Documentation

HiPath 500, HiPath 3000, HiPath 5000
OpenStage 20 T

User Guide

Communication for the open minded

Siemens Enterprise Communications
www.siemens-enterprise.com

SIEMENS

Important information

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

Trademarks

C E	The device conforms to the EU directive 1999/5/EC as attested by the CE marking.
	All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.

Proper disposal and separate collection of your old appliance will help prevent potential damage to the environment and human health. It is a prerequisite for reuse and recycling of used electrical and electronic equipment.

For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.

The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may impose other regulations regarding the disposal of electrical and electronic equipment. |

Location of the telephone

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

Product support on the internet

Information and support for our products can be found on the Internet at: http://siemens-enterprise.com/.

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

Contents

Enhanced phone functions 32

General information

About this manual

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

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

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

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

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

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

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

Service

> The Siemens service department can only help you if you experience problems or defects with the phone.
> Should you have any questions regarding operation, your specialist retailer or network administrator will gladly help you.
> For queries regarding connection of the telephone, please contact your network provider.

If you experience problems or defects with the phone, please dial the service number for your country.

Intended use

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

Telephone type

OpenStage 20 T

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

Speakerphone quality and display legibility

• To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
• Proceed as follows to optimize display legibility:
  – Turn the phone to tilt the display. This ensures you have a frontal view of the display while eliminating light reflexes.
  – Adjust the contrast as required → page 89.

Getting to know your OpenStage phone

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

The User Interface of Your OpenStage 20 T

1	You can make and receive calls as normal using the **handset**.
2	The **display** permits intuitive operation of the phone → page 14.
3	The **function keys** allow you to call up the most frequently used functions during a call (e.g. Disconnect) .
4	☑ **mailbox key** and ☰ **menu key**.
5	**Audio keys** are also available, allowing you to optimally configure the audio features on your telephone .
6	The **3-way navigator** is a convenient navigation tool .
7	The **keypad** is provided for input of phone numbers/codes.

Properties of your OpenStage 20 T

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

Keys

Function keys

Key	Function when key is pressed
↤	End (disconnect) call ➔ page 23.
→→	Redialing ➔ page 23.
↳	Button for call forwarding (with red LED key)[1] ➔ page 27.
⊗	Activate/deactivate microphone (also for speakerphone mode) ➔ page 24.

[1] If the LED key flashes on the phone, your phone was configured as a forwarding destination.

Mailbox key and Menu key

Key	Function when key is pressed
▢	Open mailbox (with red LED key) ➔ page 15.
≡	Open Program/Service menu (with red LED key) ➔ page 17.

Audio keys
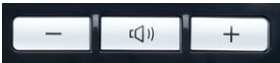
Key	Function when key is pressed
−	Reduce volume and set contrast brighter ➔ page 89.
◁))	Turn speaker on/off (with red LED key) ➔ page 20.
+	Increase volume and set contrast darker ➔ page 89.

3-way navigator

Remove the protective film from the ring around the 3-way naviga-tor before using the phone.

With this control, you can manage most of your phone's functions, as well as its displays.

Operation	Functions when key is pressed
Press the ⊙ key.	In idle mode: • Open the idle menu → page 14 In lists and menus: • Scroll down
Press the ⊙ key.	In idle mode: • Open the idle menu → page 14 In lists and menus: • Scroll up
Press the ⊛ key.	Entry selected: • Perform action

Keypad

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

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

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

Multi-function keys

Function	$\boxed{*}$	$\boxed{\#}$
Long press (key held down)	Turn ringtone on/off → page 91.	Turn phone lock on/off → page 61.
Text input → page 13	Next letter in upper case.	Delete character.

Character overview

Key	1x	2x	3x	4x	5x
$1\;\sqcup$	[1]	1			
2_{abc}	a	b	c	2	
3_{def}	d	e	f	3	
4_{ghi}	g	h	i	4	
5_{jkl}	j	k	l	5	
6_{mno}	m	n	o	6	
7_{pqrs}	p	q	r	s	7
8_{tuv}	t	u	v	8	
9_{wxyz}	w	x	y	z	9
$0+$	+	.	-	0	
$*$	[2]				
$\#$	[3]				

[1] Space
[2] Next letter in upper case
[3] Delete character

Text input

Enter the required characters via the keypad.

Select the functions using the keys ⊙ and ⊙.

Confirm your entry with ⊛.

Display

Your OpenStage 20 T comes with a tilt-and-swivel black-and-white LCD display. Adjust the tilt and contrast to suit your needs → page 89.

Idle mode

Your phone is in idle mode when there are no calls taking place or settings being made.

Example:

```
                                            ──────── Time
  ┌─────────────────────────────┐
  │ 13:15          MON 02.03.07  │ ──────── Date
  │ 220870                    ▲  │
  │                           ▼  │
  └─────────────────────────────┘
                                            ──────── Open the idle menu

                                            ──────── Own phone number
```
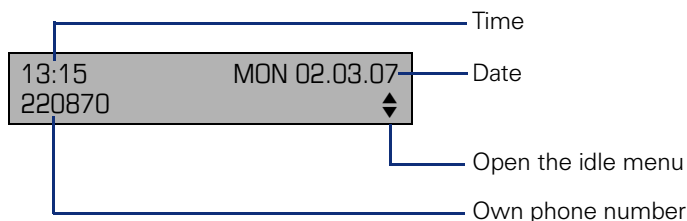
Idle menu

When in idle mode, press a key on the 3-way navigator → page 12 to display the idle menu. You can call up various functions here. The idle menu includes selected functions from the Program/Service menu → page 17.

It may contain the following entries:
- Caller list
- Forwarding on
- Lock phone
- DND on[1]
- Advisory msg. on
- Ringer cutoff on
- Send message
- View sent message[2]
- View callbacks[3]
- Directory
- HF answerback on
- Suppress call ID
- Waiting tone off
- DISA intern

[1] Must be activated by service personnel.
[2] Only appears when there are messages that the recipient has not yet viewed
[3] Only appears if callback requests are saved

Mailbox

Depending on the type and configuration of your communications platform (contact the relevant service personnel), messages from services, such as HiPath Xpressions are displayed in this application in addition to messages received.

Messages

You can send short text messages to individual internal stations or groups.

In idle mode (➔ page 14) the following signals alert you to the presence of new messages:

- ☑ key LED lights up
- Displays "Messages received".

Press the mailbox key ☑.

Example:

Caller ID

```
Message from: Coco, Chanel
Text?                    ⬍
```

Function menu

Display message
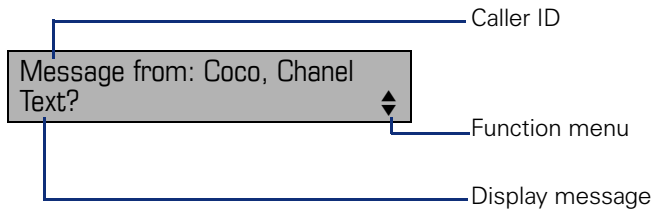
▐▐▐➡ For a description of how to edit the entries ➔ page 66.

Voicemail

If your telephone is connected to a voicemail system (such as Entry Voice Mail), the Mailbox key will also light up to alert you to any messages that have arrived.
An appropriate message also appears on the display (for instance, in Entry Voice Mail: "<x> new messages").

To play back your voicemail, follow the instructions on the display.

Caller list

If you are unable to accept an external or internal call, the call attempt is stored in the caller list.
You can also store external calls that you have answered in the caller list (contact your service personnel).

Your telephone stores up to ten calls in chronological order. Each call is assigned a time stamp. The most recent entry not yet answered in the list is displayed first. Multiple calls from the same caller do not automatically generate new entries in the caller list. Instead, only the most recent time stamp for this caller is updated and its number incremented.

