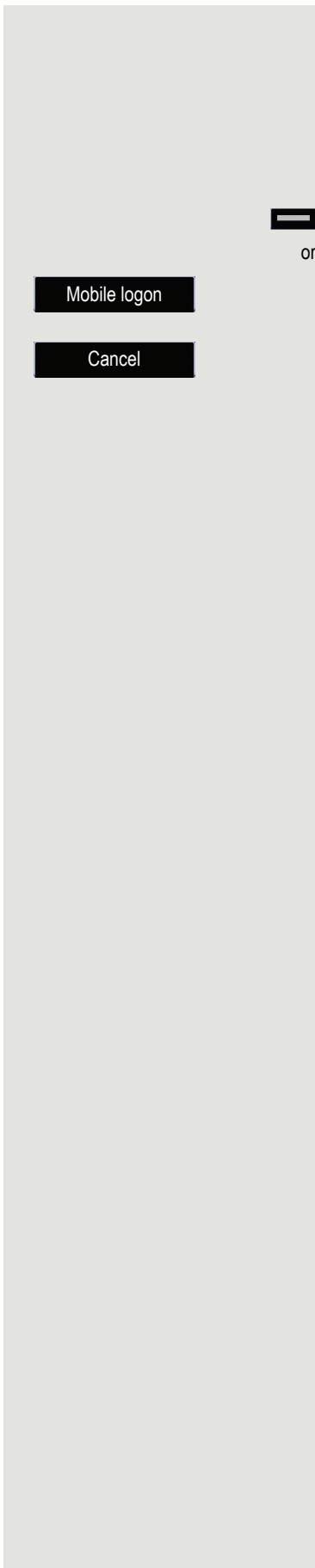
Logging on at different telephones

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

Logging on with forced logoff at a remote phone

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

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

Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

or

Logon via the context menu

Mobile logon

Select the softkey in idle mode → Page 29 to confirm.

Mobility ID

You are prompted to enter your mobility ID.

Enter and confirm mobility ID – usually a phone number.

Enter password

You are prompted to enter the password.

Enter and confirm the user password.

The following mobility messages appear in the display:
• Validating
• Logging off elsewhere
• Registering
• Downloading user data

The logoff is simultaneously displayed on the remote phone. Once logon is complete, the "Mobility" program key LED lights up and the mobility icon appears on the graphic display $\mathcal{C}^2$.

Logging on with forced, delayed logoff at a remote phone

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

Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

or

Logon via the context menu

Mobile logon

Select the softkey in idle mode → Page 29 to confirm.

Mobility ID

You are prompted to enter your mobility ID.
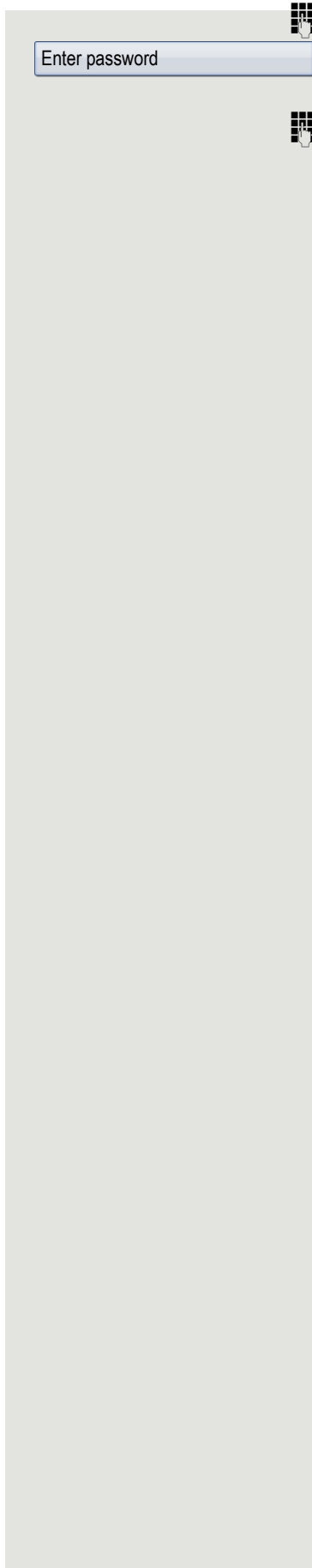
📟 Enter and confirm mobility ID – usually a phone number.

You are prompted to enter the password.

Enter password

📟 Enter and confirm the user password.

The following mobility messages appear in the display:
• Logging off elsewhere
• Validating

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

• Registering
• Downloading user data

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

Video function

You can connect a USB camera to your OpenScape Desk Phone IP 55G so that during a call you can see the other call partner, assuming he or she has also connected a camera, and vice versa (see → Page 32). The video function is disabled by default (→ Page 183) as it is not yet fully supported by all telephone systems.

Prerequisite: A suitable USB camera is connected and the video function has been approved by the administrator and activated by you (→ Page 183).

Activating and deactivating the function temporarily

You can activate and deactivate the video function temporarily via softkeys in idle mode.

Confirm with the softkey to disable.

Confirm with the softkey to enable.

Self view

Prerequisite: The phone is in idle mode.

In order to test whether your USB camera is working properly, activate the Self view function via the softkey (see also → Page 32).

Select the softkey to confirm. You will see a video image of yourself and your surroundings on the display for approx. 10 seconds.

Video off

or
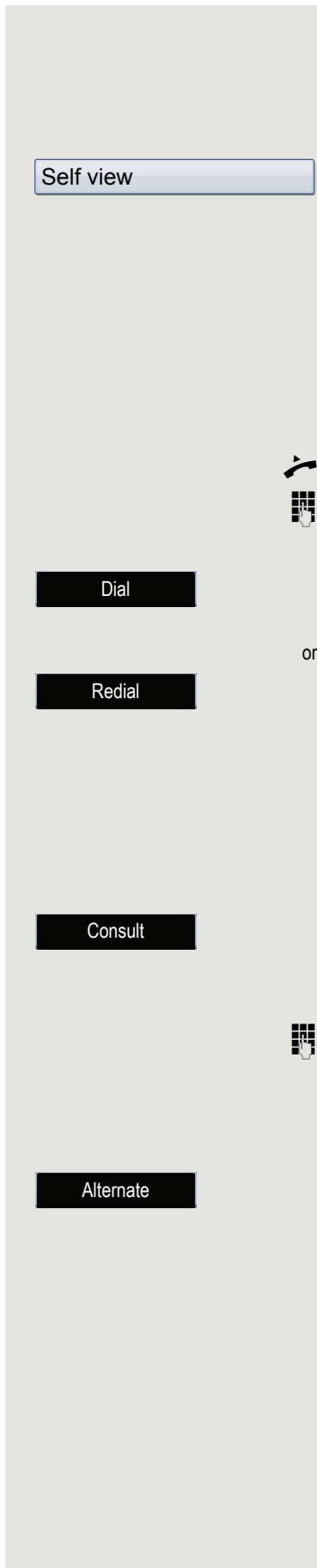
Video on

Self view

Activating and deactivating a function with a key

You can configure a "Video on" key to monitor the status of the video function and respond quickly (see → Page 92). This is useful in the following situations for example:

- If the phone is already ringing and you want to quickly activate/deactivate the video function before answering the call.
- The video status can be identified immediately from the key even if the phone is in idle mode, the display is switched off or the screensaver is active.

Press the "Video on" program key. The key illuminates and the video function is activated. The video function can be deactivated by pressing the key again.

Self view

Prerequisite: The phone is in idle mode.

In order to test whether your USB camera is working properly, activate the Self view function in the context menu (see also → Page 32).

Select and confirm the option shown in the context menu. You will see a video image of yourself and your surroundings on the display for approx. 10 seconds.

Self view

Video link

If the video function on your OpenScape Desk Phone IP 55G and the selected remote station – likewise a OpenScape Desk Phone IP 55G – is enabled, you can see your call partner and your call partner can see you on the display when the connection has been set up (see → Page 32).

➤ Lift the handset.

Enter the phone number.

In the pop-up menu:

Dial

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

or

Redial

Select the softkey to confirm[1].

The video link is set up automatically. The video image of your call partner appears.

Consultation

You can call a second partner during a video link.

Confirm with the softkey for the connection.

Consult

The connection to the video caller is placed on hold and the video image is hidden.

Enter and confirm the second party's phone number.

Toggle/Connect

For a detailed description of alternating (toggling), see → Page 70.

Select the softkey to confirm.

Alternate
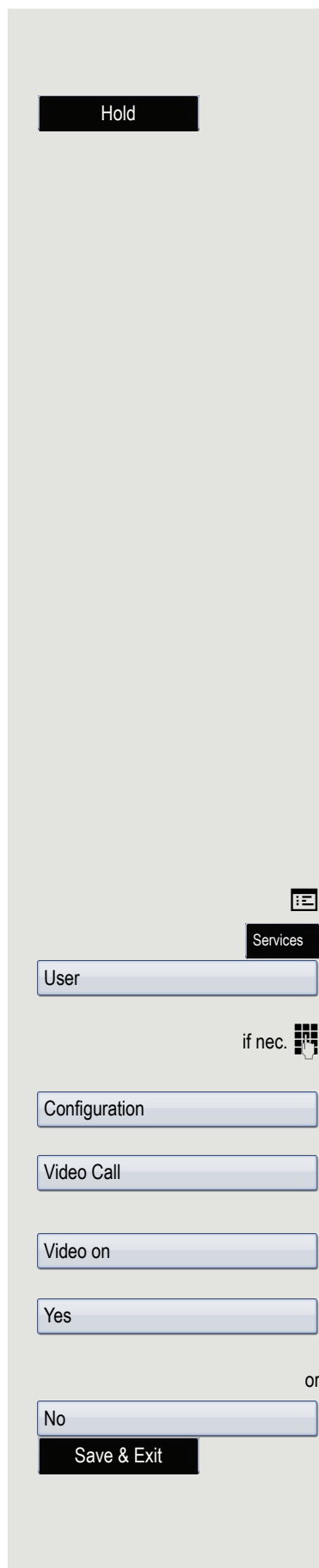
Switch to the first and then back to the second party so that the current picture of the call partner is displayed in each case.

If you connect your two call partners (see → Page 72), they will likewise have a video link.

In the absence of a USB camera

If one of the partners has enabled his or her video function but does not have a USB camera connected, you will see a crossed-out camera instead of the video image of the call partner.

---

1. Please note the information in relation to the call journal on → Page 65

Holding a call

You place the call on hold for example to consult with someone else in the room.

Hold

Select the softkey to confirm. The video display is interrupted.

The video image of your call partner appears again when you reconnect.

Installing a USB camera

You will find USB cameras at the following link, which are recommended for use on the OpenScape Desk Phone IP 55G. While the link refers to OpenStage phones it is likewise valid for OpenScape Desk Phone IP 55G:

http://wiki.unify.com/wiki/Video_Telephony_for_OpenStage_SIP_60/80.

Do not connect any USB cameras that are not supported as this can cause the phone to malfunction.

Connecting a USB camera

Plug the USB connector of the camera into the USB port on the bottom of your OpenScape Desk Phone IP 55G (see → Page 17).

If you see the following message, the USB camera has been detected and can be used.

New USB device detected
video.camera USB2.0 Camera
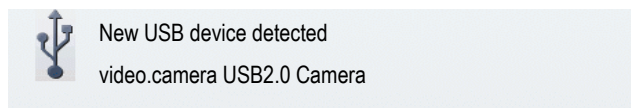
Activating and deactivating the video function

You can also configure this setting via the WBM interface → Page 247.

Services

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

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Video Call

Select and confirm the option shown.

Video on

Select the option shown.

Yes

Select and confirm the option shown in the context menu to activate the function. The video function is disabled by default.

or

No

Select and confirm the option shown in the context menu to deactivate.

