




Important information

	<p>For safety reasons, the telephone should only be supplied with power:</p> <ul style="list-style-type: none">• using the original power supply unit. Part number: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK) or• in a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.
	<p>Never open the telephone or a key module. Should you encounter any problems, contact the responsible service personnel.</p>
	<p>Use only original Siemens accessories. The use of other accessories may be hazardous and will render the warranty, extended manufacturer's liability and the CE marking invalid.</p>

Trademarks

	<p>The device conforms to the EU directive 1999/5/EC as attested by the CE marking.</p>
	<p>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.</p> <p>Proper disposal and separate collection of your old appliance will help prevent potential damage to the environment and human health. It is a prerequisite for reuse and recycling of used electrical and electronic equipment.</p> <p>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.</p> <p>The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may impose other regulations regarding the disposal of electrical and electronic equipment.</p>

Location of the telephone

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

Product support on the internet

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

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

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General information

About this manual

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

If a particular function on your phone is not available to you, this may be due to one of the following reasons:

- The function is not configured for you or your telephone. Please contact your system support representative.
- Your communications platform does not feature this function. Please contact your Siemens sales partner for information on how to upgrade.

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

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



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

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

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

Symbols used in the manual

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



is a reference to an operation or setting performed directly on the phone



is a reference to an operation or setting performed via the Web-interface

Service



The Siemens service department can only help you if you experience problems or defects with the phone.

Should you have any questions regarding operation, your specialist retailer or network administrator will gladly help you.

For queries regarding connection of the telephone, please contact your network provider.

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

Intended use

The OpenStage phone is a desktop unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. Any other use is regarded as unauthorized.

Telephone type

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

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

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear.
The optimum handsfree distance is 20 in. (50 cm).
- Proceed as follows to optimize display legibility:
 - Turn the phone to tilt the display. This ensures you have a frontal view of the display while eliminating light reflexes.
 - Adjust the contrast as required → page 183.

Single-line telephone/multi-line telephone

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

The programmable sensor keys function as line keys on multi-line phones → page 25.

The "Overview" tab on the telephony interface provides information about the lines configured on your phone and the current status of each line → page 38.

When using a multi-line phone to make and receive calls, certain particularities must be taken into account → page 114.

Getting to know your OpenStage phone

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

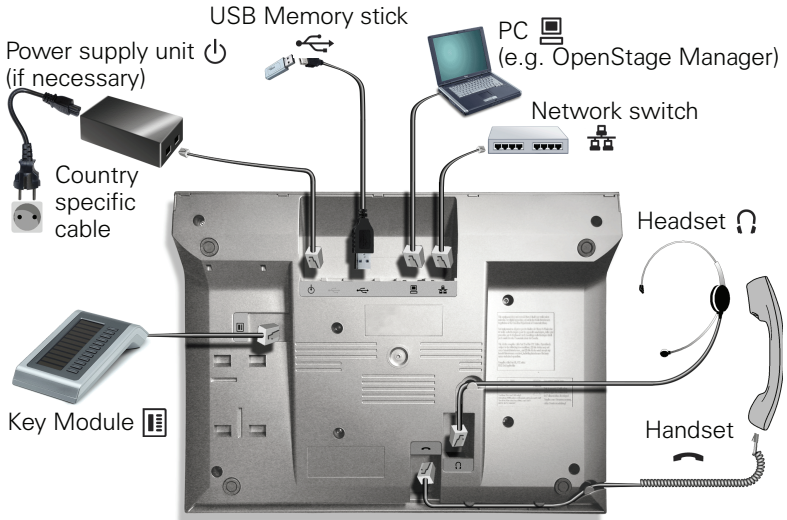
The user interface of your OpenStage

The diagram shows an OpenStage 60/60 G SIP, the description applies to both product variants.



1	You can make and receive calls as normal using the handset .
2	The large graphic display permits intuitive operation of the phone → page 29.
3	The mode keys allow easy operation of the applications featured on your telephone. To select a tab within a function press the relevant key repeatedly until the required tab is displayed → page 21.
4	Use the TouchGuide to navigate conveniently through the applications on your telephone → page 22.
5	You can customize your telephone by assigning phone numbers and functions to the programmable sensor keys → page 24.
6	The function keys allow you to call up the most frequently used functions during a call (e.g. Disconnect) → page 20.
7	Audio keys are also available, allowing you to optimally configure the audio features on your telephone → page 20.
8	The TouchSlider allows you to adjust the current volume (e.g. telephone rings - ringer volume) → page 20.
9	Incoming calls are visually signaled via the call display .
10	The keypad can be used to enter phone numbers and text → page 27.

Ports on the underside of the phone



OpenStage operating features

OpenStage	80	80 G	60	60 G
Display type	Color TFT 640x480	Color TFT 640x480	Color TFT 320x240	Color TFT 320x240
Illuminated display	✓	✓	✓	✓
Programmable sensor keys	9	9	8	8
Full-duplex speakerphone function	✓	✓	✓	✓
Headset	✓	✓	✓	✓
USB master	✓	✓	✓	✓
Interface for key modules	✓	✓	✓	✓
Bluetooth	✓	✓	✓	✓
10/100 Mbps switch → page 17	✓		✓	
1000 Mbps switch → page 17		✓		✓
Web-Based Management (WBM)	✓	✓	✓	✓

➡ To avoid damaging your OpenStage phone, make sure you use the adapter cable C39195-Z7704-A5 when connecting a USB stick.

➡ Do not connect a USB hub to the USB master as this can cause stability problems.

Using network ports more efficiently

OpenStage 60/80 SIP has a built-in 10/100 Mbps Ethernet switch. OpenStage 60 G/80 G SIP has a 1000 Mbps Ethernet switch. This means that you can directly connect one additional network device in each case (e.g. a PC) via the telephone with the LAN. The telephone-PC connection option must first be activated on the telephone by service personnel.



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

OpenStage Key Module

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

You can attach up to two OpenStage Key Modules to your OpenStage 60/80 SIP.



The diagram shows an OpenStage Key Module for OpenStage 80 SIP.

OpenStage Manager

This program offers an additional option for tailoring your OpenStage to your personal needs.

OpenStage Manager is suitable for the following models:

- OpenStage 60 (SIP/HFA)
- OpenStage 60 T
- OpenStage 80 (SIP/HFA)
- OpenStage 80 T
- OpenStage 60 G / 80 G (SIP/HFA)

Features

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






Contact your administrator for the latest version of OpenStage Manager.

Keys and controls

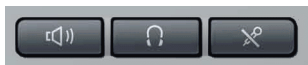
Function keys






Key	Function when key is pressed
	End (disconnect) call → page 58.
	Activating/deactivating call forwarding → page 72.
	Key currently has no function

Audio controls

Audio keys



Key	Function when key is pressed
	Activate/deactivate the loudspeaker → page 52.
	Activate/deactivate headset → page 53.
	Activate/deactivate microphone (also for speakerphone mode) → page 66.

TouchSlider

Similar to the TouchGuide → page 22, you can set properties for your telephone, such as the volume, by sliding your finger over the TouchSlider.









The blue illuminated slider control displays the volume setting for the current tone (ring tone, handset tone and loudspeaker tone). You can adjust the volume by moving the slider left or right.

Set the lamp brightness of the TouchSlider → page 184.

Mode keys


These sensor keys allow you to switch to the required application with the simple stroke of a key. To select a tab within an application press the relevant key repeatedly until the required tab is displayed.















Key	Function when key is pressed	LED display
	Display telephony interface → page 37	Blue: The function is active.
	Display phonebooks → page 40	Blue: The function is active.
	Display call lists → page 43	Blue: The function is active. White: New entry in call list
	Display voicemails → page 46	Blue: The function is active. White: New voicemail
	Display Program/Service menu/Applications menu → page 47	Blue: The function is active.
	Display Help function → page 49	Blue: The function is active.

The icons for the mode keys also appear on the display → page 35.



TouchGuide

 Before using the telephone, remove the protective covering from the TouchGuide ring surface.






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


Operation	Functions when key is pressed
 Press the  key.	In idle mode: <ul style="list-style-type: none"> • Open the idle menu → page 31 In lists and menus: <ul style="list-style-type: none"> • Go to next level Entry selected: <ul style="list-style-type: none"> • Perform action You can now access a context menu: <ul style="list-style-type: none"> • Open the context menu
 Press the  key.	In lists and menus: <ul style="list-style-type: none"> • One level back Entry selected: <ul style="list-style-type: none"> • cancel action In input fields: <ul style="list-style-type: none"> • Delete character to the left of the cursor
 Press the  key.	In lists and menus: <ul style="list-style-type: none"> • Scroll down • Hold down: Jump to the end of the list/menu
 Press the  key.	In lists and menus: <ul style="list-style-type: none"> • Scroll up • Hold down: Jump to the start of the list/menu
 Move your finger around the inner wheel  .	In lists and menus: <ul style="list-style-type: none"> • Scroll up or down In input fields: <ul style="list-style-type: none"> • Select a character in the display keyboard → page 30 • Set the sensitivity → page 185
 Press the  key.	Entry selected: <ul style="list-style-type: none"> • Perform action • Initiate call

Browsing in the call list and phonebook tabs

If you are in the phonebook, you normally navigate between the "Personal" and "Corporate" tabs using the  key or if you are in the call lists you navigate between the "Missed", "Received", "Dialed" and "Forwarded" tabs using the  key,

Alternatively you can use the TouchGuide to navigate between the tabs.

Firstly use the  key to enter the tab row and move left or right using the  and  keys. Once you have reached the required tab, click the  or  to change to the associated selection list.


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

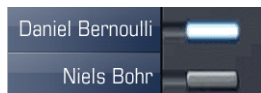
Programmable sensor keys

Your OpenStage 80 SIP has nine (OpenStage 60 SIP: eight) illuminated sensor keys. You can assign functions or numbers to them.

To open the programming menu, press and hold down the relevant sensor key → page 83.

To activate the programmed function, briefly press the relevant key → page 87.

 Increase the number of programmable sensor keys by connecting a key module → page 18.




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

- Function keys → page 82
- Redial keys → page 82
- Direct station selection keys → page 122


Touch the key briefly to activate the programmed function or dial the stored number → page 87.

If you hold the key pressed, you are prompted as to whether to start programming this function key.




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

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

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

 Line and DDS keys can only be programmed by service personnel via the service menu.

Meaning of LED displays on function keys

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

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

Trunk keys (on multi-line phones only)

The programmable sensor keys on multi-line phones function as trunk keys. Each key programmed with the "Line" function is handled as a line. This means up to 9 line keys can be configured on OpenStage 80 SIP and up to 8 on OpenStage 60 SIP.

A distinction is drawn here between primary, secondary and phantom lines. Each of these line types can be used on a private or shared basis → page 26.

Primary line

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



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

Secondary line

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

Phantom line




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

Line utilization

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

The line status is indicated by the LED in addition to the display in the "Overview" tab → page 38.

LED display

LED	Explanation
	Off: The phone is in idle mode.
	Flashing: <ul style="list-style-type: none"> • Incoming call on the line → page 114 • Hold reminder is activated → page 93
	Flickering: <ul style="list-style-type: none"> • Outgoing call on the line • The incoming call was prioritized and selected in accordance with the "Automatic line selection for incoming calls" option
	Fast blinking: The line is on "Hold".
	Blinking: Call forwarding is activated.
	Illuminated: The line is busy.

Keypad

Text input

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

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



To speed up the input, you can confirm your entry by pressing "**OK**" on the navigator after you have selected the required character.

To enter a digit in an alphanumerical input field, press the relevant key and hold it down. You no longer need to scroll through the entire list of possible characters.

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

Character overview (depends on the current language setting)



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


[1] Space

[2] Additional special characters are available on the display keyboard

[3] Switch between upper and lower-case text and number entry

Multi-function keys

Key	Function during text input	Function when held down
	Write special characters	Deactivate the ring tone → page 155
	Switch between upper and lower case	Activate the telephone lock → page 160

 You can also input text using the display keypad → page 30.

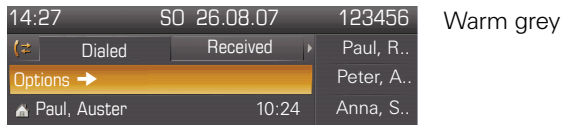
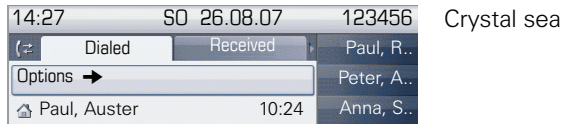
Graphic display

Your OpenStage 60/80 SIP is equipped with a tilt-and-swivel color display → page 16.

