HiPath 4000

optiPoint 500 economy
optiPoint 500 basic
optiPoint 500 standard
optiPoint 500 advance

Operating Instructions

SIEMENS

Global network of innovation

About these Operating Instructions

These Operating Instructions describe the use of the optiPoint 500 economy/basic/standard/standard SL (US only)/advance telephones in conjunction with the HiPath 4000 Communication Server, Version 3.0.

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 118. 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 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.

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 121.

Labels

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

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.

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.
The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition 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 have other regulations regarding the disposal of electrical and electronic equipment.

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Making calls in an executive/secretary team (not used in US) 107

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

optiPoint 500 economy/basic/standard

Keys for telephone settings   Display   Fixed function keys

Handset

Speaker for open listening

Handsfree microphone (only optiPoint 500 standard)

Dialing keypad   Key for confirming a function   Key for scrolling to functions
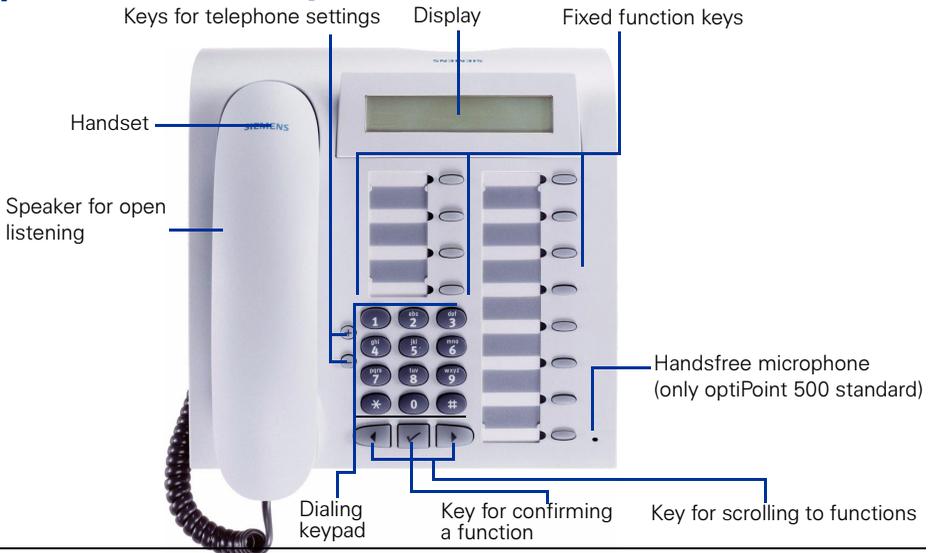
Permanently assigned function keys (example):

| 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] |

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optiPoint 500 advance control panel with optiPoint key modules

Keys for telephone settings

Display

Fixed function keys

Handsfree micro-hone

Handset

Speaker for open listening

Shift key for second key level

Dialing keypad

Key for confirming a function

Key for scrolling to functions

optiPoint 500 key module with additional programmable keys
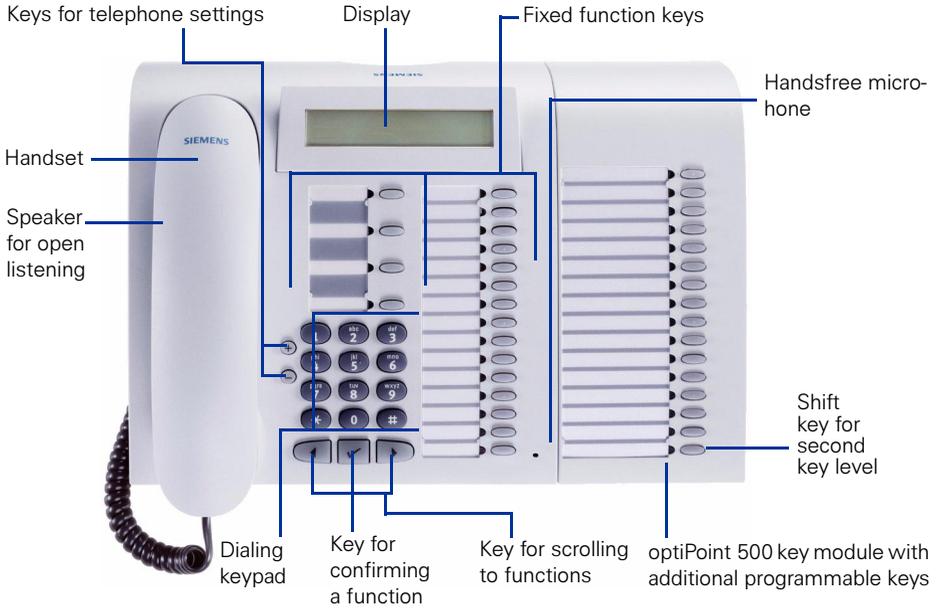
Permanently assigned function keys
for basic, enhanced, multiline and team functions (example):

Variant:

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

*   keyset configuration → page 88 with line keys on the optiPoint 500 key module.

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.
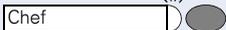
| program/service | ⬛⬤ | Press the key. |

| 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 ✓. |
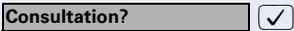
Display

Callback?
Please dial? →

→ 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 ◁ ▷.

How to activate functions

... directly

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

> **UK: Var. call forw. on?** ☑
> **US: Act. FWD-VAR-ALL-BOTH?** ☑

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 81:

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 76, for example

Second call ⬤

Press the key. The function is executed.

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

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)

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.

Optional main menu

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:

Main menu ⬤

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 30.
- 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 28.

Making Calls – Basic Functions

Answering calls

Answering a call with the handset

The telephone rings. The caller is displayed.

Lift the handset.

Answering a call via the speaker key (speakerphone)

This function is not available with
optiPoint 500 economy and optiPoint 500 basic.

The telephone rings. The caller is displayed.
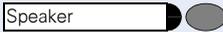
Speaker

Press the key. The lamp lights up.
You are in speakerphone mode.

