SIEMENS

HiPath 4000
Hicom 300 E/300 H

User Guide
optiPoint 500 economy
optiPoint 500 basic
optiPoint 500 standard
optiPoint 500 standard SL
optiPoint 500 advance

About these Operating Instructions

These Operating Instructions describe the use of the optiPoint 500 economy, optiPoint 500 basic, optiPoint 500 standard, optiPoint 500 standard SL (US only), optiPoint 500 advance telephones in conjunction with the HiPath 4000 Communication Server, Version 1.0 and Hicom 300 E/300 H (not used in US), all Versions.
They describe all functions you can use from your telephone. You may find that some functions you wish to use are not available on your telephone. This may be due to one of the following reasons:

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

Important Notes

	Never operate the telephone in an environment where there is a risk of explosion.
	Only use Siemens accessories (→ page 114). The use of other manufacturers' accessories may be dangerous and will render the warranty and approval null and void.
	Never open the telephone set or an add-on unit. If any problems arise, get in touch with your system administrator.
	The telephone must not come into contact with abrasive liquids or liquids which are liable to discolor it, such as tea, coffee, fruit juices or soft drinks. Care of the telephone → page 118.

CE label

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

Environmental label

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

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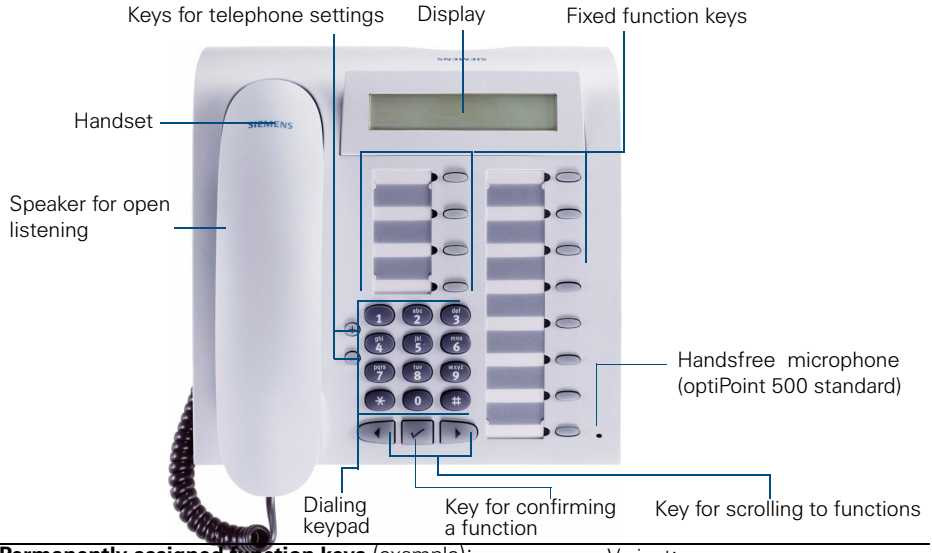
Basic Usage Instructions

optiPoint 500	economy*	basic	standard standard SL*	advance
Function keys	12	12	12	19
Full-duplex handsfree function	-	-	✓	✓
Display illumination	-	-	-	✓
Headset connection	-	-	-	✓
USB interface	-	✓	✓	✓
Interface for add-on equipment	-	✓	✓	✓
Option bay	0	1	1	2

*economy is not available in the US and standard SL is available in the US only

The optiPoint 500 economy/basic/standard



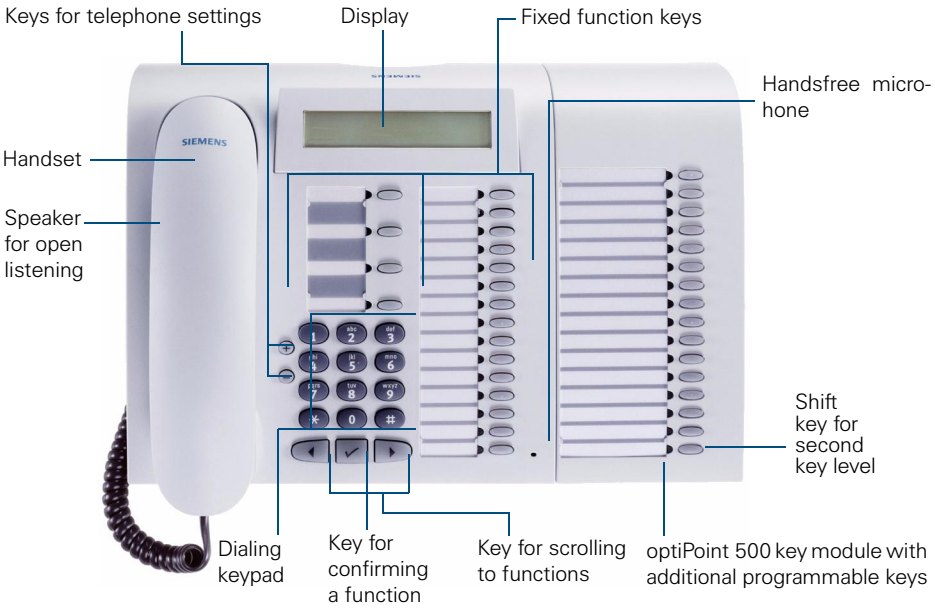
Permanently assigned function keys (example):

- program/service
- Redial
- Mailbox
- Speaker
- Call pickup
- Call park
- Disconnect
- Show used line *
- Ringer cutoff *
- Privacy *
- Hold *
- Exclusive hold *

Variant:

- Call pickup
- Call park
- Disconnect
- Show used line
- Ringer cutoff
- [Line]
- [Line]
- [Line]

optiPoint 500 advance control panel with optiPoint key modules



Permanently assigned function keys
for basic, enhanced, multiline and team functions (example):

program/service	Call pickup	
Redial	Call park	
Mailbox	Disconnect	
Speaker	Show used line	*
	Ringer cutoff	*
	Privacy	*
	Hold	*
	Exclusive hold	*
	Line] other	
	Line] other	
	Line] other	
	Line] other	
	Line] other	
	Line] other	
	Line] other	

Variant:

Call pickup
Call park
Disconnect
Show used line
Ringer cutoff
Line] other
Line] other
Line] other
Line] other
Line] other
Line] other
Line] other
Line] other
Line] other
Line] other

* keyset configuration (→ page 91) with line keys on the optiPoint 500 key module.

Step by Step

How to use this user guide

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

Lift the handset.

Replace the handset.

Enter number or code.

⊕ **or** ⊖ Press the setting keys on the telephone.

program/service Press the key.

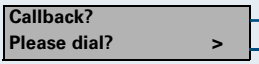
Speaker Press the key that is lit.

Chef Press the key that is flashing.

Consultation? ✓ The selection option is shown on the display.
Confirm with key ✓.

▶ **Ringer pitch?** ✓ Look for the selection option.
Press keys ◁ ▷ until the selection option appears on the display.
Then confirm with key ✓.

Display



Line 1 contains instructions or acknowledgment messages, depending on the particular situation.

Line 2 contains selection options for functions, which you can confirm by means of ✓. If the character ">" is visible on the right-hand side, there are further selection options, which can then be accessed using ◁ ▷.

Step by Step

How to activate functions

... directly

Certain functions can be **selected directly in the idle state**, for example:

▶ **Var. call forw. on?** ✓ Make your selection with ◁ ▷ and confirm it with ✓.

Other functions can be **selected directly in certain call situations**.
You dial a number but the other party is busy:

Callback? ✓ Confirm with ✓.

or

▶ **Dial again?** ✓ Make your selection with ◁ ▷, confirm it with ✓ and dial another number.

... via the Service Menu

First press the program/service key. You are then offered a number of selection options. Example: suppressing the number display at the called party (→ page 21):

program/service Press the key.

8 2 Use the service code to switch to the Display Suppression function. The service codes are listed in the quick-reference operating instructions (appendix).

or

program/service Press the key.

▶ **More features?** ✓ Make your selection with ◁ ▷ and confirm it with ✓.

▶ **Display suppression?** ✓ Select again with ◁ ▷ and confirm with ✓.

... using a function key

You can activate directly a HiPath function that you have saved on a key (→ page 58), for example

Second call Press the key. The function is executed.

Step by Step

Which functions can be used?

Basic and enhanced functions

You can use all of the communication platform's basic and enhanced functions that are offered in the dialog on the display, in the service menu, in a main menu and on the function keys.

Additional multiline and group functions

→ page 91

These are configured by your system administrator. You can use the multiline and group functions in addition to the basic and enhanced-convenience functions. A telephone with line keys is identifiable by the fact that your number and the numbers of your colleagues have been assigned to line keys. You have access to all lines and you can also make calls via several lines simultaneously.

The individual telephone can also be configured (as a keyset) for multi-line operation, for example, for use by nonteam members or by brokers who are in contact with clients on several lines simultaneously.

Additional executive/secretary functions (not used in US)

→ page 108

These are configured by your system administrator. You can use the executive/secretary functions in addition to the basic and enhanced-convenience functions. A telephone with an executive/secretary (not used in US) configuration is identifiable by the executive or secretary line keys for direct calls to the executive or to the secretary's office. An executive/secretary telephone also has an intercept key, while a secretary's telephone has a pickup and a deputy key.

Step by Step

Optional main menu (HiPath 4000)

Your system administrator can provide a customized key to give you access to a main menu. On this main menu you can choose from the following options:

Press the key.

▶ **Speed dial features?** ✓ Use functions such as the redial or speed dial features.

▶ **More features?** ✓ Launch functions such as forwarding or code input.

▶ **View active features?** ✓ View active features such as forwarding or do-not-disturb.

▶ **Program/Service?** ✓ Branch to the usual service menu.

▶ **Phone settings?** ✓ Branch to the settings on the service menu.

▶ **Exit?** ✓ Exit the menu.

The menu item "Main menu?" will be available on every submenu.

How to make best use of your telephone

- No doubt you have colleagues or outside business associates to whom you make frequent calls. You can save a great deal of time and effort by storing these numbers on keys (Storing a speed dialing number on a key → page 56).
- All too often the number you have dialed is busy. But afterwards you are extremely busy and completely forget to try calling it again. Our advice: make a habit of using the Callback function(→ page 48).

Step by Step

Answering calls and Making calls

Answering a call with the handset

The telephone rings. The caller is displayed.

Lift the handset.

Ending a call:

Replace the handset.

Answering a call via the speaker key (speakerphone)

The telephone rings. The caller is displayed.

Press the key. The lamp lights up.
You are in speakerphone mode.
(Note: optiPoint 500 economy/basic does not have a microphone.)

⊕ **or** ⊖ Increase or decrease the volume. Keep pressing the keys until the desired volume level is set.

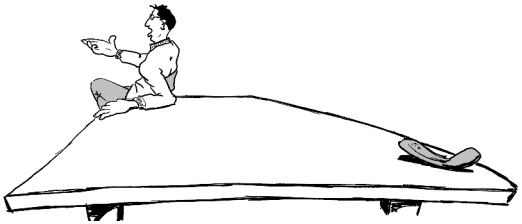
Ending the call:

Press the key. The lamp goes out.

Notes for speakerphone mode:

- Tell the called party that you are using speakerphone.
- The speakerphone conversing equipment works best at low volume settings.
- The ideal distance between yourself and the telephone for speakerphone conversing is approx. 20 inches.

Step by Step



Open listening

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

Precondition: You are making a call with the handset.

To activate:

Speaker

Press the key. The lamp lights up.

To deactivate:

Speaker

Press the key. The lamp goes out.

Switching to speakerphone

This function is not available with the optiPoint 500 economy/basic.

Precondition: You are making a call with the handset.

Speaker **and**

Press the speaker key and release, then put the handset down and continue the call.

Switching to the handset

Precondition: You are on the phone in speakerphone mode.

Lift the handset. Continue the call.

Step by Step

Using the call waiting function

When you are expecting an important call, you should activate the call waiting function. A waiting call is signaled to you if you are on the phone. You can then either accept or disregard the waiting call.

Activating/deactivating call waiting

program/service — Press the key. The lamp lights up.

2 1 — Enter the service code.

or

Feature settings? ✓ — Select and confirm.

Camp-on? ✓ — Select and confirm.

and

Activate? ✓

or

Deactivate? ✓ — Confirm.

Answering the waiting call

Precondition: You are on the phone. Call waiting is activated.

Call pickup — You hear the alerting tone. The lamp flashes.
The caller hears ringing tone as though you were free.
Press the key. You are connected to the second caller.
The first party is placed on hold.

Ending the waiting call, retrieving the first call:

Disconnect — Press the key.

or — Replace the handset and lift it again.

Step by Step

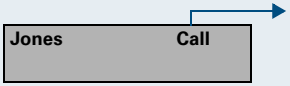
Using the mailbox

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

Retrieval from mailbox

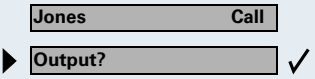
The lamp is lit if there are new entries in the mailbox.
Press the key.
The first entry is displayed. Keep pressing the mailbox key to see the other messages.