The caller list is automatically displayed → page 14 in the idle menu → page 37.

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

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

Example:

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

Caller ID

Function menu
Time
Date
Telephone status during a call attempt
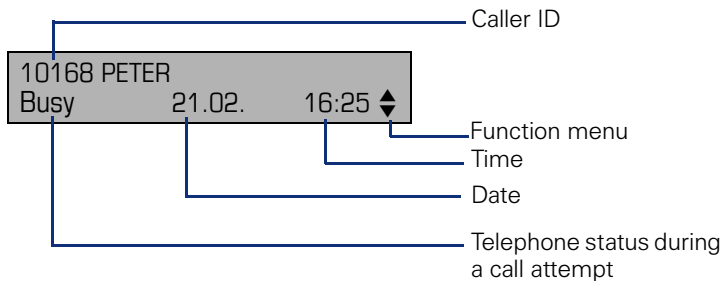
> For a description of how to edit the call logs → page 37.

Program/Service menu

Use the $\boxed{\geq}$ menu key to reach the Program/Service menu for your communication system.

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

Example:

Menu title

Program/Service:
*7=Use speed dialing?   ⬍

Further entries are available

Menu option
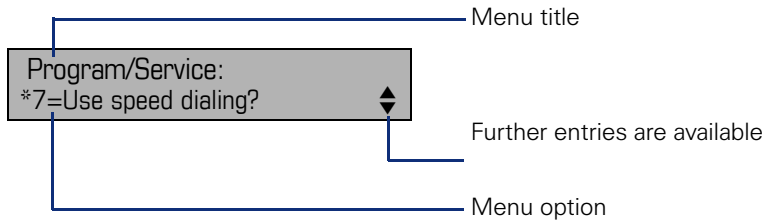
A double arrow next to an entry indicates the availability of additional options for this entry. The menu structure comprises several levels. The first line in this structure shows the menu currently selected while the second line shows an option from this menu.

Accessing the menu

There are three ways to open the Program/Service menu on your communication system:

1. Press the menu key $\boxed{\geq}$. Use the ⌄ or ⌃ keys to select an option and confirm with the Ⓞ key.

2. Press ⌄ or ⌃ and select a function from the idle menu → page 14.

3. In idle mode, press $\boxed{\#}$ or $\boxed{*}$ and the code for the function you want.

> For an overview of the maximum functions available, with corresponding codes, see .

Basic functions

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

Answering a call

Special default ring signaling is set for your telephone:

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

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

The number or the name of the caller appears on the display.

Answering a call via the handset

The phone is ringing. The caller appears on the screen.

➤ Lift the handset.

+ **or** − Raise or lower the volume. Keep pressing the key until the desired volume is set.
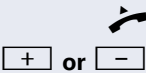
Answering a call via the loudspeaker (speakerphone mode)

Suggestions for using speakerphone mode
- Tell the other party that you are using speakerphone mode.
- The speakerphone works bests at a low receiving volume.
- The ideal distance between the user and the telephone set in speakerphone mode is about 50 cm (approx. 20 inches).

The phone is ringing. The caller appears on the screen.

🔊   Press the key shown. The LED lights up.

if nec. ➕ **or** ➖   Raise or lower the volume. Keep pressing the key until the desired volume is set.

Ending a call

🔊   Press the key shown. The LED goes out.

or

↪   Press the key shown.

Switching to speakerphone mode

Prerequisite: You are conducting a call via the handset.

◁)) ➤   Hold down the key and replace the handset. Then release the key.

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

U.S. mode

If the country setting is set to U.S. (ask the service personnel), you do not have to hold down the loudspeaker key when replacing the handset to switch to speakerphone mode.

◁))   Press the key shown.

➤   Replace the handset. Proceed with your call.

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

Switching to the handset

Prerequisite: You are engaged in a call in speakerphone mode.

➤ **and** ☎   Lift the handset. Proceed with your call.
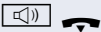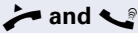
Open listening in the room during a call

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

Prerequisite: You are conducting a call via the handset.

Activating

🔊 Press the key shown. The LED lights up.

Deactivating

🔊 Press the key shown. The LED goes out.

Making calls

Off-hook dialing

➤ Lift the handset.

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

The called party does not answer or is busy:

➤ Replace the handset.

On-hook dialing

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

The other party answers with speaker:

➤ Lift the handset.

or On-hook dialing: Speakerphone mode.

The called party does not answer or is busy:

🔊 Press the key shown. The LED goes out.

Redialing a number

The last three external telephone numbers dialed are stored automatically.

> If this feature is configured (contact your service personnel), account codes entered are also saved → page 56.

You can redial them simply by pressing a key.

Displaying and dialing saved station numbers

→→ Press the key once to dial the number last dialed.

Press the key twice to dial the next to the last number dialed.

Press the key three times to dial the third-to-the-last number dialed.

or

Next?

Keep confirming until the phone number you want appears.

Call?

Select and confirm the option shown.

Ending a call

⌢ Replace the handset.

or

⇥ Press the key shown.

23

Rejecting calls

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

The phone is ringing. The caller appears on the screen.

⟞⟶ Press the key shown.

If a call cannot be rejected, your telephone will continue to ring. The message "Currently not possible" is displayed (e.g. in the case of recalls).

Turning the microphone on and off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the handsfree microphone. You can also switch on the handsfree microphone to answer an announcement via the telephone speaker (speaker call, → page 33).

Prerequisite: A connection is set up, the microphone is activated.

⟨🎤⟩ Press the key shown. The LED lights up.

or

⟨🎤⟩ Press the lit key. The LED goes out.

Calling a second party (consultation)

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

| Consultation? |

Confirm.

📳 Call the second party.

Return to the first party:

| Return to held call? |

Confirm,

or

| Quit and return? |

select and confirm the option shown.

Switching to the held party (alternating)

| Toggle/Connect? |

Select and confirm the option shown.

Combine the calling parties into a three-party conference

| Conference? |

Select and confirm the option shown.

Allowing call partners to continue a conference after you exit

| Leave conference? |

Select and confirm the option shown.

Step by Step

Transferring a call

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

Confirm.

Consultation?

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

📞 Announce the call, if necessary.

☎ Replace the handset.

or

Transfer?

Select and confirm the option shown[1].

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" ➔ page 93

Call forwarding

Using variable call forwarding

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

When call forwarding is active, a special dial tone sounds when you lift the handset.

If DID DTMF is active (contact your service personnel), you can also forward calls to this destination.
Destinations: fax = 870, DID = 871, fax DID = 872.

The call forwarding key flashes if you are a call forwarding destination → page 11.

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 84!

⬜↪ Press the key shown.

or

⊙ Open the idle menu → page 14.

| Forwarding on? |

Select and confirm the option shown.

| 1=all calls? |

Confirm,

or

| 2=external calls only? |

select and confirm the option shown,

or

| 3=internal calls only? |

select and confirm the option shown.

▦ Enter the destination number.

| Save? |

Confirm.

Deactivating call forwarding

⬜↪ Press the key shown.

or

| Forwarding off |

Select and confirm the option shown.

Using call forwarding no reply (CFNR)

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

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

```
*495=CFNR on?
```

Select and confirm the option shown.

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

```
Save?
```

Confirm.

Deactivating call forwarding no reply

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

```
#495=CFNR off?
```

Select and confirm the option shown.

```
Delete?
```

Confirm.

or

```
Exit
```

Select and confirm to deactivate but not delete the forwarding destination.

If CFNR is activated, when you hang up, "CFNR:" appears briefly on the display.

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

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

⌐≡⌐ Press the key shown.

| Trunk FWD on? |

Select and confirm the option shown.

| 1=immediate? |

Select and confirm the required type of call forwarding

or

| 2=on no answer? |

select and confirm the option shown.

or

| 3=on busy? |

select and confirm the option shown.