+ **or** −   Increase or decrease the volume. Keep pressing the
keys until the desired volume level is set.

Ending the call:

Speaker

Press the key. The lamp goes out.

Notes for speakerphone mode:
- Tell the called party that you are using speaker-phone.
- 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.

Switching to speakerphone

This function is not available with optiPoint 500 economy and optiPoint 500 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

This function is not available with optiPoint 500 economy and optiPoint 500 basic.

Precondition: You are on the phone in speakerphone mode.

Lift the handset. Continue the call.

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:
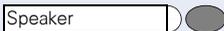
Speaker Press the key. The lamp goes out.

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 (not available with optiPoint 500 economy and optiPoint 500 basic).

The called party is busy or does not answer:
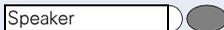
Speaker   Press the key. The lamp goes out.

Ending the call

➤ Replace the handset.

Saved number redial

If your telephone is configured for this type of redialing, you can save a number and then dial it later → page 32. 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 (not available with optiPoint 500 economy and optiPoint 500 basic).

Step by Step

Last number redial

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

`Last no. redial` ⬤ Press the key.

or 📟 `Enter the code!` Enter your individual code for Last Number Redial (if necessary, ask the service personnel).

The other party answers:

➤ Lift the handset.

or With the handset on-hook: speakerphone (not available with optiPoint 500 economy and optiPoint 500 basic).

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 46 during a call in progress.

To switch to the waiting party:

▸ `UK: Toggle?` ☑
▸ `US: Toggle/Connect?` ☑ Select and confirm.

Release the present call – return to the other call:

▸ `Release and return?` ☑ Select and confirm.

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Step by Step

Conference?	☑

Setting up a conference call:

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

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.

▦ 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

Call Forwarding

If your telephone belongs to an ONS group (One Number Service → page 117), please note the following features:

Call forwarding can be set up on any telephone in the ONS group and then applies for all telephones in the ONS group.
Call forwarding between two telephones in an ONS group is not possible

Using call forwarding

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

---

1. Station fixed forwarding is optional

Step by Step

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 Eric Brown (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 busy and ring no answer	Forwarding on busy or timeout On
Station fixed forwarding	Fixed forwarding On

See → page 67 to find out how to activate/de-activate call forwarding via codes or an installed forwarding key.

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 service personnel. 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.

▷ **UK: Call forwarding off?**	☑
▷ **US: Deact call forwarding?**	☑

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 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-EXT 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 25.

If station variable forwarding was previously programmed and activated, it is deactivated and the forwarding destination is deleted (for exception, see → page 25). Station fixed forwarding is deactivated.

Deleting a forwarding destination

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

Step by Step

Activating station variable forwarding

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

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

▷ **UK: Var. call forw. on?** ☑
▷ **US: Act. FWD-VAR-ALL-BOTH?** ☑ 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 25.

Checking forwarding

To check up on the status of the forwarding types, proceed as described on → page 25. 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.

Step by Step

> UK: Call forwarding off? ☑
> US: Deact call forwarding? ☑

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

Select and confirm while the phone is idle. Forwarding is deactivated and the forwarding destination is deleted.

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 44.

If your telephone belongs to an ONS group (One Number Service → page 117),please note the following features:

Callback On Busy is indicated only on the busy telephone, not in the whole ONS group.
Callback On No Reply is entered in the mailbox → page 44 for all internal system telephones in an ONS group.

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).

Step by Step

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 (not available with optiPoint 500 economy and optiPoint 500 basic).

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.

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.
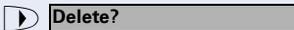
Ending:

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

Store call numbers and sequences on the key

A user can store access codes, PIN numbers and call numbers on a redial or destination dial key simultaneously in a sequence, and then dial by simply pressing that key.

Example of a sequence: Call transfer type + destination call number.

Save on redial

program/service

Press key.

Saved no. redial

Press key.

New entry? ☑ Confirm.

e.g., Specify server access + PIN number + code number + destination call number or only call number.

Save? ☑ Confirm

> You can dial the saved telephone number or sequences by pressing a single key → page 18. The maximum number of characters in the destination dial key is 22.

Store/process on destination dial number

There are many use examples for using the linking of code and PIN numbers with call numbers or codes and destination call numbers. For instance:
* Direct talk with destination
* Call transfer with destination
* Change night switching variants
* Program the PIN and telephone number on a key of a different telephone for the sake of identification
* Lock the telephone with simultaneous call transfer to a destination telephone
* Call number dialling with pause
* Automatic call-back with destination call number.

program/service

Press key. The lamp lights up.

Press the desired destination dial key to use the key module of the second level in the optPoint, and press "Shift" beforehand.

The current key assignment is displayed. "Enter new number" appears in the second line.

Step by Step

Enter the number with pause (example)

Enter the number

▷ **Enter Pause?** ☑︎ Select and confirm. A "P" appears in the display.
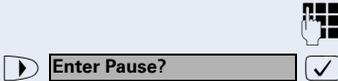
Enter more numbers

or **enter number with automatic call-back (Example)**

▷ **Enter Consult?** ☑︎ Select and confirm. "RF" appears in the display

Add destination call number

▌▶ If you press this key when a call is in progress, a call-back operation is executed immediately. The first caller waits and the number of the stored destination party is dialled.

or **lock the telephone with simultaneous transfer to another destination (example)**

⊛②⓪ Enter telephone locking code e.g., *20

⊛④⑦ Activate call transfer code e.g., *47

enter destination call number

▌▶ In networked systems, the sequence must be suffixed with ⌗ .

or **just delete the existing number**

▷ **Delete?** ☑︎ Select and confirm. The number is deleted.

Store entry

▷ **Save?** ☑︎ Select and confirm. Your entries are saved.

or **if you have mistyped the entry:**
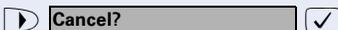
▷ **Cancel?** ☑︎ Select, confirm and enter the sequence again.

Quit function without change

▷ **Return?** ☑︎ Select and confirm. The function is aborted without any change.