Meaning of the display:



"Call" = callback request
for example, from Mr. Jones

Answering a callback request



The callback request is displayed.

Select and confirm.
The user is called.

Step by Step

Deleting mailbox entries

The required entry is displayed.

▶ **Delete?** ✓ Select and confirm.

You cannot delete (new) voice messages that you have not played back entirely. You can jump to the end of a message by entering 66. This designates the message as "old", thereby making it deletable.

Terminating mailbox retrieval:

Mailbox Press the key. The lamp goes out.
Entries remain in the mailbox until you delete them.

Using the mailbox function (optional)

Users with a mailbox (HiPath Xpressions) can use it by calling the messaging extension, for example, set up call forwarding types and check available messages. Spoken user prompting directs you to all available functions. If call forwarding is active, the messaging extension is shown on the display. Information on call forwarding can be found on → page 63.

Timed reminders

Precondition: You have saved a timed reminder (→ page 59). When the saved time has been reached:

Reminder: The telephone rings.

Lift the handset. The time of the reminder is displayed.

Replace the handset.

If you do not lift the handset, the telephone rings several more times and "Timed reminder" is displayed before the reminder is canceled.

Step by Step

Incoming call on loudspeaker (speaker call 2-way)

A colleague addresses you directly over the speaker. The speakerphone mode is automatically activated (not with optiPoint 500 economy/basic).

Answering via speakerphone is immediately possible.

or Lift the handset and reply.

You can address the colleague directly (→ page 25).

Activating/deactivating stop voice calling

You can prevent other persons from making direct calls to you. Any attempt to address you directly via the loudspeaker will be changed to a normal call.

program/service — Press the key. The lamp lights up.

2 abc 3 def — Enter the service code.

or

▶ **Feature settings?** ✓ — Select and confirm.

▶ **Speaker call protect?** ✓ — Select and confirm.

and

Activate? ✓

or

Deactivate? ✓ — Confirm.

Answering a call on the headset

Precondition: Your optiPoint 500 basic or standard needs to be equipped with the optiPoint acoustic adapter. The optiPoint 500 advance already has a headset connection. The headset is connected. The headset key has been configured.

Headset — The lamp flashes when a call is received. Press the key to answer the call.

Ending the call:

Headset — Press the key. The lamp goes out.

Step by Step

Activating/deactivating do not disturb

If you do not wish to receive incoming calls, you can activate the do not disturb function. Internal callers then hear busy tone, while external callers are forwarded to the attendant. Your system administrator can also set up destinations for forwarding internal and external calls, such as to your mailbox.

Precondition: Your system administrator has enabled the do not disturb function for all HiPath 4000 users in your system.

program/service

Press the key. The lamp lights up.

2 2

Enter the service code.

or

Feature settings? ✓

Select and confirm.

Do not disturb? ✓

Select and confirm. The display indicates whether the do not disturb facility has been activated or deactivated.

and

Activate? ✓

or

Deactivate? ✓

Confirm.

If do not disturb is active, you hear an alerting tone when you lift the handset.

"Do not disturb" can only be used for the prime line not additional lines.

The attendant can override the do not disturb function to speak to you.

If your system administrator has disabled the do not disturb facility for the HiPath 4000 system, the option "do not disturb" does not appear in the Service Menu.

Step by Step

Malicious call holding

You can trace a malicious external caller. The caller's number can be registered during the call or for up to 30 seconds after the call. Do not replace the handset.

program/service

Press the key. The lamp lights up.

8 3

Enter the service code.

or

▶ **More features?** ✓

Select and confirm.

▶ **Call tracing?** ✓

Select and confirm.

If malicious call holding was successful, your network carrier will have the saved data. Contact your system administrator!

Step by Step

Making calls

Dialing with the handset off-hook

Lift the handset.

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

The called party is busy or does not answer:

Replace the handset.

Dialing with the handset on-hook

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

The called party answers. The call is on your speaker:

Lift the handset.

or When handset is on-hook: speakerphone (This function is not availiable for the optiPoint 500 economy/basic).

The called party is busy or does not answer:

Speaker

Press the key. The lamp goes out.

Step by Step

Suppressing your number on called party's display

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

program/service — Press the key. The lamp lights up.

8 2 — Enter the service code. Dial tone can be heard.

or

▶ **More features?** ✓ — Select and confirm.

Display suppression? ✓ — Confirm. Dial tone can be heard.

and

Enter the other party's number. If the call is answered, your number does not appear on the called party's display.

Direct call to a colleague via loudspeaker (voice calling)

You can make a direct call to an internal HiPath 4000 or Hicom 300 E/H (not used in US) user via the loudspeaker in his or her telephone. With HiPath 4000 you can use the functions under "HiPath 4000 as an intercommunication system" (→ page 85).

Precondition: Your telephone has a "voice calling" key.

Voice calling — Press the key.

Enter the number.

Wait for voice calling tone.

Lift the handset and speak to the other party.

or

If the handset is on-hook: handsfree conversing.

If the called party has activated the stop voice calling facility (→ page 21), he or she receives voice calling as a normal call.

Step by Step

Entering commands with tone dialing (DTMF suffix dialing)

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

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

program/service

Press the key. The lamp lights up.

8 1

Enter the service code.

or

▶ **More features?** ✓ Select and confirm.

▶ **DTMF suffix dialing?** ✓ Select and confirm.

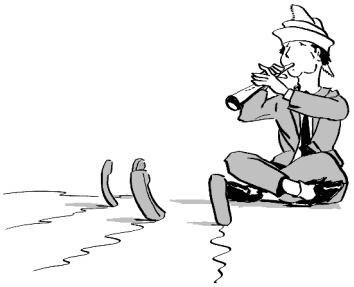
You can now enter commands with keys 0 to 9, the star key and the pound key.

DTMF mode is deactivated as soon as the connection is cleared down.

The "DTMF suffix dialing" display may appear after you enter the number, depending on the PBX configuration. You can then proceed to enter commands as soon as you have dialed a number.

Step by Step

Calling several persons simultaneously



Making a second call (consultation)

During a call in progress you can set up a second call, for example, to obtain information. The first party is placed on hold.

Consultation? ✓ Confirm.

Make your call to the second party.

Release the second call – return to the first call:

Release and return? ✓ Confirm.

Alternating between two calls (toggling)

Precondition: You have either made a second call (see above) or taken a waiting call (→ page 18) during a call in progress.

To switch to the waiting party:

▶ **Toggle/Connect?** ✓ Select and confirm.

▶ **Toggle?** ✓ Select and confirm (used in US).

Release the present call – return to the other call:

▶ **Release and return?** ✓ Select and confirm.

Setting up a conference call:

Step by Step

Conference? ✓ Confirm.
An alerting tone indicates that all three users have been interconnected to form a conference circuit.

Setting up a conference (Hicom 300 E/H – not used in US)

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

Setting up an add-on conference

Call the first user.

▶ Start conference? ✓ Select and confirm.

Call the second user.
Announce that a conference is to be set up.

Conference? ✓ Confirm.
An alerting tone indicates that all three users have been interconnected to form a conference circuit.

If the second party does not answer:

Return to conference? ✓ Confirm.

Expanding the conference to include up to eight members

Precondition: You have already set up an add-on (three-way) conference.

▶ Add on to conference? ✓ Select and confirm.

Call the new user.
Announce that a conference is being set up.

Add on to conference? ✓ Confirm.
The user is added to the conference.

If the new user does not answer:

Return to conference? ✓ Confirm.

Step by Step

Chairing a conference

If you are the user who set up the conference, then you are also the conference leader. Only the conference leader can expand the conference, disconnect members from the conference or hand over leadership to another conference member.

Conf. 1-2-3-4
Consultation? >

Each member of the conference is assigned a consecutive number on the display. The conference leader always has the number "1".

Disconnecting a user from the conference

2 ... 8

Enter the consecutive number of the conference member.
The number (and possibly also the name) of the conferee is displayed.

Release partner? ✓

Confirm.

Handing over conference leadership

2 ... 8

Enter the consecutive number of the conference member.
The number (and possibly also the name) of the member is displayed.

▶ **Transfer conference?** ✓

Select and confirm.
You have been disconnected from the conference.

Replace the handset.

Step by Step

Station controlled conference (HiPath 4000)

In a station controlled conference you can include up to 8 internal and external users. Users with system telephones can execute or use all of the following functions. ISDN telephones and external users are passive users - they can only be included in an existing conference.

You can include users and conferences from a distant system into your conference. The distant users can set up and extend their own conference. The members of this conference are included in your conference. But they cannot execute or use the functions of your conference.

The following functions are supported for all conference members (except members of an included conference) with a system telephone:

- Setting up a conference when calling a user or receiving a call or making a consultation call or receiving a second call.
- Accepting a waiting call and including the caller in the conference.
- Toggling between the conference and a consultation call or waiting call.
- Holding a consultation call during a conference and adding it to the conference.
- Interconnecting conference members from two independent conferences via a distant network.
- Putting the conference on hold, if line keys are installed.
- Receiving overview of all conference members.
- Transferring the conference to a new user.

The functions listed above can be carried out by all conference members at the same time.

Step by Step

Setting up a conference

You can set up a conference from any of the following types of connection:

- single call
- consultation call
- waiting call

Starting a conference from a single call

You want to set up a conference.

You receive a call.

or

You call another user.

Start conference? ✓ Select and confirm.

Call the second user.
Announce that a conference is to be set up.

Conference? ✓ Confirm.
You will receive the message "1 is your position".

Conf. 1-2-3
Add on to conference? This question will then be displayed.

Setting up a conference from a consultation call

You are connected to one user and call a second user.

Consultation? ✓ Confirm.

Call the second user. The second user answers, you announce the conference.

Conference? ✓ Select and confirm.
You will receive the message "1 is your position".

Setting up a conference from a waiting call

You are connected to one user and receive another call.

Call pickup An alerting tone is audible. The lamp flashes. Press the key. You are connected to the waiting caller. The other party is placed on hold.

Conference? ✓ Select and confirm.
You will receive the message "1 is your position". All members are interconnected in a conference circuit.

Step by Step

Expanding the conference

Any member of the system conference can expand the conference by

- calling another user and adding this person to the conference
- adding a user to the conference from a consultation call
- accepting a waiting call and adding the caller to the conference.

Calling and adding another user

You intend to call another user and to add this person to the conference.

Add on to conference? ✓ Select and confirm.

Call the new user.
Announce the conference.

Conference? ✓ Confirm.
The user is added to the conference.

If the new user does not answer:

Return to conference? ✓ Confirm.

Expanding the conference from a consultation call

You wish to make a consultation call during the conference.

▶ **Consultation?** ✓ Select and confirm. The conference is placed on hold.

Call a user. Make the consultation call.

▶ **Conference?** ✓ Select and confirm to add the user from the consultation call to the conference.

or

▶ **Toggle/Connect?** ✓ Select and confirm.

▶ **Toggle?** ✓ Select and confirm (used in US).

or

▶ **Release and return?** ✓ Select and confirm to release the consultation call and return to the conference.

Step by Step

Accepting a waiting call and adding it to the conference

If you receive a waiting call during the conference (call waiting function is activated), you can add this user to the conference.

An alerting tone is audible. The lamp flashes. Press the key. You are connected to the waiting caller. The conference is placed on hold.

▶ **Conference?** ✓ Select and confirm to add the waiting caller to the conference.

or

▶ **Toggle/Connect?** ✓ Select and confirm.

▶ **Toggle?** ✓ Select and confirm (used in US).

or

▶ **Release and return?** ✓ Select and confirm to release the waiting call and return to the conference.

Transferring the conference

Any member can transfer the conference to a nonmember called using the consultation or expand conference functions. The new user is not yet a member of the conference. The conference cannot be transferred to a caller whose call is answered by a member using the Call Waiting function.

You are taking part in a conference.

▶ **Consultation?** ✓ Select and confirm. The conference is placed on hold.

Call a user.

or

Add on to conference? ✓ Select and confirm.

Call a user.

Announce that you are transferring the conference.

▶ **Transfer conference?** ✓ Select and confirm.
You are disconnected from the conference.

Replace the handset.

Step by Step

During the conference

You are taking part in a conference with 3 to 8 members and you wish to know about the other members or to disconnect a member.

Viewing member information

▶ View members? > ✓ Select and confirm.

No. member No. 1
Next conference party? >

The display shows the name and call number of the other member with lowest member number.

Next conference party? > ✓ Confirm to display the next member.

or

▶ Stop viewing? > ✓ Select and confirm to end the display.

or

▶ Release party? > ✓ Select and confirm to disconnect this member from the conference. If there were only three members, the conference is now ended and the call continues as a two-party call.

Disconnecting the last member added

You wish to disconnect the last member added to the conference.

▶ Remove last party? > ✓ Select and confirm. The last member added is disconnected. If there were only three members, the conference is now ended.

Putting the conference on hold

If line keys are installed (→ page 91) you can put the conference on hold and make a call on another line.