🎽 Enter your DID number.

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

| Save? |

Confirm.

Deactivating call forwarding

| Trunk FWD off? |

Select and confirm the option shown.

| |

Confirm the displayed call forwarding type.

🎽 Enter your DID number.

Using callback

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

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

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

Storing a callback

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

Callback?

Confirm.

Accepting a callback

Prerequisite: A callback was saved. Your telephone rings. "Callback: ..." appears on the display.

\^ Lift the handset.

or

🔊 Press the key shown. The LED lights up.

or

Answer?

Select and confirm the option shown.

You hear a ring tone.

Step by Step

Viewing and deleting a stored callback

📞 Open the idle menu → page 14.

View callbacks?

Select and confirm the option shown[1].

Next callback?

Select and confirm to display additional entries.

Deleting a displayed entry

Delete?

Confirm.

Ending retrieval

Exit?

Select and confirm the option shown.

or

⌐≡⌐ Press the key shown. The LED goes out.

or

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

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 93

Enhanced phone functions

Answering calls

Accepting a specific call for your colleague

You hear another telephone ring.

⌨ Press the key shown.

More features? ⬍

Select and confirm the option shown.

*59=Pickup - directed?

Select and confirm the option shown[1].

if nec.

Next?

Select and confirm, until the phone number/name of the desired subscriber is displayed.

Accept call?

Confirm.

or

📳 If you know the number of the telephone that is ringing, enter it directly.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 93

Using the speakerphone

A colleague addresses you directly over the speaker with a speaker call. You hear a tone before the announcement. The other party's name or station number appears on the screen.

You can conduct the call with the handset or in speakerphone mode.

\^ Lift the handset and answer the call.

or

Mute off?

Press the "OK" key to confirm your selection and answer the call.

or

$\boxtimes$ Press the key and answer the call.

> If handsfree answerback is enabled (see below), you do not need to switch on the microphone - you can answer directly. You can answer immediately in speakerphone mode.
> If handsfree answerback is disabled (default setting), follow the procedure described above.
>

Enabling and disabling handsfree answerback

HF answerback on?

Select and confirm the option shown,

or

HF answerback off?

select and confirm the option shown.

Step by Step

Answering calls from the entrance telephone and opening the door

If an entrance telephone has been programmed, you can use your telephone to speak to someone at the entrance telephone and to activate a door opener.
If you have the proper authorization (contact your service personnel), you can activate the **door opener**, enabling visitors to open the door themselves by entering a 5-digit code (using a DTMF transmitter or installed keypad).

Speaking to visitors via the entrance telephone

Prerequisite: Your telephone rings.

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

or

📞 Lift the handset after more than thirty seconds.

▦ Dial the entrance telephone number.

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

| Open door? |

Confirm.

Opening the door from your telephone without calling the entrance telephone

| ⌦ | Press the key shown.

| *61=Open door? |

Select and confirm the option shown.

▦ Dial the entrance telephone number.

> ⮊ Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 88!

Opening the door with a code (at the door)

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

Step by Step

Activating the door opener

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

| *89=Door opener on? |

Select and confirm the option shown.

📟 Dial the entrance telephone number.

📟 Enter the five-digit code. Default code = "00000".

or

| 3=change password? |

Select the displayed function and press the "OK" dialog key to change the code.

| 1=enable with ring? |

Select and confirm the option shown.

or

| 2=enable w/o ring? |

You can also open the door without a doorbell ring.

Deactivating the door opener

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

| #89=Door opener off? |

Select and confirm the option shown.

35

Making calls

En-bloc sending/correcting numbers

If this feature is configured (contact your service personnel), a connection is not attempted immediately when a station number is entered. This means that you can correct the number if necessary.
The station number is only dialed at your specific request.

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

Dialing entered/displayed numbers

➤ Lift the handset.

or

Please dial?

Confirm.

Correcting numbers entered

▸▸▸ A station number can only be corrected as it is being entered. Station numbers stored for number redial, for example, cannot be corrected.

Delete number?

Select and confirm the option shown.
The last digit entered in each case is deleted.

📟 Enter the required digit(s).

Canceling en-bloc sending

Cancel?

Select and confirm the option shown.

or

🔊 Press the key shown. The LED goes out.

or

⟷ Press the key shown.

Step by Step

Using the caller list

Detailed information, as well as a sample display entry are provided on → page 16.

Retrieving the caller list

Prerequisite: Service personnel has set up a caller list for your telephone.

⊙ Open the idle menu → page 14.

Caller list?

Confirm the option shown[1].

The latest entry is displayed, see the example on → page 16.

Next?

To view other calls, confirm each subsequent display.

Ending retrieval

Previous menu?

Select and confirm the option shown.

or

⌧ Press the key shown. The LED goes out.

or

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

Displaying the call time

Prerequisite: You have retrieved the caller list and the selected call is displayed → page 16.

Time/date sent?

Select and confirm the option shown.

Dialing a station number from the caller list

Prerequisite: You have retrieved the caller list and the selected call is displayed.

Call?

Select and confirm the option shown.

> The caller is automatically deleted from the caller list when a connection is finally set up.

Removing an entry from the caller list

Prerequisite: You have retrieved the caller list and the selected call is displayed.

Delete?

Confirm.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 93

Step by Step

Dialing a number from the internal directory

The internal directory contains all station numbers and system speed-dial numbers assigned to a name. Contact your service personnel to find out if one was configured for your system.

Prerequisite: Names have been assigned to the station numbers stored in the system.

\^ Lift the handset.

or

\boxed{◁ᵒ} Press the key shown. The LED lights up.

| Directory? |

Confirm.

if nec. If several directories have been configured (not for HiPath 500):

| 1=internal? |

Confirm.
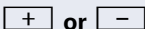
The first entry is displayed on the screen.

\boxed{+} **or** \boxed{−} Scroll to next or previous entry.

or

| Scroll Next? |

select and confirm the option shown,

or

| Scroll Previous? |

select and confirm the option shown.

or

\boxed{▦} Enter the name you want to find, or just the first few letters, using the alphanumeric keypad→ page 12.

if nec.

| Delete Character? |

Select and confirm each letter to be deleted. The last letter entered is deleted. If all letters are deleted, the first entry in the directory will be displayed again.

if nec.

| Delete Line? |

Select and confirm the option shown. All entered letters are deleted, and the first entry in the internal directory is displayed again.

The entry you wish to dial appears on the screen

| Call? |

Select and confirm the option shown.

Step by Step

Using the LDAP directory (not for HiPath 500)

If configured (ask your service personnel), you can search for directory data in the LDAP database and dial the number of any subscriber you find there.

Prerequisite: The LDAP search feature has been configured in the system.

\^ Lift the handset.

or

🔊 Press the key shown. The LED lights up.

Directory

Confirm.

if nec. If several directories have been configured:

2=LDAP?

Select and confirm the option shown.

📳 Enter the name you wish to search for using the keypad (max. 16 characters) ➔ page 12.
You can enter an incomplete name, e.g. "mei" for "Meier".

if nec. If configured (ask your service personnel), you can also search for surname and first name. To separate surname and first name by a space, enter "0". You can enter incomplete names, e.g. "mei p" for "Meier Peter".

if nec.

Delete Character?

Select and confirm each letter to be deleted. The last letter entered is deleted.

▥ In large databases, the results of the search may be incomplete if too few characters are entered ➔ page 40.

Search?

Confirm.
The name is searched for. This may take a few seconds.

39

Step by Step

The result is displayed

If only one name is found, it is displayed.

| Call? |

Confirm.