Step by Step

You can dial the saved telephone number or sequences by pressing a single key → page 33. The maximum number of characters in the destination dial key is 22.

Note: The length of a pause is 3 characters.

Label the keys that have already been assigned → page 118.

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 18.

Dialing with repertory keys

Precondition: You have saved a number on a repertory dialing key → page 32.

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 (not available with optiPoint 500 economy and optiPoint 500 basic).

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.

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.

Adapting the speakerphone function to the acoustics of your room

This function is not available with optiPoint 500 economy and optiPoint 500 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.

▷ **UK: Hands-free mode?** ☑ Select and confirm.
▷ **US: Speakerphone mode?** ☑

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

☑ 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.

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

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.

Selecting the language for user prompts (displays)

Your HiPath 4000 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 118.

Making Calls – Convenience Functions

Answering Calls

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...".
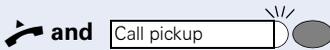
➤ **and** `Call pickup` ⬭ Lift the handset and press the call pickup key. You have now taken over the call.

or `Call pickup` ⬭ Press the call pickup key only.
You are in the speakerphone mode (not available with optiPoint 500 economy and optiPoint 500 basic).

In the course of a call:
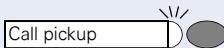
`Call pickup` ⬭ Press the call pickup key.
The first party waits while you are connected to the waiting party ➔ page 97.

Ending the waiting call – back to the first:

`Disconnect` ⬭ 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 38.

➤ 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.

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 the service personnel:

➤ Lift the handset.
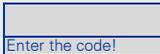
Enter the code!

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.

Incoming call on loudspeaker (speaker call 2-way)

A colleague addresses you directly over the speaker. The speakerphone mode is automatically activated.

Answering via speakerphone is immediately possible.

▐▶ This function is not available with optiPoint 500 economy and optiPoint 500 basic.

or ➤ Lift the handset and reply.

▐▶ You can address the colleague directly
➔ page 45.

Activating stop voice calling ➔ page 81.

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.

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

Ending the call:

Press the key. The lamp goes out.

Step by Step

Dialing/Making Calls

Using a call list (missed calls)

▉▶ If your telephone belongs to an ONS group (One Number Service → page 117), please note the following features:

A Call Log is kept for all telephones in an ONS group. The Call Log can be queried by all internal parties in the ONS group with a system telephone

If you cannot take an external and/or internal call, this unanswered call is entered in the call log (see also → page 42). Your telephone can also be programmed to record answered and outgoing calls in the call log. Your telephone will record the last 10 unanswered calls, the last 6 outgoing calls and the last 12 incoming calls in chronological order.

Each call is assigned a time stamp. The 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.

There are no new calls in the list.

▷ Press.

Destinations? ☑ Confirm.

▷ **Call log?** ☑ Select and confirm.

or **There are new calls in the list**

▷ Press.

Unanswered calls? ☑ Confirm.

or

▷ **Incoming calls?** ☑ Select and confirm.

or

▷ **Outgoing calls?** ☑ Select and confirm.

Step by Step

The first call in the call log is displayed:

User

32456 Hardy G.
Busy 25.10. 15.30   >

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.

Step by Step

"Missed calls" key

Precondition: Your service personnel has configured a call log and a key for "missed calls" (unanswered calls) for your telephone.

> Missed calls

The lamp lights up. You have unanswered calls.
Press the key.

The first call in the call log is displayed:

Caller

> 32456 Mueller V.
> free   25.10. 15.30>

Current status, date and time of entry.
The display begins with the most recent unviewed call-back request. In the case of several calls from the same caller the number of calls is indicated.

Return the call

The name of the caller is shown.#

> Output?   ✓

Select and confirm. The number is dialed

or

Show more calls in the list:

> Next call?   ✓

Select and confirm.

or

Delete entry from the list

The name of the caller is shown.

> Delete?   ✓

Select and confirm.

Terminate viewing

> program/service

Press key to return to the idle menu.

or

> Return?   ✓

Select and confirm.

> Unanswered calls?

You are now in the calls log and can check for instance "incoming calls" and "outgoing calls".

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Step by Step

Speed-dial

Dialing with individual speed dialing numbers

Short dial numbers can contain command or access code sequences, and they can be linked to other short dial numbers (For more information, see → page 74).

Precondition: You have saved individual speed dialing numbers → page 74.

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 (not available with optiPoint 500 economy and optiPoint 500 basic).

Dialing with system speed dialing numbers

You will be supplied with a copy of the system (central) speed dialing directory by your service personnel 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.

Extension

The service personnel can program features on the short dial number, which, besides having a call number, can also contain additional access codes.

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

| 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:

| Jones   Call |

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

Answering a callback request

| Jones   Call |

The callback request is displayed.

| Output? | ✓ |

Select and confirm.
The user is called.

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.

Step by Step

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 81.

Direct call to a colleague via loudspeaker (voice calling)

You can make a direct call to an internal HiPath 4000 user via the loudspeaker in his or her telephone. You can use the functions under "HiPath 4000 as an intercommunication system" → page 61.

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 (not available with optiPoint 500 economy and optiPoint 500 basic).

> If the called party has activated the stop voice calling facility → page 81, he or she receives voice calling as a normal call.

Step by Step

During a Call

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 Confirm.
| **Deactivate?** ✓ |

Answering the waiting call

Precondition: You are on the phone. Call waiting is activated and the "accept call" key is programmed.

> If your telephone belongs to an ONS group (One Number Service → page 117),please note the following features:
>
> In addition to the alerting tone on the busy telephone, the second call is indicated on the other telephones in the ONS group by a ringing tone.

| 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.

Step by Step

Ending the waiting call, retrieving the first call:

| Disconnect |

Press the key.

or 📞 ↗

Replace the handset and lift it again.

Accept service menu-controlled second call

Precondition: You are on the phone. A second call is activated. No "Accept call" or "Switch" key → page 48 is programmed.

A second call is shown on the display with name / telephone number and signalled through an alerting tone. The caller hears the dial tone as if the telephone were "idle".