Line Press line key.

or

▶ Hold? ✓ Select and confirm.

The conference will be put on hold. The following message is displayed: 1st line: "Conference", 2nd line: "On hold".

Line Press the line key on which the conference is being held - you are reconnected to the conference.

Step by Step

Transferring a call

If the person you are conversing with wishes to be transferred to one of your colleagues, you can transfer the call to this third party.

Extending the call with prior announcement:

Consultation? ✓ Confirm.

US:

▶ Start transfer? ✓ Select and confirm.

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

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

Extending the call without prior announcement:

▶ Start transfer? ✓ Select and confirm.

Enter the number of the desired party.

Replace the handset.

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

Step by Step

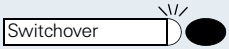
Using the switchover button (HiPath 4000)

The switchover button that must be configured by your system administrator can be used for the following functions:

- consultation (return to the call being held or the conference being held)
- toggling
- accepting a waiting call
- accepting a group call

Waiting call

You hear a call-waiting tone. Information about the call appears in the display.



Press the flashing key to accept the waiting call. The lamp is on.

Toggling

You are connected to two users. One user is waiting. The switchover lamp is on

Press the key to switch over to the other user. The first user waits.

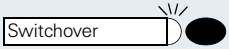
Consultation

You call a second user. The second user does not answer

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

Group call

You are connected to a single user. A group call is signalled. Information about the group call appears in the display.



Press the flashing key to accept the group call. The first user is placed on hold. The lamp is on.

Step by Step

Re-indication (HiPath 4000)

During an internal or external waiting call or consultation, you can have information about the first call - call number or subscriber name - shown briefly in the display. Your system administrator must install a key for re-indication beforehand. The display can be assigned for terminal devices with or without line keys.

During a waiting call or consultation.

Eric Brown
Return to held call?

Display the current subscriber.

Re-indication

Press key.

3724 Ana Jackson
Purchasing

Briefly: Information about the waiting subscriber.

Eric Brown
Return to held call?

The display for the current subscriber then reappears.

Re-indication mode cannot be obtained:
- While you are parking a call (group parking).
- During camp-on.
- While you are in a conference.

Step by Step

System-wide parking (HiPath 4000)

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

- Automatic parking
- Manual parking

Parking is **not** possible if:

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

Parking a call automatically and taking it at a later date

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

Parking

System parking

Press key (must be installed).
The first free parking position number is seized and indicated in the display. The call is parked.

Also, you can initially place the call "on hold" by confirming "consultation" and then parking the call.

Replace the handset.

Taking a parked call

System parking

Press key.

0 ... 9

Enter the parking position number of the parked call and continue the call.

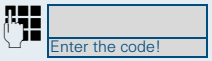
Step by Step

Parking a call manually and then taking it at a later date

You can manually park a call to your telephone at a free parking position and take it at your telephone or another telephone at a later date. This function can also be used with telephones that do not have a display.

Parking via the keypad

Consultation? ✓ Confirm.



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

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

The call has been parked.

Replace the handset.

Parking via a repertory key

The system code for "system parking" + a parking number or only the system code for "system parking" is programmed on a repertory key (→ page 58).

Consultation? ✓ Confirm.

Press programmed repertory key.

or

Press programmed repertory key.

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

The call has been parked.

Replace the handset.

Step by Step

Parking via "system parking" (only telephones without a display)

System parking

Press key (must be installed).

0 ... 9

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

The call has been parked.

Replace the handset.

Taking a parked call

Via the keypad

Lift the handset or use the speakerphone function.

Enter the code!

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

0 ... 9

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

Via the repertory key

Lift the handset or use the speakerphone function.

Press the repertory key programmed with the system code + parking position number and continue call.

or

Press the repertory key programmed with the system code.

0 ... 9

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

Via "system parking" (only for telephones with no display)

Lift the handset.

System parking

Press key (must be installed).

0 ... 9

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

Step by Step

Parking is not possible

If all the parking positions or the selected parking position are occupied, or there is some other reason why parking is not possible, an acoustic warning and a visual warning are output.

Automatic parking

If all the parking positions are occupied, a display message indicating that all the parking positions are occupied is output, as is a continuous tone.

Return to held call? ✓ Confirm and continue the call.

or

Replace the handset. The held call is recalled.

Manual parking

If the parking position you want is occupied, a display message and the busy tone are output.

Return to held call? ✓ Confirm and continue the call.

or

Replace the handset. The held call is recalled.

Step by Step

Using saved numbers to make calls

Using a call list (missed calls)

If you are unable to take an external and/or an internal call, this call request is saved in a call log. Your telephone can also be configured so that answered calls are entered in this call log. Your telephone saves the last 6 outgoing and the last 12 incoming calls in chronological order. Each call is assigned a time stamp. The display begins with the most recent (unanswered) entry in the log. If several calls are received from the same user, a new entry is not made for each call; instead, the time stamp is updated for this caller.

Viewing the call log

Precondition: Your system administrator has configured a call log for your telephone.

program/service — Press the key. The lamp lights up.

1 8 1 — Enter the service code for incoming calls.

or 1 8 2 — Enter the service code for outgoing calls.

or

Destinations? ✓ — Confirm.

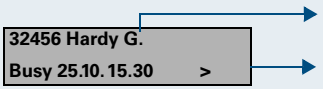
▶ **Call log?** ✓ — Select and confirm.

Incoming calls? ✓ — Confirm.

or

▶ **Outgoing calls?** ✓ — Select and confirm.

Step by Step



The first call in the call log is displayed:
User

Date and time of the entry and reason for the entry. The display begins with the most recent (unanswered) call. If the party has called more than once, the number of times this party called is displayed.

Displaying further calls from the list:

▶ **Next call?** ✓

Select and confirm.

Ending call log viewing:

program/service

Press the key. The lamp goes out.

Dialing a number from the call log

Precondition: You view the call log; the desired call is displayed.

▶ **Output?** ✓

Select and confirm.

The user is called.

Deleting an entry from the call log

Precondition: You view the call log; the desired call is displayed.

▶ **Delete?** ✓

Select and confirm.

Saved number redial

If your telephone is configured for this type of redialing, you can save a number and then dial it later (→ page 57). You can redial the number at the push of a button.

Saved no. redial

Press the key.

The other party answers:

Lift the handset.

or With the handset on-hook: speakerphone.

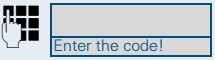
Step by Step

Last number redial

If your telephone is configured for this type of redialing, **each** number dialed is saved for possible redialing.

Press the key.

or



Enter your individual code for Last Number Redial (if necessary, ask your system administrator).

The other party answers:

Lift the handset.

or With the handset on-hook: speakerphone.

Dialing with repertory keys

Precondition: You have saved a number on a repertory dialing key (→ page 56).

Press the key with the saved number.
If the number is on the second level, press the shift key beforehand.

The other party answers:

Lift the handset.

or With the handset on-hook: speakerphone.

Step by Step

Dialing with individual speed dialing numbers

Precondition: You have saved individual speed dialing numbers (→ page 58).

program/service

Press the key. The lamp lights up.

3

Enter the service code.

or

▶ **Use speed dialing?** ✓

Select and confirm.

and

0 ... 9

Enter the speed dialing number.

This can be also "00 to 19" or "00 to 29" for 20 or 30 individual speed numbers. These are referred to as individual speed indexes.

The other party answers:

Lift the handset.

or With the handset on-hook: speakerphone.

Dialing with system speed dialing numbers

You will be supplied with a copy of the system (central) speed dialing directory by your system administrator (for example) or you will find it in the inhouse telephone directory or on your PC.
After selecting a speed dialing number, which is the saved system prefix of another telecommunications system, you can immediately suffix-dial the station number you require.

Step by Step

Making project calls

External calls can be assigned to specific projects.

Precondition: Project numbers (from 1 to 5) have been configured for specific projects and you have a code for the project in question.

Setting up a project call

program/service

Press the key. The lamp lights up.

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

Enter the PIN.

or

program/service

Press the key. The lamp lights up.

▶ **PIN / COS?** ✓

Select and confirm.

PIN 1? ✓

Confirm.

or/possibly

▶ ✓

Select and confirm PIN2 - PIN5.

and

Enter the external number.

Make your call in the usual way (→ page 24).

Project call mode is subject to a time limit. It is deactivated automatically if you do not use your telephone over a 5-minute period (for example).

Step by Step

Call duration display (cost display)

The call duration display is configured by your system administrator. The display shows either the duration of the call or the cost of the call. The display can be switched off.

The call duration is shown in the first line display on the right with format HH:MM:SS. The display appears ten seconds after the call has begun.

The cost display feature must be applied for from the network operator and configured by your system administrator.

Step by Step

If you do not get through...

Using the callback function

If the telephone that you have called is busy or there is no answer, you can request a callback. This also applies to external calls via ISDN switching centers. This saves you having to dial the number repeatedly. You are then called back

- as soon as the other party terminates his or her call
- as soon as the other party makes and completes a call
- as soon as the other party checks his or her mailbox and responds to your callback request (→ page 19).

Storing a callback request

Precondition: The internal called party is busy or there is no answer.

Callback? ✓ Confirm.

or

▶ Callback? ✓ Select and confirm (if the other party has **programmed call forwarding**, you will be called back from the call forwarding destination).

Answering a callback request

Precondition: A callback request has been saved. The telephone rings. The Cancel Callback message informs you that this is a callback.

Lift the handset. You hear ringing tone.

or Speaker Press the key. The lamp lights up. You hear ringing tone. You are in speakerphone mode.

Rejecting a callback request

The telephone rings. The Cancel Callback message informs you that this is a callback.

Cancel callback? ✓ Confirm.

or Let the telephone ring four times; do not answer the call.

Step by Step

Checking/cancelling saved callback requests

Precondition: You have saved callback requests.

▶ Display callback? ✓ Select and confirm.
The oldest entry is displayed first.

▶ Next callback? ✓ Select and confirm to view further entries.

Canceling an entry that is displayed:

▶ Delete? ✓ Select and confirm.

Ending:

program/service Press the key. The lamp goes out.

Camping on a colleague's call

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

▶ Camp-on? ✓ Select, confirm and wait briefly.

Your colleague hears the call waiting tone. The call pick-up key flashes on his or her telephone. If his or her telephone has a display, your name and/or number is indicated.

To camp on, you must have the appropriate class of service.

Camp-on is not possible if the called party is protected by the camp-on security function.

Step by Step

Overriding a colleague's call (intrude)

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

▶ Override? ✓

Select and confirm.

Both the colleague and the other party hear an alerting tone.

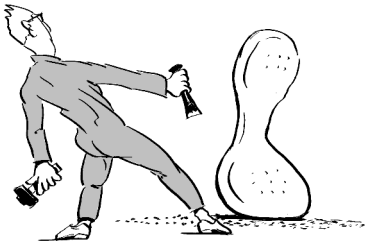
You can speak immediately.

To override, you must have the appropriate class of service.

Override is not possible if the called party is protected by the Privacy function.

Step by Step

Telephone settings



Adjusting the ringer volume

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

Ringer volume? ✓ Confirm.

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

✓ Save.

Adjusting the ringer pitch

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

▶ **Ringer pitch?** ✓ Select and confirm.

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

✓ Save.

Step by Step

Adapting the speakerphone function to the acoustics of your room

This option is not available for the optiPoint 500 economy/basic.

To improve the clarity of voice transmission during speakerphone conversations, you can adapt the microphone sensitivity of your telephone to suit the acoustics of your room ("normal room"/"reverberating room"/"soundproofed room").

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

▶ **Hands-free mode?** ✓ Select and confirm.

▶ **Speakerphone mode?** ✓ Select and confirm (used in US).

⊕ **or** ⊖ Select the type of room (acoustics). Keep pressing the keys until the required setting is displayed.

✓ Save.

Setting the volume of the alerting tone

You hear the alerting tone, for example, when you receive a second call during a call in progress or when a call has not been taken by any member of your pickup group.

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

▶ **Warning tone?** ✓ Select and confirm.

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

✓ Save.

Step by Step

Backlit Display

This function is only available with the optiPoint 500 advance.

When using the optiPoint 500 advance, for example, when entering a number, the display's backlight automatically turns on. The backlight turns off a few seconds after you have finished activity.

Adjusting the display contrast (only HiPath 4000)

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

⊕ **or** ⊖ Press one of the keys while the phone is idle.

▶ **Display contrast? >** ✓ Select and confirm.

⊕ **or** ⊖ Change the display contrast. Press the key repeatedly until the desired level is obtained

✓ Save.

Adjusting the angle of the display

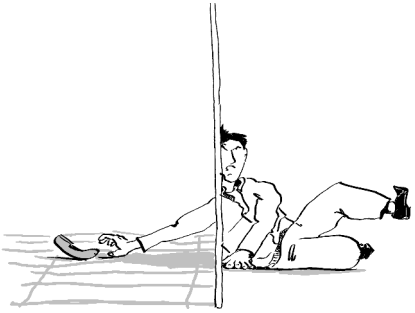
By swivelling the display unit, you can adjust it so that you can read the displays clearly from your normal sitting position.