If several names are found (max. 50), the first name is displayed.

| + | or | − | Scroll to next or previous entry,

or

| Scroll Next? |

confirm,

or

| Scroll Previous? |

select and confirm the option shown.

| Call? |

Select and confirm the option shown.

If no name is found

If your search does not yield any name corresponding to your query, you can extend the range of the search, e.g. by deleting characters.

| Modify search? |

Select and confirm the option shown.
For further procedure, see above.

If too many names are found

If more than the maximum of 50 names are found corresponding to your query, only an incomplete list of results can be displayed.

You can view these results, select any of the names, or change the search string (e.g. narrow the search by entering more characters).

In this case it is advisable to narrow down the search so that all corresponding names can be displayed.

| Show matches? |

Confirm, to view the incomplete list.
For further procedure, see above.

or   Narrow the search down.

| Modify search? |

Select and confirm, in order to change the search string.
For further procedure, see above.

Making calls using system speed-dial numbers

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

[≥≡] Press the key shown.

| *7=Use speed dialing? |

Select and confirm the option shown[1].

📟 Enter a three-digit speed-dial number.

if nec. **Suffix-dialing**

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

Dialing with speed-dial keys

Prerequisite: You have configured speed-dial keys
→ page 41.

[≥≡] Press the key shown.

| *7=Use speed dialing? |

Select and confirm the option shown[1].

[＊] Press the key shown.

📟 Press the required speed-dial key.

Configure a speed-dial key

You can program the keys [0+] to [9wxyz] with ten frequently used phone numbers.

[≥≡] Press the key shown.

| *92=Change Speed Dial? |

Select and confirm the option shown[1].

| Change? |

Confirm.

[＊] Press the key shown.

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

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 93

Step by Step

Change	Confirm.
	📱 First enter the external code and then the external station number.
Save	Confirm.
or	**If you make a mistake:**
Previous?	Select and confirm the option shown. This deletes all entered digits.
Next?	Confirm.
or	
Change?	Select and confirm the option shown,
or	
Delete?	select and confirm the option shown,
or	
Exit?	select and confirm the option shown.

Talking to your colleague with a speaker call

You can make a loudspeaker announcement through a loudspeaker if connected (ask your service personnel), or to an internal user with a system telephone without any action on their part.

⊙ Open the idle menu → page 14.

*80=Speaker call?

Select and confirm the option shown.

📱 Enter the station number.

▓▶ Responding to a speaker call → page 33.

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

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

^ Lift the handset.

⭐ 9wxyz 4ghi 5jkl   Enter the code.

📟 Enter your internal station number.

> Your service personnel can protect your telephone against discreet calling.

Automatic connection setup (hotline)

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

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

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

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

⌷≡ Press the key shown.

> *41=Temporary MSN?

Select and confirm the option shown.

📟 Enter the DID number you wish to use.

📟 Dial the external number.

Step by Step

Associated dialing/dialing aid

If this function has been configured (contact your service personnel), you can use a dialing aid to dial numbers and set up calls for your telephone.
The operating procedure depends on whether the dialing aid is connected to the S_0 **bus** or the **a/b (T/R) port.**

You can also use your system telephone as a dialing aid for other telephones.

Dialing aid on the S0 bus

On the PC, select a destination and start dialing.

\ The speaker on your telephone is switched on. Lift the handset when the other party answers.

Dialing aid at the a/b (T/R) port

On the PC, select a destination and start dialing.

"Lift the handset" appears on the PC screen.

\ Lift the handset.

Dialing aid from your telephone for another telephone:

⌐≡⌐ Press the key shown.

*67=Associated dial?   Select and confirm the option shown.

🔢 Enter the internal station number ("Dial for:").

🔢 Enter the number you wish to dial.

During a call

Using call waiting (second call)

Callers can still reach you while you are engaged in another call. A signal alerts you to the waiting call.
You can ignore or accept the second call.
When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on.
You can block the second call or the signal tone (→ page 46).

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

Ending the first call and answering the waiting call:

Replace the handset. Your telephone rings.

Answer the second call. Lift the handset.

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

Call waiting?

Select and confirm the option shown.

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

Ending the second call and resuming the first one

Quit and return?

Confirm.

or

Replace the handset. "Recall" appears on the display.

Lift the handset.

Step by Step

Preventing and allowing call waiting (automatic camp-on)

If this function has been configured (ask your service personnel), you can prevent or allow a second call → page 45 from being signaled by automatic camp-on during an ongoing call.

⌕≡   Press the key shown.

| #490=Call wait.trm.off? |

Select and confirm the option shown[1],

or

| *490=Call wait.term.on? |

select and confirm the option shown.

Turning the call waiting tone on and off

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

Activating

⊙   Open the idle menu → page 14.

| Waiting tone off? |

Select and confirm the option shown.

Deactivating

⊙   Open the idle menu → page 14.

| Waiting tone on? |

Select and confirm the option shown.

Saving a number

You can save your call partner's station number for subsequent redialing from the caller list → page 37.

Prerequisite: You are conducting a call.

| Save number? |

Select and confirm the option shown.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 93

Parking a call

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

Prerequisite: You are conducting a call.

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

| *56=Park a call? |

Select and confirm the option shown.
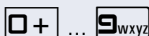
$\boxed{\mathbf{0}+}$ ... $\boxed{\mathbf{9}_{wxyz}}$ Enter the number of the park slot (0 - 9) and make a note of it. If the park slot number you entered is not display-ed, it is already in use; enter another one.

Retrieving a parked call

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

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

| Retrieve call? |

Select and confirm the option shown[1].
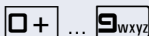
$\boxed{\mathbf{0}+}$ ... $\boxed{\mathbf{9}_{wxyz}}$ Enter the park slot number you noted earlier.
If the park slot number you enter is not in use, you can-not retrieve the call.

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

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 93

Step by Step

Conducting a conference

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

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

Call the first party.

Start conference?

Select and confirm the option shown.

Call the second party. Announce the conference.

Conference?

Select and confirm the option shown.

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

If the second party does not answer

Return to held call?

Confirm.

Adding up to five parties to a conference

Add party?

Confirm.

Call the new party. Announce the conference.

Conference?

Select and confirm the option shown.

Viewing the conference parties

View conf parties?

Select and confirm the option shown. The first party is displayed.

Next?

To display other parties, confirm each subsequent display.

Exit list?

To exit the list: Select and confirm the option shown.

Removing parties from the conference

View conf parties?

Select and confirm the option shown. The first party is displayed.

Next?

Confirm as often as required until the desired party appears.

Remove party?

Select and confirm the option shown.

Step by Step

Leaving a conference

Leave conference?

Select and confirm the option shown.

or

📞 Replace the handset, if this feature is configured (contact your service personnel).

Ending a conference

End conference?

Select and confirm the option shown.

or

📞 Replace the handset, if this feature is configured (contact your service personnel).

Removing the ISDN central office party from the conference

Drop last conf. party?

Select and confirm the option shown.

Step by Step

Activating tone dialing/DTMF suffix-dialing

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

⌧ Press the key shown.

*53=DTMF dialing?

Select and confirm the option shown.

📳 You can use the keys □+ through ⑨ₘₓᵧᵤ, ⭐ and # to transmit DTMF signals.

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

Step by Step

Transferring a call after a speaker call announcement in a group

If this function has been configured (contact your service personnel), you can use a speaker call (announcement, → page 78) to announce a call in progress to a group of users → page 42.
After a member of the group has accepted the call request, you can transfer the waiting party.

Prerequisite: You are conducting a call.

Consultation?

Confirm. The other party is placed on hold.

Press the key shown.

*80=Speaker call?

Select and confirm the option shown.

Enter the group's station number.

Announce the call.
When a member of the group accepts the call → page 33, you are connected to this party.