Save & Exit

Select the softkey to confirm.

OpenScape Voice functions

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

> Some OpenScape Voice functions are only available if the "Server features" function was activated on the phone by the administrator.
>
> On multi-line telephones, the full scope of OpenScape Voice functions is only available for the primary line.

Feature toggle key for hunt group

You can pick a programmable function key and program it as a feature toggle key for activating the "make line busy" and "stop hunt" functions.

> Hunt group functions can also be activated via codes → Page 190.

You can then use the programmable function key to activate or deactivate the relevant OpenScape Voice function on the server for this phone.

You can only program first-level programmable function keys because those linked to LEDs are used to display the function status as either **on** (LED on) or **off** (LED off). The LED indicates the status of the function on the server and can therefore change without any of the programmable function keys being pressed.

Example:

Switching between "Line busy" and "Line free" (see also → Page 190).

Prerequisite: Your administrator configured a programmable function key with the function "Busy" ("make line busy" for the hunt group) → Page 94.

Press the programmable function key – the key lights up.

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

Making anonymous calls

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

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

Deactivating

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

Lift the handset.

Enter the code (see the table of codes → Page 201) to transmit the caller information.

You hear a confirmation tone/announcement.

Activating

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

Lift the handset.

Enter the code (see the table of codes → Page 201) to suppress the caller ID.

You hear a confirmation tone/announcement.

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

Deactivating anonymous calling temporarily for the next call

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

➤ Lift the handset.

☷ Enter the code (see the table of codes → Page 201).

♪ Wait until you hear the confirmation tone/announcement.

☷ Dial the phone number of the party you want to contact.

Caller ID transmission is reactivated after this call.

Deactivating anonymous calling temporarily for the next call

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

➤ Lift the handset.

☷ Enter the code (see the table of codes → Page 201).

♪ Wait until you hear the confirmation tone/announcement.

☷ Dial the phone number of the party you want to contact. When you end this call, caller ID transmission is suppressed once again for the next call.

Creating a list for selective calls

For call acceptance

You can create a list of the phone numbers from which you are willing to accept calls (also known as a selection list). Your administrator knows how long this list may be in the OpenScape Voice used on site in your facility.

A connection is set up if a caller's phone number matches a number in the selection list. If there is a match,

- the caller receives a message that the party refuses to accept any calls with this number,

or
- the call is forwarded to an external phone number.

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

➤ Lift the handset.

▦ Enter the code (see the table of codes → Page 201).

Various announcements deliver the following information:

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

These announcements are followed by verbal user prompts that let you

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

For call rejection

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

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

➤ Lift the handset.

▦ Enter the code (see the table of codes → Page 201).

Various announcements deliver the following information:

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

These announcements are followed by verbal user prompts that let you

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

Anonymous calls

Rejecting

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

➤ Lift the handset.

▦ Enter the code (see the table of codes → Page 201).

Accepting

You can also accept calls from parties who activated a data protection feature (e.g. caller ID suppression) to prevent their phone number from being transmitted.

➤ Lift the handset.

▦ Enter the code (see the table of codes → Page 201).

Using abbreviated dialling

Abbreviated dialling gives you access to a central list of frequently dialled phone numbers.

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

➤ Lift the handset.

▦ Enter the code (see the table of codes → Page 201) followed by a number between 0 and 999 for the phone number you want to dial.

The number is automatically dialled.

Call tracing

You can request automatic tracing of the last received internal call. This is particularly suitable for identifying malicious, irritating or troublesome calls.

➤ Lift the handset.

▦ Enter the code (see the table of codes → Page 201). The phone number is identified. Ask your administrator for the result.

Hunt group functions

To ensure optimum handling of specific calls, your telephone can be assigned to a pickup group → Page 55 and/or a hunt group.

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

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

▐▐▶ This feature can also be activated by means of a function key (→ Page 184).

Making a line busy

This prevents this line being used for calls in a hunt group.

Activating

➤ Lift the handset.

▦ Enter the code (see the table of codes → Page 201).

♩ Wait until you hear the confirmation tone/announcement.

Deactivating

Make the line free once more for the hunt group.

➤ Lift the handset.

▦ Enter the code again (see the table of codes → Page 201).

♩ Wait until you hear the confirmation tone/announcement.

Marking the last line in the hunt group chain

Sets the "stop hunt" line in the hunt group chain. The system will stop looking for a free line in the hunt group chain after it reaches this line.

Activating

➤ Lift the handset.

▦ Enter the code (see the table of codes → Page 201).

♫ Wait until you hear the confirmation tone/announcement.

Deactivating

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

➤ Lift the handset.

▦ Enter the code again (see the table of codes → Page 201).

♫ Wait until you hear the confirmation tone/announcement.

Reachability

You can make either serial calls or simultaneous calls on several sites. The features for this are

• Serial call
• Parallel call

Prerequisite: The administrator has configured the respective feature for your main number in OpenScape Voice.

Serial call

Managing number lists/activating a serial call

Before the serial call number can be activated, a serial call list much be created. This can be prepared either by administrator or you can create it yourself later. Up to six numbers can be entered in the list for sites on which incoming calls including your main number should be signalled sequentially. Each number can consist of up to 30 digits.

➜   Lift the handset.

▦   Enter the code for the edit mode (see code table → Page 201).

Edit mode opens and you hear an announcement with the following information:
• Feature name
• Current status (active/inactive)
• Number of numbers currently on the serial call list

You are prompted to do one of the following:
• Activate/deactivate the feature (only if numbers are already entered in the list)
• Call up the numbers currently entered in the list
• Add or delete numbers
• Repeat the options in edit mode

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

If the serial call is activated, incoming calls are first routed to your phone. If you do not answer within the timeframe defined by the administrator, the next destination phone rings for the configured period of time. The caller is informed that the call is being routed to another station. The connection is established with the first phone that accepts the call.

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

Parallel call

Managing number lists/activating a parallel call

Before the parallel call feature can be activated, a parallel call list must be created. This can be prepared either by administrator or you can create it yourself later. Up to six numbers can be entered in the list for sites on which incoming calls including your main number should be signalled simultaneously. Each number can consist of up to 30 digits.

➜   Lift the handset.

📟 Enter the code for the edit mode (see code table → Page 201).

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

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

You are prompted to do one of the following:

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

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

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

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

Activating/deactivating parallel call via code

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

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

📞 Lift the handset.

📟 Enter the code to activate or deactivate the parallel call (see code table → Page 201).

Parking a call

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

Park a call

📞 You are conducting the call. Let the other party know, for example, that you are trying to connect him or her.

🔢 Enter the code for parking (see code table → Page 201).

You hear a confirmation tone and the line number is announced. The caller hears a waiting melody.

📞 Replace the handset.

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

Unparking

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

📞 Lift the handset.

🔢 Enter the unparking code (see code table → Page 201). He or she is prompted to enter a line number.

🔢 Enter the specified line number.

📞 Your colleague is now connected with the waiting caller.

Silent monitoring

If this function has been configured by administrator and enabled for the destination phone, you can join an active call of an internal station and listen in unnoticed (muted) or with the knowledge of the target station (active).

Active silent monitoring

Station A and B are on a call. You want to listen to the call so that Station B does not notice but so that you can still talk to Station A.

Your phone   Internal station A

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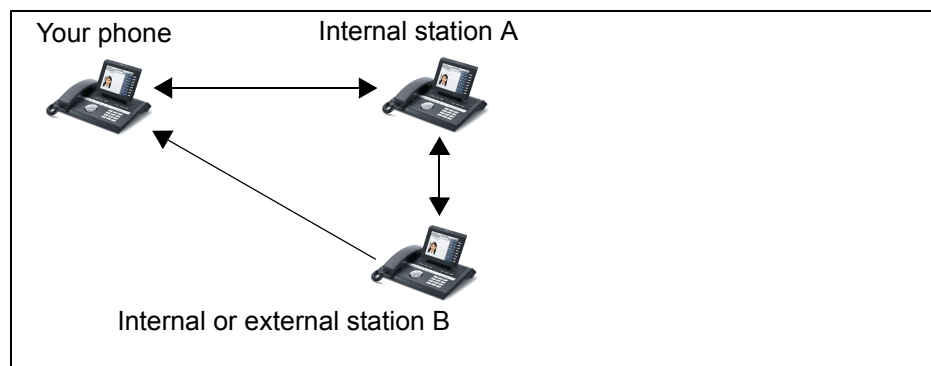
- You can hear and talk to station A.
- You can hear station B but cannot talk to him or her because he or she cannot hear you.
- Station A and B can hear and speak to each other.

☎ Lift the handset.

⌨ Enter the code for active silent monitoring and the destination number (see code table → Page 201). You are connected to the call and can listen. If necessary notify station A.

☎ End the silent monitoring unnoticed by replacing the handset.

Muted silent monitoring

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

Your phone · · · · · Internal station A

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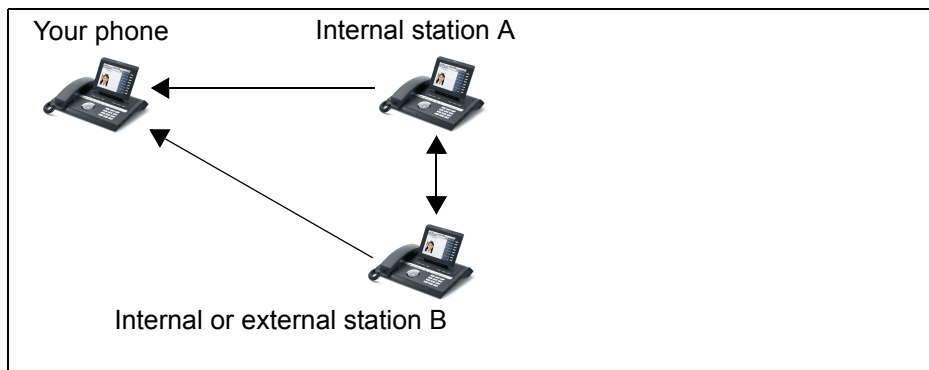
- You can hear station A but cannot talk to him or her because he or she cannot hear you.
- You can hear station B but cannot talk to him or her because he or she cannot hear you.
- Station A and B can hear and speak to each other.

Lift the handset.

Enter the code for active silent monitoring and the destination number (see code table → Page 201). You are connected to the call and can listen.

End the silent monitoring unnoticed by replacing the handset.

Voice calling and two-way voice calling function

With voice calling or two-way voice calling, the loudspeaker or speakerphone function of a destination phone is activated automatically when the connection is established. Use of these functions is conceivable for example between an executive and secretary or between a doctor and receptionist.

Possible functions include:

- Voice calling
    - with variable input of member number
    - to a saved member number
- Two-way voice calling
    - with variable input of member number
    - to a saved member number

Prerequisites:

- The team member belongs to the same collective group as you and has likewise been assigned a member number.
- The team member's phone has a loudspeaker (voice calling) and/or a speakerphone function (two-way voice calling).
- Automatic answering is activated for the team member.
- The team member's phone is idle.
- The member numbers of the callers are known for the voice calling and two-way voice calling functions.

You can cancel voice calling or two-way voice calling by replacing the handset or - during a consultation - resume the held call.

Two-way voice calling connections can be established from the following states:

- In idle status
- During manual call holding
- In a consultation

> Functions such as "Call forwarding" or "Do not disturb" are temporarily disabled on the destination caller's phone by the voice calling and two-way voice calling functions.

Voice calling

From your phone, you can directly call any team member whose telephone has a loudspeaker.

Voice calling with variable input of member number

➤ Lift the handset.

▦ Enter the code for voice calling (see code table → Page 201) followed by the one or two-digit member number of the respective team member.

♫ As soon as the connection has been established, you will hear a confirmation tone/announcement and can speak to the other party via the loudspeaker.