▷ **Answer camp-on?** ☑

Select and confirm. You are connected to the second caller. The first caller waits.

End conversation with second party and resume conversation with first:

| Disconnect |

Press the key.

or 📞 ↗

Replace the handset and lift it again.

Using the switchover button

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.

Switchover

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.

Switchover

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.

Switchover

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.

Switchover

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

Re-indication

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 service personnel 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.

Display the current subscriber.

Eric Brown
Return to held call?

Re-indication ⬯

Press key.

Briefly: Information about the waiting subscriber.

3724 Ana Jackson
Purchasing

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.

Time key

You can view the current date and time on the display of your telephone even when a call is in progress (e.g., in a conference).

Time ⬯

For this, press the key programmed by your service personnel as the "time" key.

If the date and time display is overwritten by a system message on your display when the telephone is silent / idle, you can have the current time data displayed by pressing the time key.

The time key does not have any effect in the Service Mode or during selection. The time data is communicated exclusively by the HiPath 4000 system to which your optiPoint 500 is connected.

Station controlled conference

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 in 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.

or service menu-controlled
Preconditions: See → page 47
A second call is shown on the display and signalled through an alerting tone.

Step by Step

⮊ **Answer camp-on?** ☑️   Select and confirm. You are connected to the second caller. The other caller waits.

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

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

⮊ **UK: Toggle?** ☑️   Select and confirm.
⮊ **US: Toggle/Connect?** ☑️

Step by Step

or

🔲 Release and return? ✓ | Select and confirm to release the consultation call and return to the conference.

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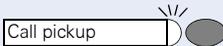
Call pickup ⬤ | An alerting tone is audible. The lamp flashes. Press the key. You are connected to the waiting caller. The conference is placed on hold.

or service menu-controlled
Preconditions: See → page 47
A second call is shown on the display and signalled through an alerting tone.

🔲 Answer camp-on? ✓ | Select and confirm. You are connected to the second caller. The other caller waits.
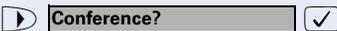
🔲 Conference? ✓ | Select and confirm to add the waiting caller to the conference.

or

🔲 UK: Toggle? ✓
🔲 US: Toggle/Connect? ✓ | Select and confirm.

or
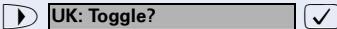
🔲 Release and return? ✓ | Select and confirm to release the waiting call and return to the conference.

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.

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Step by Step

📳   Call a user and announce that you are transferring the conference.

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

📞   Replace the handset.

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 88 you can put the conference on hold and make a call on another line.

Line   ⬤   Press line key.

or

Step by Step

▶ **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.

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

System-wide parking

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 an-
other telephone.

Parking

System parking

Press key (must be installed).
The first free parking position number is seized and in-
dicated 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.

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 the service personnel).

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 76.

Consultation?   ☑   Confirm.

Press programmed repertory key.

possibly

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

The call has been parked.

⌒   Replace the handset.

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.

Step by Step

Taking a parked call

Via the keypad

➤ Lift the handset or use the speakerphone function (not available with optiPoint 500 economy and optiPoint 500 basic).
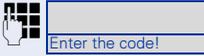
[Enter the code!] Enter the system code for "system parking" (if you have any problems ask the service personnel).

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 (not available with optiPoint 500 economy and optiPoint 500 basic).

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

or

▭◯ Press programmed repertory key.

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.

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

If You Cannot Reach a Destination

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 pickup 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.

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.

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 81. 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

System-wide voice calling

From your telephone, you can voice call any internal user whose telephone provides the speakerphone function (not available with optiPoint 500 economy and optiPoint 500 basic) 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 (not available with optiPoint 500 economy and optiPoint 500 basic).
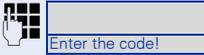
| Enter the code! |

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.

Voice calling to a fixed destination

The system code-number for "voice calling" + the destination call number is programmed onto a repertory key → page 76.

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 62.

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 (not available with optiPoint 500 economy and optiPoint 500 basic).

Enter the code!

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

the speed calling code for the group member in question.

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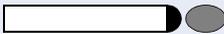
Press the key for "voice calling in the group" (must be installed)

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 76.

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.

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 (not available with optiPoint 500 economy and optiPoint 500 basic).
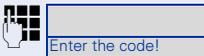
Enter the system code-number for "two-way voice calling in a group" and

Enter the code!

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 76.

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

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 (not available with optiPoint 500 economy and optiPoint 500 basic).
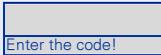
Enter the code!

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.

Step by Step

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.

Using call forwarding

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.

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

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.

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 21 for the display messages that occur when call-forwarding is activated/de-activated.

Step by Step

Programming and activating call-forwarding
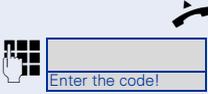
➤ Lift the handset.

⌨ *Enter the code!* Enter a code number, say *51, (ask the service personnel). 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
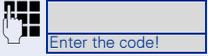
➤ Lift the handset.

⌨ *Enter the code!* Enter a code number, say *41, (ask the service personnel). You should hear a confirmation tone.

➤ Replace the handset.

Deactivate call-forwarding
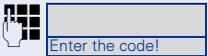
➤ Lift the handset.

⌨ *Enter the code!* Enter a code number, say #41, (ask the service personnel). You should hear a confirmation tone.

➤ Replace the handset.

Call-forwarding via call-forwarding key

You can use the call-forwarding key for fixed call forwarding. When programming the forwarding destination, call forwarding is activated when you enter the number of the destination. You can then use the key to switch call forwarding on and off.

Programming and activating fixed call forwarding
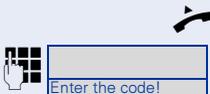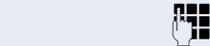
➜ Lift the handset.

Enter a code number, say *51, (ask the service personnel).

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.

Switching off fixed call forwarding
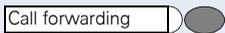
Call forwarding

Press the key. The lamp goes out, call forwarding is switched off.

Switching fixed call forwarding on again
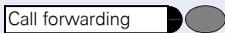
Call forwarding

Press the key. The lamp lights up and call forwarding is switched on again (the forwarding destination must be programmed).