Replace the handset.

or

Transfer?

Select and confirm the option shown[1].

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

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 93

Step by Step

Send trunk flash (not for HiPath 500)

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

Prerequisite: You have set up an external connection.

▣ Press the key shown.

*51=Trunk flash?

Select and confirm the option shown.

▦ Enter the service code and/or telephone number.

If you cannot reach a destination

Call waiting (camp-on)

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

Camp-on

Wait (approx. 5 seconds) until "Camp-on" appears on the display and the busy tone is followed by the ring tone.

The called party can then respond .

> The called party can prevent automatic call waiting .
>
> If this feature is configured (contact your service personnel), you will hear the ring tone and the message "Camp-on" is immediately displayed.

Busy override – joining a call in progress

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

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

Override?

Select and confirm the option shown.

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

You can now start talking.

Step by Step

Using night answer

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

> Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 85!

Activating

| Night answer on? |

Select and confirm the option shown.

| *=default? |

Press the "OK" dialog key to confirm (standard night answer service).

or

$\boxed{\ast}$ Enter the code (standard night answer service).

or

📱 Enter the destination number (temporary night answer service).
Confirm.

| Save? |

Deactivating

| Night answer off? |

Select and confirm the option shown.

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

Displaying and assigning call charges

Displaying call charges (not for U.S.)

For the current call:

Call charges are shown by default on the display when a call ends.
If you want to display call charges as they occur during a chargeable call, your service personnel must request this option from the network operator.
Call charge display must be requested from the network operator and configured by the relevant service personnel.
Depending on the setting, call charges are displayed during or after a call.
Depending on the network operator, free external calls are also displayed. The message "Free of Charge" appears on the screen either before or during the call.
If the cost indication facility has not been installed, the display will show the dialed number and/or the length of the telephone call.

> If a call is forwarded, call charges are assigned to the destination of the call transfer operation.

For all calls and for the last call

Connection charges for the last chargeable call made are displayed first. After five seconds, the accumulated connection charge (total) is displayed.

☰ Press the key shown.

| *65=Show call charges? |

Select and confirm the option shown[1].

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 93

55

Step by Step

Dialing with call charge assignment

You can assign external calls to certain projects.

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

▸≡ Press the key shown.

Select and confirm the option shown.

*60=Account code?

▦ Enter the account code.

if nec. # Press this key.

or

#=Save?

Confirm.

May be necessary, depending on configuration; contact your service personnel.

▦ Enter the external phone number.

You can also enter the account code during a call.

Privacy/security

Turning ringer cutoff on and off

If you do not wish to take calls, you can activate the ringer cutoff function. Calls are only identified by **one** ring signal, and they are shown on the display.

Activating

Open the idle menu → page 14.

Ringer cutoff on?

Select and confirm the option shown[1],

Deactivating

Open the idle menu → page 14.

Ringer cutoff off?

Select and confirm the option shown.

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 93

Step by Step

Activating/deactivating "Do not disturb"

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

Activating

Open the idle menu → page 14.

DND on?

Select and confirm the option shown.

Deactivating

Open the idle menu → page 14.

DND off?

Confirm.

> When you lift the handset, you will hear a special tone (continuous buzzing) reminding you that "Do not disturb" is activated.
>
> Authorized internal callers automatically override the DND feature after five seconds.

Caller ID suppression

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

Activating

Open the idle menu → page 14.

Suppress call ID?

Select and confirm the option shown.

Deactivating

Open the idle menu → page 14.

Restore caller ID?

Select and confirm the option shown.

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

Silent Monitor (not for HiPath 500)

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

★ 9wxyz 4ghi 4ghi Enter the code.

Enter your internal station number.

Monitoring a room

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

Activating the telephone to be monitored

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

*88=Room monitor?

Select and confirm the option shown.

You can either leave the telephone in speakerphone mode or lift the handset and leave it directed towards the noise source.

Deactivating the telephone to be monitored

$\boxed{\geq\equiv}$ Press the lit key. The LED goes out.

or

Replace the handset.

Monitoring the room

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

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

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

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

*84=Trace call?

Select and confirm the option shown.

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

Step by Step

Locking the telephone to prevent unauthorized use

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

Locking the phone

Hold down the key shown.

or

Open the idle menu → page 14.

Lock phone?

Select and confirm the option shown.

Enter code (telephone lock) → page 63.

> When the phone is locked, a special dial tone sounds when the handset is lifted. Within the system, users can make calls as normal.
>
> Your phone can also be locked or unlocked by an authorized party → page 62.

Unlocking the phone

Hold down the key shown.

or

Open the idle menu → page 14.

Unlock phone

Select and confirm the option shown.

Enter code (telephone lock) → page 63.

Step by Step

Locking another telephone to prevent unauthorized use

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

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

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

| *943=Lock all phones? |

Select and confirm the option shown.

📟 Enter the internal station number of the phone you wish to lock/unlock.

| *=lock phone? |

Confirm,

or

| #=unlock phone? |

select and confirm the option shown.

Saving your PIN

Enter the lock code to use the functions
- Locking the telephone to prevent unauthorized use→ page 61
- Use another telephone like your own → page 68
- Change number → page 69

You can save this code.

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

*93=Change PIN?

Confirm.

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

🖐 Enter the new PIN.

🖐 Re-enter the new PIN.

▥▶ If you forget your code, contact your service personnel. Your code can be reset to "00000".

Step by Step

More functions/services

Appointments function

You can configure your phone to call you to remind you about appointments→ page 65.
You must save the required call times. You can enter a single appointment that will take place in the next twenty-four hours or you can enter a daily recurring appointment.

Saving appointments

[≡] Press the key shown.

| *46=Timed reminder on? |

Confirm.

[📱] Enter a 4-digit time, such as 0905 for 9.05 (= 9.05 a.m.) or 1430 for 14.30 (= 2.30 p.m.).

if nec. [2abc] **or** [7pqrs] If the selected language is "US English" (configure → page 91) you can enter the code 2 for "am" or 7 for "pm" (default = "am").

| One time only? |

Confirm.

or

| Daily? |

Select and confirm the option shown.

| Save? |

Confirm.

Deleting and checking a saved appointment

[≡] Press the key shown.

| #46=Timed reminder off? |

Confirm.

| Delete? |

Confirm.

or

| Exit? |

Select and confirm the option shown.

64

Using timed reminders

Prerequisite: You have saved a reminder → page 64. The saved time arrives.

The phone is ringing. The appointment time is displayed.

Reminder at 1200

🔊 Press key twice.

or

➤ ➤ Lift the handset and replace it again.

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

Sending a message

You can send short text messages to individual stations or groups of stations with system telephones.

Creating and sending a message

◉ Open the idle menu → page 14.

Send message?

Select and confirm the option shown.

📳 Enter the internal station number of the recipient or group.
Select predefined text (can be changed by service personnel) and confirm.

0=Please callback?

or

0+ ... 9wxyz Enter the code directly.
The code is shown on your display with the corresponding message.

or

Enter message text?

Select and confirm the option shown.

📳 Text entry (up to 24 characters) → page 12.

Send?

Confirm.

> Transmitted text messages are saved as callback requests on system telephones with no display and on ISDN, pulse or tone dialing telephones.

Step by Step

Displaying and deleting messages you have sent

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

⊙ Open the idle menu → page 14.

View sent message?

Select and confirm the option shown.

Message sent?

Confirm.

The text message is displayed.

Delete?

Select and confirm the option shown.

The message is deleted.

Viewing and editing incoming messages

Pay attention to the notes on → page 15.

⊠ The LED lights up. Press the key shown.

or

View messages? ♦

Confirm.

The sender's caller ID appears on the display.

Message sent?

Confirm.

The text message appears on the display.

Viewing the transmission time

Time/date sent?