Appearance

You can customize your display to suit your personal requirements:







- Angle the display as required → page 13
- Set the contrast (OpenStage 80 SIP only) → page 183
- Select your preferred display design → page 183




Status bar

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

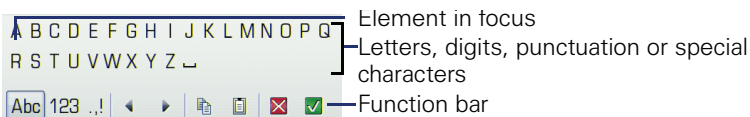
In addition, different icons represent different situations and switches:

Icon	Explanation
	The ring tone is deactivated → page 155
	The "Do not disturb" function is activated → page 156
	The phone lock is activated → page 160
	One or more callback requests are active → page 78
	The Bluetooth function is activated → page 220
	A mobile user is logged on to the telephone





Display keyboard

 Simple text and characters can also be entered at any time using the keypad → page 27.











Depending on the context, the display keyboard is displayed with different elements.



Use the TouchGuide to operate the display keyboard → page 22.

Operation	Function
Move your finger around the wheel	Set the focus on the next/previous element
Press 	Select the element in focus (enters the character or performs the function)
Press 	Delete character to the left
Press 	Set focus to 

You can select the following functions from the function bar:

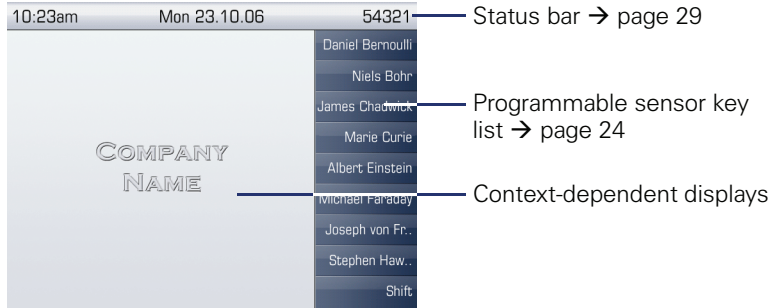
Element	Explanation
	Switch to upper/lower case characters for first letter of words (initial letter upper case, all subsequent letters lower case)
	Switch to lower case characters
	Switch to upper-case characters
	Switch to numeric characters
	Switch to punctuation and special characters
	Move cursor one character to the right/left
	Copy entire content of the active field to the clipboard
	Insert clipboard content at cursor position. Existing content is not overwritten.
	Canceling an action without saving
	Confirm changes

Context-dependent displays



Depending on the situation at hand, the graphic display on your OpenStage phone displays different content, to which you can respond intuitively.

Idle mode

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



Idle menu

In idle mode, press  or  on the TouchGuide → page 22 to display the idle menu. You can call up various functions here. Entries may vary.

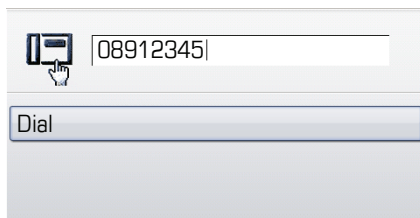
The idle menu may contain the following entries:

- Ringer off
- Do not disturb on
- Directed pickup

Telephony dialogs

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

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



Once you have entered the first digit, several options corresponding to the situation are displayed in a dialog menu (pop-up menu) which you can select and confirm using the TouchGuide → page 22.


Messages

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




Example:

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



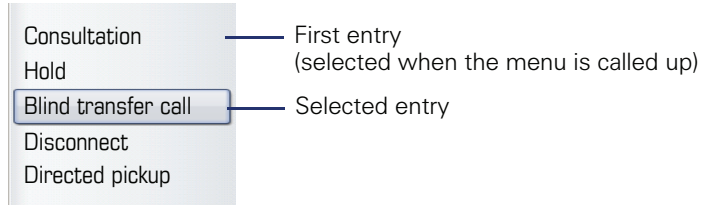
The calls were saved in the missed calls list. Press  to view these calls.

Explanation of all message icons:

Icon	Explanation
	You have received one or more new messages
	One or more new entries have been added to the call lists
	Local call forwarding is activated for all calls

Context menus

If the arrow icon ➔ appears next to a selected entry, additional menu levels or selection options are available in the form of a context menu. Navigate through these options using the TouchGuide ➔ page 22.



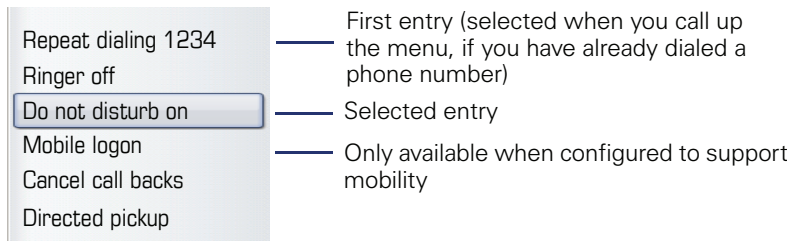
You can select and confirm the required functions using the TouchGuide ➔ page 22.

After a connection is set up – you are called or you make call – the context menu appears automatically under the current connection for the configured time (e.g. 20 seconds).

You can define how long the context menu should be displayed. You can deactivate the automatic display so that the ➔ key must be pressed to see the context menu of the connection ➔ page 204.

Idle display context menu

When you press ➔ on the TouchGuide in idle state, the following functions are available (if activated):



Pop-up window

In certain situations, a pop-up window opens automatically in the lower third of the display.

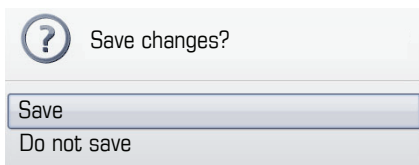
Pop-up menu

You will be prompted to use a pop-up menu to select situation-dependant functions and to confirm them or to make entries.

You can use the TouchGuide to navigate within the pop-up menu
→ page 22.

Example:

The following pop-up menu opens after you change a setting and press the  key on your TouchGuide.

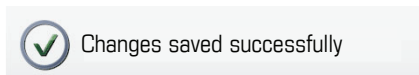


Pop-up message

Pop-up messages only indicate actions or states for which further action is not required.

Example:


The following pop-up message appears briefly when you change a setting.









Application tab

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



Example: Press the  mode key to open the call lists → page 21. Press this key repeatedly to switch between the various tabs.

The icon displayed to the left of the tab indicates the application you are currently working in.

Icon	Explanation
	Telephony interface ¹ → page 37
	Phonebooks → page 40
	Call lists → page 43
	Voicemail → page 46
	Program/Service menu/Applications menu → page 47
	Help function → page 49

[1] Platform-dependent; please contact the responsible administrator.

Applications available on your OpenStage phone

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

Application navigation

Activating an application

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

Scrolling through application tabs

If an application has more than one tab, you can select the tab you want by pressing the mode key repeatedly → page 35.

Scrolling through lists

You can use the TouchGuide to scroll through entries and confirm the functions you want → page 22.

Opening context menus

If the arrow → appears beside an entry, a context menu is available for this entry → page 33.

Telephony interface

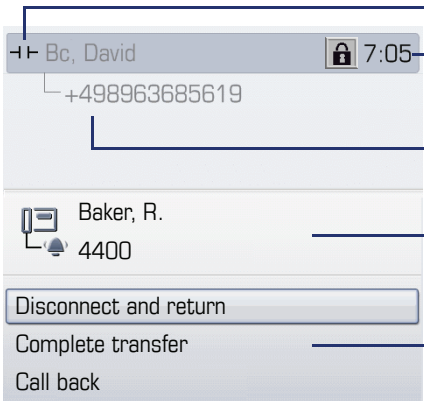
Single-line view

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

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

Press  to open this interface.

Example:



Icon indicating call status







Call duration


Current call(s), possibly with information stored in the phone-book

Call requests and current states

Pop-up menu with situation-dependent options

Icons for frequent call statuses

Icon	Explanation
	The call is active.
	The call has been disconnected.
	You have placed the call on hold (e.g. consultation hold).
	Your call partner has placed the call on hold.
	The voice connection is secure.
	The voice connection is not secure.

 Detailed descriptions of the various functions can be found in the sections "Basic phone functions" → page 51 and "Enhanced phone functions" → page 89.

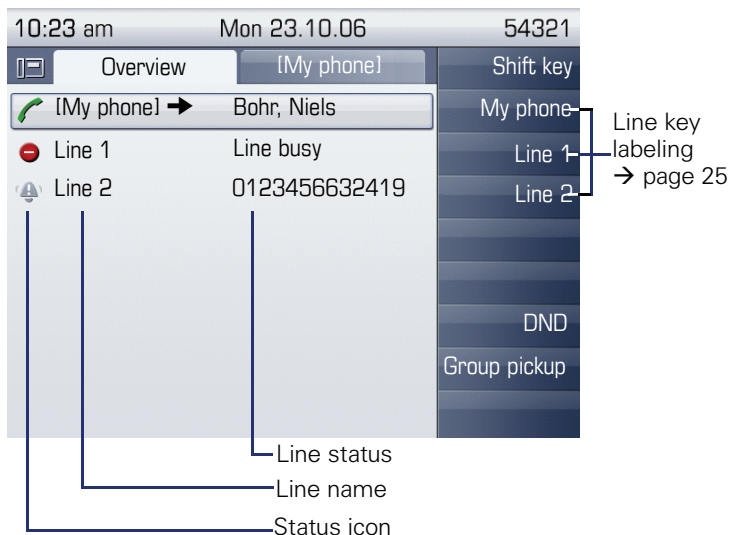
Multi-line view

Two tabs are displayed on the telephony interface:








- "[My phone]" tab - represents the primary line or the line view of a selected line → page 37
- "Overview" tab - configurable overview of the secondary lines → page 25

Press  to open this interface.

Example:



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

Icon	Explanation
	Call for the corresponding line.
	Call for a line with suppressed ring tone → page 142.
	"Hold reminder" is activated → page 93.
	The line is currently not available.
	The line is busy.
	You are holding the line.
	The line is free.

 Please note the LED displays for the line keys → page 26.

Context in the line overview

In the context menu of a selected line you have the following options with:

- Own free line
 - Select
 - View¹
- Own line with active call
 - Hold
 - Clear (replace handset)
 - View¹
- Own line with held call
 - Retrieve
 - View¹
- Other free line
 - Select
 - View¹
- Other line with active call
 - Hold
 - Clear (replace handset)
 - View¹
- Other line with held call
 - Retrieve
 - View¹
- Other line busy
 - View¹

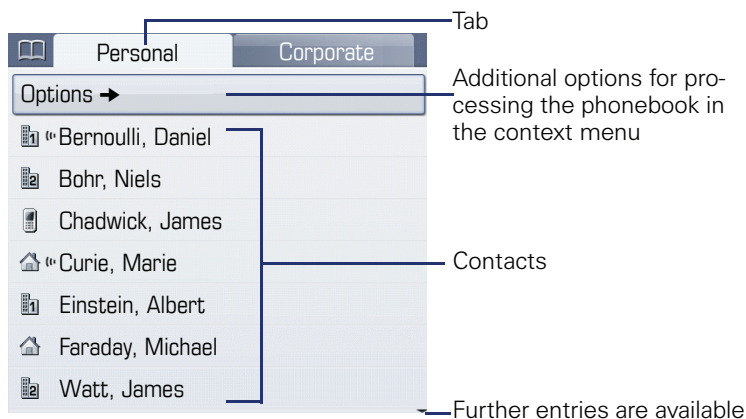
[1]. After a period of time set by service personnel the tab of the selected line is displayed as a preview.

Phonebooks

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

To activate a specific tab, press **Ⓜ** repeatedly until the required tab is displayed.

Example:



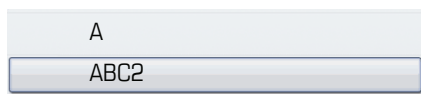
Phonebook icons

Icon	Explanation
	Primary business number
	Secondary business number
	Mobile phone number
	Private phone number

Search contacts

When in the phonebook or directory list view, press the keypad key that corresponds to the first letter of your search term.

A field opens for you to enter the search term:



Enter your search term using the keypad → page 27.

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

Personal phonebook

The "Personal" tab contains your local phonebook. You can store up to 1000 personal contacts in this phonebook. The entries are sorted in alphabetical order in the phonebook list and displayed with the icon for the specified default phone number.

There are two ways of creating new contacts:

- Via the phonebook list context menu → page 143
- Accept entry from LDAP search → page 150

Contact details

The type of data displayed for a call in the telephony interface → page 37 is dependent on the information you have stored for the contact in your local phonebook.

A contact consists of the entry in the "First name" or "Last name" fields and at least one phone number → page 143.

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

You can store several phone numbers for each contact. In this case, however, you should define a preferred number → page 144.

Classify your contacts into groups → page 145.