Step by Step

Locking your telephone

You can prevent unauthorized persons from using your telephone (and the telephone directory) during your absence.

Precondition: You have been assigned a personal identification number (PIN) by your system administrator.



Preventing unauthorized dialing:

program/service

Press the key. The lamp lights up.

6 7

Enter the service code.

or

▶ PIN / COS? ✓

Select and confirm.

▶ Change COS? ✓

Select and confirm.

and

Chip card reader:

In the case of optiPoint 500 advance, optiPoint 500 basic, optiPoint 500 standard and optiPoint 500 standard SL (only US) with chip card reader: Insert the chip card. All lamps light up briefly.

Input is followed by the display: "Executed".

Remove the chip card again.

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

Step by Step

Enabling the telephone again:

program/service — Press the key. The lamp lights up.

6 mno 7 pqrs — Enter the service code.

or

▶ PIN / COS? ✓ — Select and confirm.

▶ Change COS? ✓ — Select and confirm.

and

Enter the PIN (code number).

Input is followed by the display:
"Executed".

Selecting the language for user prompts (displays)

Your HiPath 4000 or Hicom 300 E/H (not used in US) system can be configured for up to five different languages. The first language programmed is the default. If your telephone has a language key, you can program a different language.
The period of time for which the other language remains active depends on the language option that has been configured. There are two possibilities:

- **Static language option**
  The language remains programmed until you select a different language.
- **Temporary language option**
  The language remains programmed until the end of the next call, after which the system reverts to the default language.

Selecting a language:

Language — Press the key. The language selected appears on the display for five seconds and is then set. Keep pressing the key if you wish to select a different language.

This user guide can be ordered in other languages (not used in US) → page 114.

Step by Step

Storing numbers, system functions and timed reminders

You can save a frequently required number or a frequently used function on any key that has not been preprogrammed by your system administrator. The keys on the optiPoint key module add-on unit can be assigned on two levels. Before storing, you can check the key assignment (→ page 62).

Storing a repertory dialing number on a key

program/service

Press the key. The lamp lights up.

Press the programmable key (with appropriate feature). To use the second level on the optiPoint 500 key module, press the shift key first.
The current key assignment configuration is displayed.

New entry? ✓

Confirm.

or

Enter new number ✓

Select and confirm.

Enter the number.
For external numbers, enter the access and then the telephone number.

Save? ✓

Confirm.

or

If you made a mistake during input:

Dial again? ✓

Select and confirm.
Enter the number again.

You should label keys after you have assigned a function to them (→ page 114).

Step by Step

Storing a number for redialing

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

Storing a caller's number or a number that has been dialed

You are still on the phone with someone you have called or someone has called you and whose number appeared on your display.

Saved no. redial

Press the key. "Saved" is displayed.

Speaker

Press the key. The lamp goes out.

or

Replace the handset.

Storing any number

Precondition: Your telephone is in the idle state or you are conducting a call and the other party informs you of a number that you would like to save.

program/service

Press the key.

Saved no. redial

Press the key.

New entry? ✓

Confirm.

Enter the number.

Save? ✓

Confirm.

You can dial the saved telephone number at the push of a button (→ page 43).

Step by Step

Saving individual speed dialing numbers

You can save a number on each of digit keys 0 to 9 and then dial these numbers at the push of a button (→ page 45).

This can be also "00 to 19" or "00 to 29" for 20 or 30 individual speed numbers. These are referred to as individual speed indexes.

program/service — Press the key. The lamp lights up.

Destinations? ✓ — Confirm.

▶ **Speed dialing?** ✓ — Select and confirm.

▶ **Speed dialing features?** ✓ — Select and confirm (used in US).

Enter a specific speed dialing number (0 to 9 or 00 to 19 or 00 to 29).
If this digit has already been assigned a telephone number, this number is shown on the display.

New entry? ✓ — Confirm.

Enter the number.
For external numbers, enter the access and then the telephone number.

Save? ✓ — Confirm.

Saving a function on a key

program/service — Press the key. The lamp lights up.

4 ghi — Enter the service code.

or

▶ **Key function?** ✓ — Select and confirm.

and [ ] — Press the programmable function key. Keyset-configuration is displayed.

Change? ✓ — Confirm.

▶ **New function:** ✓ — Select and confirm one of the system functions prompted.

Save? ✓ — Confirm.

Step by Step

Keys that have been preprogrammed by your system administrator cannot be changed. Then "Return?" is shown.

You can now activate the function directly by pressing the key. For functions, such as call waiting, that can be alternately activated/deactivated, you activate the function when you press the key and subsequently deactivate it when you press the key again. The key's lamp is lit when the function is active.

Creating timed reminders

You can program a timed reminder on your telephone to remind yourself of an important meeting or appointment, for example (→ page 20). You must save the exact time at which you wish to receive the reminder. Reminders can be set for the next 24-hour period.

program/service — Press the key. The lamp lights up.

7 — Enter the service code.

or

Reminder? ✓ — Select and confirm.
The display indicates whether or not a timed reminder has already been programmed.

New reminder? ✓ — First timed reminder: Confirm.
Further timed reminder: Select and confirm.

and — Enter the time with either 3 or 4 digits as appropriate, for example, 845 for 8.45 hours or 1500 for 15.00 hours.

Save? ✓ — Confirm.

Cancelling a saved reminder:

program/service — Press the key. The lamp lights up.

7 — Enter the service code.

or

Reminder? ✓ — Select and confirm. A saved timed reminder is displayed.

Next reminder? ✓ — Confirm (if you have saved several timed reminders).

Step by Step

and

▶ **Delete?** ✓	Select and confirm.
program/service	Press the key. The lamp goes out.

Step by Step

Checking the telephone

Checking its functionality

You can test the functionality of your telephone. This includes the following checks:

- Are all the key lamps operating properly?
- Is the display operating properly?
- Do all the keys function?
- Are there any problems with the speaker, handset, ringing tone volume, ringing tone pitch, alerting tone or speakerphone function? (The speakerphone function is not available with the optiPoint 500 economy/ basic).

Otherwise, if necessary, for servicing:

- the terminal ID (identity) of the telephone
- the software version of the optiPoint 500 telephone
- the power level of the line.

Precondition: The telephone is in the idle state.

program/service

Press the key. The lamp lights up.

9

Enter the service code.

or

Phone test? ✓

Select and confirm.

and

✓

Select and confirm the required test function. Follow the user prompts on the display.

program/service

Press the key. The lamp goes out. The test is ended.

Step by Step

Checking the assignment of functions to keys

You can check which functions have been pre-assigned to specific keys on your telephone. You can also check what you have saved on individual keys yourself. The following types of key assignment are possible:

- Repertory dialing (→ page 56)
- Direct station selection (→ page 106 and → page 108)
- Function (→ page 58)

Precondition: The telephone is in the idle state.

program/service

Press the key. The lamp lights up.

4 ghi

Enter the service code.

or

Key function? ✓

Select and confirm.

and

Press the required key.
The key assignment is displayed.

Return? ✓

Confirm and then press another key to check the function assigned to it.

or

program/service

Press the key. The lamp goes out.

Step by Step

Forwarding calls

Using call forwarding (Hicom 300 E/H not used in US)

Using fixed call forwarding

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

Storing/changing a destination

program/service

Press the key. The lamp lights up.

1 2

Enter the service code.

or

Destinations? ✓

Confirm.

▶ **Fixed call forw.?** ✓

Select and confirm.
If a destination has been stored for fixed call forwarding, the number is displayed.

and

New entry? ✓

Confirm.

Enter the number of the destination.

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

Save? ✓

Confirm. Call forwarding is activated immediately.

Cancelling a destination

program/service

Press the key. The lamp lights up.

1 2

Enter the service code.

or

Destinations? ✓

Confirm.

▶ **Fixed call forw.?** ✓

Select and confirm.
If a destination has been stored for fixed call forwarding, the number is displayed.

Step by Step

▶ **Delete?** ✓ Select and confirm.

Deactivating call forwarding

With the "call forwarding" key:

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

Via the Service Menu:

▶ **Call forwarding off?** ✓ Select and confirm when the telephone is in the idle state.

Activating call forwarding

With the "call forwarding" key:

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

Via the Service Menu:

▶ **Fixed call forw. on?** ✓ Select and confirm when the telephone is in the idle state.

Forwarding calls automatically

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

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

Using variable call forwarding

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

Storing a destination/activating call forwarding

▶ **Variable call forw.?** ✓ Select and confirm.

Enter the number of the destination.

Step by Step

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

Save? ✓ Confirm. Call forwarding is activated immediately.

Storing a destination for fax calls/ activating call forwarding

program/service Press the key. The lamp lights up.

1 Enter the service code.

or

Destinations? ✓ Confirm.

▶ **Variable call forw.?** ✓ Select and confirm.

and

Enter in turn: code, own number, wanted destination number.

Save? ✓ Confirm.
Call forwarding is activated.

Deactivating call forwarding

▶ **Call forwarding off?** ✓ Select and confirm when the telephone is in the idle state.
The variable call forwarding destination is also cancelled.

Step by Step

Using call forwarding (HiPath 4000)

You can program two types of call forwarding:
- Station fixed forwarding[1], and
- station variable forwarding

With station fixed forwarding you can program a forwarding destination that will remain valid until you change or delete it. This forwarding function can be switched on and off.

With station variable forwarding you can choose between 6 different types of forwarding:
- Station variable unconditional/all forwarding
  - forwarding for internal calls only
  - forwarding for external calls only
  - forwarding for both internal and external calls
- Forwarding for busy (int/ext)
- Forwarding after no answer (int/ext)
- Forwarding for busy and ring no answer

Call forwarding is activated when a forwarding destination is programmed. When the station variable forwarding function is switched off, the forwarding destination is automatically deleted

When forwarding is activated you can see the following display in the idle menu:

Forwarding type	Display message
Station fixed forwarding Station variable forwarding	Forwarding to e.g. 222 Klaus Meier (own number)
Forwarding for internal/external calls only	Forwarding for internal/external On
Forwarding for busy	Forwarding on busy On
Forwarding after time	Forwarding on timeout On
Forwarding for busyand ring no answer	Forwarding on busy or timeout On
Station fixed forwarding	Fixed forwarding On

See → page 74 or → page 75 to find out how to activate/de-activate call forwarding via codes or an installed forwarding key.

1. Station fixed forwarding is optional

Step by Step

Station fixed forwarding

If you have programmed a forwarding destination for station fixed forwarding, you can activate and deactivate the forwarding facility either in the program/service menu or with a forwarding key configured by your system administrator. The programmed forwarding destination remains valid until you change or delete it.

Programming/changing a forwarding destination

program/service — Press the key. The lamp lights up.

Destinations? ✓ — Confirm.

Call forwarding? ✓ — Confirm. Display shows "Station variable forwarding".

Next forwarding type? > ✓ — Confirm. Display shows "Station fixed forwarding". If forwarding has been programmed the destination is displayed

Next forwarding type? > ▶ — Start "Station fixed forwarding".

Enter destination: >

Enter the number of the forwarding destination. Any destination previously saved will be overwritten.

Save? ✓ — Confirm when the complete number has been entered.

Activating/deactivating station fixed forwarding

You can only activate station fixed forwarding if a destination number has been programmed.

program/service — Press the key. The lamp lights up.

Destinations? ✓ — Confirm.

Call forwarding? ✓ — Confirm. Display shows "Station variable forwarding".

Next forwarding type? > ✓ — Confirm. Display shows "Station fixed forwarding". If forwarding has been programmed the destination is displayed, whether forwarding is switched on or off.

22805 Eric Brown > ▶ — Start "Station fixed forwarding".

▶ **Activate?** ✓ — Select and confirm. Station fixed forwarding is activated.

Fixed forwarding on

Output in first line. The following display message appears in the idle menu:
Forward to
for example, 2223 Klaus Meier (own number)

Step by Step

or

▶ **Deactivate?** ✓ Select and confirm. Station fixed forwarding is deactivated

Fixed forwarding off Output on first line display.

If station variable forwarding was previously programmed and activated, it is deactivated and the forwarding destination is deleted.

Deactivating station fixed forwarding in the idle menu

You can also deactivate station fixed forwarding in the idle menu.

▶ **Call forwarding off?** ✓ Select and confirm. Station fixed forwarding is deactivated. The destination number is retained

Activating and deactivating with call forwarding key

Activating

Call forwarding Press the key. The lamp lights up.

Deactivating

Call forwarding Press the key. The lamp goes out.

Deleting the destination for station fixed forwarding

You can delete the destination for station fixed forwarding.

program/service Press the key. The lamp lights up.

Destinations? ✓ Confirm.

Call forwarding? ✓ Confirm. Display shows "Station variable forwarding".

Next forwarding type? > ✓ Confirm. Display shows "Station fixed forwarding" and the forwarding destination.

22805 Eric Brown > ▶ Display "fixed forwarding target".

▶ **Delete?** ✓ Select and confirm. The forwarding destination is deleted. If station fixed forwarding was activated it is now switched off. If a forwarding key has been configured it is deactivated.