Confirm.

Calling the sender

Call sender?

Select and confirm the option shown.

Deleting messages

Delete?

Select and confirm the option shown.

Step by Step

Leaving an advisory message

You can leave messages/advisory messages on your phone's display for internal callers that wish to contact you in your absence.
When you receive a call, the message appears on the caller's display.

⊙ Open the idle menu → page 14.

Advisory msg. on

Select and confirm the option shown.

0=Will return at:

Select predefined text (can be changed by service personnel) and confirm.

or

□+ ... 9wxyz Enter the code directly.
The code is shown on your display with the corresponding message.

▥ Predefined messages with a colon can be completed by entering a digit.

or

Enter message text?

Select and confirm the option shown.

📱 Enter message (up to 24 characters) → page 12.

Save?

Confirm.

Deleting advisory messages

⊙ Open the idle menu → page 14.

Advisory msg. off?

Select and confirm the option shown.

Step by Step

Using another telephone like your own for a call

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

⌦ Press the key shown.

| PIN and Authorization ◆ |

Select and confirm the option shown.

| *508=Temporary Phone? |

Select and confirm the option shown[1].

📟 Enter the number of the other user.

📟 Enter the other user's lock code → page 63.

if nec.

| Change PIN? |

If the other user has not set a PIN, he or she is prompted to do so on his or her phone.

📟 Dial the external number.

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

[1]   "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 93

Change number (Changed phone/ move/relocate)

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

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

The following procedure is carried out on the new phone.

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

Relocate?

Select and confirm the option shown.

📟 Enter own station number.

📟 Enter code (telephone lock) ➔ page 63.
(Not necessary if you have not set a code.)

Complete relocate?

Confirm.

⏩ If you change numbers of different system phones, programmed keys are replaced with the default assignment.
You can however connect your phone to a different port and then carry out the procedure.

Step by Step

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

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

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

⌨ Press the key shown.

#0=Reset services?

Select and confirm the option shown[1].

---

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 93

Activating functions for another telephone

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

- Do not disturb,
  code: *97/#97 → page 58
- Call forwarding, code *11, *12, *13/#1 → page 27
- Lock and unlock phone,
  code *66/#66 → page 61
- Ringing group
  code *81/#81 → page 78
- Leave an advisory message,
  code *69/#69 → page 67
- Group call,
  code *85/#85 → page 78
- Reset services and functions,
  code #0 → page 70
- Control relays,
  code *90/#90 → page 76
- Night answer,
  code *44/#44 → page 54
- Timed reminders,
  code *46/#46 → page 64

⌧ Press the key shown.

*83=Associated serv?   Confirm.

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

📟 Enter code (for example, *97 for "Do not disturb on").

For any additional input, follow the instructions on your display.

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

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

- Reset services and functions, code #0 → page 70
- Call forwarding, code *1/#1 → page 27
- Lock and unlock phone, code *66/#66 → page 61
- Save your PIN, code *93 → page 63
- Send a message, code *68/#68 → page 65
- Leave an advisory message, code *69/#69 → page 67
- Ringing group, code *81/#81 → page 78
- Group call, code *85/#85 → page 78
- Caller ID suppression, code *86/#86 → page 59
- Camp-on tone, code *87/#87 → page 46
- Open door, code *61 → page 34
- Release door opener, code *89/#89 → page 35
- Control relays, code *90/#90 → page 76
- Do not disturb, code *97/#97 → page 58
- Ringer cutoff, code *98/#98 → page 57
- Dial using speed dial, code *7 → page 41
- Associated service, code *83 → page 71

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

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

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

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

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

or

📳 Dial the external number.

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

Using functions in ISDN via code dialing (keypad dialing)

If authorized (contact your service personnel), you can access ISDN functions in some regions using codes.

⌷≡ Press the key shown.

*503=Keypad dialing?

Confirm.

📳 Enter the required trunk number (contact your service personnel).

📳 Entering a code for required ISDN function (contact your service personnel).

> Contact your network provider to find out which ISDN functions can be code-operated in your country.
>
> Siemens Enterprise Communications GmbH & Co. KG shall not be liable for damages/costs which may be incurred by fraudulent activities or remote operation (such as toll fraud).

Controlling connected computers/ programs/telephone data service

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

Prerequisite: You have set up a connection.

[≥≡] Press the key shown.

| *42=Tel. data service? | Confirm. |

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

Inputs in en-bloc mode:

[0+] ... [9wxyz] Enter data.

[#] Complete entry.

or

| Entry complete? | Confirm. |

or Inputs in online mode:

The connected computer processes your entries directly.

[#] Enter the code.

[0+] ... [9wxyz] Enter data.
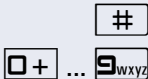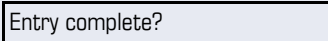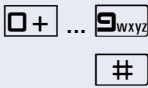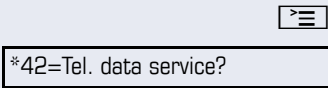
Communicating with PC applications over a CSTA interface

If configured (contact your service personnel), you can use your phone to communicate with PC applications (CSTA = **C**omputer **S**upported **T**elecommunications **A**pplications). You send information to the application and receive information from the application, for example, via your phone display.

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

🖐   Enter the three-digit ID for the application you wish to control.
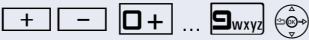
$\boxed{+}$ $\boxed{-}$ $\boxed{0+}$ ... $\boxed{9_{wxyz}}$ ⊙   Use the relevant keys to communicate with the application.

Ending communication with the application

Select and confirm the relevant CSTA message.

or

☎   Lift the handset and replace it again.

Controlling relays (only for HiPath 3000)

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

> Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 87!

| *90=Control Relay On? |

Select and confirm the option shown,

or

| #90=Control Relay Off? |

select and confirm the option shown.

| 1␣ | … | 4ghi | Enter the relay.

Sensors (HiPath 33x0/35x0 only)

If configured (contact your service personnel), sensors are able to recognize signals, call your phone, and display an appropriate message on the screen.

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

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

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

Paging persons

To ensure that you can be found, you must have enabled a ringing group → page 80, call forwarding → page 27 or call forwarding-no answer (service technician) to the internal station number of your PSE. A call request is signaled automatically.

Answering the page from the nearest telephone

➔ Lift the handset.

⁕ 5ⱼₖₗ 9wxyz Enter the code.

📟 Enter own station number.

Using team functions

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

Activating/deactivating a group call

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 83!

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

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

You can activate and deactivate the audible signal for a hunt group, group call or individual trunks in a group.

You are part of a hunt group or call group

Open the idle menu → page 14.

Leave group?

Select and confirm the option shown[1],

or

Join group?

select and confirm the option shown.

You belong to multiple groups

Open the idle menu → page 14.

Leave group?

Select and confirm the option shown[1],

or

Join group?

Select and confirm the option shown,

301 X Group name

If an "X" appears between group/trunk number (such as 301) and group name, the audible tone is active for this group or trunk.

---

[1] "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 93

Step by Step

or

301   Group name

No "X" means that the audible tone is deactivated.

Next?

Confirm. The next group/trunk number is displayed with a group name.

or

Leave group?

Select and confirm the option shown[1].
The audible tone for the group/trunk displayed is deactivated.

or

Join group?

Select and confirm the option shown[1].
The audible tone for the group/trunk displayed is activated.

or

#=Out of hunt group?

Select and confirm the option shown.
The audible tone for all groups and trunks is deactivated.

or

*=In hunt group?

Select and confirm the option shown.
The audible tone for all groups and trunks is activated.

> If you have activated the audible tone for another group/trunk or deactivated the audible tone for all groups/trunks you belong to, you will hear a special dial tone when you lift the handset.