Store a picture of the contact → page 146.

Managing contacts

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

You can use the "Options" context menu to

- create new contacts → page 143
- define contact display format → page 148
- Quick search in the phonebook → page 147
- sort contacts into groups → page 145
- delete the entire phonebook list → page 144



We recommend OpenStage Manager software for the professional management of your contact data and synchronizing your data with Outlook/Notes. For more information, refer to the OpenStage Manager User Manual → page 19.

Using contacts

The following functions are available via the context menu of a selected contact:

- Calling a contact → page 105
- Editing a contact → page 143
- Deleting a contact

LDAP directory

If you have access to an LDAP directory (contact the responsible administrator), you can search contacts in a company-wide directory.

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

Searching for a contact


- Simple search → page 149
- Quick search → page 151

Using a contact

- Calling a contact → page 105
- Transfer entry to local phonebook → page 152


Call lists


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

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

The following call lists are displayed individually on separate tabs:

- "Missed" tab: missed calls
- "Received" tab: answered calls
- "Dialed" tab: dialed numbers
- "Forwarded" tab: forwarded calls

 Only calls to the primary line are received on multi-line phones (→ page 14).

When new entries are added to the call lists, a message appears (→ page 32) on the idle display and the LED of the mode key  (→ page 21) lights up white.

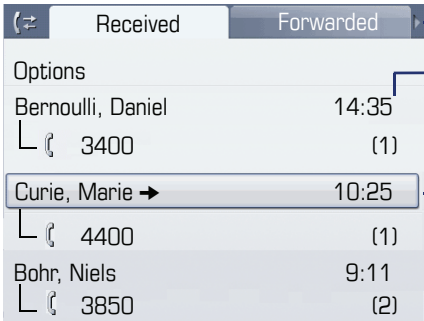
To call up a call list, press  repeatedly until the required tab is activated.

Managing call lists

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

Multiple calls from the same number are only listed once. The number of call attempts is logged in the "Details" context menu.

Example: "Received" tab



Call List Tab	Call Entry	Time of call	Number of attempts
Received	Bernoulli, Daniel	14:35	(1)
Received	Curie, Marie →	10:25	(1)
Received	Bohr, Niels	9:11	(2)

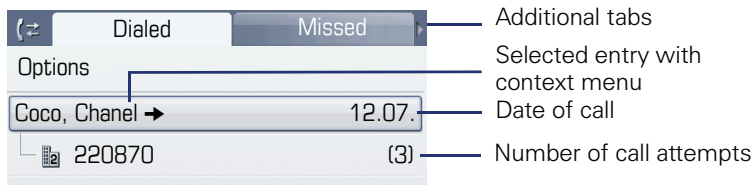
Annotations:

- Additional tabs: Received, Forwarded
- Time of call: 14:35, 10:25, 9:11
- Number of attempts: (1), (1), (2)
- Selected new entry with context menu: Curie, Marie
- Old entry: Bohr, Niels

You can select the following function in the "Options" context menu:

Delete All → page 153

Example: "Dialed" tab



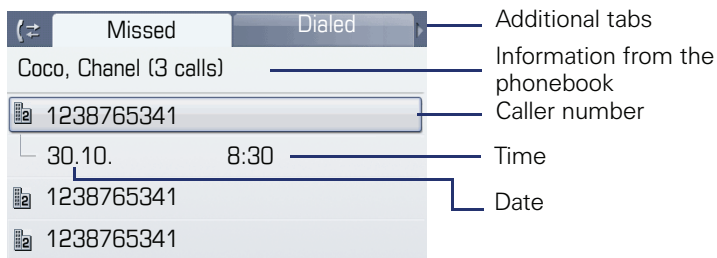
The following functions are available via the context menu of a selected entry:

- Dial → page 65
- Details → page 44
- Delete → page 153

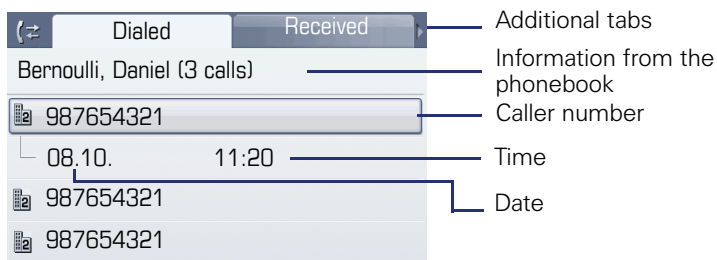
Entry details

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

Example: entry in the "Missed" tab



Example: entry in the "Dialed" tab



In this view, the context menu contains the following entry: Dial



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

Managing call lists

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

Multiple calls from the same number are only listed once. The number of call attempts is logged in the "Details" context menu as well as in the "Missed" log on the list display.

The following functions are available via the "List options" context menu:

- Delete list → page 153
- Sort list → page 153

Using an entry


The following functions are available via the context menu of a selected entry:

- Establish a call to a preferred number → page 106
- View details → page 153
- Delete the entry → page 153
- Transfer entry to personal phonebook → page 154

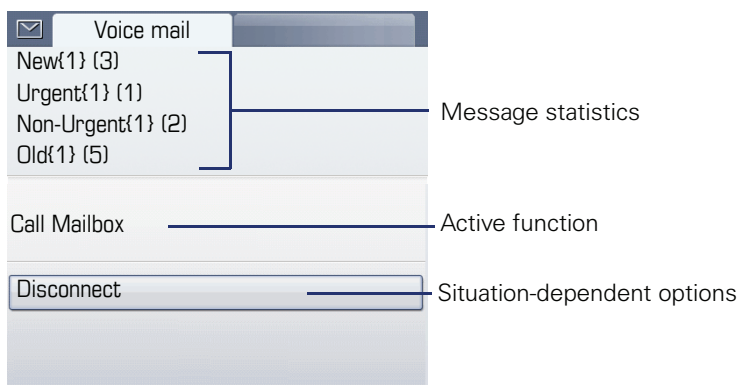
Voicemail

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

Voicemail

 Only voicemails for the primary line are received on a multi-line phone (→ page 14).

Example:



(The labels displayed here for the message status may have been altered individually by service personnel).

Entry details

The internal player automatically opens as soon as a voicemail is received so you can listen to the message.


Administration

Messages that have been opened, retrieved or active in the corresponding tab for longer than three seconds are displayed in gray.

The white LED of the mode key  only goes out when all new messages have been retrieved.

Program/Service menu/Applications menu

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

Press  repeatedly until the "Settings" tab is active.

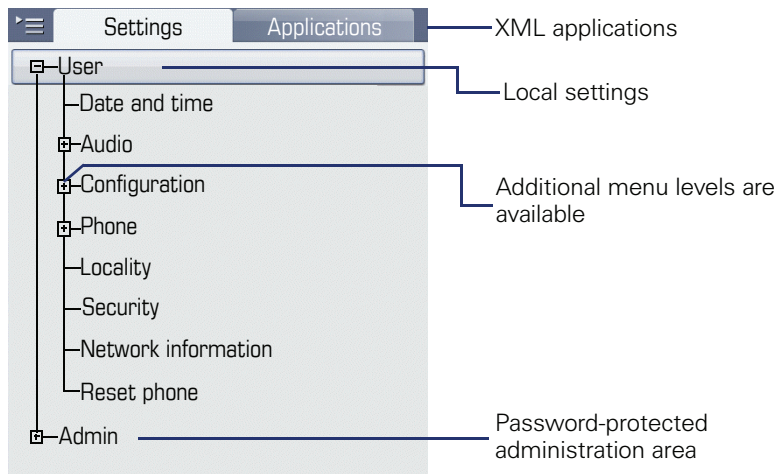
Select and confirm the "User" entry using the TouchGuide \rightarrow page 22.


If necessary, enter the user password \rightarrow page 158.

User settings

You can adjust local settings for your OpenStage using the "User" menu.

The menu structure comprises several levels.



 You can also configure all of the settings using your OpenStage's **Web interface** \rightarrow page 233.

Open the menu \rightarrow page 47.

Date and time



Adjust the settings on your telephone \rightarrow page 190.

Audio

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

Volumes



Adjust the settings on your telephone \rightarrow page 194.

Settings



Adjust the settings on your telephone \rightarrow page 195.

Configuration

Call forwarding



Set up call forwarding for your telephone.
Adjust the settings on your telephone → page 72.

Enhanced phone functions



Use the enhanced phone functions on your telephone.
Adjust the settings on your telephone → page 89.

Keypad



Manage your trunk keys.
Adjust the settings on your telephone → page 138.

Bluetooth



Prepare your phone for Bluetooth operation.
Adjust the settings on your telephone → page 205.

Phone

Adjust the display design settings and program the sensor keys on your OpenStage. Save your settings.

Backup/restore



Back up the current user settings or restore the saved settings.
Adjust the settings on your telephone → page 228.

Screensaver



Adjust the settings on your telephone → page 183.

Display



Adjust the settings on your telephone → page 183.

Programmable keys



Program sensor keys with frequently used functions or phone numbers.
Adjust the settings on your telephone → page 82.

Locality



Enter your country-specific settings.
Adjust the settings on your telephone → page 201.

Security



Protect your settings and data by assigning a password.
Adjust the settings on your telephone → page 158.

Network information

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



View information on the phone → page 217

Reset phone

Personal settings made via the telephone menu or the web interface can be reset to factory settings. → page 218

Administration

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

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



During a software update, the phone must not be disconnected from the power supply unit, the LAN line or the phone line.

An update action is indicated by messages on the display and/or by flashing LEDs.


Applications

E/A Cockpit → page 130

Help function

You can call up the "Help" function at any time, even during a call.

Calling up the "Help" function

Press . The "Help" function is activated.

Control and monitoring function


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

Control function


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

Monitoring function

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

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

Basic functions

 Please read the introductory chapters "Getting to know your OpenStage phone" → page 15 and "Applications available on your OpenStage phone" → page 36 carefully before performing any of the steps described here on your phone.

Secure voice transmission


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


If you call a party or receive a call from a party over a secure connection, a padlock icon¹ appears on the other party's row on your graphic display. You can opt to have voice connections that are no longer secure indicated by a brief alerting tone and a window with the message "Unencrypted call" (see → page 200).

Incoming calls

Your OpenStage phone rings with the tone signal set when an incoming call is received. The call is also visually signaled on the call display.

If transmitted, calling party information (name, phone number) appears on the graphic display.

 If you have set a pattern melody → page 197 or a ringtone → page 196 on your phone, it is possible that service personnel preset a different ringtone or deactivates the ringtone, regardless of the call type (e.g. an external or internal call).

An incoming call will interrupt any ongoing telephone setting operations. As soon as the call ends, press  to return to the point in the menu structure where you were interrupted.

1 Closed for secure or open for nonsecure voice communication

Step by Step

if nec. 

Answering a call via the handset

The phone rings. The caller is displayed.

Lift the handset.


Set the call volume.

Answering a call via the loudspeaker (speakerphone mode)

The phone rings. The caller is displayed.

The pop-up menu opens:

Accept

Select and confirm the option shown. The  key lights up.

or



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

if nec. 

Set the call volume.

Suggestions for using speakerphone mode:

- Tell the other party that speakerphone mode is active.
- Adjust the call volume while speakerphone mode is active.
- The ideal distance between the user and the phone in speakerphone mode is about 50 cm.

Step by Step

Answering a call with a headset

Prerequisite: A headset is connected.



Make sure your headset port is set up properly
→ page 198.

Answering calls via the headset

The phone rings. The  key flashes.



Press the key shown.

if nec.



Set the call volume → page 20.

Answering calls automatically via the headset

Prerequisite: The service personnel have additionally configured a key with the "Auto-Headset function (AICS Zip tone) (→ page 82).



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

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

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

Step by Step

Directed pickup

You can pick up a call signaled at an absent coworker's phone. If a colleague has placed a call on hold on their multi-line phone you can also pick up this call.

Picking up call

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

A coworker's phone rings.

Directed pickup

Select and confirm the option shown in the idle phone's context menu.

or



Lift the handset.

or



Press the key shown.

Directed pickup

Select and confirm the option shown.



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

Step by Step

Picking up a held call:

Prerequisite: Your colleague has placed a call on hold on their multi-line phone → page 119. You know the co-worker's internal phone number and the function is configured for you in OpenScape Voice.

Directed pickup

Select and confirm the option shown in the idle phone's context menu.

or.



Lift the handset.

or



Press the key shown.

Directed pickup

Select and confirm the option shown.



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

Step by Step

Switching to speakerphone mode



Make note of the two different processes and activate, if necessary, your preferred setting
→ page 198.

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

Standard mode



and 

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

US mode

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



Press the key shown.



Replace the handset. Proceed with your call.