Clearing fixed call forwarding

➜ Lift the handset.

Enter a code number, say #51, (ask the service personnel). You will hear a confirmation tone, call forwarding is cleared.
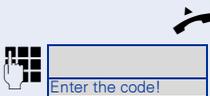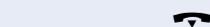
➜ Replace the handset.

Step by Step

Delayed call-forwarding

Installed for the whole system by the service personnel.

Requirements: Waiting call must be installed
➔ page 46.

If you have activated "call-forwarding on busy / timed" or "timed call-forwarding" on your telephone ➔ page 25, 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.

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. The service personnel 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.

▸ **UK: Forward station no.?** ☑ Select and confirm.
▸ **US: Forwarding station No.?** ☑

Call forw. - follow me? ☑ Confirm.

Enter the number of the other telephone.

UK: Finished? ☑ Confirm.
US: Completed? ☑

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

Step by Step

UK: Finished?	✓
US: Completed?	✓

Confirm.

📱 Enter the number of the destination.

Save?	✓

Confirm.
Call forwarding is activated immediately.

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

program/service ⬤

Press the key. The lamp lights up.

Destinations?	✓

Confirm.

▶ UK: Forward station no.?	✓
▶ US: Forwarding 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 the service personnel. 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.

UK: Finished?	✓
US: Completed?	✓

Confirm.

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

UK: Finished?	✓
US: Completed?	✓

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.
▶ **UK: Forward station no.?** ☑	Select and confirm.
▶ **US: Forwarding station No.?** ☑	
Call forw. - follow me? ☑	Confirm.
🎛	Enter the number of the other telephone.
UK: Finished? ☑	Confirm.
US: Completed? ☑	
🎛	Enter the PIN (only if your own station does not have the "Call forwarding for remote terminal" class of service).
UK: Finished? ☑	Confirm.
US: Completed? ☑	

To deactivate:

Deactivate? ☑	Confirm.
or	**To check:**
▶ **UK: Interrogate?** ☑	Select and confirm.
▶ **US: Display?** ☑	

▐▐▶ 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.

▶ **UK: Forward station no.?** ☑ Select and confirm.
▶ **US: Forwarding station No.?** ☑

▶ **Forward other?** ☑ Select and confirm.

🔢 Enter the code for the type of call forwarding required. The codes are defined by the service personnel. 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.

UK: Finished? ☑ Confirm.
US: Completed? ☑

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

UK: Finished? ☑ Confirm.
US: Completed? ☑

To deactivate:

Deactivate? ☑ Confirm.

or **To check:**

▶ **UK: Interrogate?** ☑ Select and confirm.
▶ **US: Display?** ☑ (Example of display → page 72).

Changing call forwarding for another terminal

The procedure is exactly the same as for Save/Activate:
for another telephone → page 70,
for fax, PC or busy: → page 71.

Saving Functions and Appointments

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 43.

Extension

A short dial number can contain several access codes and a reference to other short dial numbers besides the destination call number. This way, you can link up to 10 short dial numbers.

Example 1

You want to activate a night variant comfortably. For this, program the following sequence on a short dial:

*96 (code for night activation) + 91 (log on code) + 1 to 8 (for variants 1 to 8) + #.

Now dial one or the other short dial number to activate the corresponding night variant.

Example 2

You want, for instance, to lock your telephone when you leave the office and simultaneously activate a call transfer. You can program both the actions on one short dial:

*20 (telephone locking code) + *47 (activate call transfer) + 123456 (destination call number).

Likewise, you can program another short dial key to disable the lock and call transfer.

Example 3

As the number of characters for a short dial entry is limited to 22, you can link two short dial numbers for a longer sequence. You can, for instance, program the server access and a code number on one short dial key,

Step by Step

and then refer to a second short dial which contains for example, an LCR access code and the destination call number.

For example, you can program the following sequence on the short dial number 1:

*3(PIN access code) + 12345678901 (PIN) + *55 (short dial code) + 5 (the number of the next short dial that you wish to use).

The program for entry of the short dial 5
9 (LCR access code) + 156192317 (destination call number).

If you invoke the short dial 1 now, first its entry, and then the entry for short dial 5 is automatically processed.

Programming short dial

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

Destinations? ☑ Confirm.

▷ **Speed dial features?** ☑ Select and confirm.

▦ 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 or sequence.
For external numbers, enter the access code and then the telephone number.

Save? ☑ Confirm.

Saving a function on a key

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

4 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.

> Keys that have been preprogrammed by the service personnel 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.

Appointments Function

You can program a timed reminder on your telephone to remind yourself of an important meeting or appointment, for example → page 77. You must save the exact time at which you wish to receive the reminder. Reminders can be set for the next 24-hour period.

Creating timed reminders

| 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.

Step by Step

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.

🞧 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).

and

▶ Delete? ✓ Select and confirm.

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

Timed reminders

Precondition: You have saved a timed reminder
→ page 76. 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.

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 40.

> 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).

Call duration display (cost display)

The call duration display is configured by the service personnel. 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 the service personnel.

Step by Step

Private Sphere/Security

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. The service personnel can also set up destinations for forwarding internal and external calls, such as to your mailbox.

If your telephone belongs to an ONS group (One Number Service → page 117), please note the following features:

Do Not Disturb can be switched on or off on all telephones in the ONS group; this then applies for all telephones in the ONS group.

Precondition: The service personnel 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 Confirm.

| Deactivate? | ✓ |

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

Activating/deactivating stop voice calling

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

program/service	⬤	Press the key. The lamp lights up.
2 3		Enter the service code.

or

▶ **Feature settings?**	✓	Select and confirm.
▶ **Voice call protect?**	✓	Select and confirm.

and

Activate?	✓	
	or	Confirm.
Deactivate?	✓	

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.

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 the service personnel!

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 the service personnel.

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

Enter the PIN (code number).

or

Chip card reader:

In the case of optiPoint 500 standard 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.

Insert Chip card

Private Sphere/Security is in header.