Step by Step

Station variable forwarding

With station variable forwarding you can choose between 6 different types of call forwarding:

- Station variable unconditional/all forwarding
  - forwarding for internal calls only
  - forwarding for external calls only
  - forwarding for both internal and external calls
- Forwarding for busy (int/ext)
- Forwarding after no answer (int/ext)
- Forwarding for busy and ring no answer

The forwarding types are mutually exclusive except for forwarding for internal and forwarding for external. You can program a forwarding destination for both of the two exceptions and thus activate them both.

Example:
You had activated station variable forwarding. You now program and thus activate forwarding after timeout. Station variable forwarding is automatically deactivated and its forwarding destination is deleted.

Selection of a station variable forwarding type

Select the items Destinations and Forwarding in the Service Menu.

program/service — Press the key. The lamp lights up.

Destinations? ✓ — Confirm.

Call forwarding? ✓ — Confirm.

"Station variable forwarding" will be offered first.

'FWD-ALL-BOTH off — Output on first line display.

Next forwarding type? > — Output on second line display.

✓ — Confirm to select the next forwarding type.

Fixed forwarding off — Output on first line display.

Next forwarding type? > — Output on second line display.

or — If you have already programmed a station fixed forwarding destination.

Fixed forwarding off — Output on first line display.

22805 Eric Brown > — Output on second line display.

✓ — Confirm to select the next station variable forwarding type

Step by Step

FWD-ALL-INT off	Output on first line display.
Next forwarding type? >	Output on second line display.
✓	To select the next station variable forwarding type.
FWD-ALL-EXT off	Output on first line display.
Next forwarding type? >	Output on second line display.
or	
▶	To edit the current station variable forwarding type.
FWD-ALL-INT off	Output on first line display.
Enter destination: >	Output on second line display.

Programming/changing the forwarding destination

program/service	Press the key. The lamp lights up.
Destinations? ✓	Confirm.
Call forwarding? ✓	Confirm. Display shows "Station variable forwarding".
Next forwarding type? > ✓	Confirm. Display shows "Station fixed forwarding".
Next forwarding type? > ✓	Confirm. Display shows "Forwarding for internal".
Next forwarding type? > ▶	Open a forwarding type, for example, "Forwarding for internal".
Enter destination: >	
	Enter the number of the forwarding destination. Any destination previously saved will be overwritten
Save? ✓	Confirm when the complete number has been entered.

To select a different forwarding type, proceed as described on → page 69.

If station variable forwarding was previously programmed and activated, it is deactivated and the forwarding destination is deleted (for exception, see → page 69). Station fixed forwarding is deactivated.

Deleting a forwarding destination

A station variable forwarding destination is automatically deleted when the forwarding type is switched off.

Activating station variable forwarding

Station variable forwarding is automatically activated when the forwarding destination is programmed.

Step by Step

Unconditional variable programming can also be activated in the idle menu.

▶ **Var. call forw. on?** ✓ Select and confirm while the phone is idle.

Enter the number of the destination.

If you enter a cross-system number, you must press # after entering the number.

Save? ✓ Confirm. This also activates the forwarding facility.

Deactivating station variable forwarding

You can deactivate all station variable forwarding types in the Service Menu.

program/service ● Press the key. The lamp lights up.

Destinations? ✓ Confirm.

Call forwarding? ✓ Confirm. Display shows "Station variable forwarding".

Next forwarding type? > ✓ Confirm. Display shows "Station fixed forwarding".

Next forwarding type? > ✓ Confirm. Display shows "Forwarding for internal".

Next forwarding type? > ▶ Open a forwarding type, for example, "Forwarding for internal".

▶ **Deactivate?** ✓ Select and confirm. Station variable forwarding is deactivated and the forwarding destination is deleted.

FWD-ALL-INT off Output on first line, for example, for "Forwarding for internal".

To select another station variable forwarding type, proceed as described on → page 69.

Step by Step

Checking forwarding

To check up on the status of the forwarding types, proceed as described on → page 69. The status "ON" or "OFF" is shown in the first line. The forwarding destination is shown in the second line display if this station variable forwarding type is activated.

Deactivating station variable forwarding in the idle menu

You can also deactivate the following station variable forwarding types in the idle menu:

- Station variable forwarding
- Forwarding for internal and for external

▶ **Call forwarding off?** ✓ Select and confirm while the phone is idle. Forwarding is deactivated and the forwarding destination is deleted.

Activating and deactivating forwarding using features settings

If a forwarding destination has been programmed for station fixed forwarding, you can use features settings to activate and deactivate the forwarding facility. If station variable forwarding is activated, it can only be deactivated with the switch.

program/service ● Press the key. The lamp lights up.

▶ **Feature settings?** ✓ Select and confirm.

▶ **Call forwarding?** ✓ Select and confirm.

▶ **Activate?** ✓ Confirm.

or

▶ **Deactivate?** ✓ Confirm. This deletes any destination number programmed for station variable forwarding.

Step by Step

System call forwarding

Forwarding of internal or external calls can be routed independently to unique destinations for each forward type:

- unconditionally all calls
- when the line is busy
- when the call is not answered
- do not disturb

Unconditional call forwarding should only be used if the line is for outgoing calls only (for example, on an elevator).

If you have set up station fixed or station variable call forwarding, and if the manually programmed forwarding destinations are not obtainable (for example, because they are busy), then calls are automatically forwarded to the system forwarding destinations.

Step by Step

Call forwarding via code numbers

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

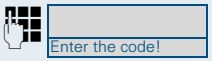
Call-forwarding mode	Code (example)
Programming and activating fixed call-forwarding	*51
Activating fixed call-forwarding	*41
Clearing (and de-activating) fixed call-forwarding	#51
De-activating fixed call-forwarding	#41
Programming and activating unconditional, variable call-forwarding	*42
Programming and activating variable call-forwarding for internal calls	*44
Programming and activating variable call-forwarding for external calls	*43
Programming and activating variable call-forwarding on busy	*45
Programming and activating timed, variable call-forwarding	*46
Programming and activating variable call-forwarding (on busy/timed)	*47
De-activating variable and fixed call-forwarding	#41
De-activating variable call-forwarding for internal calls	#44
De-activating variable call-forwarding for external calls	#43
Activating system call-forwarding	*90
De-activating system call-forwarding	#90

See → page 66 for the display messages that occur when call-forwarding is activated/de-activated.

Step by Step

Programming and activating call-forwarding

Lift the handset.



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

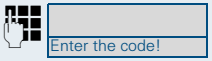
Enter the number of the destination.

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

Replace the handset.

Activating fixed call-forwarding

Lift the handset.

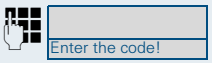


Enter a code number, say *41, (ask your system administrator).

Replace the handset.

Deactivate call-forwarding

Lift the handset.



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

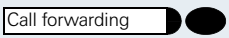
Replace the handset.

Call-forwarding via call-forwarding key

Call-forwarding keys for all call-forwarding modes (see Table → page 74) can also be installed by your system administrator. When programming the call-forwarding destination, enter the destination call number too.

Programming and activating call-forwarding

Lift the handset.



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

Enter the destination call number.

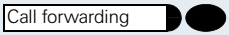
Enter the terminating character. You should hear a confirmation tone - call-forwarding has then been activated.

Replace the handset.

Step by Step

Activating fixed call-forwarding

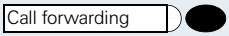
Lift the handset.



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

Replace the handset.

De-activating call-forwarding



Press key. Lamp goes out.

Delayed call-forwarding (HiPath 4000)

Installed for the whole system by your system administrator.

Requirements: Waiting call must be installed (→ page 18).

If you have activated "call-forwarding on busy / timed" or "timed call-forwarding" on your telephone (→ page 69), you will automatically obtain a camp-on busy tone if there is a waiting call and information about the calling party is shown in the display. This gives you the opp.ortunity to take the call before it is forwarded (say you are waiting for an urgent call).

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

Step by Step

Forwarding calls for a different terminal

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

Storing a destination for another telephone/activating call forwarding

program/service — Press the key. The lamp lights up.

Destinations? ✓ — Confirm.

▶ **Forward station no.?** ✓ — Select and confirm.

▶ **Forwarding station No.?** ✓ — Select and confirm (used in US).

Variable call forw.? ✓ — Confirm.

Enter the number of the other telephone.

Finished? ✓ — Confirm.

Completed? ✓ — Confirm (used in US).

Enter the PIN
(only if your own station does not have the "Call forwarding for remote terminal" class of service).

Finished? ✓ — Confirm.

Completed? ✓ — Confirm (used in US).

Enter the number of the destination.

Save? ✓ — Confirm.
Call forwarding is activated immediately.

Step by Step

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

program/service — Press the key. The lamp lights up.

Destinations? ✓ — Confirm.

Forward station no.? ✓ — Select and confirm.

Forward other? ✓ — Select and confirm.

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

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

Enter the number of the other terminal.

Finished? ✓ — Confirm.

Enter the PIN
(only if your own station does not have the "Call forwarding for remote terminal" class of service).

Finished? ✓ — Confirm.

Enter the number of the destination.

Save? ✓ — Confirm.
Call forwarding is activated.

Step by Step

Checking/deactivating call forwarding for another telephone

program/service — Press the key. The lamp lights up.

Feature settings? ✓ — Select and confirm.

Forward station no.? ✓ — Select and confirm.

Variable call forw.? ✓ — Confirm.

Enter the number of the other telephone.

Finished? ✓ — Confirm.

Completed? ✓ — Confirm (US).

Enter the PIN
(only if your own station does not have the "Call forwarding for remote terminal" class of service).

Finished? ✓ — Confirm.

Completed? ✓ — Confirm (used in US).

To deactivate:

Deactivate? ✓ — Confirm.

or

To check:

Interrogate? ✓ — Select and confirm.

Display? ✓ — Select and confirm (used in US).

Example of display:

3428----------->8968

This means: calls for station 3428 are redirected to station 8968.

Step by Step

Checking/deactivating call forwarding for fax, PC or busy

program/service — Press the key. The lamp lights up.

Feature settings? ✓ — Select and confirm.

Forward station no.? ✓ — Select and confirm.

Forward other? ✓ — Select and confirm.

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

	example
Interrogating forwarding for fax:	
Interrogating forwarding for PC:	
Interrogating forwarding for busy:	
Deactivating forwarding for fax:	#43
Deactivating forwarding for PC:	#42
Deactivating forwarding for busy:	#49

Enter the number of the other terminal.

Finished? ✓ — Confirm.

Enter the PIN
(only if your own station does not have the "Call forwarding for remote terminal" class of service).

Finished? ✓ — Confirm.

To deactivate:

Deactivate? ✓ — Confirm.

or

To check:

Display? ✓ — Select and confirm.
(Example of display → page 79).

Changing call forwarding for another terminal

The procedure is exactly the same as for Save/Activate:
for another telephone (→ page 77),
for fax, PC or busy: (→ page 78).

Step by Step

Using a different telephone in the same way as your own

You can log on to another telephone belonging to the HiPath 4000 or Hicom 300 E/H system (not used in US) via a personal identification number (PIN) (also telephones of networked HiPath 4000 or Hicom 300 E/H (not used in US) systems, for example, at other branches of your company). At the other telephone you can* then:

- make calls and assign the charges to cost centers
- make calls and assign the charges to specific projects
- retrieve messages from your mailbox
- use your individual speed dialing numbers and also a number that has been saved at your own telephone for redialing
- use repertory dialing keys, provided that they are configured in the same positions as your own telephone
- enter timed reminders

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

Logging on to a different telephone

Identifying yourself with PIN and dialing

Precondition: You have been assigned a PIN by your system administrator. You require an internal PIN for calls within your own HiPath 4000 or Hicom 300 E/H (not used in US) system, while for calls involving other HiPath 4000 or Hicom 300 E/H (not used in US) systems in the integrated network you require a network-wide PIN.

program/service

Press the key. The lamp lights up.

6 mno 1

Enter the service code
(61 for PIN 1, 62 for PIN 2, etc.).

or

▶ PIN / COS? ✓

Select and confirm.

Step by Step

▶ **PIN 1?** ✓

Select and confirm.
If you have several PINs and wish to use another one, select the other PIN.

With the display "Enter station no." or "Enter ID", you are requested to enter the PIN.

Entering the PIN for your own HiPath 4000 or Hicom 300 E/H (not used in US) system:

Enter internal PIN.

or

Entering the PIN for another HiPath 4000 or Hicom 300 E/H (not used in US) system area within the integrated network:

Enter the 2-digit node code for your own HiPath 4000 or Hicom 300 E/H (not used in US) system (ask your system administrator).

Enter your own number and press the pound key.

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

Dialing after (successful) identification:

You hear a dial tone. The following appears on the display: "please dial".

Speaker

Press the key. The lamp goes out.

or

Enter a number immediately.

Call forwarding – follow me after successful identification

▶ **Variable call forw.?** ✓

Select and confirm.