➤ To end the call, simply hang up.

Voice calling to a saved member number

Prerequisite: The code for voice calling and the member number are programmed on a function key.

▭ Press the programmed function key. A connection to that member's loudspeaker will immediately be established: You can speak to the destination caller via your speakerphone.

Two-way voice calling

From your phone, you can directly call any team member whose telephone has a speakerphone function. The loudspeaker and microphone of the destination phone are switched on automatically.

Two-way voice calling with variable input of member number

Speaker Press the key to use your speakerphone function.

▦ Enter the code for two-way voice calling (see code table → Page 201) followed by the one or two-digit member number of the respective team member.

♫ As soon as the connection has been established, you will hear a confirmation tone/announcement and can reach the destination caller via this caller's speakerphone function.

Two-way voice calling to a saved member number

Prerequisite: The code for two-way voice calling and the member number are programmed on a function key.

▭ Press the programmed function key. A connection to the team member is established immediately and your speakerphone function will be switched on.

♫ As soon as the connection has been established, you will hear a confirmation tone/announcement and can reach the destination caller via this caller's speakerphone function.

Announcing the local phone number

You can use this function in order, for example, to identify the phone number of a phone in a conference room if it is not indicated on the display.

➜ Lift the handset.

▦ Enter the code for "Announcing the local phone number" (see code table → Page 201). The phone number is announced.

➜ Then hang up.

Dialling the last caller

You can retrieve and dial the phone number of the last answered or dialled caller. The following two functions could be used alternatively if you have disabled the call journal → Page 163.

Retrieving and dialling the last answered caller

The following phone numbers can be saved for retrieval:
- the last answered call
- the last missed call
- the last picked up call (group call)

➤ Lift the handset.

▦ Enter the code for dialling the last answered caller (see code table → Page 201). The phone number is dialled and the connection is established.

Retrieving and dialling the phone number of the last caller dialled

Instead, you can also use the normal redial functions of your phone as usual.

➤ Lift the handset.

▦ Enter the code for dialling the last caller dialled (see code table → Page 201). The phone number is dialled and the connection is established.

Picking up out-of-hours calls

If your switchboard is no longer attended after a certain time, an out-of-hours call function can be configured on one or more phones for this period.

For example, if you hear one of the phones that has an out-of-hours call function configured ringing when the office is closed, you can pick up the call early from your phone.

You can also forward your phone to the phone with the out-of-hours call function before leaving the office so that colleagues who have not yet left can pick up calls for you.

➤ Lift the handset.

▦ Enter the code (see code table → Page 201) for the out-of-hours call pickup in order to pick up the ringing call.

▐▐▶ You can also configure a key for picking up out-of-hours calls.

Code table for OpenScape Voice functions

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

Function	Code	Description
Making anonymous calls off		→ Page 185
Making anonymous calls on		→ Page 185
Making anonymous calls temporarily on		→ Page 186
Making anonymous calls temporarily off		→ Page 186
List for selective call acceptance		→ Page 187
List for selective call rejection		→ Page 187
Rejecting anonymous calls		→ Page 188
Accepting anonymous calls		→ Page 188
Using abbreviated dialling		→ Page 189
Call tracing		→ Page 189
Making a line busy on		→ Page 190
Making a line busy off		→ Page 190
End of hunt group chain on		→ Page 191
End of hunt group chain off		→ Page 191
Edit mode for serial call		→ Page 192
Edit mode for parallel call		→ Page 192
Activating a parallel call		→ Page 193
Deactivating a parallel call		→ Page 193
Parking a call		→ Page 194
Unparking a call		→ Page 194
Active silent monitoring		→ Page 195
Muted silent monitoring		→ Page 196
Voice calling		→ Page 198
Two-way voice calling		→ Page 198
Announcing the local phone number		→ Page 199
Last answered caller		→ Page 200
Last dialled caller		→ Page 200
Picking up out-of-hours calls		→ Page 200

Impact Levels

Communication in the PSN ("Public Sector Network") is split into areas of differ-ent impact levels (**IL**). The impact level indicates how the phone user should handle the relevant call conversation. It is described below how to determine whether your call partner belongs to a lower impact level when the connection is being established or has been established.

Calls with a low impact level are treated in a particular way, either through their own icons, text labels and/or a special ringtone. The impact level causes no re-strictions on call handling however either during or before the call is connected. Calls of the same or a higher **IL** are not identified in any particular way.

To ensure unrestricted functionality of the Impact Level function you have to deactivate advisory tones for unsecured voice connections (→ Page 224).

Answering a call with a lower Impact Level

Prerequisite: The administrator has assigned separate call signals for calls with a lower impact level.

Answering a call

The phone rings with the defined ringtone for calls with a lower IL.

The caller is shown with a special icon and the advisory "**Lower IL**".

Lift the handset.

You can also answer the call if appropriate using the loudspeaker key or via the headset.

Answering forwarded calls

The phone rings with the defined ringtone for calls with a lower IL.

The caller is shown with a special icon and the advisory "**Lower IL**".

Lift the handset.

You can also answer the call if appropriate using the loudspeaker key or via the headset.

Answering a second call

The phone rings with the defined ringtone for second calls with a lower IL.

The caller is shown the advisory "**Lower IL**".

Lift the handset.

You can also answer the call if appropriate using the loudspeaker key or via the headset.

Calls to a lower Impact Level

If you are calling a partner with a lower IL, this will be displayed when the connection is being established.

Off-hook dialling

➤ Lift the handset.

▓ Enter the phone number.

Dial

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

or

Repeat dialling

Select the softkey to confirm[1].

The connection is set up. A special icon and the advisory "**Lower IL**" are shown on the display.

> ▌▶ You can also set up the connection with on-hook dialling via the loudspeaker (speakerphone mode) or via a connected headset.

Forwarding a call with a lower Impact Level

If you are forwarding a partner with a lower IL to a partner with a higher IL, this will be displayed when the connection is being established.

Prerequisite: The Deflect function is approved by the administrator.

A call with a lower IL rings.

Deflect

Select the softkey to confirm.

▓ Enter the phone number and confirm.

The connection is set up. A special icon, the forwarding icon and the advisory "**Lower IL**" are shown on the display.

---

1. Please note the information in relation to the call journal on → Page 65

Conducting a call with a lower IL

If you have answered a call with a lower IL, this will be documented on the display.

Conducting a call

📞 You are connected with the partner from a lower IL zone. The advisory "**Lower IL**" is displayed in the second call line.

Holding a call

⊣⊢ If the held call has the status of a lower IL, the advisory "**Lower IL**" will also be displayed.

Conference

📞 You are connected with two or more partners in a conference call. At least one of the partners belongs to the lower IL zone. The advisory "**Lower IL**" is displayed in the "Conference" line.

Reconnect

You have ended a consultation call for example by replacing the handset. The held partner is awaiting retrieval.

↩ If the held call has the status of a lower IL, the advisory "**Lower IL**" will also be displayed.

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

IL alarm

If you have activated an IL alarm (→ Page 229), you will see an advisory on the display and a defined ringtone rings if the IL changes from a higher to a lower IL. This can happen for example when a call is picked up.

Individual phone configuration

Display

Appearance

Select your preferred appearance for the menu display here.

▌▌▌▶   For sample display themes, see → Page 27.

📋   You can also configure this setting via the WBM interface → Page 247.

Services

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

User

Confirm the option shown.

if nec. 📱   Enter and confirm the user password.

Phone

Select and confirm the option shown.

Display

Select and confirm the option shown.

Display theme

Select the option shown.

Crystal sea
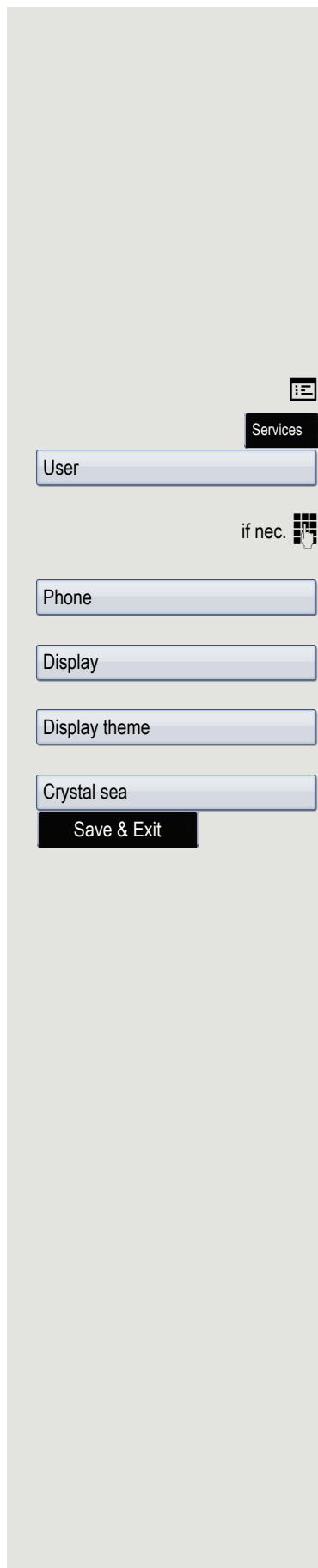
Select and confirm the required colour in the context menu[1].

Save & Exit

Select the softkey to confirm.

---

1.   The phone displays the current setting
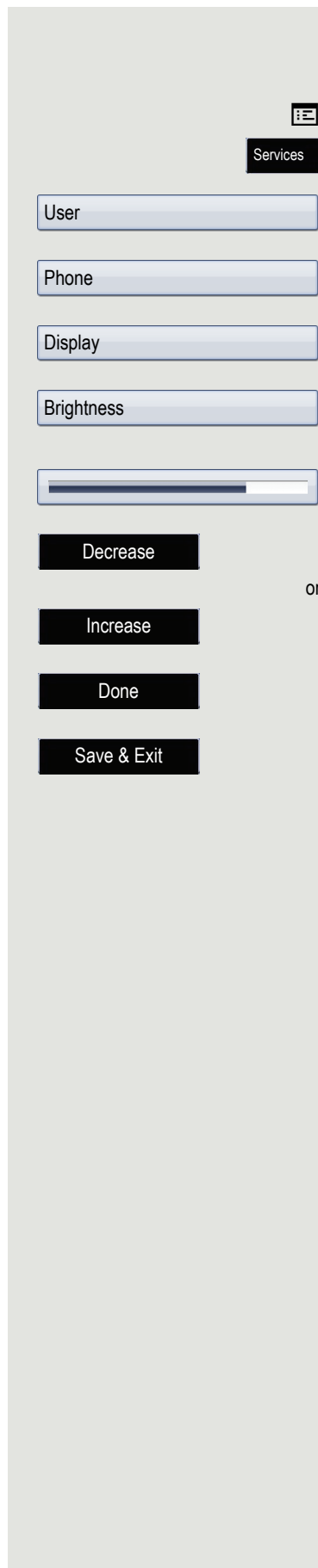
Display brightness

You can adjust the brightness of the display to suit your ambient lighting.

You can also configure this setting via the WBM interface → Page 247.

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

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown.

Confirm the option shown.

Adjust gradually using the softkey.

or

Adjust gradually using the softkey.

Select the softkey to end.

Select the softkey to confirm.

Services

User

Phone

Display

Brightness

Decrease

Increase

Done

Save & Exit

Contrast for the OpenStage Key Module

If you have connected an OpenStage Key Module, you can adjust the key label contrast to suit your ambient lighting.

You can also configure this setting via the WBM interface → Page 247.

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

User	Select and confirm the option shown.
Phone	Select and confirm the option shown.
Display	Select and confirm the option shown.
Key mod. contrast	Select the option shown.
	Confirm the option shown.
Decrease	Adjust gradually using the softkey.
or Increase	Adjust gradually using the softkey.
Done	Select the softkey to end.
Save & Exit	Select the softkey to confirm.