A secure voice communication is indicated by a closed padlock icon on the graphic display; a non-secure voice communication is indicated by an open padlock icon on the graphic display (see also → page 51).

Switching to the handset

Prerequisite: You are conducting a call in speakerphone mode.



Lift the handset.



The key shown goes out.

Step by Step

Switching from headset to speakerphone mode

In standard mode



Press and hold the key (open listening ist activated),



Press the key. Speakerphone mode is activated.

In U.S. mode



Press the key



Press the key. Speakerphone mode is activated.

Open listening

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



It is not recommended to activate the open listening feature in connection with a Bluetooth headset → page 223 because this can lead to reduced quality depending on headset an environment.

Prerequisite: You are conducting a call via the handset.

Activating



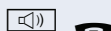
Press the key shown.

Deactivating



Press the lit key.

Switching to speakerphone mode



Hold down the lit key and replace the handset.

Step by Step



Press the key shown.

or



Press the lit key.

or

Disconnect

Select and confirm the option shown in the connections's context menu.

Step by Step

Group call

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

A group call is displayed on the phone. Service personnel may have made the following settings for signaling:

Telephone status			Ring on group call = Yes	Ring on group call = No
Ringtone on	Silent		Ringtone Loudspeaker	Beep Loudspeaker
	in Connection	Handset	Ringtone Loudspeaker	Beep Handset
		Handset Open listening	Beep Handset and loudspeaker	Beep Handset and loudspeaker
		Headset	Ringtone Loudspeaker	Beep Headset
		Headset Open listening	Beep Headset and loudspeaker	Beep Headset and loudspeaker
		Speakerphone mode	Beep Loudspeaker	Beep Loudspeaker
Ringtone off	Silent		Nothing	Nothing
	in Connection	Handset	Nothing	Beep Handset
		Handset Open listening	Beep Handset and loudspeaker	Beep Handset and loudspeaker
		Headset	Nothing	Beep Headset
		Headset open listening	Beep Headset and loudspeaker	Beep Headset and loudspeaker
		Speakerphone mode	Beep Loudspeaker	Beep Loudspeaker

The volume settings can be found from → page 194.

Step by Step

Further service personnel settings for group calls:

- The group call can be picked up both by lifting the handset and via the "Pickup call" menu option..
- The group call be picked up via the "Pickup call" menu option but **not** by just lifting the handset.
- A key is programmed for call pickup.

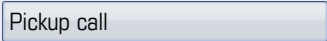
A group call is waiting and is indicated on the display by

Pickup: *Caller*

for: *Party*

Picking up a group call

The pop-up menu opens:



Confirm the option shown.

or



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

or



Press the sensor key programmed with the "Call pickup" function (if configured). The speakerphone function is activated.




Ignoring a group call

Select and confirm the option shown. The phone stops signaling the group call.

Step by Step

Making calls

 If you selected the option "Busy When Dialing" → page 108, you will not be interrupted by an incoming call. In this case, the caller hears the busy signal.

Off-hook dialing



Lift the handset.



Enter the station number.

In the pop-up menu:

Dial

Confirm or wait until the dial delay expires (see → page 107).


or

In the pop-up menu:

Repeat dialing S. Hawking

Confirm the option shown.

The connection is set up.

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

Step by Step

On-hook dialing

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



Press the key shown.

or



Press the key if a headset is connected.



Enter the station number.

Press or wait until the dial delay expires. (see → page 107).

or

In the pop-up menu:

Repeat dialing S. Hawking

Confirm the option shown.

First enter the number

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



Enter the station number. Use the TouchGuide → page 22 to correct entries as necessary.

In the pop-up menu:

Dial

Confirm or wait until the dial delay expires (see → page 107).

The connection is set up.



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

Step by Step

Immediate dialing

Immediate dialing should only be activated if service personnel has configured and approved a dial plan.

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

Activating or deactivating immediate dialing



You can also configure this setting via the web interface → page 233.



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

Confirm the option shown.

if nec.



Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

Select and confirm the option shown.

Step by Step

Dialing using the hot or warm line function

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

If you lift the handset of the phone or press the loud-speaker key

- with a hot line immediately or
- with a warm line after a defined period of time, a number specified by service personnel is dialed.


Examples:

- The phone in the lift immediately dials the reception number.
- The phone at a patient's bed dials the ward number e.g. after a minute if no other number is dialed.

Step by Step

Redial

Redialing from the call list

 Only calls to the primary line are received on multi-line phones (→ page 14).



Press the key repeatedly until the application's "Dialled" tab appears.

 Niels, Bohr18.10. 07:06am

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

Redialing from the pop-up menu



Lift the handset.

or



Press the key shown.

Repeat dialing S. Hawking

Select and confirm the option shown.


The last phone number entered is dialed.

Repeat dialing S. Hawking

Redialing from the idle menu

Select and confirm the option shown in the idle display (→ page 33) context menu. The last phone number entered is dialed.



 A secure voice communication is indicated by a closed padlock icon on the graphic display; a non-secure voice communication is indicated by an open padlock icon on the graphic display (see also → page 51).

Step by Step

Activating/deactivating the microphone

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

Prerequisite: You are conducting a call.

Deactivating the microphone



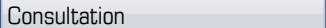
Press the key shown.

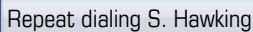
Activating the microphone



Press the lit key.

Step by Step





or



Consulting a second party

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

Prerequisite: You are conducting a call.

Select and confirm the option shown in the connections's context menu.

Enter and confirm the second party's phone number.



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

In the pop-up menu:

Confirm the option shown.



If you want to use the **phonebook** or a **call list** for a consultation call, on the context menu select Consult instead of **Hold** or press the **Hold** key and open a phonebook or the required call list (→ page 143).

Alternatively you open a phonebook or call list without using the **Hold** function, the active call is automatically put on **Hold**.

Ending a consultation call

Select and confirm the option shown in the context menu.

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

Step by Step

Disconnect & return

Disconnect & return

Canceling a consultation call

If the called party does not answer

In the pop-up menu:

Select and confirm the option shown.

The call with the first party is resumed.

If the called party does answer

Select and confirm the option shown in the context menu for the connection to the second station.

The call with the first party is resumed.

Step by Step

Alternate

Disconnect

Disconnect & return

Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call → page 67 or have accepted a second call → page 96.

Select and confirm the option shown in the connection's context menu.



It does not matter which context menu is open when alternating. The "Alternate" function appears in both menus (active and passive connection).

You can switch back and forth between two subscribers by repeatedly selecting and confirming "Alternate".

Ending an alternate operation

Disconnecting the held call:

Select and confirm the option shown in the held connection's context menu.
The held call is disconnected. The active call continues.

Disconnecting the active call:


Select and confirm the option shown in the active connection's context menu.
The active call is disconnected. The held call remains on hold and can be managed via the context menu.

Step by Step

Putting on hold and retrieving successively or simultaneously

Putting an active call on hold

Prerequisite: You are conducting a consultation call → page 67 or have accepted a second call → page 96. The "Hold" sensor key must be configured → page 82.

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

Retrieving the first call



Switch to the first call.



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

Retrieving the second call



Switch to the held consultation or second call



Press the illuminated "Hold" key. You are connected with the other party. The first called is put on "Hold" again.

Step by Step

Connecting parties

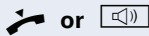
You can join the first party with the party you consulted, clearing down your connection to both parties in the process.

Prerequisite: You are conducting a consultation call → page 67 and call joining must be allowed → page 71.

Select and confirm the option shown in the active connection's context menu.

The other two parties are now connected to one another. You can now hang up.

or **Connect by hanging up**



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

Allowing call joining



You can also configure this setting via the Web interface → page 233.



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

Confirm the option shown.

if nec.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

Select and confirm the option shown.

Step by Step

Call forwarding

You can forward calls for your phone to another phone.



On multi-line telephones (→ page 14), you can only configure call forwarding for the primary line.

Prerequisite: The call forwarding function is programmed → page 75.

Three forwarding conditions can be programmed in the forwarding menu:

- All Calls
- Busy
- No reply

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

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

Forwarded calls can be logged in a call list → page 43.

There are three Destination options in the **Edit call forwarding** menu. These destination options are assigned to the forwarding types.

All calls (off/on)

Destination

Busy (off/on)

Destination

No reply (off/on)

Destination

One phone number may already be assigned to each destination. The Destination option could then be Destination 12345, for instance.

Step by Step

Programming call forwarding



You can also configure this setting via the Web interface → page 233.

Saving destination phone numbers for call forwarding

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



Press the key shown.



You can also enter the call forwarding settings via the user menu (→ page 91).

Edit call forwarding

The pop-up menu opens:

Select and confirm the option shown.

An overview of call forwarding settings appears.

Destination

Select and confirm the option shown.



You can save destination phone numbers by selecting the "Destination" option for the relevant forwarding condition.

Edit favorites

Select and confirm the option shown in the context menu.

Destination 1

Select and confirm the option shown.



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

Save & exit

Select and confirm the option shown.

Assigning a destination phone number to a call forwarding instruction



Press the key shown.

The pop-up menu opens:

Edit call forwarding

Select and confirm the option shown.

An overview of call forwarding settings appears.

Step by Step

Destination

Select and confirm the option shown for the call forwarding condition you want.

08972228596

Select and confirm the destination phone number you want.

Save & exit

Select and confirm the option shown.

Defining the ring duration before call forwarding on no reply

You can define how long the phone should ring before the "No reply" form of call forwarding activates.



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



You can also configure this setting via the Web interface → page 233.



Press the key shown.

The pop-up menu opens:

Edit call forwarding

Select and confirm the option shown.

An overview of call forwarding settings appears.

Duration

Select and confirm the option shown.



Enter the required time in seconds.

Save & exit

Select and confirm the option shown.

Step by Step

Activating/deactivating call forwarding

Prerequisite: At least one destination phone number is programmed → page 73.



You can also configure this setting via the Web interface → page 233.



Press the key shown.

The pop-up menu opens:

Edit call forwarding

Select and confirm the option shown.

All calls

An overview of call forwarding settings appears.

Select and confirm to activate or deactivate.

or

Busy

Select and confirm to activate or deactivate.

or

No reply


Select and confirm to activate or deactivate.

Save & exit

Select and confirm the option shown.

Step by Step

Activating call forwarding for all calls

Use the  function key to activate or deactivate call forwarding directly for all calls.




You can also configure this setting via the Web interface → page 233.

Prerequisite: At least one destination phone number is programmed → page 73.



Press the key shown.

The pop-up menu opens:


The pop-up menu disappears after around five seconds and the  key lights up.

or

Accept

Confirm the option shown. The  key lights up.

Call forwarding is activated for all calls.


If the phone is idle, the call forwarding icon  appears on the graphic display with the destination phone number.

Deactivating call forwarding for all calls



Press the lit key.

The pop-up menu opens:

The pop-up menu disappears after around five seconds and the  key goes out.

or

Accept

Confirm the option shown. The  key goes out.

Call forwarding is deactivated for all calls.

Step by Step

Call forwarding chain

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

A popup window opens on your phone's screen with the following information:

- Who is calling
- Who forwarded first or last.
- The reason for the forwarding is displayed by an icon.

You can set whether the station that forwarded first or last is displayed (see → page 91).

Step by Step

Callback

You can request a callback if the station called is busy or if nobody answers.

You receive a callback when the other party's line becomes free.



This option must be activated by your administrator.



On multi-line telephones → page 14, only the callback requests for your primary line are logged.

Call back

Cancel call backs

Disconnect

Requesting callback

Prerequisite: The station called is busy or nobody answers.

In the pop-up menu:

Select and confirm the option shown.

Deleting callback requests

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

Prerequisite: A callback was requested.

Select and confirm the option shown in the idle display (→ page 33) context menu.

Confirm in the pop-up menu. All callback requests are deleted.

Step by Step



Responding to a callback

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

The pop-up menu opens:

Accepting a callback

Select and confirm the option shown.

Rejecting a callback

Select and confirm the option shown.

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

Forwarding a callback

Select and confirm the option shown.

Enter and confirm the phone number.

Step by Step

Permitting a callback

Permitting callback on busy/no reply



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Callback: busy

Select and confirm the option shown.

or

Callback: no reply

Select and confirm the option shown.

Yes


Select and confirm the option shown in the context menu.

Save & exit

Select and confirm the option shown.

Step by Step

Calling back missed calls

Calls received while you are absent are indicated by a message (→ page 32) on the idle display. In addition, the mode key  lights up white.

Missed calls are logged in the missed calls list. This list provides information on the missed call and lets you call back the number directly.



On multi-line telephones → page 14, only the calls missed on your primary line are logged.



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

 Karl, Gross 20.05. 10:06

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



For a detailed description of the call lists, see → page 43.