Save? ✓

Confirm. Call forwarding has been activated.

Step by Step

Identification with the chip card

Precondition: You have been assigned a chip card by your system administrator for logon at other telephones. The optiPoint 500 at which you wish to log on must be equipped with a chip card reader (optiPoint 500 signature module).

Chip card reader:

Within your own HiPath 4000 or Hicom 300 E/H (not used in US) system:

Insert the chip card. All lamps light up briefly. "ID card" and the number of the home station are indicated on the display.

or

At another HiPath 4000 or Hicom 300 E/H (not used in US) system in the integrated network:

Insert the chip card.

Enter the code!

Enter the node code for your own HiPath 4000 or Hicom 300 E/H (not used in US) system (check with your system administrator).

Enter your own number and press the pound key.

Deactivating identification at the other telephone

If you logged on with a PIN:

program/service

Press the key. The lamp lights up.

Enter the service code.

or

PIN / COS? ✓

Select and confirm.

Deactivate PIN? ✓

Select and confirm.

Chip card reader:

Identification is deactivated automatically if the other telephone is not used for several minutes.

If you logged on with a chip card:

Remove the chip card when the telephone is in the idle state.

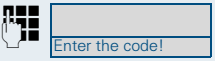
Step by Step

Relocating with the telephone

Check with your system administrator whether this is possible with your telephone system.

After **consulting with your system administrator**, you can log off your telephone from its present station line and then log it on at the new station line. Note that the settings on your telephone (programmed keys) are not affected by the move.

Disconnecting the telephone from its present station line



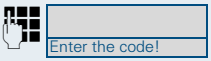
Enter the code for logging off. If you are not sure of the code, check with your system administrator.

Enter PIN.

Remove the telephone line cord from the jack.

Reconnecting the telephone at the new station line

Insert the telephone line cord in the jack.



Enter the code for logging on. If you are not sure of the code, ask with your system administrator.

Enter PIN.

If you relocate with both a first and a second telephone (for example, executive/secretary configuration), you must first log off from the second telephone, then the first telephone. At the new location, you log on the first telephone first, then the second telephone (Not applicable in the US).

Step by Step

Using HiPath 4000 as an intercommunication system

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

- System-wide voice calling
  - to a variable destination
  - to a fixed destination
- Voice calling in a group
  - to a variable destination
  - to a fixed destination
- Two-way voice calling within a group
  - to a variable destination
  - to a fixed destination
- Announcement to all members of a line group

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

For all functions ensure that the **voice calling protection** for the telephones in question has been **de-activat** → page 21. As far as telephones with no display, e. g. optiPoint 500 entry, are concerned, the voice call protection is de-activated via a key that has been installed.

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

Step by Step

System-wide voice calling

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

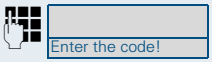
Voice calling to a variable destination

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

Lift the handset.

or

with the handset cradled: Hands-free talking (you cannot use this function with optiPoint 500 economy/basic).



Enter the system code for "voice calling" and

the user's internal call number

or

Press the "voice calling" key (must be installed)

and

enter the user's internal call number.

A connection is immediately made to the destination loudspeaker if

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

The calling party receives a confirmation tone when the connection has been set up and he or she can commence talking.

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

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

The number of voice calls that can be implemented is the same as the possible number of normal connections.

Step by Step

Voice calling to a fixed destination

The system code-number for "voice calling" + the destination call number is programmed onto a repertory key (→ page 58).

Press the programmed repertory key. A connection to the destination loudspeaker is immediately set up.

The other functions are the same as those for "Voice calling to a variable destination" on page 86.

Voice calling in a group

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

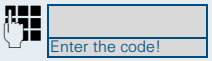
The "voice calling in the group" function is line-independent - anyone can voice call anyone else.

Voice calling to a variable destination

Lift the handset.

or

With the handset cradled: Handsfree talking (you cannot use this function with optiPoint 500 economy/basic).



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

the speed calling code for the group member in question.

or

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

and

the speed calling code for the group member in question.

Step by Step

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

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

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

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

Voice calling to a fixed destination (using repertory key)

The system code-number for "voice calling in the group" + the speed-calling code for the group member in question is stored on the repertory key (→ page 58).

Press the programmed repertory key.
A connection is immediately set up to the destination loudspeaker.

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

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

Step by Step

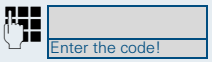
Two-way voice calling to a variable destination

With two-way voice calling within a group the destination loudspeaker and microphone are automatically activated.

Lift the handset.

or

if the handset is cradled: Handsfree talking (you cannot use this function with optiPoint 500 economy/basic).



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

the speed dialing code for the group member in question

or

Press the key for "two-way voice calling in a group" (must be installed)

and

enter the speed dialing code for the group member in question.

The destination telephone's loudspeaker and microphone are automatically activated. .

Two-way voice calling to a fixed destination (on repertory key)

The system code-number for "two-way voice calling in a group" + the speed calling code for the group destination in question are stored on the repertory key (→ page 58).

Press the programmed repertory key.
The destination telephone's loudspeaker and microphone are automatically activated.

Step by Step

Announcement to all members of a line group

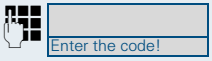
Using this function, you can make a simultaneous announcement to all members (10 to 40) of a line group.

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

Lift the handset.

or

With the handset cradled: Handsfree talking (you cannot use this function with optiPoint 500 economy/basic).



Enter the system code-number for "announcements" and

the internal call number of a group member.

or

Press the "announcement" key (must be installed)

and

enter the internal call number of a group member.

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

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

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

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

Step by Step

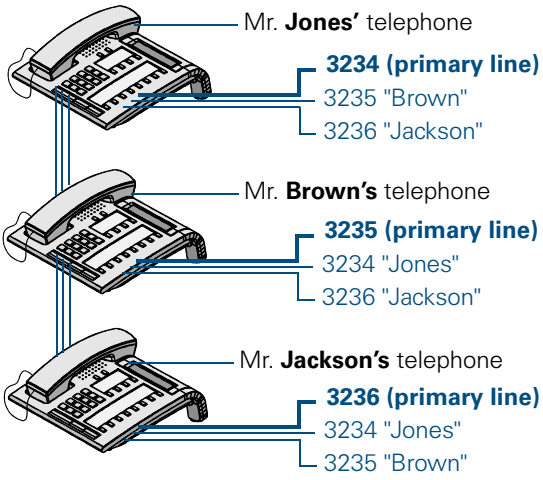
Making multiline calls

Using line keys

Line keys are configured by your system administrator. The station number of each station user is assigned to a line and is the **primary line** of that team member. The same line is configured on the line keys of the other station users as a **secondary line**. Each station user can use any of the line keys that are available.

Numbers that have been saved on **your** telephone can only be used for line key dialing on your **own** telephone.

The following example illustrates how telephones with several line keys are interrelated within a team (keyset configuration).
3234 is the station number of Mr. Jones, 3235 the station number of Mr. Brown and 3236 the station number of Mr. Jackson. Calls can be conducted on all three keys on all three telephones. The line with the user's own station number is always the primary line.



Step by Step

The different states of line key lamps

The lamp is not lit – the line is free and can be used.

or

The lamp is lit – line is busy.

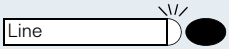
or

The lamp is flashing – a call is on the line: answer the call.

or

The lamp is flashing **faster** – a call is on hold.

or



The lamp is flashing fasest – a call is forwarded – .

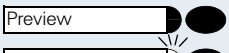
Preview (HiPath 4000)

You are speaking on one line. A call is incomming on another line key. You can use the call preview function to find out who is calling on this line. The information is shown in the display. You can also find out which caller is waiting on a line key that you have previously put on hold or exclusive hold. In addition, you can see information about the caller on the active line you are currently using.

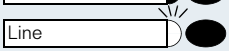
The preview key must be configured by your system administrator.

Precondition: You have accepted a call on a line key. The lamp on another line key is flashing **fast**.

Activating the preview function



Press the key. The lamp lights up.



Press the desired line key.

Information is displayed about the caller or the waiting or parked user.

Deactivating the preview function

Press the key. The lamp goes out.

The menu line returns to the original state.

Step by Step

Taking calls on line keys

If several calls are received at the same time, you can take the calls in the order in which they are offered to you - or you can give priority to certain calls.

Precondition: Your system administrator has specified the sequence in which incoming calls are answered.

Taking calls in the order offered

Your telephone **rings** (ringing signal). The caller is displayed, for example, "3235 Brown". The lamp for the relevant line key flashes rapidly.

Lift the handset.

or

Press the key. You are in speakerphone mode (optiPoint 500 economy/basic[1] does not have speakerphone).

Taking calls with priority

Your telephone **rings** (ringing signal). The caller is displayed, for example, "3235 Brown". The lamp at the relevant line key flashes rapidly. The lamps at other line keys also flash rapidly.

Press the line key to which you are giving priority. The name of the other caller (for example, "3236 Jackson") is displayed briefly.

Lift the handset.

or

Press the key. You are in speakerphone mode.

1. optiPoint 500 economy is not supported in the US

Step by Step

Activating/deactivating ringer

When you are making a call on a line, you may be disturbed by the ringing signals for other incoming calls. If ringer cutoff has been configured, your telephone does not ring. Incoming calls are then signalled by the flashing of the line keys.

With the Ringer Cutoff key configured:

Ringer cutoff

To activate ringer cutoff:
Press the key. The lamp lights up.
The telephone does **not** ring for incoming calls.

Ringer cutoff

To deactivate ringer cutoff:
Press the key. The lamp goes out.
The telephone rings for incoming calls.

Via the program/service key:

program/service

Press the key. The lamp lights up.

2 7

Enter the service code.

or

▶ **Feature settings?** ✓

Select and confirm.

▶ **Ringer cutoff?** ✓

Select and confirm.

and

Deactivate? ✓

or

Activate? ✓

Confirm.

Step by Step

Dialing with line keys

Your telephone can be configured with either **automatic** or **selectable** line seizure. Your system administrator specifies whether a line (and which line) is seized automatically when the handset is lifted or when speakerphone is activated.

The display "Please select a line", that you receive after lifting the handset or pressing the loudspeaker key, instructs you to seize a line.

Dialing with automatic line seizure:

Lift the handset.

or

Speaker — Press the key.

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

A display such as "3235 active" means:
a line (3235) has been selected automatically.

The selected key's lamp lights up.

Enter the number.

Dialing with selectable line seizure:

Lift the handset.

or

Speaker — Press the key.

You are prompted to press a free line key:
"Please select a line".

Line — Press the free line key. The lamp lights up.

The display briefly indicates the line number and the line status and then requests you to dial.

A display such as "3236" means:
the selected line (3236) has been seized.

Enter the number.

Step by Step

Identifying the line used

If several lines are seized at the same time, you can find out which line you are conversing on.

With the Show Used Line key configured:

Show used line

Press the key.

Via the program/service key:

program/service

Press the key. The lamp lights up.

8 6

Enter the service code.

or

▶ **More features?** ✓

Select and confirm.

▶ **Show used line?** ✓

Select and confirm.

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

A display such as "3235 active" means:
the selected line (3235) is being used.

Alternating between different lines

Precondition 1: Your system administrator has specified that when the user switches between lines, the lines are placed on hold automatically and can only be cleared again by replacing the handset or by pressing the Disconnect key.

Precondition 2: You are connected to various other parties on two or more lines. These can be either calling parties (→ page 93) or called parties (→ page 95).

You are conducting a call on line 1, for example. The line key of the party on hold flashes slowly.

Line 2

Press the slowly flashing line key. The first party is on hold on line 1.

Line 1

Press the slowly flashing line key. The second party is on hold on line 2.

You can alternate between the parties as often as you wish.

Step by Step

Ending a call on a line key

Replace the handset.

or

Speaker

Press the key that is lit.

Adding another party to a line (conference)

Precondition: There is a call on one of the lines. The line key lamp is lit.

Line

Press the line key. Conference tone can be heard by you and by the users who are already connected. All three parties can now talk to one another. The lamp remains lit.

Adding parties is not possible if the Privacy function has been activated for the line in question.

If one of the three parties replaces the handset, the other two remain connected to each other.

If the remaining parties are yourself (having entered the call) and the person who originally seized the line, consultation is no longer possible.

With automatic privacy configured

Allow bridging

Your primary line can be programmed so that no one can bridge your call. In this case you can allow override, but this permission only applies to the call in progress or to the next call.

You are conducting a call.

or

Lift the handset.

With the privacy key configured:

Privacy

Press the key.

Via the program/service key:

program/service

Press the key. The lamp lights up.

8 8

Enter the service code.

Step by Step

or

▶ **More features?** ✓ Select and confirm.

▶ **Privacy is off?** ✓ Select and confirm.

Bridging is now permitted.

Preventing bridging

Even if the Privacy function has not been configured for your telephone, you can still prevent busy bridging. The Privacy function applies to the call in progress or to your next call.

You are already engaged in a call on a line.

or

Lift the handset.