Screensaver

Activate a screensaver for the telephone idle state.

> Your administrator can set a time of between two and eight hours defining how long the phone should be idle before display backlighting deactivates completely.

▤ You can also configure this setting via the WBM interface → Page 247.

Activating the screensaver

Prerequisite: Your administrator has uploaded pictures to the OpenScape Desk Phone.

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

User   Confirm the option shown.

if nec. ▦   Enter and confirm the user password.

Phone   Select and confirm the option shown.

Screensaver   Select and confirm the option shown.

Enabled   Select the option shown.

Yes   Select and confirm the option shown in the context menu[1].

Save & Exit   Select the softkey to confirm.

---

1. The phone displays the current setting

Automatic screensaver activation

Set how long OpenScape Desk Phone should be idle before the screensaver automatically activates.

☷   You can also configure this setting via the WBM interface → Page 247.

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

User   Confirm the option shown.

if nec. ⌨   Enter and confirm the user password.

Phone   Select and confirm the option shown.

Screensaver   Select and confirm the option shown.

Start (Min)   Confirm the option shown[1]. Select the required value between 0 and 120 and confirm.

Save & Exit   Select the softkey to confirm.

1. The phone displays the current setting.

Setting the fade time for the screensaver

Set the intervals at which the screensaver images change here.
The following fade times are possible:

- 5 seconds
- 10 seconds
- 20 seconds
- 30 seconds
- 60 seconds

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

User   Confirm the option shown.

if nec. ⌨   Enter and confirm the user password.

Phone   Select and confirm the option shown.

Screensaver   Select and confirm the option shown.

Picture time (secs)   Confirm the option shown[1]. Select the required value between 5 and 60 and confirm.

Save & Exit   Select the softkey to confirm.

1. The phone displays the current setting

Background lighting

You can have the background lighting switch off automatically after a time defined by you.

| Services |

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

| User |

Confirm the option shown.

if nec. 📱

Enter and confirm the user password.

| Phone |

Select and confirm the option shown.

| Energy saving |

Select and confirm the option shown.

| Backlight time |

Select and confirm the option shown.

Select one of the following time options and confirm:
- 1 minute
- 5 minutes
- 30 minutes
- 60 minutes
- 2 hours
- 4 hours
- 8 hours

The default setting is 1 minute.

| Save & Exit |

Select the softkey to confirm.

Date and time

You can set the date and time display here if necessary.

You can also configure this setting via the WBM interface → Page 247.

Setting the time

Services

User

if nec. Enter and confirm the user password.

Date and time

Time

Save & Exit

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

Confirm the option shown.

Enter and confirm the user password.

Confirm the option shown.

Select and confirm the option shown.

Enter and confirm the time.

Select the softkey to confirm.

Setting the date

Services

User

if nec.

Date and time

Date

Save & Exit

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

Confirm the option shown.
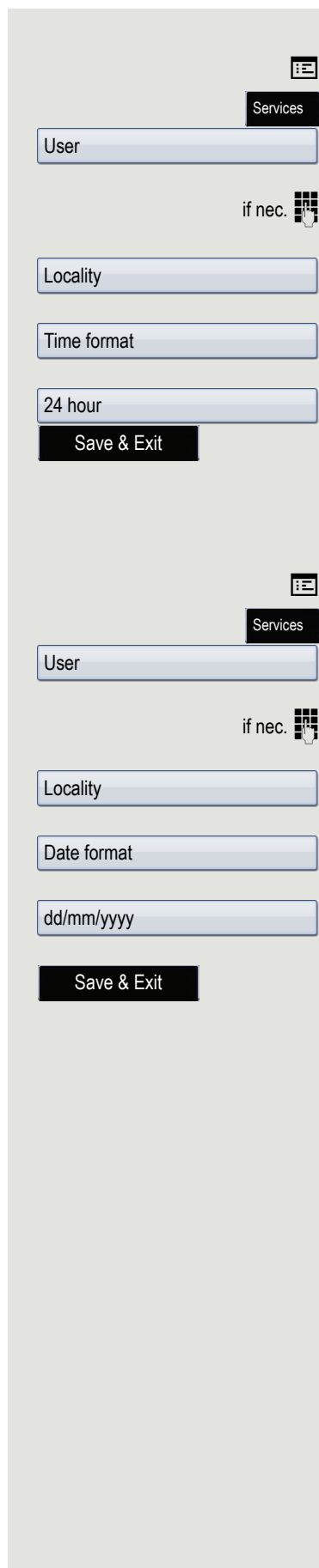
Enter and confirm the user password.

Confirm the option shown.

Select and confirm the option shown.

Enter and confirm the date.

Select the softkey to confirm.

Time display format

You can also configure this setting via the WBM interface → Page 247.

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

Confirm the option shown.

if nec. ⚏ Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

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

Select the softkey to confirm.

Services

User

Locality

Time format

24 hour

Save & Exit

Date display format

You can also configure this setting via the WBM interface → Page 247.

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

Confirm the option shown.

if nec. ⚏ Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the format you want.

Select the softkey to confirm.

Services

User

Locality

Date format

dd/mm/yyyy

Save & Exit

Setting daylight saving time

🔳 You can also configure this setting via the WBM interface → Page 247.

Prerequisite: **Auto DST** is deactivated → Page 216.

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

Confirm the option shown.

if nec. ▦ Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

Select the softkey to confirm.

Setting the difference between daylight saving and standard time

Prerequisite: **Auto DST** is deactivated → Page 216.

Enter the difference to be used for daylight saving time.

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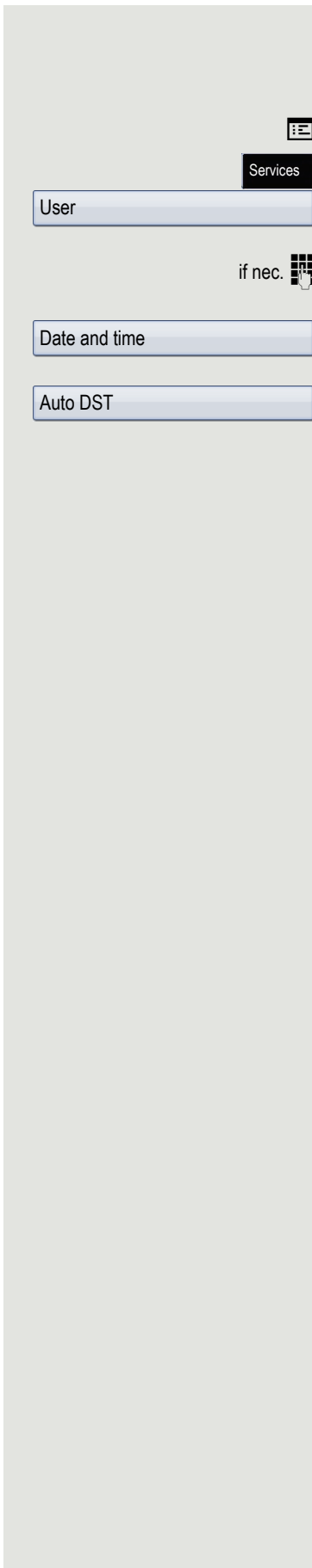
Confirm the option shown.

if nec. ▦ Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

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

Select the softkey to confirm.

Services
User
Date and time
Daylight saving
Yes
Save & Exit

Services
User
Date and time
Difference (mins)
Save & Exit

Automatic daylight saving time

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

📋   You can also access this information via the WBM interface → Page 247.

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

| User | Confirm the option shown. |

if nec. 🎹   Enter and confirm the user password.

| Date and time | Select and confirm the option shown. |

| Auto DST | You can manually set the daylight saving time if **No** is entered here → Page 215. |

Audio

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

Volumes

Set the volume here, for instance, for the loudspeaker, handset or headset.

You can preset different volumes for the following microphones and signals in eight levels:

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

Services	Press the key shown until the "Settings" tab is active.
User	Confirm the option shown.
if nec.	Enter and confirm the user password.
Audio	Select and confirm the option shown.
Volumes	Select and confirm the option shown.
Handset	Select and confirm the volume you want to adjust (e.g. "Handset"). Confirm the option shown.
Decrease	Adjust gradually using the softkey.
or	
Increase	Adjust gradually using the softkey. While setting the volume, you will hear corresponding audio feedback.
Done	Select the softkey to end.
Save & Exit	Select the softkey to confirm.

Settings

Room character

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

- Normal
- Echoing
- Muffled

You can also configure this setting via the WBM interface → Page 247.

Services	Press the key shown until the "Settings" tab is active.
User	Confirm the option shown.
if nec.	Enter and confirm the user password.
Audio	Select and confirm the option shown.
Settings	Select and confirm the option shown.
Room character	Select the option shown.
Edit	Select the softkey to confirm.
Normal	Select the room character[1] in the context menu (e.g. "Normal")
OK	and confirm.
Save & Exit	Select the softkey to confirm.

1. The phone displays the current setting

Ringtone

Select your preferred ringtone from the available audio files. If no individual audio files are available, the "pattern" ringtone is preset. To upload your own files in ".mp3" or ".wav" format, please contact your administrator.

≔ You can also configure this setting via the WBM interface → Page 247.

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

| User | Confirm the option shown.

if nec. ⌨ Enter and confirm the user password.

| Audio | Select and confirm the option shown.

| Settings | Select and confirm the option shown.

| Ringer file | Select the option shown.

Edit Select the softkey to confirm.

| ABC.mp3 | Select the ringtone file[1] or "pattern" you want in the context menu. You will immediately hear the associated ringer melody.

OK Confirm the selected ringtone file.

Save & Exit Select the softkey shown to confirm the selected ringtone so that you can use it or try a different ringtone.

---

1. The phone displays the current setting

Pattern melody

📋   You can also configure this setting via the WBM interface → Page 247.

Prerequisite: You have chosen the "pattern" ringtone, see → Page 219.

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

Services

User

Confirm the option shown.

if nec. 🔢   Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings

Select and confirm the option shown.

Pattern melody

Select the option shown.

Edit

Select the softkey to confirm.

4

Select the required pattern melody[1] in the context menu between 1 and 8 (e.g. **4**). You will immediately hear the corresponding Pattern melody.

OK   Confirm the selected Pattern melody.

Save & Exit

Select the softkey to confirm.

Pattern sequence

📋   You can also configure this setting via the WBM interface → Page 247.

Prerequisite: You have chosen the "pattern" ringtone, see → Page 219.

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

Services

User

Confirm the option shown.

if nec. 🔢   Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings

Select and confirm the option shown.

Pattern sequence

Select the option shown.

Edit

Select the softkey to confirm.

2

Select the required Pattern sequence in the context menu between 1 and 6 (e.g. **2**). You will immediately hear the set Pattern melody with the selected Pattern sequence.

OK   Confirm the selected Pattern melody.

Save & Exit

Select the softkey to confirm.

---

1. The phone displays the current setting

Opening listening mode

Select the mode here that you prefer for open listening → Page 53

You can also configure this setting via the WBM interface → Page 247.

🔳	Press the key shown until the "Settings" tab is active.
Services	
User	Confirm the option shown.
if nec. ⌨	Enter and confirm the user password.
Audio	Select and confirm the option shown.
Settings	Select and confirm the option shown.
Open listening	Select the option shown.
Standard mode	Select and confirm the setting[1] you want in the context menu ("Standard mode" or "US mode).
Save & Exit	Select the softkey to confirm.

Setting headset port use

Here you set whether you are using a wired or cordless DECT headset.

You can also configure this setting via the WBM interface → Page 247.

🔳	Press the key shown until the "Settings" tab is active.
Services	
User	Confirm the option shown.
if nec. ⌨	Enter and confirm the user password.
Audio	Select and confirm the option shown.
Settings	Select and confirm the option shown.
Headset socket	Select the option shown.
Wired headset	Select and confirm the relevant option[2] shown in the context menu:

- Wired headset
- Cordless headset
- Conference unit

Save & Exit	Select the softkey to confirm.