[1]   "Differing display view in a HiPath 4000 environment (not for HiPath 500)" → page 93

Accepting a call for another member of your team

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

Prerequisite: Your telephone rings briefly. "Call for:" appears on the upper display line with the station number or name of the originator; the station number or name of the caller appears on the lower line.

Pickup - group?

Confirm.

Ringing group

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

▐▐▐▶ Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 86!

Saving, displaying, and deleting telephones for the ringing group

⌷☰ Press the key shown.

*81=Ringing group on?

Select and confirm the option shown.

Follow the display prompts (enter the internal station number).

▐▐▐▶ If your phone belongs to a ringing group, your display will show the station number or the name of the originator on the upper line and that of the caller on the lower line.

Removing all telephones in a call ringing group

Ringing group off?

Select and confirm the option shown.

Uniform Call Distribution (UCD)

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

Logging on and off at the beginning and end of your shift

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

UCD?

Select and confirm the option shown.

*401=Log on?

Confirm,

or

#401=Log off?

select and confirm the option shown.

🖐 To log on, enter your identification number ("Agent:").
Contact your service personnel to find out what it is.

Logging on and off during your shift

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

UCD?   ♦

Select and confirm the option shown.

#402=Not available?

Confirm.

or

*402=Available?

select and confirm the option shown.

Step by Step

Requesting and activating a work time

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

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

UCD?

Select and confirm the option shown.

*403=Work on?

Confirm.

or

#403=Work off?

select and confirm the option shown.

Turning the night service on and off for UCD

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

UCD?

Select and confirm the option shown.

*404=UCD night on?

Confirm.

or

#404=UCD night off?

select and confirm the option shown.

Display the number of waiting calls

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

UCD?

Select and confirm the option shown.

*405=Calls in queue?

Confirm.

Special functions in the LAN (not for HiPath 500)

If your telephone is operating in a HiPath 5000 environment, multiple HiPath 3000 systems are interconnected via a LAN (**L**ocal **A**rea **N**etwork, e. g. proprietary PC network). You are conducting a call via the LAN (PC network).
In this instance, you must note certain particularities for some functions. These are described in this section.

Leaving hunt group/group call

Prerequisite: You are part of a hunt group/group call → page 78 in another HiPath 3000:

📞 Open the idle menu → page 14.

DISA intern?

Select and confirm the option shown.

📱 Enter the (DISA) call number of the other HiPath 3000.

⊙ or # Confirm your entry.

📱 Enter the (DISA) station number of your phone.

⊙ or # Confirm your entry.

Leave group?

Select and confirm the option shown,

or

Join group?

select and confirm the option shown.

You belong to multiple groups associated with another HiPath 3000

📱 Enter group number for "directed joining/leaving".

Step by Step

Setting up "follow me" call forwarding

You can activate/deactivate call forwarding HiPath 5000 for your phone from other phones in the → page 27 environment.

🔄 Open the idle menu → page 14.

DISA intern?

Select and confirm the option shown.

📱 (DISA) station number of the HiPath 3000.

⊛ or # Confirm your entry.

📱 Enter the (DISA) station number of your phone.

⊛ or # Confirm your entry.

Activating

🔄 Open the idle menu → page 14.

Forwarding on?

Select and confirm the option shown.

1=all calls?

Confirm,

or

2=external calls only?

select and confirm the option shown,

or

3=internal calls only?

select and confirm the option shown.

📱 Enter the destination phone number.

Save?

Confirm.

Deactivating

🔄 Open the idle menu → page 14.

Forwarding off?

Select and confirm the option shown.

Using night answer

If authorized (contact your service personnel), you can define telephones in other HiPath 3000 communications platforms as the night answer → page 54.

🎧 Open the idle menu → page 14.

DISA intern?

Select and confirm the option shown.

📱 Enter the (DISA) call number of the other HiPath 3000.

**⊛ or # ** Confirm your entry.

📱 Enter the (DISA) station number of your phone.

**⊛ or # ** Confirm your entry.

Activating

🎧 Open the idle menu → page 14.

Night answer on?

Select and confirm the option shown.

📱 Enter the destination number (= temporary night answer service).

Save?

Confirm.

Deactivating

🎧 Open the idle menu → page 14.

Night answer off?

Select and confirm the option shown.

Ringing group

You can have calls for your telephone signaled audibly at external telephones or at telephones in other HiPath 3000 communications platforms → page 80.

Saving, displaying, and deleting telephones for the ringing group

� Press the key shown.

| *81=Ringing group on? |

Select and confirm the option shown.

| Add to ringing group? |

Select and confirm the option shown,

or

| Add another station? |

select and confirm the option shown,

or

| Display/remove? |

select and confirm, then follow the operating instructions.

📟 Enter the station number.

| #=Entry complete? |

Confirm.

| Save? |

Confirm.

| Exit? |

Select and confirm the option shown.

Removing all telephones in a call ringing group

⊙ Open the idle menu → page 14.

| Ringing group off? |

Select and confirm the option shown.

Controlling relays (only for HiPath 3000)

If this feature is configured (contact your service personnel), you can also control relays → page 76 in other HiPath 3000 communications platforms.

🌑 Open the idle menu → page 14.

| DISA intern? |

Select and confirm the option shown.

📟 Enter the (DISA) station number of the HiPath 3000, where you wish to control the relay.

⊛ or ⌗ Confirm your entry.

📟 Enter the (DISA) station number of the phone you wish to use to control the relay.

⊛ or ⌗ Confirm your entry.

| *90=Control Relay On? |

Confirm,

or

| #90=Control Relay Off? |

select and confirm the option shown.

1␣ ... 4ghi Enter the relay.

Opening a door

If this feature is configured (contact your service personnel), you can also activate the door opener → page 34 in other HiPath 3000 communications platforms.

⊝ Open the idle menu → page 14.

| DISA intern? |

Select and confirm the option shown.

📱 Enter the (DISA) station number of the HiPath 3000 where you wish to control the door opener.

⊛ **or** | # | Confirm your entry.

📱 Enter the (DISA) station number of the phone you wish to use to control the door opener.

⊛ **or** | # | Confirm your entry.

| Open door? |

Select and confirm the option shown.

📱 ♩ Dial the entrance telephone number.

Individual phone configuration

Adjusting display settings

Adjusting the display to a comfortable reading angle

You can swivel the display unit. Adjust the display unit so that you can clearly read the screen.

Setting contrast

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

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

Display contrast?   Select and confirm the option shown.

| + | or | − | Change the display contrast. Press the key repeatedly until the desired level is obtained.

⑩   Save.

Adjusting audio settings

Optimize the audio settings on your OpenStage 20 T for your environment and according to your personal requirements.

Adjusting the receiving volume during a call

You are conducting a call.
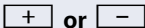
⌊ + ⌋ or ⌊ − ⌋   Raise or lower the volume. Keep pressing the key until the desired volume is set.

⊛   Save.

Adjusting the ring volume
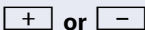
⌊ + ⌋ or ⌊ − ⌋   Press one of the keys shown in idle mode → page 14.

Ring volume?

Confirm.
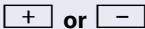
⌊ + ⌋ or ⌊ − ⌋   Raise or lower the volume. Keep pressing the key until the desired volume is set.

⊛   Save.

Adjusting the ring tone
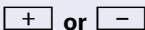
⌊ + ⌋ or ⌊ − ⌋   Press one of the keys shown in idle mode → page 14.

Ring tone?

Select and confirm the option shown.
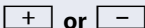
⌊ + ⌋ or ⌊ − ⌋   To adjust the ring tone: Keep pressing the keys until the desired tone is set.

⊛   Save.

Step by Step

Adjusting the speakerphone to the room acoustics

"Quiet room", "Normal room" and "Noisy room".