Step by Step

Programmable sensor keys

The phone features a range of functions that can, if required, be programmed on programmable sensor keys.

The phone comes with nine (OpenStage 80) or eight (OpenStage 60) sensor keys, all of which can be programmed on two separate levels.

The sensor key for switching between the two sensor key levels is preassigned (shift key). This programmable sensor key should be maintained where possible so you can switch between the two programmable sensor key levels.

The labels for the sensor keys are displayed on the right edge of the display.

The sensor keys can also be programmed via the web-interface → page 233.

List of available functions


- | | |
|--------------------------|------------------------|
| 1. Delete (not assigned) | 17. Group pickup |
| 2. Selected dialing | 18. Repertory dial |
| 3. Repeat dialing | 19. Feature toggle |
| 4. Forward all calls | 20. Mobility |
| 5. Forward no reply | 21. Directed pickup |
| 6. Forward busy | 22. Callback |
| 7. Ringer off | 23. Cancel callbacks |
| 8. Hold | 24. Consultation |
| 9. Alternate | 25. DSS |
| 10. Blind transfer call | 26. Call Waiting |
| 11. Transfer call | 27. Immediate ring |
| 12. Deflecting | 28. Preview |
| 13. Shift | 29. AICS Zip tone |
| 14. Conference | 30. Server feature |
| 15. Headset | 31. Launch application |
| 16. Do not disturb | 32. Send URL |


Step by Step

Programming sensor keys

Beginning programming

Directly via a sensor key

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

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

OK

Confirm to begin programming. The sensor key illuminates continuously.

or Via the user menu

You can also program keys via the user menu.



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

User

Confirm the option shown.

if nec.




Enter and confirm the user password.

Phone

Select and confirm the option shown.

Program keys

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

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

Beginning programming

Normal

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

or

Shifted

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

Do not disturb

In the context menu select and confirm the required function (e. g. Do not disturb).

Step by Step

Label

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



Enter and confirm the label you want.

Save & exit

Select and confirm the option shown.

Programming enhanced functions

Repertory dial

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



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

OK

Confirm to begin programming. The sensor key illuminates continuously.

Normal

Select and confirm the option shown.

Repertory dial

Select and confirm the function in the context menu.

Label

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



Enter and confirm the label you want (for example, the destination station).

Setting

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



Enter and confirm the stations's destination phone number.

You can select and insert special characters in the dialing sequence:

Icon	Function
	Calls up the special characters menu
	Disconnects the call

Step by Step

Save & exit

OK




Normal

Feature toggle

Label

Setting

Save & exit

Icon	Function
	Activates a consultation hold
	Enables a normal call
	Enters a pause, for example, for international dialing

Select and confirm the option shown.



The repertory dial can be up to 40 characters long.

Feature toggle

Only available for Hunt group functions (→ page 174).

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



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

Confirm to begin programming. The sensor key illuminates continuously.

Select and confirm the option shown.

Select and confirm the function in the context menu.

Select and confirm to change the key labeling.

Enter and confirm the label you want (for example, "busy/free").

Select and confirm this option to enter a code.


Enter the code (see Code list table → page 182) and confirm.

Select and confirm the option shown.

Step by Step

Forwarding

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

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

OK

Confirm to begin programming. The sensor key illuminates continuously.

Normal

Select and confirm the option shown.

Forward all calls

Select a forwarding type:

- Forward all calls
- Forward no reply
- Forward busy

Label

Select and confirm the function in the context menu.

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

Setting



Accept or edit the label and confirm.

Select and confirm this option to enter the forwarding destination.

Save & exit



Enter and confirm the phone number of the forwarding destination.

Select and confirm the option shown.

Step by Step

Using sensor keys

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

Example 1: Calling saved number

Prerequisite: The idle menu is displayed on the display.

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

Example 2: Call Waiting Activating/deactivating

You can press a key to activate or deactivate call waiting functionality, even during a call. The prerequisite for this is that a second call is permitted (→ page 98). By default a second call is permitted.

□ Press the "Call Waiting" sensor key. The sensor key goes out. The second call function is deactivated. The call is rejected or forwarded.

Example 3: Immediate ring

This function allows you to switch the preset delay (→ page 139) on and off for all line keys. By default the delay is set, the key does not illuminate.

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

Step by Step

Resetting sensor keys

You can reset sensor keys you configured to factory settings (see also → page 218).



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Reset

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

Function key data

Select.

Yes

Select and confirm the option shown in the context menu to delete the content of the sensor keys.

Options

Select.

Selected user....

Select and confirm "Reset selected user data" in the context menu. The contents of the sensor keys you configured are deleted.



Keys which can only be configured by service personnel remain unchanged.

Step by Step

Enhanced phone functions

Incoming calls

Rejecting a call

You can reject an incoming call.

In the pop-up menu:

Reject

Select and confirm the option shown.
The caller hears a busy signal.



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

Deflecting a call

Using call deflection

Prerequisite: An incoming call is displayed or signaled.

In the pop-up menu:

Deflect

Select and confirm the option shown.
The call is immediately deflected if a destination phone number (→ page 90) is programmed.

or

If you did not set a phone number when programming call deflection, a pop-up menu appears prompting you to enter a destination phone number for call deflection.



Enter and confirm the destination phone number.
The call is deflected.

Step by Step



Permitting call deflection

You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

Deflect

Select and confirm the option shown.

Allow deflection

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Default destination

Select and confirm the option shown.



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



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

or Deflecting to a DSS number

A call can be deflected to a direct station selection (DSS) subscriber using the DSS key, if the key is configured and the deflect function is activated by your service personnel → page 124.

Deflect to DSS Yes

Information only, as set by service personnel: Yes or No.

Step by Step

Configuring call forwarding



You can also enter the call forwarding settings via the Forwarding key (→ page 73).



Press the key shown until "Settings" is active.

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

Forwarding

Select and confirm the option shown.

For a description of the settings, see the explanation starting on → page 72.

Configuring call forwarding

Settings

Select and confirm the option shown.

For a description of the settings, see the explanation starting on → page 72.

Setting alerts

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

Alerts

Select and confirm the option shown.

Visual alerts

Select the option shown.

Yes

Select and confirm the option shown in the Yes/No context menu.

or

Audible alerts

Select the option shown.

Yes

Select and confirm the option shown in the Yes/No context menu.

Step by Step

or

Forwarding station...

Select the option shown.

Display last

Select and confirm **Display last/Display first**

Save & exit

Select and confirm the option shown.

Placing a call on hold

You can use this function to place an ongoing call on hold, for instance, to prevent the other party overhearing a conversation with a colleague in the same room. The held party hears music on hold if **Music on hold** is active on this party's phone (→ page 95).

Prerequisite: You are conducting a call.

Hold

Select and confirm the option shown in the connections's context menu.

or



Press the "Hold" key. The key lights up. (The "Hold" sensor key must be configured → page 82.)

Retrieving a held call:

Reconnect

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

or



Press the illuminated "Hold" key. (The "Hold" sensor key must be configured → page 82.)

Using line keys

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



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

Retrieving a held call:



Press the corresponding trunk key. The line key LED lights up. The call is retrieved.

Step by Step



The LED display → page 26 or status display on the "Overview" tab → page 38 indicates that the call is on hold to other multi-line telephones where this line is also configured. These phones can then pick up the call.

Held call wait status

After placing a call on hold, you can replace the handset and then decide if the call should be retrieved or disconnected.

Prerequisite: You placed a call on hold and replaced the handset.

In the pop-up menu:

Retrieve held call

Select and confirm the option shown to resume the call in speakerphone mode.

or

Disconnect

Select and confirm the option shown to disconnect the call.

Activating/deactivating the hold reminder tone

You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Allow hold rem.

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select and confirm the option shown.

Step by Step

Setting the hold reminder time

Use "Hold reminder" to specify when you want to receive an automatic reminder about a held call. The minimum time value is 1, that is, the reminder is output after one minute. The maximum value is 99 minutes. Press 0 to deactivate the reminder.



You can also configure this setting via the Web interface → page 233.



Press the key shown until "Settings" is active.

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Hold rem. delay

Select and confirm the option shown.



Enter a value between 3 and 15 and confirm.

Save & exit

Select and confirm the option shown.

Step by Step

Music on hold

Music on hold is played back when you are placed on hold by another party, providing this option is active.



You can also configure this setting via the Web interface → page 233.



Press the key shown until "Settings" is active.

Confirm the option shown.

if nec.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

Select and confirm the option shown.

Step by Step

Accept

Disconnect & return

Call waiting (second call)

You can accept a second incoming call in the course of an ongoing call. The caller hears the on-hook signal while you hear a call-waiting signal tone.

You can reject or accept the second call. Before you accept the second call, you can end the first call or place it on hold for subsequent retrieval.

You can block the second call or the signal tone (→ page 98).

Accepting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 98).

In the pop-up menu:

Select and confirm the option shown.

You can talk to the second party.

The connection to the first party is on hold.

You can still

- toggle between an initial and second call or
- put on hold and retrieve second and first call successively → page 70
or
- initiate a conference

Consultation call from second call

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

From a consultation call in the second call you can

- initiate a conference
- toggle between the second call and a consultation call
- put on hold and retrieve second and consultation call successively → page 70
- transfer a call
- disconnect the calls again

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

Disconnect second call

Select and confirm the option shown in the second call's context menu. The call to this station is disconnected and the call to the first station is reconnected.

Step by Step

Ignore

Ignoring second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 98).

In the pop-up menu:

Select and confirm the option shown. The caller still hears the on-hook signal. You can subsequently Accept, Reject or Deflect the second call.

While the ignored second call continues to wait, from the active call you can:

- make a consultation call
- initiate a conference
- toggle between the consultation call and your call party
- transfer a call

A third call would be rejected with the busy signal

If you have disconnected the first call, the ignored second call rings like a normal call.

Rejecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 98).

In the pop-up menu:

Reject

Select and confirm the option shown.

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

Deflecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 98).

In the pop-up menu:

Deflect

Select and confirm the option shown.



Enter and confirm the phone number.

The second call is deflected to the destination specified.

Step by Step

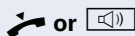
Complete Xfer

Connecting parties

Select and confirm the option shown in the active connections context menu. The other two parties are now connected to one another. You can now hang up or dial another number for instance.

or Connect by hanging up

Prerequisite: Connecting by hanging up is activated (ask your service personnel) and "Toggle associate" must be set to "Yes" (→ page 99). Before you can be connected by hanging up you must have toggled at least twice (→ page 69).



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

Allowing call waiting



You can also configure this setting via the Web interface → page 233.



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

Prerequisite: The option was programmed by your administrator.



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

User

Confirm the option shown.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

Handling

Select and confirm the option shown.

Allow call waiting

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Step by Step

Save & exit

Select and confirm the option shown.

When **Allow call waiting** is activated, you can toggle the configured sensor key to switch call waiting on/off (→ page 87).

Toggling associate

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



You can also configure this setting via the web interface → page 233.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Toggling associate

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select and confirm the option shown.

Step by Step

Blind transfer



Transferring a call

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

Blind transfer

Prerequisite: You are conducting a call. The options "Allow call transfer" and "Transfer on ring" were selected (→ page 101).

Select and confirm the option shown in the connections's context menu.

Enter and confirm the phone number of the second party to whom you want to transfer the call.



The graphic display returns to idle following successful transfer.

Consultation



Transferring with consultation

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

Prerequisite: You are conducting a call. The options "Allow call transfer" and "Transfer on ring" were selected (→ page 101).

Select and confirm the option shown in the connections's context menu. The call is placed on hold.

Enter the phone number of the party to whom you want to transfer the call.

Dial

Confirm the option shown.

If the party answers:

Announce the call you want to transfer.

Complete Xfer

Select and confirm the option shown in the connections's context menu.


If the party does not answer:

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

Complete transfer

Select and confirm the option shown in the connections's context menu.

Step by Step

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

If the party does not answer, you will be called back by the first party.

Allowing call transfer



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Allow call transfer

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select and confirm the option shown.

Step by Step

Allowing "Transfer on Ring"

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



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec. 

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Transfer on ring

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select and confirm the option shown.

Step by Step

CTI calls

Beep on auto-answer

Speakerphone mode activates automatically on your phone if you use a CTI application (such as Outlook) to dial a number when Auto Answer is active. If Auto Answer is not active, the phone rings first and you have to press the loudspeaker key or lift the handset to set up the call. This setting also defines whether or not incoming calls are automatically accepted. If the function is active, an alert beep sounds when a call is automatically accepted. Details regarding special application are provided on → page 123.

Information on the operation of the configured CTI application can be found in the corresponding user guide.



You can also configure this setting via the Web interface → page 233.

Prerequisite: The option was programmed by your administrator.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

CTI calls

Select and confirm the option shown.