---

1. The phone displays the current setting
2. The phone displays the current setting

Special ringtones

You can set special ringtones for four different call types. The call type is signalled by the telephone system, recognised by the phone and prioritised accordingly. You can configure the following call types:

• Internal
• External
• Recall
• Emergency
• Special 1
• Special 2
• Special 3

The following options can be defined for each call type:

• Available (fixed default)
• Ringtone type
• Pattern melody
• Pattern sequence

This function can only be used if it has been predefined by administrator.

	You can also configure this setting via the WBM interface → Page 247.
Services	Press the key shown until the "Settings" tab is active.
User	Confirm the option shown.
if nec. ▦	Enter and confirm the user password.
Audio	Select and confirm the option shown.
Special ringers	Select and confirm the option shown.

Selecting the call type

Internal	Select and confirm the "Internal" option, for example, in the context menu.
Available Yes	"Yes" indicates that the special ringtone has been activated.

Selecting the ringtone type

Ringtone	Select the option shown.
Edit	Select the softkey to confirm.
Ringer2.mp3	Select the ringtone file[1] or "pattern" you want in the context menu. You will immediately hear the associated ringer melody. Confirm the ringtone file.
OK	Confirm the selected ringtone file.
Save & Exit	Select the softkey shown to confirm the selected ringtone so that you can use it or try a different ringtone.

---

1. The phone displays the current setting

Settings for the "Pattern" ringtone type

If you selected "pattern" as the ringtone type, you can make further settings for the pattern melody and pattern sequence:

Pattern melody

Select the option shown.

Edit

Select the softkey to confirm.

4

Select the required pattern melody[1] in the context menu between 1 and 8 (e.g. **4**). You will immediately hear the corresponding Pattern melody.

Confirm the selected Pattern melody.

Setting the pattern sequence

Pattern sequence

Select the option shown.

Edit

Select the softkey to confirm.

2

Select the required Pattern sequence in the context menu between 1 and 6 (e.g. **2**). You will immediately hear the set Pattern melody with the selected Pattern sequence.

Confirm the selected Pattern sequence.

Save & Exit

Select the softkey to confirm.

Activating/deactivating the ringer

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → Page 27.

✱△ Hold down the key shown.

Adjusting the volume during a call

☎ You are conducting a call.

Vol.-   Vol.+   Adjust the call volume.

---

1. The phone displays the current setting

Tone and indication with an unsecured voice connection

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

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

You can also configure this setting via the WBM interface → Page 247.

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

Services	Confirm the option shown.
User	
if nec.	Enter and confirm the user password.
Configuration	Select and confirm the option shown.
Connected calls	Select and confirm the option shown.
Secure call alert	Select and confirm the option shown.
Yes	Select and confirm the option shown in the context menu.
Save & Exit	Select the softkey to confirm.

Key click

You can select here whether a tone should be heard when a key is pressed. You can also decide whether this should apply for all keys or only those on the keypad. In addition, you can adjust the tone volume or disable the tone.

▤   You can also configure this setting via the WBM interface → Page 247.

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

Services

User

Select and confirm the option shown.

if nec. ▦   Enter and confirm the user password.

Phone

Select and confirm the option shown.

Key click

Select and confirm the option shown.

Setting the volume for Key click

Volume

Select and confirm the option shown.

Medium

For instance, select and confirm a medium volume setting. You can choose between the following three options:

- Low
- High
- Off (no click)

Key selection

Keys

Select and confirm the option shown.

Keypad only

Select and confirm if only the keys for entering characters are to be affected.

or

All keys

Select and confirm the option shown for all keys.

Save & Exit

Select the softkey to confirm.

Setting the language and country

Display language

📋

Services

User

if nec. ⌨

Locality

Language

Deutsch

Save & Exit

You can also configure this setting via the WBM interface → Page 247.

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

Confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select the option shown.

Select and confirm the language[1] in the context menu.

Select the softkey to confirm.

---

1. The phone displays the current setting

You may choose from the following languages:

1. Bahasa Indonesia
2. Bahasa Malaysia
3. Brasileiro
4. Català
5. Ceština
6. Cymraeg
7. Dansk
8. Deutsch
9. Eesti keel
10. English
11. English(US)
12. Español
13. Français
14. Hrvatski
15. Italiano
16. Latviešu Valoda
17. Lietuviø Kalba
18. Magyar
19. Nederlands
20. Norsk
21. Polski
22. Português
23. Română
24. Slovenèina
25. Slovenski Jezik
26. Srpski Jezik
27. Suomi
28. Svenska
29. Türkçe
30. Ελληνικά
31. Български
32. Македонски Jазик
33. Русски
34. Српски Jезик
35. 中文

Country-specific setting

Adapt your phone settings to suit the country-specific conditions
(e.g. transmission parameters).

☷

You can also configure this setting via the WBM interface → Page 247.

Services

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

User

Confirm the option shown.

if nec. ⌨

Enter and confirm the user password.

Locality

Select and confirm the option shown.

Country

Select the option shown.

DE

Select and confirm the country[1] in the context menu.

Save & Exit

Select the softkey to confirm.

You may choose from the following countries:

1. Argentina	**AR**	20. Luxembourg	**LU**
2. Australia	**AT**	21. Mexico	**MX**
3. Austria	**AU**	22. Netherlands	**NL**
4. Belgium	**BE**	23. New Zealand	**NZ**
5. Brazil	**BR**	24. Norway	**NO**
6. Canada	**CA**	25. Poland	**PL**
7. China	**CN**	26. Portugal	**PT**
8. Chile	**CL**	27. Russian Federation	**RU**
9. Croatia	**HR**	28. Singapore	**SG**
10. Czech Republic	**CZ**	29. Slovakia	**SK**
11. Denmark	**DK**	30. South Africa	**ZA**
12. Finland	**FI**	31. Spain	**ES**
13. France	**FR**	32. Sweden	**SE**
14. Germany	**DE**	33. Switzerland	**CH**
15. Hungary	**HU**	34. Thailand	**TH**
16. India	**IN**	35. Turkey	**TR**
17. Ireland	**IE**	36. United Kingdom	**GB**
18. Italy	**IT**	37. United States	**US**
19. Japan	**JP**	38. Vietnam	**VN**

---

1. The phone displays the current setting

Alarm on changing the Impact Level

If a call switches from a higher to a lower impact level, this will be indicated by the pop-up text **Lower IL change**.

🔲 You can also configure this setting via the WBM interface → Page 247.

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

User Confirm the option shown.

if nec. 📟 Enter and confirm the user password.

Configuration Select and confirm the option shown.

Connected calls Select and confirm the option shown.

Lower IL alert Select and confirm the option shown.

Yes Select and confirm the option shown in the context menu. The advisory function is activated.

Save & Exit Select the softkey to confirm.

Network information

This information overview in the user area of the service menu provides you with information about the IP address or name of the phone and the HTML address of the web interface. It also provides real-time data about the network activity of the phone.

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

Confirm the option shown.

if nec. ⌨ Enter and confirm the user password.

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

▶≡	Settings	Applications
Network information		
Phone address	Exit	
Web address	https://192.168.1...	
IPv4 address	192.168.1.15	
Global IPv6 address		
Local IPv6 address	fe80:21 a:e8fff..f	
LAN RX		
LAN TX		
PC RX		
PC TX		
LAN autonegotiat-	Yes	
LAN information	100 Mbps full duplex	
PC autonegotiated...	Yes	▼
PC information	Link Down	▼

IPv4 address: Displays the IP address or name that was assigned to the phone in the network.

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

Services

User

Network information
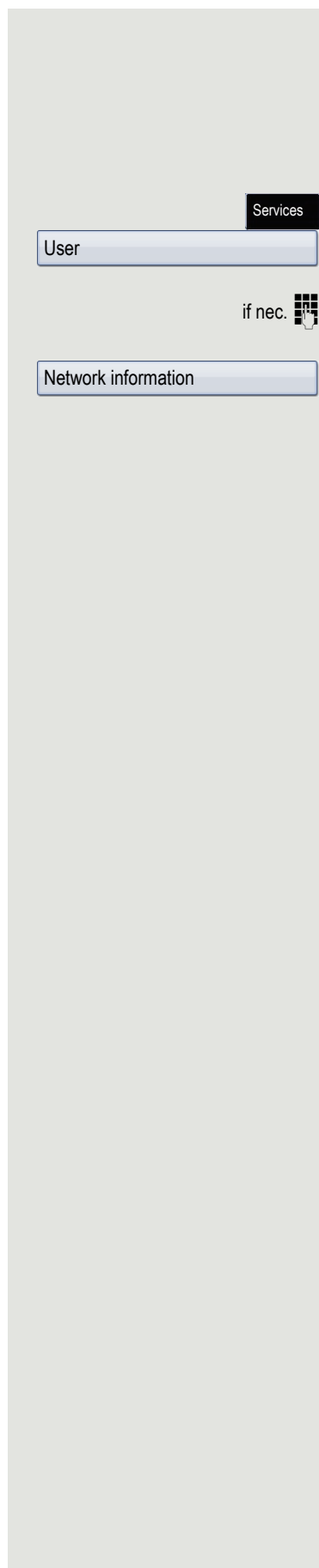
Resetting user data

The following user-specific settings, which you changed via the phone menu or the web interface, can be reset to factory settings.

- Display settings
- Language setting
- Screensaver

> Personal images for the screensaver are deleted and deleted default images are restored (administration e.g. using the OpenStage Manager).

- Audio settings
  - Volumes
  - Settings

> Personal ringtone files are deleted and deleted default ringtone files are restored (administration e.g. using the OpenStage Manager).

- Configuration
  - Context menu
- Phonebook
  - All entries are deleted.
- Call lists
  - All entries are deleted.
- Function keys
  - All personalised programming is deleted (see also → Page 98).

Important: All data is reset **without** a warning tone. If necessary back up your data on a USB memory stick (→ Page 232).

Initiating the reset

Services	Press the key shown until the "Settings" tab is active.
User	Confirm the option shown.
if nec. ⌨	Enter and confirm the user password.
Reset	Confirm the option shown.
Function key data	Confirm the option shown.
Yes	Select and confirm the option shown in the context menu.
Reset selected	Select the softkey to confirm. All personalised programming is deleted.
Reset all	Select the softkey to confirm. The user data is reset to factory settings.

Backup/restore

Backups are usually made to a USB mass storage device and contain user-specific data.

A backup includes the following components:

- All user settings for configuration
- Call forwarding instructions with default destinations
- Phonebook entries with relevant data
- ringtones
- Photos
- Screensavers
- Call list entries

The USB mass storage device is only used to back up and restore the user area in the phone memory. You do not have to remove the USB medium after a backup. You can create multiple backups on the medium and restore them as required. You can also restore the backups saved on another phone as a means of transporting your settings and data, for instance, if your phone has to be replaced.

A restore operation only works if the relevant settings are enabled on the phone and the current software release supports these settings.

Every backup is given a separate name and is password-protected. Setting the password encrypts the content of the backup. Data can only be restored after entering the set password. The backup file is not automatically deleted after a restore operation.

> A USB mass storage device must be connected to the USB port provided so that the options described below are available to you. Otherwise you are only offered the "Close" option.

Saving user data

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

Services

User

Confirm the option shown.

if nec. ☷ Enter and confirm the user password.

Phone

Select and confirm the option shown.

Backup/Restore

Select and confirm the option shown.

Creating a new backup

New{1}

Select the softkey to confirm.

Replacing an existing backup

17.08.07 14:42 August 3770

Select and confirm the backup available.

Replace

Select the softkey to confirm.