Step by Step

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.

Enabling the telephone again:

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

🔢 Enter the PIN (code number).

Input is followed by the display: "Executed".

Using Other Functions

Using a different telephone in the same way as your own

You can log on to another telephone belonging to the HiPath 4000 system via a personal identification number (PIN) (also telephones of networked HiPath 4000 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 the service personnel. You require an internal PIN for calls within your own HiPath 4000 system, while for calls involving other HiPath 4000 systems in the integrated network you require a network-wide PIN.

program/service	Press the key. The lamp lights up.
6 1	Enter the service code (61 for PIN 1, 62 for PIN 2, etc.).

or

PIN / COS? ✓	Select and confirm.
PIN 1? ✓	Select and confirm. If you have several PINs and wish to use another one, select the other PIN.

Step by Step

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

Entering the PIN for your own HiPath 4000 system:

Enter internal PIN.

or **Entering the PIN for another HiPath 4000 system area within the integrated network:**

Enter the code!

Enter the 2-digit node code for your own HiPath 4000 system (ask the service personnel).

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
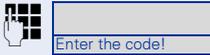
Call forw. - follow me? ✓ Select and confirm.
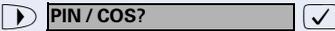
Save? ✓ Confirm. Call forwarding has been activated.

85

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 signature module).

Within your own HiPath 4000 (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.

Chip card
reader:

Insert
chip card

or **At another HiPath 4000 (not used in US) system in the integrated network:**

Insert the chip card.
Enter the node code for your own HiPath 4000 (not used in US) system (check with your system administrator).

Enter the code!

Enter your own number and press the pound key.

Deactivating identification at the other telephone

If you logged on with a PIN:
Press the key. The lamp lights up.

program/service

6 6
or

Enter the service code.

PIN / COS? ✓ Select and confirm.

Deactivate PIN? ✓ Select and confirm.

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.

Chip card
reader:

Remove
chip card

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
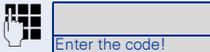
Enter the code!

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
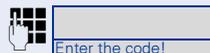
Insert the telephone line cord in the jack.

Enter the code!

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).

Making multiline calls

Using line keys

Line keys are configured by the service personnel. 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.

Mr. **Jones'** telephone

3234 (primary line)
3235 "Brown"
3236 "Jackson"

Mr. **Brown's** telephone

3235 (primary line)
3234 "Jones"
3236 "Jackson"

Mr. **Jackson's** telephone

3236 (primary line)
3234 "Jones"
3235 "Brown"

The different states of line key lamps
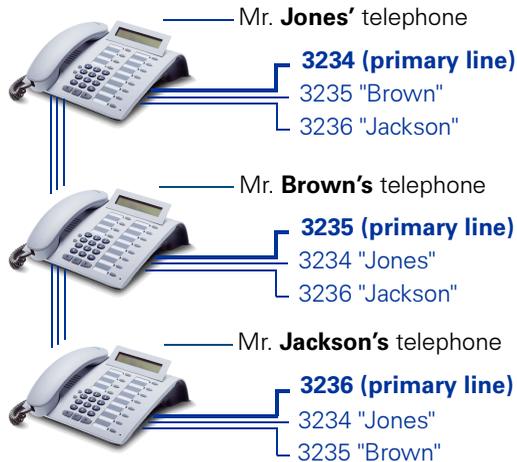
Line

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

or

Line

The lamp is lit – line is busy.

or

Line

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

or

Line

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

or

Line

The lamp is flashing fastest – a call ist forwarded.

Preview

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 the service personnel.

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

Activating the preview function
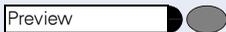
Preview

Press the key. The lamp lights up.

Line

Press the desired line key.

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

Deactivating the preview function

Preview

Press the key. The lamp goes out.

The menu line returns to the original state.

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: The service personnel 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

| Speaker |

Press the key. You are in speakerphone mode (not available with optiPoint 500 economy and optiPoint 500 basic).

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.

| Line |

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

| Speaker |

Press the key. You are in speakerphone mode (not available with optiPoint 500 economy and optiPoint 500 basic).

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.
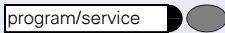
Via the program/service key:

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 Confirm.

Activate? ☑

Step by Step

Dialing with line keys

Your telephone can be configured with either **auto-matic** or **selectable** line seizure. The service personnel specifies whether a line (and which line) is seized automatically when the handset is lifted or when speakerphone (not available with optiPoint 500 economy and optiPoint 500 basic) 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.

Redialing on a particular line (saved numbers)

If this type of redialing is configured on your phone, you can save a number to be redialed later on a particular line → page 95. The saved number can be dialed with the line key and the redial key.

Seizing the line for the saved redial number

Lift the handset.

or Speaker   Press the key (not available with optiPoint 500 economy and optiPoint 500 basic).

You will be told to press the line key: "Please select".

Line   Press the desired line key. The lamp lights up.

Redialing

Saved no. redial   Press the key.

Lift the handset.

or With the handset on-hook: handsfree speaking and open listening (not available with optiPoint 500 economy and optiPoint 500 basic).

Your saved redial number for a particular line may have been overwritten by another member of your team.

Redialing on a particular line (last number dialed)

If this type of redialing is configured on your phone, **every** last number dialed is automatically saved with the current line for redialing.

Seizing the line for the desired last number dialed

➤ Lift the handset.

or

| Speaker | ◯ |

Press the key (not available with optiPoint 500 economy and optiPoint 500 basic).

You will be told to press a free line key: "Please select".

| Line | ◯ |

Press the desired line key. The lamp lights up.

Redialing

| Last no. redial | ◯ |

Press the key.

➤ Lift the handset.

or With the handset on-hook: handsfree speaking and open listening (not available with optiPoint 500 economy and optiPoint 500 basic).

Storing a number for "Redialing on a particular line"

Precondition: "Redialing with saved number" has been configured, **not** "Redialing with last number dialed".