AutoAnswer

Select and confirm the option shown.

Yes

Select and confirm the option shown.

AutoAnswer beep

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Save & exit

Select and confirm the option shown.

Step by Step

Beep on auto-reconnect

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



You can also configure this setting via the Web interface → page 233.

Prerequisite: The option was programmed by your administrator.



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

User

Confirm the option shown.

if nec. A small icon of a telephone keypad.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

CTI calls

Select and confirm the option shown.

AutoReconnect beep

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Save & exit

Select and confirm the option shown.

Step by Step

Making calls

Dialing with the DDS key

You can program frequently used phone numbers on programmable keys (→ page 82). If you press a direct destination selection key for around three seconds, the associated contact or phone number appears and dialing is initiated.

Prerequisite: A direct destination key is programmed → page 82.




Press the programmed DDS key. Dialing is initiated.

Dialing from the local phonebook



Press the key shown.

 Niels, Bohr

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

Details

Select and confirm the option shown in the context menu.

Business 2

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

For detailed information about the local phonebook, see from → page 143.

Dialing from the LDAP database

Prerequisite: You searched for and selected an entry in the LDAP database (→ page 149).

Isaac, Newton

Select the entry you want.

Dial

Select and confirm the option shown in the context menu. The connection is set up.

For detailed information about the LDAP database, see from → page 149.

Step by Step



Niels, Bohr 18.10. 07:06am



Options

Groups

@Home

View

Niels, Bohr

Dialing a phone number from a list

Press the key until the application table for the relevant call list is active.

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



If the party listed is already in the phonebook, the appropriate phone number icon is displayed → page 143. If there are several numbers stored for the party in the phonebook, these can also be selected in the context menu.

Calling a contact from a group

Press the key shown.

Select and confirm the option shown.

Select and confirm the option shown in the context menu.

Select and confirm the group you want.

Select and confirm the option shown in the context menu.

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



A phone number icon is displayed if the party is already stored as a contact in the phonebook → page 143. If there are several numbers stored for the party in the phonebook, these can also be selected in the context menu.


Step by Step

Using autodial delay

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

- when dialing in idle mode
- when deflecting an incoming call
- Consultation
- when transferring an answered call.

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

- pressing the  key. This always works.
- lifting the handset. This only works if the phone number was entered when the phone was idle or if it was entered for a consultation call when the handset was off hook.
- pressing the loudspeaker key. This only works if the phone number was entered when the phone was idle and the loudspeaker key was not lit or if the phone number was entered for a consultation call and the loudspeaker key was not lit.



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

Settings for autodial delay



You can also configure this setting via the Web interface → page 233.



The setting does not affect automatic emergency number dialing.

If you select **Autodial delay**, you must either confirm the "Dial" option, press the loudspeaker key or wait until the autodial delay expires to set up a call when dialing with the handset on hook.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Step by Step

Outgoing calls

Select and confirm the option shown.

Autodial delay

Select and confirm the option shown.



Save & exit

Specify a value and confirm your entry.

Select and confirm the option shown.



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

Allowing "Busy When Dialling"

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



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Busy when dialing

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select and confirm the option shown.



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

Step by Step

Conference

Local conference

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

Prerequisite: You are conducting a consultation call → page 67 or have accepted a second call → page 96, and the conference function is active → page 110.

Initiating a local conference



You can initiate a conference by calling the "Conference" function in the context menu of either the active or held call.

Conference

Select and confirm the option shown in the connection's context menu. You are connected to both parties at once. The conference is displayed.

User

Conducting one-to-one calls

Select the connection you want to clear down.

Disconnect

Select and confirm the option shown in the context menu. You are now involved in a one-to-one call with the remaining call party.



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

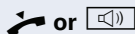
The entire conference is nonsecure if the connection to at least one of the parties is not secure (see also → page 51).

The relevant padlock icon appears on the "Conference" row.

Step by Step

Exit Conf

or



End Conf

Ending a local conference

Allowing call partners to continue a conference after you exit

Prerequisite: The function "Allow join in conference" (→ page 111) was activated.

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

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

Disconnecting a party

Select and confirm the option shown in the "Conference" context menu. Both connections are cleared down – the conference is cleared down.

User



Allowing a local conference

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

You can also configure this setting via the Web interface → page 233.



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

Confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Allow conferences

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select and confirm the option shown.

Step by Step

Allowing joining in a local conference

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



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Allow exit conf

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select and confirm the option shown.

Step by Step

Conference

Consultation

Conference

Hold

System-supported conference

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

Prerequisite: You are conducting a consultation call → page 67 or you have accepted a second call → page 96, and the "Centralized conference" feature was configured by your administrator.

Establishing a conference

Select and confirm the option shown in the connection's context menu. You are connected to the first two parties at once. The conference is displayed with the current participants. You can now:

- initiate a consultation call
- put the conference on hold
- leave the conference.

Conducting a consultation call

Select and confirm the option shown in the "Conference" context menu. If the party answers, you can:

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

Adding a party

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

Select and confirm the option shown in the consultation call's context menu. The party is added to the conference. Only the conference and all current participants are now displayed.

Putting the conference on hold

Select and confirm the option shown in the "Conference" context menu. The conference is placed on hold and you can consult with someone in your office, for instance.

Step by Step

Exit Conf



Leaving a conference

Select and confirm the option shown in the "Conference" context menu. You are disconnected from the conference call and can dial another number, for instance. The other call partners remain connected.

If using the "Centralized conference" option, the Conference row contains a closed padlock icon for a secure voice connection and an open padlock icon for a nonsecure voice connection (→ page 51).

The display depends on whether the conference server supports secure voice communication. The appropriate display is set by the conference server.

Step by Step

Making calls with multiple lines

You can use your OpenStage 60/80 as a multi-line phone. If you have any questions regarding how to configure your OpenStage phone as a multi-line phone, please contact your administrator.

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

- Introduction to multi-line phones → page 14
- Lines and line keys → page 25
- Multi-line telephony interface → page 38
- Individual settings → page 138

Incoming calls

Depending on your individual settings, you will be notified of incoming calls → page 197.

Accepting calls for the primary line

In this case, the telephone behaves in the same way as a single-line telephone. See → page 51 and → page 89.

Accepting calls for secondary lines

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

Using the handset



Lift the handset.

Conduct call.



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

Step by Step



Using the line keys

Press the flashing trunk key.
Speakerphone mode.

or

Accept

Confirm the option shown.
Speakerphone mode.

Making calls

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

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



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

Manual trunk seizure



Lift the handset or press the speakerphone mode or headset key.



Press the required trunk key.

or



With the handset on hook, press the key shown until the application tab **Overview** is active → page 38.

Line 2

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



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

Step by Step



Automatic trunk seizure

Prerequisite: Your administrator has configured automatic trunk seizure.

Lift the handset or press the speakerphone mode or headset key.



The line defined during configuration is seized.



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

Dialing the last dialed number

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



Lift the handset or press the speakerphone mode or headset key.



Seize the required line (→ page 115).

In the pop-up menu:

Redial {1} 123456

Confirm the option shown. The connection is set up.

Forwarding calls on primary line

The call forwarding can only be activated for the primary line. Which call forwards are possible, how they are configured and activated can be found from → page 72.

Call forwarding information

Prerequisite: Your service personnel has activated "Forwarding shown".

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

- Who is calling
- The forwarding destination.

Step by Step

During calls

Making and receiving calls on a single line

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

- Redial → page 65
- Consultation → page 67
- Toggle/Connect → page 69
- Callback → page 78
- Hold → page 92
- Call waiting (second call) → page 96
- Transferring a call → page 100
- Conference → page 109

Functions available exclusively for the primary line:

- Call lists → page 43
- Voicemail → page 46
- Call forwarding → page 72
- Do not disturb → page 156




Depending on your individual settings, you will be notified of incoming calls → page 142.

Step by Step

Making and receiving calls with multiple lines

Accepting a waiting call

 Depending on the settings for "Rollover", you will be notified of incoming calls → page 142.

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



Call on line 1.



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



All multi-line users that share the line on which the call is being held (→ page 26) can now pick up the held call. To prevent other users from answering the held call, you must place the call on "Consultation" hold → page 67.

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



Conduct call on line 2.



End call on line 2.



Press line key for line 1.



Retrieve call on line 1.

Step by Step

Putting a line on hold

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

Prerequisite: You are conducting a call.



Press the call-line sensor key.



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

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

Step by Step

Lines with hot or warm line function

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

The function is activated when on

- the primary line
you lift the handset on the phone and press the line or loudspeaker key
- the secondary line
you press the line key.

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

Examples:

- The phone in the lift immediately dials the reception number.
- The phone at a patient's bed dials the ward number e.g. after a minute if no other number is dialed.

Entering a number for the hot and warm line function

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



You can also configure this setting via the web interface → page 233.



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

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Keypad

Select and confirm the option shown.

Lines

Select and confirm the option shown.

Line

Select and confirm the required line in the context menu.

Hot warm dest

Select and confirm the option shown.

Step by Step



Enter and confirm the destination.

Save & exit

Select and confirm the option shown.

Busy override

A station of a line trunk group is on a call. It's primary line is configured as a secondary line on your phone. This line now has the status "busy." You can join in the call by pressing the illuminated key of this line (see also → page 25).

Prerequisite: A secondary line is configured on your multiline phone and busy override is enabled for you.

The key of secondary line illuminates – it is busy. You want to join in the call.



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



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

You can now:

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

Step by Step

DSS call 1

Direct station selection keys

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

Calling a station directly

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

Calling from the idle menu



Press the relevant DSS key.

or



Press the key shown until the application's **Overview** tab is active.

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



Service personnel can configure the DSS key so that the connection is also established when the DSS station has activated do-not-disturb or call forwarding.

Consultation with the DSS station

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



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



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

Step by Step

Call pickup

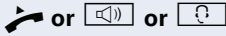
You can pick up calls for another DSS station. The LED flashes if a call incoming for this station's line.

Indirect pickup

Prerequisite: The auto-answer function must be deactivated → page 103.



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



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

Rejecting a call

Prerequisite: Your administrator enabled the Reject option for DSS keys and deactivated Auto-answer → page 103.



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

Reject

Select and confirm the option shown in the pop-up menu. The caller hears a busy signal.

Direct pickup

Prerequisite: The **auto-answer** function must be activated → page 103.



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

Step by Step

Deflecting a call to a DSS station

Prerequisite: The deflect function is enabled for DSS keys. For information on the current setting, see → page 90.

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






Your phone rings and a line key flashes.



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

LED display on DSS keys

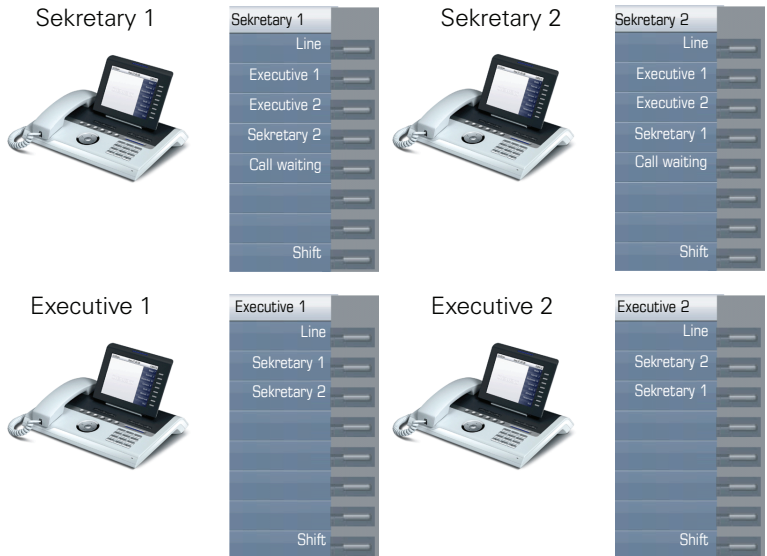
DSS Key	Explanation
	Off: The line is in idle mode.
	Flashes: You can accept a call for the DSS station via the key. The call is routed to your primary line when the call is accepted.
	Illuminates: The line is busy. Provided that second call is activated you can still reach the DSS station via the key.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

Making calls in an executive-secretary team

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

Sample scenarios

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



Prerequisites:

The following call forwards are configured (→ page 72):

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

"Allow call waiting" should be activated on the secretaries' phones (→ page 98). This function can optionally be activated and deactivated using a key if a key has been configured for it.

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

Step by Step

Accepting a call

Incoming calls for the executives should be forwarded immediately to the assigned secretary and answered there. The line overview (→ page 129) shows whether the executive has activated call forwarding.