Backup password

Select and confirm the option shown.

☷ Enter and confirm the backup password.

Confirm password

Select and confirm the option shown.

☷ Re-enter and confirm the password.

Naming a new backup

Backup name

Select and confirm the option shown.

☷ Enter and confirm a name for the backup.

Start backup

Select the softkey to confirm. The user data is saved. The message **Backup created successfully** is displayed.

Restoring user data

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

| Services |

| User |

Confirm the option shown.

if nec. ▦   Enter and confirm the user password.

| Phone |

Select and confirm the option shown.

| Backup/Restore |

Select and confirm the option shown.

| 17.08.07 14:42 August 3770 |

Select and confirm the backup you want.

| **Restore** |

Select the softkey to confirm.

| Backup password |

Select and confirm the option shown.

▦   Enter and confirm the backup password.

You can set Ignore or Restore in the context menu for the following options. The default setting is Ignore:

- Phone book
- Call logs
- Menu data
- Screensaver images
- All clip images
- All ringer tones
- All XML data

If you want to activate the phonebook's Restore, for instance, then:

| Phone book |

Select the option shown.

| Restore |

Select and confirm the option shown in the context menu.

The restore operation can begin once you have activated all the options you want:

| **Restore** |

Select the softkey to confirm. The following message appears when the procedure is finished: **Restore successfully completed**.

Deleting a user backup on a storage medium

You can delete invalid or older backups on your USB medium.

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

| User | Confirm the option shown. |

if nec. 🖐 Enter and confirm the user password.

| Phone | Select and confirm the option shown. |

| Backup/Restore | Select and confirm the option shown. |

| 17.08.07 14:42 August 3770 | Select and confirm the backup you want. |

| Delete | Select the softkey to confirm. A security prompt is displayed:

Delete backup 17.08.12 14:42 August 3770?

| Delete | Select the softkey to confirm the option shown and delete the backup. Deletion of backups is the responsibility of the user and is therefore not password-protected.
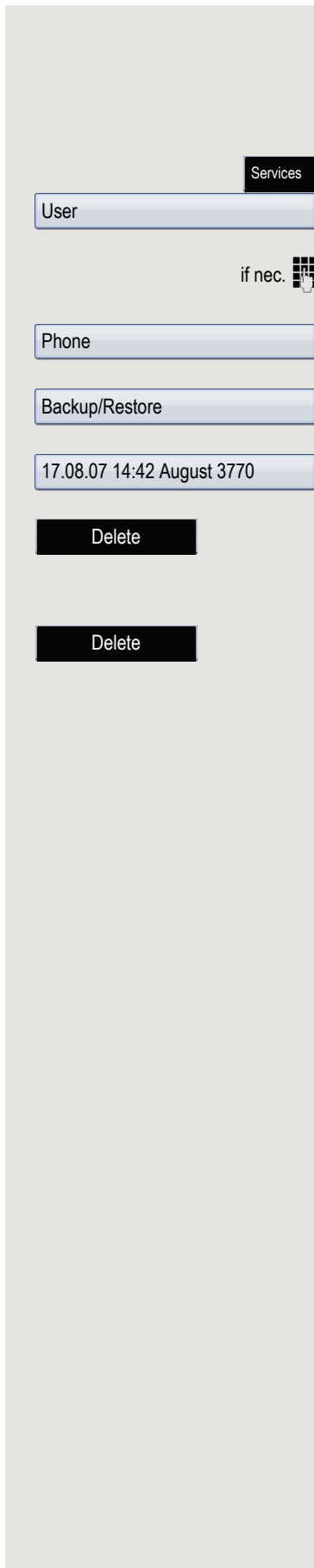
Displaying backups on USB media

Check which backups are stored on the medium.

The full backup name is made up as follows:
1. Date and time, e.g.: 03.12.12 16:14
2. Name entered, e.g.: DeskPhoneIP55G
3. Phone number in brackets: e.g.: [3339]

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

Confirm the option shown.

if nec. Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select the backup you want.

Confirm with the softkey to display the name of the backup and the medium designation.

Services

User

Phone

Backup/Restore

17.08.07 14:42 August 3770

Full ID

Call recording

A central voice recorder (voice recorder from ASC) is installed in the network for recording calls to which your telephone connects in order to record the current voice traffic. The recorder records the entire voice flow of two or more participants.

You should configure a recording button in order to simplify handling of manual call recording → Page 92. It is assumed in the description below that a corresponding key has been configured.

Recording modes

The administrator can configure the following operating modes for call recording:

- Manual
- AutoStart
- All Calls
- Disabled

The following settings are possible to audibly signal the recording:

- Repeated
- Single Shot
- Off

Check with your administrator as to which settings were made for your phone.

Mode: ALL CALLS

The telephone starts and stops the recorder automatically in order to ensure that all calls are being recorded.

Mode: MANUAL

You decide when the recorder is started and stopped or paused. If the recorder is switched on, all further calls will be recorded. If you pause the recorder then nothing will be recorded. If there are no calls, then the recorder likewise pauses.

Mode: AUTOSTART

The telephone starts the recorder automatically. You can stop or pause the recorder yourself however and restart it. If a call has already been recorded, new incoming and outgoing calls will also be recorded. If you pause the recorder during a call, special calls such as consultation calls, call pickups and second calls will not be recorded as long as the recorder is paused. If the telephone reverts to idle status, the AutoStart process is set up again for the next call.

Explanations of recording

Recordable calls

A recordable call is any call that has a call connection status on the telephone. This can be any incoming or outgoing call. It is immaterial here whether a call is set up directly via the telephone or via an application.

- Outgoing
- Incoming
- Consultation
- Pickup
- Reconnect
- Second call
- Connected call
- Conference[1]
- Automatic call acceptance
- Secured or unsecured line

Non-recordable calls

- Outgoing calls that have not yet reached full connection status, such as a ringing call.
- Calls on hold.

1. Server-based conference only

Enhanced functions:

1. A conference[1] can be set up or cleared down during recording.
2. A consultation can be performed during recording.
3. Call transfer is also available during recording.
4. A second call can be accepted during recording.

The following features are not supported:

1. Playing back recordings over the telephone.
2. Deleting recordings over the telephone.
3. Functions for editing recordings over the telephone.

Recording tips

You will receive the following advisories while a call is being recorded:

- The recording symbol ⌒⌒ on the display (permanent)
- Beep (repeated at intervals for you and your call partner)
- Beep (single at the start of recording for you and your call partner)

The audible advisory can also be switched off. Please check with the administrator.

MultiLine

There is no difference between multi-line calls and single-line calls when it comes to recording calls. If recording has started, the call is recorded, otherwise not. The recording status of a line continues as long as calls are connected to this line.

For example, if line A is being recorded (initiated manually) and you switch to line B or line A is placed on manual hold and you switch to line B, the recording is ended and a partial recording saved.

If you disable recording for the call on line B (mode = manual or autostart) and switch back to line A, the recording for line A is not started again.

The operating modes mentioned (All Calls, AutoStart or Manual) refer to the telephone and are therefore the same for all lines.

Recording calls
Using the call recording feature

The recording function can be used in a similar way to a recorder, for example for recording music. The recorder can be:

- Switched on (standby)
- Switched off or stopped
- Started
- Paused

---

1. Server-based conference only

Automatic call recording

This is the simplest mode. If you have accepted a call or called a subscriber and the subscriber answers, the call is recorded automatically. Refer to → Page 238 to check which calls this can be.

As soon as the recording starts, you will see the recording symbol ◠◡ and hear a beep (see also → Page 239).

You cannot pause the recording manually in this mode.

Manual call recording

Activating or deactivating call recording when the telephone is in idle mode.

Prerequisite: Manual mode is selected. The recording button is configured and indicates the status.

Select the option shown in the telephone's context menu to enable the option

or disable the option.

Record on
Record off

or

▬ Press the recording button to enable the option - the LED key lights up

▬ or press the key shown to disable the option - the LED extinguishes.

The recording button also indicates the status change if you activated or deactivated call recording via the context menu.

Call recording with AutoStart

Standby mode is activated in principle in idle mode. The recording button LED lights up. You cannot switch off the recorder. As soon as a call is set up, call recording starts automatically.

➤ Lift the handset.

or

Speaker   Press the key shown.

◓ The station answers. You hear a beep, the recording symbol ◠◡ is shown on the display and the recording button LED remains lighting. The call is now being recorded. (see also → Page 239)

You can pause the recording at any time and continue it again.

➤ or Speaker   If you end the call, the AutoStart process is set up again for the next call.

Controlling call recording

Starting call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are conducting a call. Recording has not started. The recording button LED is not lighting.

📞 You are conducting a call (see also → Page 238).

▬ Press the recording button to start the recording - the LED key lights up.

You hear a beep and the recording symbol ◠◡ is shown on the display. The call is now being recorded. (see also → Page 239)

Pausing call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are conducting a call. Recording has started. The recording button LED lights up.

📞 You are conducting a call (see also → Page 238).

▬ Press the recording button to pause the recording - the LED extinguishes and the recording symbol ◠◡ on the display disappears.

You can start the recording again at any time, for example to continue recording the current call.

Ending call recording automatically

Prerequisite: You are conducting a call. Recording has started. The recording button LED lights up.

☎ or Speaker The recording is ended automatically as soon as the call is terminated or if the call status changes so that the call is no longer being recorded - for example if a line is placed on manual hold and another line is seized. (Multiline).

The LED extinguishes and the recording symbol ◠◡ on the display disappears.

Consultation during call recording

Prerequisite: You are conducting a call. Recording has started. The recording button LED is lighting.

You initiate a consultation – your main call is placed on hold as a result while the consultation is being performed.

▦ The recording is paused while you initiate the consultation. The recording symbol ◠◡ on the display disappears.

📞 If the consultation partner answers, the consultation call is recorded. You hear a beep and the recording symbol ◠◡ is shown on the display again.

You can now terminate the consultation call or for example switch back to the first call party (alternate) while the consultation call is placed on hold.

Second call during call recording

Prerequisite: You are conducting a call. Recording has started. The recording button LED is lighting.

📞 You are conducting a call. You hear a beep and the recording symbol ⌒⌒ is shown on the display. The call is now being recorded.

A second call party camps on → Page 107.

Select the softkey to confirm.
You are connected with the second party. You hear a beep and the recording symbol ⌒⌒ is shown in the line for the second call – this call is now being recorded. The first party is placed on hold.

Accept

Call recording while alternating

Prerequisite: You have an active or held consultation or second call. Recording has started. The recording button LED is lighting.

📞 You are connected with the second party. You hear a beep and the recording symbol ⌒⌒ is shown in the line for the second call.

Confirm with the softkey for this connection.

Alternate

📞 You are switched to the main call. You hear a beep and the recording symbol ⌒⌒ is shown in the line for the main call – this call is now being recorded.

You can pause and restart the recording at any time in manual and autostart modes.

Your call is paused and reconnected during the recording.

Prerequisite: You are conducting a call that is being recorded.

♫ Your call partner has placed the call on hold. You hear the music on hold. The recording is paused and the recording symbol ⌒⌒ has disappeared from the display.

📞 Your call partner resumes the call. You hear a beep and the recording symbol ⌒⌒ is shown on the display.

Setting up a conference during recording

Prerequisite: You are conducting a consultation call → Page 67 or you have accepted a second call → Page 107 and the "system conference" feature was configured by your administrator. Recording has started. The main call is placed on hold. The recording button LED is lighting.

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

You hear a beep and the recording symbol ⌒⌒ is shown in the line for the conference call.

Adding conference participants during the recording

Prerequisite: You have set up a conference. The "system conference" feature was configured by the administrator. The conference call is now being recorded.

You have performed a consultation or accepted a second call (→ Page 67 or → Page 107). The conference call is placed on hold.