Storing a selected number or the number of a caller

You have called someone on a particular line and are still talking to them. Or you have been called by someone whose number has been transmitted, and you are still talking to them.

| Saved no. redial |

Press the key. The number is now saved for the current line.

| Speaker |

Press the key. The lamp goes out (not available with optiPoint 500 economy and optiPoint 500 basic).

or ☎ Replace the handset.

Line mailbox

Callers who have tried to call you during your absence can leave a callback request for you in the mailbox of the line they are using.
In the mailbox you will also find voice or fax messages from the mail server (if configured).

Precondition: A mailbox has been configured for one or more lines.

Please remember that a mailbox can be used by only one person at a time.

> If your telephone belongs to an ONS group (One Number Service → page 117), please note the following features:
>
> An indication that a message is waiting in the mailbox (MWI) is available for all telephones in an ONS group.

Step by Step

Mailbox 1

Checking the mailbox

Example: The lamp for mailbox key 1 lights up when there are new entries in the mailbox that have not yet been viewed. Press the key.
The first entry is shown. To view further entries press the "Mailbox 1" key again.

Answering a callback request

Jones	Call
TH 29.01	13:12

The callback request is displayed.

▷ Output? ✓

Select and confirm. The person is called on this line.

Next entry

There is more than one entry in the mailbox.

▷ next entry? ✓

Select and confirm. The next entry is shown.

Deleting mailbox entries

The entry is shown.

▷ Delete? ✓

Select and confirm.

To terminate viewing of mailbox entries

program/service

Press the key.

or

▷ Cancel? ✓

Select and confirm.

Mailbox entries that have not been deleted will remain in the memory. If it still contains callback requests that have not been viewed, the mailbox light will continue to show.

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: The service personnel 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 90 or called parties → page 92.

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.

Ending a call on a line key
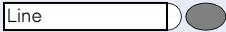
➘ Replace the handset.

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.

88 Enter the service code.

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.

▶ | UK: Privacy is on? | ☑   Select and confirm.

▶ | US: Privacy on? | ☑   Bridging is not possible.

Terminating a connection on a line key

⌐ Replace the handset.

or

Speaker   Press the key that is lit.

Adding a witness

During a call, a predefined subscriber can be requested to listen to the call as a "witness" by means of a special "Add witness key". The third party to the call is not informed that the "witness" is listening. A witness cannot participate in the conversation; he or she can only listen in.

When configuring and using the Add witness function, make sure you comply with the statutory provisions relating to data protection.

Preconditions: The Add witness function has been configured for your system and the Add witness key on your phone. You are conducting a call. "Privacy" must be switched off.

Add witness

Press the key twice briefly. A special signal will sound on the "witness's" telephone and the message **Add witness** will come up on your display and on the "witness's" display.

The "witness" lifts the handset,

or

Line

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

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

Listening can only be terminated by the "witness"; to do this they must replace the handset or press the line key.
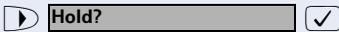
Holding a call on a line key and retrieving it

Precondition: You have taken a call on a line key
→ page 90 or you are making a consultation call.

Placing on hold:

| Hold | ⬤ |

Press the key.

or

| ▷ | **Hold?** | ☑ |

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.
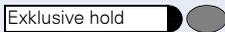
Retrieving the call:

| Line | ⬤ |

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:

| Exklusive hold | ⬤ |

Press the key. The lamp lights up.

or

| ▷ | **Private hold?** | ☑ |

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:

| Line | ⬤ |

Press the slowly flashing line key. Continue the call.

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.

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 25.

Step by Step

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

Precondition: The telephone is in the idle state.

Line

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

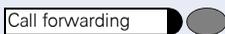program/service

Press the key. The lamp lights up.

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 23.

Reactivating station fixed call forwarding for a line (without storing a different destination)
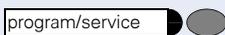
Precondition: The telephone is in the idle state.

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.
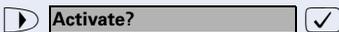
For further information see → page 23.

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 103.

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.

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 24.

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.

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

▶ **Deactivate?** ☑ Confirm.

For further information see → page 24

Call switching

If you intend to leave your workplace for a while or if you don't want to be disturbed, you can activate call switching to divert incoming calls on this line to a destination telephone. A call switching key can be configured for every line.

Switching on:

Intercept 1

Press the key. The lamp on your telephone and the lamp on the destination telephone will light up. If a call comes, the line key will flash but there is no sound. The call is signaled to all other team telephones.

Switching off:

Intercept 1

Press the key. The lamp goes out. Incoming calls will be signaled on the telephone again in the normal way.

Direct call keys

Precondition: One or more direct call keys for network-wide direct calls to line partners have been configured on your telephone. With a direct call key you can be connected to a line partner directly.

Understanding the lamp signals on direct call keys

Jones

or Jones

or Jones

Lamp is dark – **line partner** is not telephoning.

Lamp is lit – **line partner** is telephoning.

Lamp is flashing – **line partner** is being called but has not yet answered the call.

Calling a line partner

Look at the lamp signals on the direct call key!

Lamp is dark - line partner is not telephoning:

Jones

Press the direct call key, e.g. "Jones".

Lift the handset.

Step by Step

or with the handset on-hook: handsfree speaking and open listening (not available with optiPoint 500 economy and optiPoint 500 basic).

Lamp is lit – line partner is telephoning:

Jones

Press the direct call key.
Your **line partner** hears you knocking. The direct call key on his telephone starts flashing.

➜ When your line partner answers: lift the handset.

or With the handset on-hook: handsfree conversing (not available with optiPoint 500 economy and optiPoint 500 basic).

A line partner calls you

Jones

The lamp flashes. In addition, the name of the line partner who wants to speak to you is shown in the display.

➜ Lift the handset.

or

Jones

Press the flashing key, e.g. "Jones", and converse handsfree (not available with optiPoint 500 economy and optiPoint 500 basic).

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

Each executive/secretary team is configured by the service personnel.

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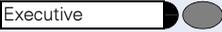
Executive
The lamp is not lit – the executive is not making a call.

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

or Executive
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:

Secretary
Press the key.