Accepting calls at the secretary phone

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

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



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



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



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

Early call pickup by Executive 1

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



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



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

Step by Step

Forward to Sekretary 2

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



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



If "Sekretary 1" is busy, the call is forwarded immediately to "Sekretary 2" if:

- a consultation call is being made or
- "Allow call waiting" is deactivated.

Second call

Prerequisite: "Allow call waiting" is activated.

If "Sekretary 1" receives a second call, this can be accepted, ignored, forwarded or rejected. Detailed information on this can be found from → page 96.

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

Connecting a call

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

- Executive 1
- Executive 2
- Sekretary 2.

The following examples show connections to "Executive 1".

Step by Step



Connecting with consultation

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

Press the hang-up, loudspeaker or headset key.



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

Complete transfer



Connecting without consultation

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

Select and confirm the option shown in the pop-up menu.

Press the hang-up, loudspeaker or headset key. The "Executive 1" phone rings.

If "Executive 1" does not answer the call, so erfolgt ein Wiederanruf (see also → page 100) nach einer eingestellten Zeit.



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

Disconnect & return



Consultation without connecting

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

Select and confirm the option shown in the pop-up menu. The "Sekretary 1" is reconnected with the caller.

Toggle, disconnect or conference

During a consultation call "Sekretary 1" can toggle between "Executive 1" and the caller, can initiate a conference or disconnect one of the two call parties. More on this subject can be found on pages → page 69 and → page 109.

Step by Step

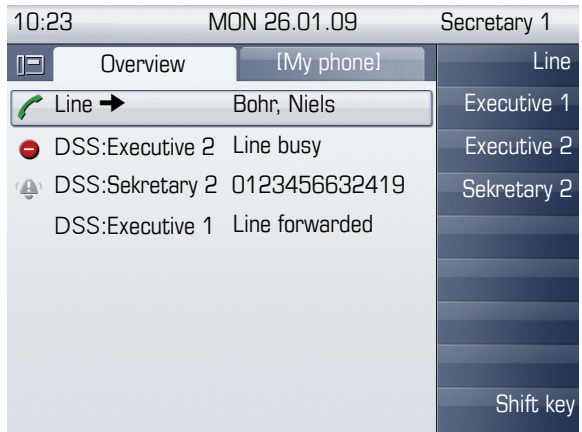
DSS keys

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

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

Using line overview

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



Further information on the line status can be found on → page 38.

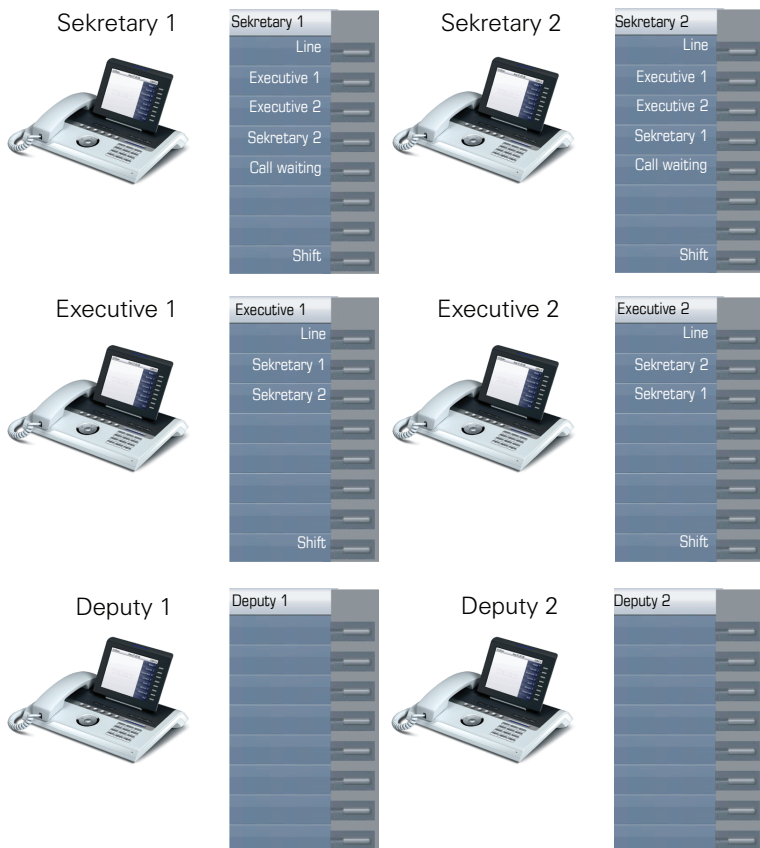
The "executive-secretary" team can be expanded with line keys by the service personnel. These lines keys however have no influence on the behavior of the "executive-secretary" configuration.

"Executive-secretary" with Executive/Assistant Cockpit

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

Sample scenarios

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



Step by Step

Prerequisites:

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

"Allow call waiting" should be activated on the secretaries' phones (→ page 98). Line and DSS keys have been set up and configured by service personnel and Transfer on hangup, uaCSTA and server features are activated.

Function overview

The following tasks can be performed using the E/A Cockpit application:

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

Step by Step

Start



Launching the E/A Cockpit from the secretary

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

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

Select the E/A Cockpit application.

Confirm the option shown. The XML application is launched and a new "E/A Cockpit" tab with the overview is opened. The last status and configured call forwarding are displayed.

10:23	MON 26.01.09	Secretary 1
	E/A Cockpit	Applications
		Line
		Executive 1
		Executive 2
		Secretary 2
My status	At Desk	
Secretary 2	At Desk	
	Executive 1 To Assistant (Strict) →	
	Executive 2 To Assistant (Soft) →	
		Shift key



The displayed settings are examples.

Step by Step

Managing call forwarding

Every executive can configure their displayed call forwarding themselves or can have the secretary configure them. The result is displayed in the E/A Cockpit tab of Sekretary 1 and Sekretary 2.

In the overview menu E/A Cockpit of Sekretary 1, call forwarding for Executive 1 should for example be modified.

 Executive 1 To Assistant (Strict) →


Select and confirm the option shown.

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

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

Cancel call forwarding

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

 Immediate Ring →

Select and confirm to cancel call forwarding.

Forward to assistant

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

 To Assistant (Strict) →

Open the context menu


Preferences

Select and confirm the option shown. You see the "Preferences of" selection menu with the following options:

- Soft (if At Desk, otherwise Immediate Ring). The view in the E/A Cockpit overview menu is then: "To Assistant (Soft)"
- Regular (if At Desk, otherwise To Voicemail). The view in the E/A Cockpit overview menu is then: "To Assistant (Regular)"
- Regular mobile (if At Desk, otherwise To executive Mobile). The view in the E/A Cockpit overview menu is then: "To Assistant (Regular mobile)"

Step by Step

- Regular to number (if At Desk, otherwise to a number). The view in the E/A Cockpit overview menu is then:
"To Assistant (Regular to number)"
- Strict (To Assistant in any case - Desk, Box or Mobile). The view in the E/A Cockpit overview menu is then:
"To Assistant (Strict)"

 If each other the other respective secretaries has the "At Desk" status (→ page 135), calls are forwarded here.

Forwarding calls to a mobile phone

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

 To Mobile →


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

Forwarding calls to a variable number

Calls can be forwarded to any number.

↳ To 31201 →

Select and confirm the option shown. You can change the number firstly via the context menu.

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

Step by Step

My status At Desk



Managing secretary statuses

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

Configuring status and call forwarding

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

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

- At Desk
- Off Desk
- To 31201
- Deputy [123456] on

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

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

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

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

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

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



If the respective other secretary has the "At Desk" status, calls are forwarded.

The current status of call forwardings is displayed in the "My phone" tab on the respective executive phone.

Step by Step

My status At Desk →

Changing the call forwarding destination

Open the context menu. You have the following options:

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

The "Forward Nr." and "Deputy Nr." options are used to modify the number for variable call forwarding and for the representative.

Changing the status remotely from another phone

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

Sekretary 1 At Desk →

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

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

Sekretary 1 Off Desk →

Confirm e.g. to configure the absence of Sekretary 1. The secretary settings are displayed on all phones.

Step by Step

Making calls in the E/A Cockpit team

Using DSS keys

These keys are configured in such a way that every phone can be reached by every phone in the group. The only exception is when both secretaries have the "Off Desk" status and variable call forwarding is configured, then calls are forwarded to the destinations of the variable call forwarding. The DSS keys are also used for consultation calls.

Calling the executive's mobile phone or connecting to the mobile phone

If an executive is away, the secretary can reach him directly on his mobile phone. If necessary change to the E/A Cockpit tab.

My status At Desk →

Call mobile →

Executive 1 12345 →

Open the context menu.

Select and confirm the option shown.

E.g. Executive 1 select and confirm the option shown. The mobile phone rings and Executive 1 answers.

If you have a call on hold, you can connect the other station with Executive 1 by simply hanging up.

Answering and connecting calls

The procedure for answering and connecting calls in the team is exactly the same as described in chapter **Making calls in an executive-secretary team** (→ page 125).

Second call

Prerequisite:

- "Allow call waiting" is activated.
- The respective other secretary has the "Off Desk" status or
- The other secretary is already on a call and active call forwarding is set to your phone.

If you receive a second call, you can accept, ignore, forward or reject it. Detailed information on this can be found from → page 96.

If you have answered a second call, you can connect the call via consultation or using the DSS keys.

Step by Step

Settings for multi-line phones (keyset)

The details for each keyset line contain supplementary information for the user. The following uneditable fields are displayed:

- Address
 - Displays the phone number for the line
- Ring on/off
 - Shows whether the ringer is activated for this line
- Selection sequence
 - Displays the priority of each line seizure when the handset is lifted or the loudspeaker key for this line is pressed

Displaying the line in the "Overview" tab

Specify here if the selected line should be displayed in the "Overview" tab.



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Keyset

Select and confirm the option shown.

Lines

Select and confirm the option shown.

Primary Line 1

Select the required line (e.g. primary line).

Allow in overview

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select and confirm the option shown.

Step by Step

Setting the time for a delayed ringer

Specify the length of time before a held call should be signaled on a line.



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Keypad

Select and confirm the option shown.

Lines

Select and confirm the option shown.

Primary Line 1

Select the required line (e.g. primary line).

Ring delay

Select and confirm the option shown.



Enter and confirm a value (between 0 and 3600 seconds).

Save & exit

Select and confirm the option shown.

You can activate and deactivate the set delay time for all line keys using a function key → page 87.

Step by Step

Configuring the "Overview" tab display

Specify here the sequence in which the individual lines in the "Overview" tab should appear on the display.



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Keyset

Select and confirm the option shown.

Overview

Select and confirm the option shown.

All lines that are displayed in the overview (→ page 138) are listed.

Primary Line 1

Select and confirm the required line (e.g. primary line).

Select one of the following options from the context menu to move an individual line:

- Move up
- Move down
- Move to top
- Move to bottom

or

Use FPK order

Select and confirm the option shown to arrange the lines in the same sequence as the line keys

or

Add all lines

Select and confirm the option shown to display all line keys in the overview.



The setting made for "Allow in overview" (→ page 138) is ignored here.

Save & exit

Select and confirm the option shown.

Step by Step

Line preview

Activating via the line keys

Prerequisite: You are already on a call on one line and a further call rings on the secondary line. Service personnel have activated line preview.



Press the flashing trunk key. A popup window opens and you receive information about the caller.



Press the flashing line key to answer the second call.



If service personnel have deactivated the line preview, a call is answered immediately on a second line when the line key is pressed, without showing caller information.

Activating via preview key

Prerequisite: You have programmed a sensor key with the "Preview" → page 82 . Your service personnel have activated the preview function.

Preview for a call:

You are already conducting a call on one line. A further call rings on a secondary line.



Press the "Preview" sensor key. A popup window opens and you receive information about the caller.



Press the "Preview" sensor key again to hide the preview or wait until the popup closes itself after a specified period of time.

Permanent preview



Press the "Preview" key in idle mode. This way the preview for all lines with "preview mode" remains active until you press the "Preview" sensor key again.

Step by Step

Rollover for a line

Your administrator can determine how rollover calls are to be signaled.



or



or



Only the relevant line key blinks.

You hear a **special advisory tone** and the corresponding line key flashes.

The **ringer melody set sounds briefly** (approx. 3 seconds) via the loudspeaker and the corresponding line key blinks.

You hear a short **notification tone**



The ringer melody is not played in speakerphone mode.

The telephone rings using the configured call signal, the corresponding line key blinks, and a pop-up menu containing the available information is displayed.

Step by Step

Phonebooks and call lists

Personal phonebook

Your personal phonebook should not contain more than 1000 entries.

Creating a new contact



Press the key shown.

Options

Select and confirm the option shown.

New contact

Select and confirm the option shown in the context menu.

The form for entering contact data opens.



You do not have to complete all fields to save a new contact.