You hear a beep and the recording symbol ⌒⌒ is shown in the line for the consultation or second call. The call is now being recorded.

Conference
Press the key shown for the consultation or second call in order to include the new participant in the conference. The conference is displayed with all current participants.

You hear a beep and the recording symbol ⌒⌒ is shown again in the line for the conference call.

Your call is included in a conference during the recording

Prerequisite: You are conducting a call that is being recorded. Your call partner is to include you in a conference. You are placed on hold while the conference is being set up.

You hear the music on hold while your call partner is setting up the conference. The recording is paused and the recording symbol ⌒⌒ has disappeared from the display.

Your call partner answers again and you are connected to the conference. You hear a beep and the recording symbol ⌒⌒ is shown in the "Conference" line. The conference call is now being recorded.

Putting a line on hold manually during the recording

There are two options for placing a line manually on hold:

- You place the active line on hold during the call recording and then resume the call on this line.
- You seize a different line during call recording. The first line is placed on manual hold.

Prerequisite: The telephone has more than one line configured. The active call is being recorded. The recording button LED is lighting.

Holding and retrieving the call on the line

You are conducting a call, for example on line A. You hear a beep and the recording symbol ○○ is shown on the display. The call is now being recorded.

Press line key A. The line key LED starts flickering. The call is now on hold. The recording is paused while the call is on hold. The recording symbol ○○ on the display disappears.

Retrieving a held call

Press line key A. The line key LED lights up. The call is retrieved. You hear a beep and the recording symbol ○○ is shown on the display again. Call recording is continued.

Holding a call on the line and conducting a call on a different line

Press line key B – the LED lights up. You hear a beep and the recording symbol ○○ is shown on the display for line B – this call on line B is being recorded. Line A is placed on hold, call recording of line A has been terminated.

Press line key A to resume the call. You hear a beep and the recording symbol ○○ is shown on the display for line A – a new recording of line A commences.

Diagnostic data

This information overview in the user area of the service menu provides you with information on the current configuration of the telephone:

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

User   Confirm the option shown.

if nec.   Enter and confirm the user password.

Diagnostic information   Select and confirm the option shown.

You see a numbered list of telephone parameters with the current settings.

You can see a more structured view of the list via the WBM interface
→ Page 247:

Example:

Diagnostic.information		
2011-05-11 08:23:40		
00	terminal.number:	3339
01	sip.server:	192.168.1.240
02	sip.port:	5060
03	sip.registrar:	192.168.1.240
04	sip.registrar.port:	5060
05	sip.gateway:	192.168.1.240
06	sip.transport:	UDP
07	sip.gateway.port:	5060
08	server.features:	No
09	dns.results:	5060
10	multiline:	No
11	registered.lines:	5060
12	backup.active:	Yes
13	backup.proxy:	
14	software.version:	V3 R0.22.0 SIP 110502
15	display.message:	None
16	last.restart:	2011-05-11T08:00:34
17	memory.free:	60696K free
18	ip.adress:	192.168.1.235
19	subnet.mask:	255.255.255.0
20	default.route:	192.168.1.2
21	primary.dns:	192.168.1.105
22	secondary.dns:	192.168.1.2
23	route.1.ip:	
24	route.1.gateway:	None
25	route.1.mask:	None
26	route.2.ip:	None
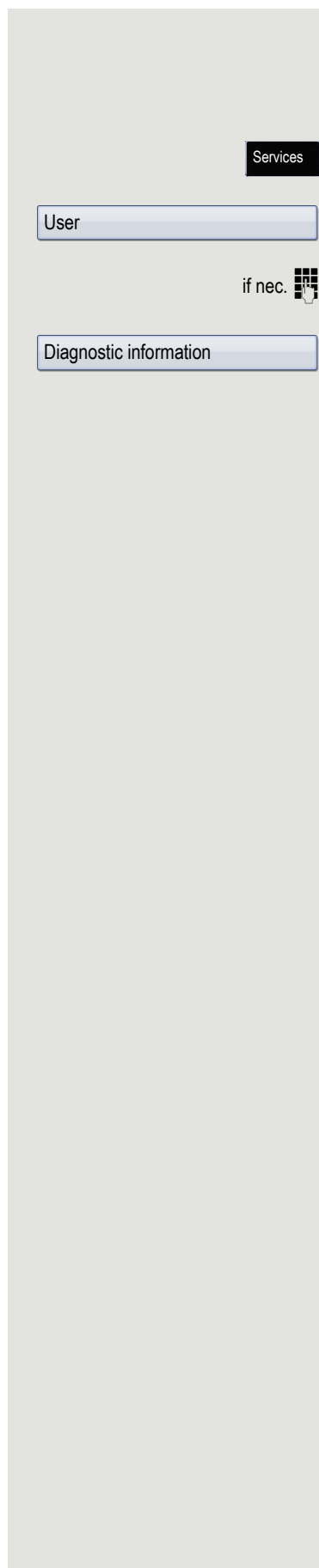
Diagnostic.information		
27	route.2.gateway:	None
28	route.2.mask:	None
29	mac-address:	0001e325eaca
30	discovery.mode:	Manual
31	dhcp.reuse:	No
32	lan.port.type:	0
33	pc.port.status:	None
34	pc.port.type:	0
35	pc.port.autoMDIX:	No
36	vlan.id:	
37	qos.layer.2:	
38	qos.layer.2.voice:	5
39	qos.layer.2.signalling:	None
40	qos.layer.2.default:	0
41	qos.layer.3:	Yes
42	qos.layer.3.voice:	13
43	qos.layer.3.signalling:	7
44	lldp.med.operation:	

Web interface (WBM)

You can configure a number of settings for your phone via the web interface. Communication is via a secure HTTPS connection. Access to the web interface must be activated by your administrator.

Calling up the web interface

> For more information on the IP address, the web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → Page 230.

To call up the interface, open a Web browser and enter the following:

https://[IP address of the phone]

[IP address of the phone] is the IP address of your phone.

or

https://[Name of the phone]

[Name of the phone] which was assigned by administrator.

> You might receive a certificate notification from the browser. Follow the instructions to download the certificate.
>
> You will be prompted to configure a user password → Page 170 the first time you call up the web interface. You must log in with this password in future every time you want to open the User Pages.

Administrator Pages

This area lets you configure settings for administering your phone and the network environment. Access to the Administrator Pages is protected by the admin password. For more information, contact your administrator or refer to the administration manual.

User pages

The web interface homepage opens once you have entered and confirmed the phone's IP address.
1. Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
2. Click a menu entry to open the corresponding form.
3. Make the desired changes.
4. Click the corresponding button to save or discard your changes.

Button functions
- "Login": Log in to the phone by entering the user password
- "Submit": Apply changes
- "Reset": Reset original values
- "Refresh": Update values
- "Logout": Log out from the phone

User menu

All settings that you can make via the web interface's user menu can also be made via the phone's user menu → Page 44.

User Pages

User login
   User login ☎ → Page 170

Date and time
   – Local time ☎ → Page 213
   – Local date (day, month, year) ☎ → Page 213
   – Allow daylight saving ☎ → Page 215
   – Difference (minutes) ☎ → Page 215
   – Auto time change ☎ → Page 216

Audio
   – Standard Ringer
      – Ringer melody ☎ → Page 220
      – Ringer tone sequence ☎ → Page 220
      – Ring file ☎ → Page 219)
      – Room character ☎ → Page 217
      – Open listening ☎ → Page 221
      – Headset port ☎ → Page 221
   – Special ringers ☎ → Page 222

Configuration
   – Outgoing calls
      – Autodial delay (seconds) ☎ → Page 118
      – Allow callback ☎ → Page 75
      – Allow busy when dialling ☎ → Page 119
      – Allow transfer on ring → Page 113
      – Allow immediate diallling → Page 63
   – Incoming calls
      – Deflecting
         – Allow deflection ☎ → Page 100
         – Default deflect destination ☎ → Page 100
         – Deflect to DSS ☎ → Page 100
      – Forwarding (call forwarding by type, see → Page 84)
         – Settings
      – Forwarding Favourites: Destination 1 to Destination 5 ☎ → Page 79
         – Forward all calls allowed ☎ → Page 82
         – to ☎ → Page 81
         – Direct destination → Page 78
         – Forward on busy allowed ☎ → Page 82
         – to ☎ → Page 81
         – Direct destination → Page 78
         – Forward on no reply allowed ☎ → Page 82
         – to ☎ → Page 81
         – Direct destination → Page 78
         – No reply delay (seconds)[1] ☎ → Page 83
      – Alerts
         – Visual alerts ☎ → Page 101
         – Audible alerts ☎ → Page 101
         – Forwarding party ☎ → Page 101

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

1. Information - read only

2. Operation of the missed calls logging function for
   "Answered elsewhere" is dependent on support by the SIP server

          – Display theme ☏ → Page 206
- Screensaver
  - Screensaver enabled ☏ → Page 209
  - Inactivity delay ☏ → Page 210
  - Screensaver transition delay ☏ → Page 211
- Program keys
  - Normal
    - Edit ☏ → Page 93
  - Shifted
    - Edit ☏ → Page 93
- Key Module 1 (if available, see Program keys)
- Key Module 2 (if available, see Program keys)
- Key click
  - Volume
    - Off
    - Low
    - Medium
    - High
  - Keys
    - Keypad only
    - All keys
- Energy saving
  - Backlight time ☏ → Page 212

Locality

- Country ☏ → Page 228
- Language ☏ → Page 226
- Date format ☏ → Page 214
- Time format ☏ → Page 214

Security

- Password
  - Current Password
  - New password ☏ → Page 170
  - Confirm password

Diagnostic information ☏ → Page 245

Fixing problems

Caring for your telephone

- Never allow the telephone to come into contact with colouring, 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 cleaners containing alcohol, cleaners that corrode plastic or abrasive powders!

Troubleshooting

Pressed key does not respond

If the phone is locked, repdial keys cannot be used. This also applies even if an emergency number is saved on this key.

Check whether your telephone is locked (The following message appears on the screen: "Phone locked. To unlock enter the PIN."). If the phone is locked, enter your PIN to unlock it.

Keys with modified functions

The administrator may have reprogrammed the following keys:
- **Conference**: Initiate conference → Page 120
- **Transfer**: Transfer a call → Page 111
- **Hold**: Hold active call → Page 101

Ask your administrator about the modified functions.

The phone does not ring on call

Check whether the ringtone is deactivated (see icon in the status bar on the display → Page 27). If it is deactivated, activate the ringtone.

You cannot dial a number

Check whether your telephone is locked (The following message appears on the screen: "Phone locked. To unlock enter the PIN."). If the phone is locked, enter your PIN to unlock it.

To correct any other problems

First contact the administrator. Problems that cannot be corrected should be referred to Customer Service.

Contact partner in the case of problems

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

Local user menu

Opening the user menu on the phone

To open the user menu, press the **Services** key.

On the **Settings** tab, select the **User** menu option. Respond when prompted "Please enter user password" (see also → Page 170). Confirm your input with **OK**. The options of the user menu are available.

User menu display

The majority of settings that can be made via the user menu on the phone can also be made via the WBM interface → Page 247.

Changes are usually confirmed using the **Save & Exit** softkey or discarded using the **Exit (no save)** softkey. You can exit the current menu level using the left key of the navigation block (→ Page 22). You will be asked whether you want to **Save** or **Do not save**.

⊞ **User**

Date and time?

– Time	hh:mm	→ Page 213
– Date	DD.MM.YYYY	→ Page 213
– Daylight saving	Yes	→ Page 215
– Yes		
– No		
– Difference (mins)	mm	→ Page 215
– Auto DST	Yes/No[1]	→ Page 216

⊞ **Audio?**

– Volumes (use softkey to decrease or increase)

– Loudspeaker	▭▬	→ Page 217
– Ringer	▭▬	→ Page 217
– Handset	▭▬	→ Page 217
– Headset	▭▬	→ Page 217
– Handsfree	▭▬	→ Page 217
– Rollover	▭▬	→ Page 217

– Settings?