+ or −   Press one of the keys shown in idle mode → page 14.

Speakerphone mode?   Select and confirm the option shown.

+ or −   To set the room type: Keep pressing these keys until the setting you want appears on the screen.

⊛   Save.

Activating/deactivating the ringer

✱   Hold down the key shown.

Language for system functions

▭   Press the key shown.

More features?   ◆   Select and confirm the option shown.

*48= Select language?   Select and confirm the option shown.

15=Spanish?   Select the language you wish to use (such as "Spanish") and press the "OK" dialog key to confirm.

Testing the phone

Phone functions, testing

You can test your phone's functionality.

Prerequisite: The phone is in idle mode.

��] Press the key shown.

More features?   ◆

Select and confirm the option shown.

*940=Phone test?

Select and confirm the option shown.

If everything is functioning correctly:
- all LEDs on the phone flash (only the menu key LED is continuously lit)
- your station number is displayed
- the ring tone is audible

Differing display view in a HiPath 4000 environment (not for HiPath 500)

Depending on the system configuration, some functions may not always be offered in the display as described in this document.

In addition, display texts may differ from those described in this document according to the system configuration.
The following table provides an overview:

HiPath 3000 display	HiPath 4000 display	Description
Program/Service	Service menu?	→ page 17
Transfer	Transfer?	→ page 26
View callbacks	Show callback destinations?	→ page 31
Pickup - directed	Pickup - directed	→ page 32
Caller list	Call list/log?	→ page 37
Use speed dialing	Use speed dialing?	→ page 41
Change Speed Dial	Speed dial?	→ page 41
Call wait.term.	Second call release?	→ page 46
Call wait.trm.off	Second call on/off	→ page 46
Ringer cutoff on/off	Ringer cutoff on/off?	→ page 57
Join/leave group	Hunt group on/off?	→ page 78

Fixing problems

Responding to error messages

Invalid entry

Possible cause:

Station number is incorrect.

Possible reaction:

Enter correct station number.

Not authorized

Possible cause:

Locked function selected.

Possible reaction:

Apply to service personnel for authorization for relevant function.

Currently not possible

Possible causes:

Dialed a non-existent station number. Called phone is unplugged.

Possible reactions:

Enter correct station number. Call this station again later.

Invalid station number

Possible cause:

Dialed your own station number.

Possible reactions:

Enter correct station number.

Contact partner in the case of problems

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

Troubleshooting

Pressed key does not respond:

Check if the key is stuck.

Telephone does not ring:

Check whether the "Do not disturb" function is activated on your telephone (→ page 58). If so, deactivate it.

You cannot dial an external number:

Check whether your telephone is locked.
If the phone is locked, enter your PIN to unlock it
→ page 61.

To correct any other problems:

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

Caring for your telephone

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

Index

Numerics

A

B

C

S

T

U

V

W

Overview of functions and codes (in alphabetical order)

The following table lists all available functions, as shown on the display. If configured (contact your service personnel), functions can be activated interactively (select and confirm) via the Program/Service menu (select and confirm or enter a code).

Functions (=display)	... Interactively ⊙⊙	... Via the Program/Service menu ⊵☰ → page 17 ⊙⊙	Code
Account code		✓	*60
Advisory msg. on	✓	✓	*69
Advisory msg. off	✓	✓	#69
Associated dial		✓	*67
Associated serv.		✓	*83
Call waiting	✓	✓	*55
Waiting tone off	✓	✓	*87
Waiting tone on	✓	✓	#87
Call wait.term.on		✓	*490
Call wait.trm.off		✓	#490
Callback	✓	✓	*58
View callbacks/Delete	✓	✓	#58
Caller list	✓	✓	#82
Save number	✓	✓	*82
Conference	✓	✓	*3
Start conference	✓		
Add party	✓		
End conference	✓	✓	#3
View conf parties	✓	✓	
Remove party	✓	✓	
Drop last conf. party			*491
Consultation	✓		
Return to held call	✓	✓	*0
Quit and return	✓	✓	*0
Transfer/Accept call	✓		

Functions (=display)	... Interactively ⊙⊙	... Via the Program/Service menu ⊡ → page 17 ⊙⊙	Code
Control Relay On (only for HiPath 3000)		✓	*90
Control Relay Off (only for HiPath 3000)		✓	#90
Data I/O Service			*494
Directory			
1=internal	✓		*54
2=LDAP (not for HiPath 500)	✓		*54
DISA			
DISA intern (not for HiPath 500)	✓	✓	*47
Discreet Call (not for HiPath 500)			*945
DND on	✓	✓	*97
DND off	✓	✓	#97
Door opener on		✓	*89
Door opener off		✓	#89
DTMF dialing		✓	*53
En-bloc dialing			
Dial	✓		
Forwarding on	✓	✓	*1
1=all calls	✓	✓	*11
2=external calls only	✓	✓	*12
3=internal calls only	✓	✓	*13
Forwarding off	✓	✓	#1
CFNR on		✓	*495
CFNR off		✓	#495
Trunk FWD on	✓	✓	*64
Trunk FWD off	✓	✓	#64
HF answerback on	✓	✓	*96
HF answerback off	✓	✓	#96
Hotline			
Join group	✓	✓	*85
Leave group	✓	✓	#85
In hunt group	✓	✓	*85*
Out of hunt group	✓	✓	#85#

Overview of functions and codes (in alphabetical order)

Functions (=display)	... Interac- tively ⊙⊙	... Via the Program/Service menu ⊵ → page 17 ⊙⊙	Code
Keypad dialing		✓	*503
Lock all phones		✓	*943
Lock phone	✓	✓	*66
Unlock phone	✓	✓	#66
Change PIN		✓	*93
Mute on		✓	*52
Mute off		✓	#52
Night answer on	✓	✓	*44
Night answer off	✓	✓	#44
Open door		✓	*61
Override	✓	✓	*62
Page (not for HiPath 500)			
Answer page (not for U.S.)		✓	*59
Park a call		✓	*56
Retrieve call		✓	#56
Phone test		✓	*940
Pickup - directed		✓	*59
Pickup - group	✓	✓	*57
Accept call	✓		
Redial	✓		
Rejecting calls	✓		
Release			
Relocate	✓	✓	*9419
Complete relocate	✓	✓	#9419
Reset services		✓	#0
Ringer cutoff on	✓	✓	*98
Ringer cutoff off	✓	✓	#98
Ringing group on		✓	*81
Ringing group off		✓	#81
Room monitor		✓	*88
Select language		✓	*48

Functions (=display)	... Interactively ◐◑	... Via the Program/Service menu ⊟ → page 17 ◐◑	Code
Send message	✓	✓	*68
View sent message	✓	✓	#68
View messages	✓	✓	#68
Mailbox			
Show call charges (own phone)		✓	*65
Silent monitor (not for HiPath 500)	✓	✓	*944
Speaker call		✓	*80
Suppress call ID	✓	✓	*86
Restore caller ID	✓	✓	#86
Tel. data service			*42
Temporary MSN (not for U.S.)	✓	✓	*41
Temporary Phone		✓	*508
Timed reminder on		✓	*46
Timed reminder off		✓	#46
Toggle/Connect	✓	✓	*2
Trace call		✓	*84
Transfer	✓		
Trunk flash (not for HiPath 500)		✓	*51
UCD			
Log on		✓	*401
Log off		✓	#401
Available		✓	*402
Not available		✓	#402
Work on		✓	*403
Work off		✓	#403
UCD night on		✓	*404
UCD night off		✓	#404
Calls in queue		✓	*405
Use speed dialing		✓	*7
Change Speed Dial? (station)		✓	*92

Communication for the open minded

Siemens Enterprise Communications
www.siemens-enterprise.com