With the privacy key configured:

Privacy Press the key.

Via the program/service key:

program/service Press the key. The lamp lights up.

8 7 Enter the service code.

or

▶ **More features?** ✓ Select and confirm.

▶ **Privacy is on?** ✓ Select and confirm.

Bridging is not possible.

Terminating a connection on a line key

Replace the handset.

or

Speaker Press the key that is lit.

Step by Step

Holding a call on a line key and retrieving it

Precondition: You have taken a call on a line key (→ page 93) or you are making a consultation call.

Placing on hold:

Press the key.

or

Select and confirm.

The line key of the call on hold flashes . The call can be resumed at any telephone programmed with this line key.

Retrieving the call:

Press the flashing line key. Continue the call.

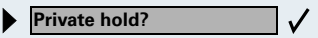
Holding a call on a line key exclusively and retrieving it

Precondition: You have taken a confidential call on a line key or you are making a consultation call.

Placing on hold:

Press the key. The lamp lights up.

or



Select and confirm.

The line key of the call on hold flashes slowly. The call can be retrieved **only at your telephone** and is not signalled at any other telephone.

Retrieving the call:

Press the slowly flashing line key. Continue the call.

Step by Step

Picking up a held call

A colleague in an open-plan office has put a call on hold on a line key and requests you (verbally) to take over the call. Your telephone does not have a key for this line.

Lift the handset.

Direct call pickup? ✓ Select and confirm.

Enter the station number of the telephone at which the call was held. You automatically pick up this call.

Forwarding calls for lines

If you activate call forwarding for a line that can also be accessed at other telephones, the call forwarding function applies to all line keys belonging to this line.

Storing and activating station variable call forwarding for a line

Line Press the line key, for example, for line 3235.

With the call forwarding key:

program/service Press the key. The lamp lights up.

Call forwarding Press the key.

or

Via the program/service key:

program/service Press the key. The lamp lights up.

for Hicom 300 E/H **(**not used in US**)**

Destinations? ✓ Confirm.

Variable call forw.? ✓ Select and confirm.

Then (in each case):

Enter the destination number for call forwarding.

Save? ✓ Confirm. The call forwarding is stored and at the same time activated.

for HiPath 4000

The available types of variable call forwarding for every line are identical with the call forwarding types described above. Therefore, for all further steps see → page 69.

Step by Step

Storing and activating a station fixed call forwarding destination for a line

Line

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

program/service

Press the key. The lamp lights up.

for Hicom 300 E/H (not used in US)

Destinations? ✓

Confirm.

▶ **Fixed call forw.?** ✓

Select and confirm.
The fixed call forwarding destination for the line which has already been stored is indicated on the display. If no fixed call forwarding has been stored, "Nothing stored" is displayed.

New entry? ✓

Confirm.

Enter the new call forwarding destination.

Save? ✓

Confirm. Call forwarding for this line is stored and at the same time activated. It applies to all line keys associated with this line.

for HiPath 4000

The settings for station fixed forwarding for every line are identical with the call forwarding function described above. Therefore, for all further steps see → page 67.

Reactivating station fixed call forwarding for a line (without storing a different destination)

Line

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

With the call forwarding key:

Call forwarding

Press the key. The lamp lights up.

Via the program/service key:

program/service

Press the key. The lamp lights up.

2 5

Enter the service code.

or

▶ **Feature settings?** ✓

Select and confirm.

▶ **Call forwarding?** ✓

Select and confirm.

▶ **Activate?** ✓

Confirm.

You will find further HiPath 4000 features on→ page 67.

Step by Step

Cancelling the station fixed call forwarding destination

Precondition: The telephone is in the idle state. A station fixed forwarding destination has been saved (→ page 101).

Line — Only if it is **not** your primary line:
Press the line key for the required line.

program/service — Press the key. The lamp lights up.

for Hicom 300 E/H (not used in US)

1 2 — Enter the service code.

or

Destinations? ✓ — Confirm.

▶ **Fixed call forw.?** ✓ — Select and confirm.
If a fixed destination has been stored, it is displayed.

and

▶ **Delete?** ✓ — Select and confirm.

for HiPath 4000

The settings for station fixed forwarding for every line are identical with the call forwarding function described above. Therefore, for all further steps see → page 68.

Deactivating call forwarding for a line

Precondition: The telephone is in the idle state. After a line key has been pressed, an activated call forwarding function is indicated on the display.

Line — Only if it is **not** your primary line:
Press the line key for the required line.

With the call forwarding key:

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

Via the program/service key:

program/service — Press the key. The lamp lights up.

2 5 — Enter the service code.

or

▶ **Feature settings?** ✓ — Select and confirm.

Step by Step

▶ **Call forwarding?** ✓	Select and confirm.
▶ **Deactivate?** ✓	Confirm.

You will find further HiPath 4000 features on
→ page 68.

Step by Step

Group call and pickup

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

Telephone in the idle state:

The telephone rings. The display shows: "Call for...".

and

Lift the handset and press the call pickup key. You have now taken over the call.

or

Press the call pickup key only.
You are in the speakerphone mode.

In the course of a call:

Press the call pickup key.
The first party waits while you are connected to the waiting party (→ page 96).

Ending the waiting call – back to the first:

Press the key.

Picking up a specific call

You hear another telephone ring and you know its station number or a colleague asks you (verbally) to pick up a call for a specific telephone.
If you do not know the number, you can have it displayed (→ page 105).

Lift the handset.

▶ **Direct call pickup?** ✓

Select and confirm.

Enter the station number of the telephone for which you wish to (or have been requested to) pick up the call. In this way you pick up the call.

Step by Step

Having the number of the called station displayed

If the number of the station for which you (as a member of a call pickup group) wish to pick up a call does not appear on the display, you can enter the code for "Display on request" after lifting the handset. If you are not sure of this feature access code, ask your system administrator:

Lift the handset.

Enter the code!

After the code has been entered, the station number of the telephone that has been called is displayed.

Taking a call in a hunt group

Calls are distributed to any idle member of a hunt group.

Your telephone rings.

Lift the handset.

Temporarity removing station from hunt group/ adding station to hunt group

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

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

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

program/service

Press the key. The lamp lights up.

2 4

Enter the service code.

or

Feature settings? ✓

Select and confirm.

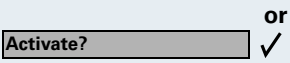
Hunting group? ✓

Select and confirm.

and

Deactivate? ✓

Step by Step



Confirm.

Group park and retrieval of call

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

Parking the call:

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

Replace the handset.

Retrieving the call:

Press the flashing key. Continue the call.

Calling a station directly

Precondition: DSS keys have been configured at your telephone (→ page 62).

The lamp statuses of direct station selection (DSS) keys

The lamp is not lit – the user is not making a call.

The lamp is lit – the user is making a call.

The lamp is flashing – there is an incoming call for the user; the user has not answered it yet.

Step by Step

Calling a direct station selection (DSS) user

Note the lamp status of the DSS key!

The lamp is not lit – the user is not making a call:

Press the DSS key, for example, "Jones".

Lift the handset.

or With the handset on-hook: you are in speakerphone mode.

The lamp is lit – the user is making a call:

Press the DSS key.
You are camped on to the other party's call. He or she hears a tone, the call pickup or connect key flashes at his or her telephone and your name and number are displayed.

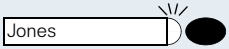
When the other party answers: lift the handset.

or With the handset on-hook: you are in speakerphone mode.

Taking a call for a direct station selection (DSS) user

The called called party is not at his or her normal workplace, for example.

Lift the handset.



Press the flashing key, for example, "Jones".

Step by Step

Making calls in an executive/ secretary team (not used in US)

Each executive/secretary team is configured by your system administrator.

An executive/secretary team can consist of a maximum of 4 executive telephones and 2 secretarial telephones.

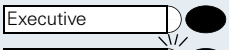
Calling executive or secretary's office

The lamp statuses of direct station selection (DSS) keys

An executive DSS key is configured on the secretary's telephone and a secretary DSS key on the executive's telephone. The meaning of the lamp statuses is the same for both keys. Here is an example for the executive key on the secretary's telephone:

The lamp is not lit – the executive is not making a call.

or



The lamp is lit – the executive is making a call.

or

The lamp is flashing – there is an incoming call for the executive; the executive has not answered it yet.

Making a call to the executive/secretary

Example of a call from the executive to the secretary:

Lamp is not lit – the secretary is not making a call:

Press the key.

Lift the handset.

or Handset on-hook: speakerphone.

Step by Step

Lamp is lit – the secretary is making a call:

Secretary

Press the key.
You are camped on to the secretary's call. The secretary hears an alerting tone; the call pickup key flashes.

If the secretary accepts the call:
Lift the handset.

or

Handset on-hook: speakerphone.

The procedure is the same for a direct call from the secretary's office to the executive – with the executive DSS key.

Taking a call for the executive in the secretary's office

When a call is received for the executive, the telephone rings in the secretary's office.

Lift the handset.

or

Speaker

Press the key. The lamp lights up.
Speakerphone.

Taking a call for the executive during a call in progress

You are making a call.
A call is received for the executive.

Exec. Call pickup

Ask the other party to wait, then press the flashing key.
Answer the call.

Terminating the call – returning to the first call:

Disconnect

Press the key.

Continue your original call.

Step by Step

Extending a call to the executive

Precondition: You have taken a call for the executive in the secretary's office.

Press the DSS key for the executive. You are connected to the executive.

Extending the call with prior announcement:

Inform the executive that a call is waiting.

Replace the handset.

Extending the call without prior announcement:

Replace the handset immediately.

Forwarding calls directly to the executive

When the secretary's office is unattended, calls for the executive can be forwarded immediately to the executive's telephone. The forwarding function can be activated on the secretary's telephone and at the executive's telephone.

To activate:

Press the key. The lamp lights up.

To deactivate:

Press the key. The lamp goes out.

Calls for the secretary are not redirected - only calls for the executive.

Taking a call on the executive's telephone

A call for the executive is not answered by the secretary. After 15 seconds (depending on the system), you hear an alerting tone on the executive telephone. The display indicates who is calling.

Lift the handset.

Press the flashing key.

Step by Step

Taking calls for other executive/ secretary teams

If several executive/secretary teams have been configured, you can pick up calls for other teams.

Lift the handset.

Press the flashing DSS key, for example, "Executive 3".

Call pickup is also possible during a call in progress. Please request the other party to wait briefly before you press the flashing key.

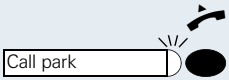
Using second telephone for executive

Precondition: A second telephone has been configured for the executive. The executive's first and second telephones each have a call park key.

Parking a call at the first telephone:

Press the key. The lamp lights up.

Retrieving a call at the second telephone:



Lift the handset.

Press the flashing key.

Step by Step

Activating/deactivating call waiting for executive

As the executive, you can specify whether your calls are to be received in the secretary's office while you are conducting a call. If you are making a call and at the same time expecting an important call, it is advisable to activate the call waiting function, for example.

program/service

Press the key. The lamp lights up.

2 abc 1

Enter the service code.

or

Feature settings? ✓

Select and confirm.

Camp-on? ✓

Confirm.

and

Activate? ✓

or

Deactivate? ✓

Confirm.

Step by Step

Using the call signal function (HiPath 4000)

If a call signal key has been configured on your executive telephone you can generate a call signal on a particular destination telephone (for example, in the secretary's office) by pressing this key. When a call signal is received the number of the calling telephone is displayed briefly on the destination telephone.

The key can be pressed (once or several times) when the phone is idle or while a call is in progress.

If the Call Signal function has not been configured, you can generate a call signal at a destination telephone by lifting the handset and entering the call-signal code number.

Calling a messenger

You can call a messenger at the push of a "Messenger" key if the appropriate function has been configured on the executive telephone. The procedure is the same as described in the section "Storing a repertory dialling number on a key" (→ page 56) - in this case for a messenger.

Designating a deputy for the secretary

The calls for the executive that are normally received in the secretary's office can be diverted to a different telephone. A Function Transfer key must be configured for this purpose. The procedure is the same as described in the section "Saving a repertory dialing number on a key" (→ page 56) - in this case for a deputy.

To activate deputy:

Press the key. The lamp lights up.

To deactivate deputy:

Press the key. The lamp goes out.

Labeling, documentation and accessories

Labeling Key Fields (not used in US)

You can chose from the following options to label the keys with the functions/call numbers saved (→ page 10, → page 11, → page 56):

Labeling

- by hand:
  Labeling strips are delivered with your optiPoint. Write the function or a name on the matching strips within the white field and attach them to your optiPoint.
- with a computer:
  You have access to a CD-ROM (ask your system administrator) with the electronic operating instructions for your HiPath 4000/HiPath AllServe → page 114. You can label your keypads for each PC.
- with a computer via the Internet:
  You will find the "Online Key Labeling Tool" along with the user interface under http://www.hipath.com → "Downloads" → "Software".
  Special labeling sheets, that can be ordered, are available with the corresponding labeling strips for this procedure.
  Labeling sheets can be ordered by the article number from Siemens' Sales Organisation or via the following internet address:
  http://www.click4business-supplies.de
  Article number-labeling sheets:
  A31003-H8400-B993-*-6Z19
  for optiPoint basic/standard/advance paper size - DINA4
  A31003-H8400-B992-*-6Z19
  for optiPoint key module paper size - DINA4

Insert the labeled strips beside the corresponding key pad on your optiPoint and place the transparent cover over them (matte surface up).