➤ Lift the handset.

or Handset on-hook: speakerphone (not available with optiPoint 500 economy and optiPoint 500 basic).

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.

Step by Step

or Handset on-hook: speakerphone (not available with optiPoint 500 economy and optiPoint 500 basic).

> 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 (not available with optiPoint 500 economy and optiPoint 500 basic).

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:
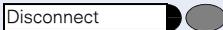
Disconnect
Press the key.

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.

Executive

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:

Intercept

Press the key. The lamp lights up.

To deactivate:

Intercept

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.
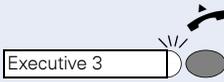
➔ Lift the handset.

| Call pickup |) ● | Press the flashing key. |

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.

| Executive 3 |) ● | 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:

| Call park | ■ ● | Press the key. The lamp lights up. |

Retrieving a call at the second telephone:

➔ Lift the handset.

| Call park |) ● | 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.

②① Enter the service code.

or

▷ Feature settings? ☑ Select and confirm.

Camp-on? ☑ Confirm.

and

Activate? ☑
or Confirm.
Deactivate? ☑

Using the call signal function

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 30 - 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 30 - in this case for a deputy.

To activate deputy:

Press the key. The lamp lights up.

Deputy

To deactivate deputy:

Press the key. The lamp goes out.

Deputy

Calling a station directly

Precondition: DSS keys have been configured at your telephone → page 116.

The lamp statuses of direct station selection (DSS) keys

| Jones |

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

or | Jones |

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

or | Jones |

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

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:

| Jones |

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

➔ Lift the handset.

or With the handset on-hook: you are in speakerphone mode (not available with optiPoint 500 economy and optiPoint 500 basic).

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

| Jones |

Press the DSS key.
You are camped on to the other party's call. He or she hears a tone, the call pickup 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 (not available with optiPoint 500 economy and optiPoint 500 basic).

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

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

➔ Lift the handset.

| Jones |

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

Step by Step

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? ☑	
or	Confirm.
Activate? ☑	

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:

Call park ⬛◯	Press the key. The key flashes at all telephones in the team.
☎	Replace the handset.

Retrieving the call:

Call park ◯	Press the flashing key. Continue the call.

Checking the telephone

Checking its functionality

You can test the functionality of your telephone. This in-
cludes 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 (not available with
  optiPoint 500 economy and optiPoint 500 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.

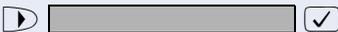| program/service | ⬤ | Press the key. The lamp lights up. |

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 30
- Direct station selection → page 113 and → page 107
- Function → page 76

Precondition: The telephone is in the idle state.

|	
program/service	Press the key. The lamp lights up.
4	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.

Special functions for One Number Service

If your telephone is integrated in an ONS group (ONS = "One Number Service"), you may be reached on all other telephones in this group, just as on your own telephone. For setting up an ONS group, contact your administrator.

An ONS group can consist of a maximum of 3 telephones (phone numbers).

ONS-Group

A (Master)   **B**   **C**
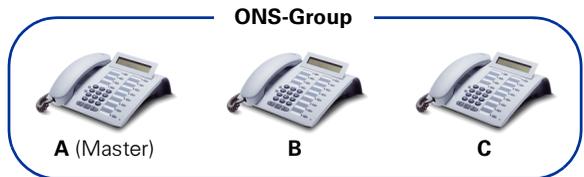
One member of the group may be an external telephone (e.g. a mobile telephone). One telephone in the group is the "master" (**A**); the master's phone number is also received by the other parties (**B**, **C**) in the ONS group.

If **A**, **B** or **C** is called, all telephones in the ONS group ring. If **A**, **B** or **C** is busy, all telephones in the ONS group are busy (busy tone for a caller from outside the ONS group). Each telephone within the ONS group may be reached at its original phone number.

The following features have further effects for internal party telephones within an ONS-group:
- Call waiting → page 46
- Call Forwarding → page 21
- Do not disturb → page 80
- Line mailbox (MWI) → page 95
- Callback → page 28
- Call list → page 40

> If your ONS group contains a mobile telephone, make sure that it is always available (switched on). Otherwise the mobile mailbox may answer the call prematurely, which can lead to problems when signaling the call on the other ONS group members.

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 30:

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 → page 118. 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.siemens.com/hipath → "Downloads" → "Software".

Insert the labeled strips beside the corresponding key pad on your optiPoint and place the transparent cover over them (mat 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.siemens.com/hipath

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

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 economy) 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 with 16 freely programmable keys. Up to two of these add-on units can be connected to your phone.

optiPoint signature module:
Add-on unit for personal identification (PIN) with a chip card.

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 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 economy) 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.siemens.com/hipath (Downloads/Software).

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

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 80. If you have, cancel this function to receive calls again.

You cannot dial a number:

Check whether you have locked the telephone → page 82. 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.

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.

Index

Maximum Service Menu functions available

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**	Station variable forwarding
		2	Saving speed dialing number	**2**	Station fixed forwarding
		3	Saving redial	**3**	Forwarding for internal calls only
		4	Saving repertory dialing number	**4**	Forwarding for external calls only
		5	Saving DSS number	**5**	Forwarding for busy (int/ext)
		6	Saving call forwarding for number	**6**	Forwarding after no answer (int/ext)
		7	Using call list	**7**	Forwarding for busy and ring no answer

2	Feature settings	**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 assign-ment	**5**	Call forwarding on/off
		6	Forwarding for number enquire/off
		7	Ringer cutoff off/on *

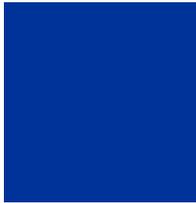|	
1	Incoming calls
2	Outgoing calls

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
		4	PIN 4
		5	PIN 5
7	Saving timed reminder	**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
		5	Terminal identity (ID)
		6	Software version
		7	Power feeding range
10	Mobile HFA Logoff		

1	Speaker
2	Handset
3	Ringing tone volume
4	Ringing tone pitch
5	Alerting tone
6	Handsfree conversing

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

www.siemens.com/hipath