– Ringer	Pattern	→ Page 219
– Pattern		
– Ringer1.mp3		
– Ringer2.mp3		
– Ringer3.mp3		
– Ringer4.mp3		
– Ringer5.mp3		
– Ringer6.mp3		
– Pattern melody	2	→ Page 220
– 1		
– 2		
– 3		
– 4		
– 5		
– 6		

1. Information - read only

– 7
– 8
– Pattern sequence   1   → Page 220
  – 1
  – 2
  – 3
  – 4
  – 5
  – 6
– Room character   Normal   → Page 217
  – Normal
  – Echoing
  – Muffled
– Open listening   Standard mode   → Page 221
  – Standard mode
  – US mode
– Headset socket   Cordless headset   → Page 221
  – Wired headset
  – Cordless headset
  – Conference unit
– Special ringers   → Page 222
  – Internal
    – Available (fixed default)
    – Ringer
    – Pattern melody
    – Pattern sequence
  – External
    – Available (fixed default)
    – Ringer
    – Pattern melody
    – Pattern sequence
  – Recall
    – Available (fixed default)
    – Ringer
    – Pattern melody
    – Pattern sequence
  – Emergency
    – Available (fixed default)
    – Ringer
    – Pattern melody
    – Pattern sequence
  – Special 1
    – Available (fixed default)
    – Ringer
    – Pattern melody
    – Pattern sequence
  – Special 2
    – Available (fixed default)
    – Ringer
    – Pattern melody
    – Pattern sequence
  – Special 3
    – Available (fixed default)
    – Ringer
    – Pattern melody
    – Pattern sequence

⊞ Configuration**?**
  – **Outgoing calls?**
    – Autodial delay   6   → Page 118
      – 1
      – 2
      – 3
      – 4
      – 5
      – 6
      – 7
      – 8
      – 9
    – Callback   Yes   → Page 75
      – Yes
      – No
    – Busy when dialling   Yes   → Page 119
      – Yes
      – No
    – Transfer on ring   Yes   → Page 113
      – Yes
      – No
    – Immediate dialling   Yes   → Page 63
      – Yes
      – No
  – **Incoming calls?**
    – Deflecting
      – Allow deflection   Yes   → Page 100
        – Yes
        – No
      – Default destination   nnnnnn   → Page 100
      – Deflect to DSS   Yes/No[1]   → Page 100
    – Forwarding (call forwarding by type, see → Page 84)
      – Settings
        – ☐   Unconditional ➜   → Page 82
        – **Enter destination (softkey)**   → Page 79
        – List of saved numbers (context menu), if applicable
        – **Edit favorites (softkey)**   → Page 79
          – Destination 1
          – Destination 2
          – Destination 3
          – Destination 4
          – Destination 5
        – **Copy (softkey)**   → Page 79
        – **Paste (softkey)** (if copying is active) → Page 79
        – ☐   Busy ➜   → Page 82
        – **Enter destination (softkey)**   → Page 79
        – List of saved numbers (context menu), if applicable
        – **Edit favorites (softkey)**   → Page 79
          – Destination 1
          – Destination 2
          – Destination 3
          – Destination 4
          – Destination 5
        – **Copy (softkey)**   → Page 79
        – **Paste (softkey)**(if copying is active)   → Page 79

1. Information - read only

– ☐   No reply (after {1}s) ➜   → Page 82
– **Enter destination (softkey)**   → Page 79
– List of saved numbers (context menu), if applicable
– **Edit favorites (softkey)**   → Page 79
  – Destination 1
  – Destination 2
  – Destination 3
  – Destination 4
  – Destination 5
– **Copy (softkey)**   → Page 79
– **Paste (softkey)**(if copying is active)   → Page 79
– Set delay[1]   → Page 83

– Alerts
  – Visual alerts   No   → Page 101
    – Yes
    – No
  – Audible alerts   No   → Page 101
    – Yes
    – No
  – Forwarding party   Display last   → Page 101
    – Display first
    – Display last
– Handling
  – Allow call waiting Yes   → Page 109
    – Yes
    – No
  – Allow DND   Yes   → Page 169
    – Yes
    – No
  – Busy when dialling Yes   → Page 119
    – Yes
    – No
– CTI Calls?
  – AutoAnswer   Yes   → Page 114
    – Yes
    – No
  – AutoAnswer beep   Yes   → Page 114
    – Yes
    – No
  – AutoReconnect beep Yes   → Page 115
    – Yes
    – No
– **Connected calls?**
  – Allow call transfer Yes   → Page 112
    – Yes
    – No
  – Allow call joining   Yes   → Page 72
    – Yes
    – No
  – Allow exit conf   Yes   → Page 122
    – Yes
    – No
  – Allow hold rem.   Yes   → Page 104
    – Yes
    – No
  – Hold rem. delay   8   → Page 104

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

– 3
– 4
– 5
– 6
– 7
– 8
– 9
– 10
– 11
– 12
– 13
– 14
– 15
– Hold and hang-up   Yes   → Page 105
  – Yes
  – No
– Music on hold   Yes   → Page 106
  – Yes
  – No
– Allow conferences   Yes   → Page 121
  – Yes
  – No
– Secure call alert   Yes   → Page 224
  – Yes
  – No
– Toggle associate   Yes   → Page 110
  – Yes
  – No
– Lower IL alert   → Page 229
  – Yes
  – No
– ⊞ **Keyset**
  – Lines?
    – Line (one of **eight** possible)
      – Ring delay   0   → Page 148
      – Allow in overview   Yes   → Page 147
        – Yes
        – No
      – Hot warm action[1]   No action
      – Hot warm dest   nnnn   → Page 129
      – Address[1]   nnnn
      – Ring on/off[1]   On
      – Ringtone = Ringer   → Page 149
      – Pattern melody = 2   → Page 149
      – Pattern sequence= 1   → Page 149
    – Overview?   → Page 147
      – Line (up to **eight** lines)
        – Move down
        – Move to bottom
        – Use FPK order
        – Add all lines
      – Save
      – Do not save
  – **BLF?**
  – Busy Lamp Field **not** for OpenScape Voice
  – Call logging

1. Information - read only

      – General
        – Enable call log   Yes   → Page 164
          – Yes
          – No
        – Missed calls   All calls   → Page 164
          – Answered elsewheren = Exclude
            – Include
          – Delete entry = When called
            – Manually
    – Video Call
        – Video on   No   → Page 183
          – Yes
          – No

⊞ **Phone**

  – Backup/Restore   → Page 233
      – **New (softkey)**
        – Backup password
        – Confirm password
        – Backup name   OpenScape Desk Phone IP 55G
     – 25.11.09 09:45 OpenScape Desk Phone IP 55G→ Page 236
      – Restore   → Page 234
        – Backup password
        – Backup ID
        – Phone book   Ignore
          – Ignore
          – Restore
        – Call logs   Ignore
          – Ignore
          – Restore
        – Menu data   Ignore
          – Ignore
          – Restore
        – Screensaver imagesIgnore
          – Ignore
          – Restore
        – All clip images   Ignore
          – Ignore
          – Restore
        – All ringer tones   Ignore
          – Ignore
          – Restore
        – All midlet data   Ignore
          – Ignore
          – Restore
      – **Replace (softkey)**   → Page 233
        – Backup password
        – Confirm password
        – Backup name   OpenScape Desk Phone IP 55G
      – **Full ID (softkey)**
      – **Delete (softkey)**   → Page 235
        – **Delete (softkey)**
        – **Cancel (softkey)**
  – Screensaver
      – Enabled   Yes   → Page 209
        – Yes
        – No

– Start (mins)	30	→ Page 210
– 0		
– 5		
– 10		
– 20		
– 30		
– 60		
– Transition delay (s)	10	→ Page 211
– 0		
– 5		
– 10		
– 20		
– 30		
– 60		
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– Crystal sea		
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– Unallocated		
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– Label	*Predefined or customised*	
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– Unallocated		
– *For further functions, see*		→ Page 261
– Label	*Predefined or customised*	
– Settings	*Function-dependent*	
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– DE?		
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– dd/mm/yyyy		
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– mm/dd/yyyy		
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– 24 hour
– 12 Hour (AM/PM)

Security?
- – Change user password   → Page 170
  - – Current password
  - – New user password
  - – Confirm password
- – Phone lock   → Page 173
  - – Lock phone   No
    - – Yes

Network information?
- – Phone address   → Page 230
- – Web address
- – IP address
- – Globale IPv6-Adresse
- – Lokale IPv6-Adresse
- – LAN RX
- – LAN TX
- – PC RX
- – PC TX
- – LAN autonegotiated   Yes
- – LAN information   10 Mbps full duplex
- – PC autonegotiated   Yes
- – PC information   Link down

Diagnostic information→ Page 245

Reset**?**
- – Reset all user data   → Page 231
- – Function key data   No?   → Page 98
  - – Yes
  - – No

Key functions

Normal

You can program the following functions at the Normal function key level:
- Selected dialling
- Repeat dialling
- Forward all calls
- Forward no reply
- Forward busy
- CF unconditional - any
- CF unconditional – int.
- CF unconditional – ext.
- CF busy - any
- CF busy – int.
- CF busy – ext.
- CF no reply - any
- CF no reply – int.
- CF no reply – ext.
- Ringer off
- Hold
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Shift
- Conference
- Headset
- Do not disturb
- Group pickup
- Repertory dial
- Feature toggle
- Mobility
- Directed pickup
- Callback
- Cancel callbacks
- Consultation
- Call Waiting toggle
- Immediate ring
- PreView
- Call recording
- Start application
- Built in fwd
- Pause callbacks
- Resume callbacks

Shifted

You can program the following functions at the Shifted function key level:

- Selected dialling
- Repeat dialling
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Conference
- Repertory dial
- Release
- Callback
- Cancel callbacks
- Consultation
- Start application

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⟨⇄	Call lists → Page 40
☑	Voicemail → Page 43
⌐≡	Program/Service menu/Applications menu → Page 44
Status bar	
⌀	The ringtone is deactivated → Page 167
⚒	Operating data is sent to the server → Page 47
✋	The "Do not disturb" function is activated → Page 168
⚯	The phone lock is activated → Page 173
↺	A mobile user is logged on to the telephone
Messages	
☑	You have received one or more new messages
⟨⇄	One or more new entries have been added to the call lists
↳	Local call forwarding is activated for all calls
Connection status	
⟨🔔⟩	You receive a call
🖳	After dialling, the other subscriber's phone rings
⟨🔔⟩	You receive a call with a lower impact level
🖳	Following dialling with a lower impact level
↳	Forwarded call with a lower impact level
↺•	Reconnecting with a lower impact level
📞	The call is active
📞$_{HD}$ or 📞$_{HD}$	High-quality voice connection (G.722)
➘	The call has been disconnected
⊣ ⊢	You have placed the call on hold (e.g. consultation hold)
⊢	Your call partner has placed the call on hold
|	Call recording has started
🔒	The voice connection is secure
🔓	The voice connection is not secure

MultiLine	
🔔	Call for the corresponding line
🔔	Call for a line with suppressed ringtone → Page 153
🔔	"Hold reminder" is activated → Page 104
⊗	The line is currently not available
⊖	The line is busy
▯▭	The line is free
Phonebook entries	
🏢₁	Primary business number
🏢₂	Secondary business number
📱	Mobile phone number
🏠	Private phone number
E/A Cockpit	
⬚	Not available
⬚	Available
⬚	Call forward to assistant (if available)
↳	Ring immediately (call forwarding cleared)
↳📱	Call forwarding to mobile phone
↳	Call forwarding to answering machine
↳	Call forwarding to a number