Attaching a Station Number Label (not valid for US)

Self-adhesive emergency number labels are also delivered with your optiPoint.

Write the emergency number on the label (fire department, police, own telephone numbers), then remove and insert it in the recess on the telephone when the handset is lifted.

Documentation

You can find this user manual in the Internet in PDF format under

http://www.hipath.com

and on CD-ROM (ask your system administrator) in HTML and PDF format.

The CD-ROM (7 languages) or a printout of this user manual can be ordered via the article number from Siemens' Sales Organisation at the following Internet address.

http://www.click4business-supplies.de

CD-ROM article number:
P31003-H1012-C130-*-6Z19
Article number of this user manual:
A31003-H8400-B307-3-7619

To view and print the operating instructions in PDF format, you need a computer on which the free Adobe Acrobat Reader software package is installed.

To view the operating instructions in HTML format you need a computer with an internet browser, for example, Microsoft Internet Explorer.

Accessories

With the following accessories, you can customize your telephone (not optiPoint 500 eco) to suit your own personal needs. The optiPoint adapters are slide-in modules that can be inserted in the option bay on the bottom of the optiPoint.

optiPoint key module:
Add-on unit with16 freely programmable keys. Up to two of these add-on units can be connected to your phone.

optiPoint acoustic adapter:
For connecting a desk microphone, a headset, speakers and a second handset.
For additional signalization of a call, for example, in a loud environment via an additional ringer, or for controlling lighted displays ("do not disturb" on a door, for example).

optiPoint analog adapter:
For connecting an additional analog telephone, fax machine or a PC with a modem.

optiPoint ISDN adapter:
For connecting an ISDN device, such as an ISDN fax machine, a video unit or a PC with an S_0 interface.

optiPoint phone adapter:
For connecting a second system telephone. The second system telephone can be called via its own telephone number.

optiPoint recorder adapter (not supported in US):
For connecting an external recorder or a second handset.

Headset:
Headset for users with high call volumes.

Second Handset:
For better acoustic quality in noisy environments.

Add-On Microphone:
For speakerphone in difficult acoustic conditions.

Active Speaker Box:
For better acoustic quality when using speakerphone.

For details on the above-mentioned products, please refer to the datasheet for your optiPoint telephone.

Use of computer-aided telephone applications

A PC can be connected via the built-in USB interface on the system telephone (not optiPoint 500 eco) and a USB cable. The "CallBridge TU" TAPI driver software[1], available from Siemens, enables use of numerous market telephone applications on your PC. The USB-adapted TAPI driver software can be downloaded from the Internet at no charge. The Internet adress is http://www.hipath.com (Downloads/Software).

1. CallBridge TU TAPI driver software is only supported in the US on the HiPath 4000 systems

Step by step

Advice for users

Care of the telephone

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

Troubleshooting

There is no response after a key has been pressed:

Check whether the key has become stuck.

No ringing tone when an incoming call is received:

Check whether you have activated the Do Not Disturb function (→ page 22). If you have, cancel this function to receive calls again.

You cannot dial a number:

Check whether you have locked the telephone (→ page 54). If you have, unlock the telephone to make calls again.

The time shown on the display is not correct:

After 24 hours at the latest, the time is corrected automatically (overnight).

All other faults:

First contact your system administrator. If the fault cannot be eliminated, Customer Service must be called in.

Step by step

Dealing with error messages on the display

Time exceeded

Possible cause:

Maximum input time exceeded.
Handset not replaced.

Possible response:

Enter digits more quickly; avoid lengthy pauses between keystrokes.

Please try later

Possible cause:

System is overloaded, no lines free, queue is full.

Possible response:

Wait and then try again later.

Currently not accessible

Possible cause:

a) The function is not available at this time.
b) The number you dialed does not exist.

Possible response:

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

Not possible

or **Incorrect input**

or **Nothing stored**

Possible cause:

Speed dialing number does not exist, timed reminder entered incorrectly, barred or inadmissible input, precondition not met (for example, attempt to toggle without a second party), incomplete dialing.

Step by step

Possible response:

Correct your input, select a permissible option, enter the number in full.

Not authorized

or **Not allowed**

Possible cause:

a) Attempt to use a barred function.
b) PIN entered incorrectly.

Possible response:

a) Contact your system administrator for authorization to activate this function.
b) Enter the PIN correctly.

Not available

Possible cause:

Number not entered completely, star or pound key not pressed.

Possible response:

Enter the number or code correctly (or as instructed).

Protected

Possible cause:

Data transmission in progress.

Possible response:

Wait and then try again later.

Who to contact if a problem occurs

Contact your system administrator for problems lasting longer than, for example, 5 minutes.

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Important functions at a glance

Making a call:

Either: +

Or: + when the other party answers or speakerphone.

Saved number redial:

Save:

Either: The connection has been made. Redial .

Or: Any number: program/service + Redial +

New entry? ✓ + + **Save?** ✓ .

Redial: + Redial .

Last number redial:

+ Last no. redial .

Switching between the handset and speakerphone during a call:

From handset to speakerphone: hold down

Speaker + .

From speakerphone to handset: .

Information during a call in progress (consultation):

Consultation? ✓ + second party .

To terminate: **Release and return?** ✓ .

Alternating between parties (toggling):

▶ **Toggle?** ✓ .

Extending a call:

With prior announcement: **Consultation?** ✓ + + announce call, + .

Without prior announcement: ▶ **Start transfer?** ✓ + + .

Setting up a conference call:

First call + ▶ **Start conference?** ✓ + [keypad] + **Conference?** ✓ + ▶ **Add on to conference?** ✓ + [keypad].

Saving/activating variable call forwarding:

▶ **Variable call forw.?** ✓ + [keypad](destination) + **Save?** ✓ .

Checking call list:

program/service + **Destinations?** ✓ + ▶ **Call log?** ✓ + **Incoming calls?** ✓ or ▶ **Outgoing calls?** ✓ .

Ending: program/service .

Dialing displayed call: ▶ **Output?** ✓ .

Saving individual speed dialing numbers:

program/service + **Destinations?** ✓ + ▶ **Speed dialing?** ✓ + [keypad] (0...9) + **New entry?** ✓ + [keypad] (destination) + **Save?** ✓ .

Dialing with individual speed dialing numbers:

program/service + ▶ **Use speed dialing?** ✓ + [keypad] (0...9).

Switching telephone off/on again to make a call:

program/service + ▶ **PIN / COS?** ✓ + ▶ **Change COS?** ✓ + [keypad](PIN).

Saving/changing a number on a key for repertory dialing:

program/service + [ ] + **New entry?** ✓ + [keypad] (destination) + **Save?** ✓ .

Saving a timed reminder:

program/service + ▶ **Reminder?** ✓ + **New reminder?** ✓ + [keypad] (time with 3 or 4 digits) + **Save?** ✓ .

Maximum Service Menu functions available (HiPath 4000)

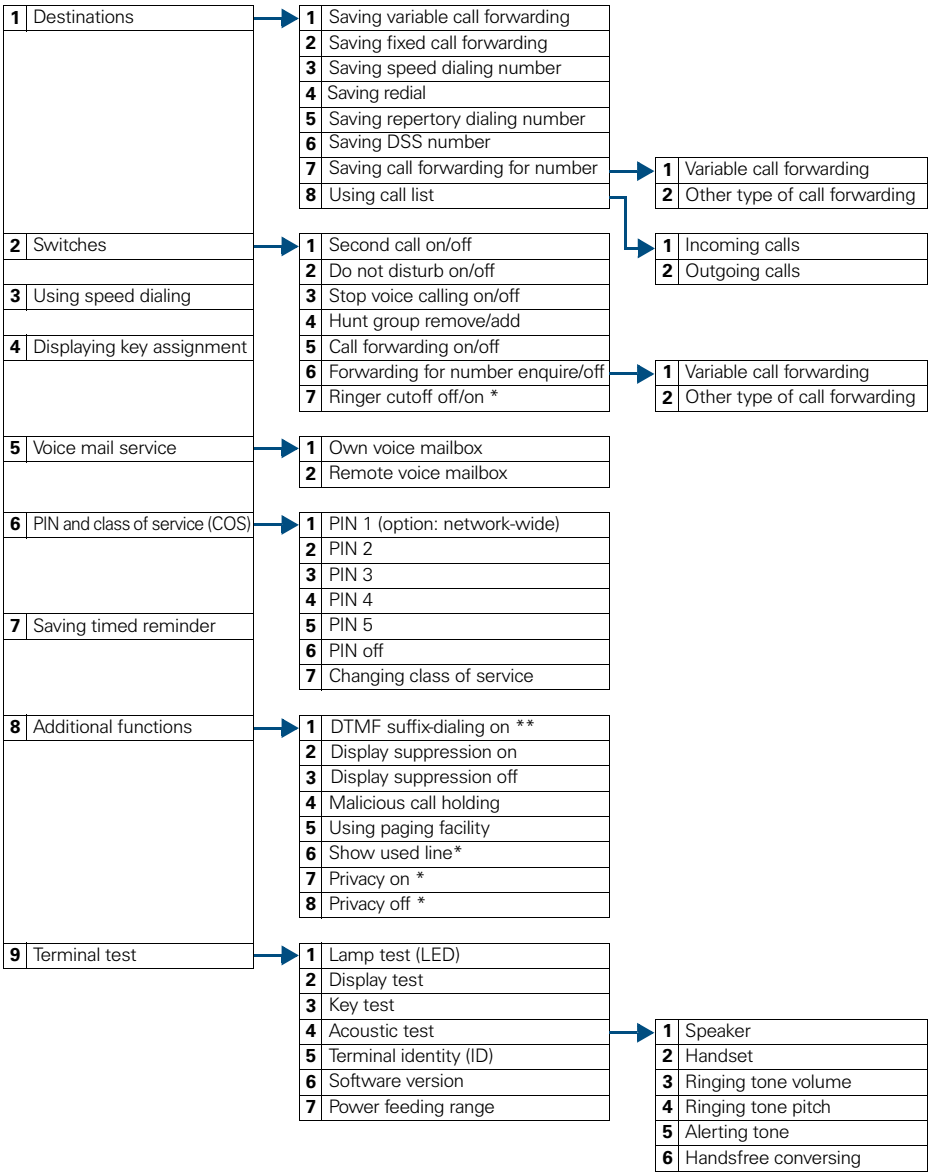
Press the "program/service" key. Use ◀ ▶ and ✓ in order to select functions.
Or use the service codes, e.g. **2 1** for "second call on/off".

1	Destinations	**1**	Call forwarding	**1**	Variable forwarding
				2	Fixed forwarding
				3	Forwarding for internal
				4	Forwarding for external
				5	Forwarding for busy
				6	Forwarding after time
				7	Forwarding f. busy/after time.
		2	Saving speed dialing number		
		3	Saving redial		
		4	Saving repertory dialing number		
		5	Saving DSS number		
		6	Saving call forwarding for number		
		7	Using call list	**1**	Incoming calls
				2	Outgoing calls
2	Switches	**1**	Second call on/off		
		2	Do not disturb on/off		
3	Using speed dialing	**3**	Stop voice calling on/off		
		4	Hunt group remove/add		
4	Displaying key assignment	**5**	Call forwarding on/off		
		6	Forwarding for number enquire/off		
		7	Ringer cutoff off/on *		
5	Voice mail service	**1**	Own voice mailbox		
		2	Remote voice mailbox		
6	PIN and class of service (COS)	**1**	PIN 1 (option: network-wide)		
		2	PIN 2		
		3	PIN 3		
7	Saving timed reminder	**4**	PIN 4		
		5	PIN 5		
		6	PIN off		
		7	Changing class of service		
8	Additional functions	**1**	DTMF suffix-dialing on **		
		2	Display suppression on		
		3	Display suppression off		
		4	Malicious call holding		
		5	Using paging facility		
		6	Show used line*		
		7	Privacy on *		
		8	Privacy off *		
9	Terminal test	**1**	Lamp test (LED)		
		2	Display test		
		3	Key test		
		4	Acoustic test	**1**	Speaker
				2	Handset
				3	Ringing tone volume
				4	Ringing tone pitch
				5	Alerting tone
				6	Handsfree conversing
		5	Terminal identity (ID)		
		6	Software version		
		7	Power feeding range		

***** Telephone with line keys and multi-line access (keyset).

Maximum Service Menu functions available (Hicom 300 E/300 H)

Press the "Service Menu" key. Use ◁ ▷ and ✓
to select functions. Or use the service codes, for example, **2 1** for "waiting call on/off".



***** Telephone with line keys and multi-line access (keyset).

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