Last name

Select and confirm the field you want.



Complete and confirm.

Save & exit

Select and confirm the option shown.

Editing a contact



Press the key shown.

Niels, Bohr

Select the party.

Details

Select and confirm the option shown in the context menu.

The form for entering contact data opens.

Last name

Select and confirm the field you want.



Complete and confirm.

Save & exit

Select and confirm the option shown.

Step by Step

Selecting a preferred phone number

If multiple phone numbers were assigned to a contact, you can select the preferred phone number here that you want to use for calls via the phonebook.



Press the key shown.

Niels, Bohr

Select a phonebook entry.

Details

Select and confirm the option shown in the context menu.

Default No.

Select and confirm the option shown.

Business 2

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

Deleting all phonebook entries



Press the key shown.

Options

Select and confirm the option shown.

Delete all

Select and confirm the option shown in the context menu.

A confirmation request opens.

In the pop-up menu:

Delete all entries

Select and confirm the option shown. All entries are deleted.

Step by Step

Managing contact groups

Creating a new group



Press the key shown.

Options

Select and confirm the option shown.

Groups

Select and confirm the option shown in the context menu.

Options

Select and confirm the option shown.

New group

Select and confirm the option shown in the context menu.

An overview appears for new groups.

Group name

Select and confirm the option shown.



Enter and confirm a new group name.

Save & exit

Select and confirm the option shown. The new group is stored.

Editing a group name



Press the key shown.

Options

Select and confirm the option shown.

Groups

Select and confirm the option shown in the context menu.

@Home

Select and confirm a group.

Edit

Select and confirm the option shown in the context menu.

Group name

Select and confirm the field you want.



Edit and confirm an entry.

Save & exit


Select and confirm the option shown. The changes are applied.

Step by Step

Adding a contact to a group



Press the key shown.

 Niels, Bohr

Select a phonebook entry.

Details

Select and confirm the option shown in the context menu.

Groups

Select and confirm the option shown.

@Home

Select and confirm a group.

Save & exit

Select and confirm the option shown.

Deleting a group



Press the key shown.

Options

Select and confirm the option shown.

Groups

Select and confirm the option shown in the context menu.

@Home

Select and confirm a group.

Delete

Select and confirm the option shown in the context menu.

A confirmation request opens.

Delete

Select and confirm the option shown.

Saving a picture for a contact



Press the key shown.

Options

Select and confirm the option shown.

Groups

Select and confirm the option shown in the context menu.

@Home

Select and confirm a group.

Step by Step

View

Select and confirm the option shown in the context menu.

 Niels, Bohr

Select group member.

Details

Select and confirm the option shown in the context menu.

The form for entering contact data opens.

Picture

Select and confirm the option shown.

 Picture 1

Select and confirm the picture. Pictures must be available; you can load them using OpenStage Manager, for example.

Save & exit

Select and confirm the option shown. The selected picture is assigned to the contact. It appears on the graphic display with the usual contact information the next time a call is received.

Quick search in the phonebook

You can use the quick search to search the phonebook for the initial letters of a specific last name.




Press the key shown.



Enter the initial letters.

The quick search input mask opens automatically. Your search is narrowed down by every additional letter entered in the input mask.

 Niels, Bohr

Select a contact as soon as the name you are looking for appears.

Details

Select and confirm the option shown in the context menu.

Business 2

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

Step by Step

Changing the display format for contacts



Press the key shown.

Options

Select and confirm the option shown.

Display

Select and confirm the option shown in the context menu.

Lastname, Firstname

Select and confirm the display format.



Press the key to return to the phonebook. The display format selected is stored.

Step by Step

LDAP database

You can search an LDAP database (corporate phonebook) for contact entries if you can reach this database over your network and your access was correctly configured by your administrator.

You can perform searches using the name (simple search) or different information on an entry (advanced search), for example, job title or department name.

Finding an LDAP entry



Press the key until the "Corporate" ("LDAP") tab is active.

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

Select and confirm the required search field (for example, "Last name").



Enter a search text.

Once you have completed all required search fields, confirm the search request by selecting and confirming "OK" on the display keypad (→ page 30).



When entering data in the search fields, note that

- the entry of wildcards is not permitted.
- an * is automatically inserted at the start of the search string for phone numbers.
- an * is inserted at the end of the search string in other fields.

You can perform searches using the name (simple search) or different information on an entry (advanced search), for example, job title or department name.

You can now:

- call the LDAP contact (→ page 105).
- view the LDAP entry (see below).

Step by Step

Details

Delete

Qualifier

Viewing an LDAP entry

Prerequisite: You found and selected an LDAP entry (see above).

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

New search

To conduct a new search, you must first clear all the search fields.

Select and confirm the option shown in the **Delete** context menu. All search fields have been cleared.

Defining a qualifier before a search

Prior to a search, you can select which qualifiers should also appear in the output list in the **Options** context menu.

Select and confirm the option shown. You may choose between the following criteria:

- No qualifier
- Job function
- Address 1
- Email
- Business 1
- Mobile
- Business 2
- Private
- Company
- Address 2



Select and confirm the desired qualifier.



Exit the list.

Step by Step

Quick search



Press the key as often as required until the "Corporate" (LDAP) tab is active.



Enter the initial letter of the surname you need, e. g. "K".

K

A single-line search window appears at the lower edge of the display.

Do not enter any further characters. After a predefined period of time or after pressing the key all available names with the corresponding initial letter are displayed. You can restrict the output by entering the second and other letters. The key is used to switch between letters and numbers. The key is used to delete individual characters.

When entering extended characters you can control the search individually. For the selection of extended characters firstly press the key.

Rule list:

Extended character	Description
#	Searches for the exact string before the extended character.
,	You can enter first and last name separately using a comma. A search is carried out for the last name (possibly using a wildcard) and the first first name with the first character after the comma.
*	Wildcard. This searches for the character entered and all possible subsequent characters.

Step by Step

Copying entries to the local phonebook

You can copy contacts from the company-wide phone into your personal phonebook.

- Ⓜ Press the key as often as required until the "Corporate" (LDAP) tab is active.

Hans Meier

Select the required entry from the list, e.g. Hans Meier

Save

Select and confirm the option shown in the context menu. The entry is copied with all details into the personal phonebook. The "Contact created" message appears.

Step by Step

Call lists

For a detailed description of the different call lists, see → page 43.

Viewing details

Prerequisite: You selected an entry.

Select and confirm the option shown in the context menu.

For display and information shown → page 44.

Deleting entries

Deleting an individual entry



Press the key until the call list you want is active.



Niels, Bohr18.10. 07:06am

Select the entry you want.

Delete

Select and confirm the option shown in the context menu.

The entry is deleted.

Deleting all entries in a list



Press the key until the call list you want is active.

Options


Select and confirm the option shown.

Delete All

Select and confirm the option shown in the context menu.

All entries in the list displayed are deleted.

Step by Step

 Niels, Bohr18.10. 07:06am

Copy as contact

Saving and changing

Saving without changing



Copying entries from the call lists into the personal phonebook

Press the key until the call list you want is active.

Select the entry you want. → page 40
Niels, Bohr18.10. 07:06am

Select and confirm the option shown in the context menu.

You have the following options for "Create contact":

- Saving and changing
- Saving without changing
- Exiting (without saving)

Saving and changing

Select and confirm the option shown.

The mask to edit a contact in the personal phonebook opens → page 143. Fill out the relevant fields accordingly and save the new contact.

Saving without changing

Select and confirm the option shown.

An entry is created and the message "Contact created" is displayed. If you open the phonebook, you will be prompted to update the directory. For this type of entries a group "Copied contacts" is created so that you can find them more easily.

Step by Step

Privacy/security

Deactivating the ring tone

You can deactivate your ring tone if you do not want to be disturbed by your phone ringing.

Deactivating the ring tone using the keypad



Hold down the key until the "Ringer off" icon appears on the status bar on the display (→ page 29).

The ring tone is deactivated.



To switch the function back on, hold down the key until the "Ringer off" icon disappears from the status bar on the display.

You can also switch the function on and off using the option in the idle menu.

Ringer off

Select and confirm the option shown.

or

Deactivating the ring tone via sensor key

Prerequisite: The "Ringer off" sensor key must be configured → page 82.



Press the "Ringer off" sensor key.



Press the lit sensor key once more to deactivate the "Ringer off" function.

Step by Step

Do not disturb

If "Do not disturb" is activated, your telephone will not ring. The caller hears the busy signal.



On multi-line telephones (→ page 14) you can only activate the "Do not disturb" function for your primary line.

Prerequisite: A programmable sensor key must be assigned the function "DND" (Do Not Disturb) (→ page 82). "Do not disturb" must be allowed → page 157.

Enabling "Do not disturb" via a key



Press the "Do not disturb" programmable sensor key.



To deactivate the "Do not disturb" function, press the lit programmable sensor key again.

or

Enabling "Do not disturb" via the idle menu

Do not disturb off

Select and confirm the option shown in the idle menu. The "Do not disturb" icon appears in the header.

or

Do not disturb on

Select and confirm the option shown in the idle menu. The "Do not disturb" icon disappears.

Step by Step

Allowing "Do not disturb"



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

Handling

Select and confirm the option shown.

Allow DND

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select and confirm the option shown.

Step by Step

Security

User password

Your user password protects your individual configurations, including your language settings. You can also use the user password to lock your telephone → page 160.



The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password protected (see also → page 159).



The user password can also be modified via the Web interface (→ page 233).



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

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Security

Select and confirm the option shown.

User password

Select and confirm the option shown.

if nec.

Press the key to delete the existing password.



Enter a new password (at least six characters, text entry, see → page 30).

Confirm password

Select and confirm the option shown.



Enter and confirm the new password once more.


Save & exit

Select and confirm the option shown.

Step by Step

Deactivating the user password

You can deactivate the phone's password prompt if a password has already been configured.

 The deactivation of the password prompt does not affect the Web interface → page 233, OpenStage Manager or CTI applications that use a password prompt. The password "000000" must be entered here.

If you deactivate the user password, you are **not** able to lock the phone → page 160 and the user menu is **not** password-protected.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Security

Select and confirm the option shown.

User password

Select and confirm the option shown.

if nec.



Press the key to delete the existing password.



Enter six zeros ("000000") to deactivate the password.

Confirm password

Select and confirm the option shown.



Enter six zeros ("000000") once again and confirm.

Save & exit

Select and confirm the option shown.

Step by Step

Locking the phone

You can lock your phone to protect it against unauthorized access. In this way, no one can make calls or change your user settings unless they know your user password.

Predefined numbers from the dial plan can still be dialed when the phone is locked. For more information, contact your administrator.

If an emergency number is entered by administrator, "Emergency call" appears on the display when you use the line on a locked phone.



You can only lock the phone if you set a user password (→ page 158). The password for this should not match the default "000000".

Activating the phone lock



Hold down the key shown until "Phone lock Confirm lock" appears.

In the pop-up menu:

Confirm lock

Select and confirm the option shown. The phone lock activates immediately.

or



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

User

Confirm the option shown.

if nec. 

Enter and confirm the user password.

Security

Select and confirm the option shown.

Lock phone

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu. The phone is locked.

Save & exit

Select and confirm the option shown. The phone is locked.

Step by Step

Unlock phone

Unlocking the phone

Confirm the option shown.

or If the display is empty,



Hold down the key shown until "Enter Password" appears.



Enter and confirm the User password. The phone is unlocked if the password is correct.



Emergency numbers and predefined numbers from the dial plan can be dialed from a locked phone.

If the telephone is locked redial keys cannot be used. This also applies when emergency numbers or predefined numbers from the dial rep dial are stored on them.

Step by Step

Mobility function

Prerequisite: Your phone is configured to support mobility by administrator. A DLS server is available in the LAN and its address is entered in the phone.

Mobility scenarios

When you log on to your phone, or any other mobility-enabled phone, the following scenarios are possible:

Logging on and off at the same phone

- Log on as a mobility user → page 163.
- Log off as a mobility user → page 164.

Logging on and off at different phones

In these cases, administrator may have made the following settings:

- Log on at a remote phone with forced logon, when the user is still logged on at that phone → page 165.
- Delayed logon at a remote phone with forced logon, when the user is still logged on at that phone and the phone is busy → page 166.

Step by Step

Logging on and off at the same phone

Logging on to the phone

No other mobility user is logged on.

Logon via a key

If a program key is configured for Mobility.

 Press the "Mobility" program key.

or Logon via the context menu

Mobile logon

Select and confirm the option shown in the idle display context menu → page 33.

Mobility ID

You are prompted to enter your mobility ID.



Enter and confirm mobility ID – usually a phone number.

Enter password


You are prompted to enter the password.



Enter and confirm the user password.

The following messages appear on the display:

- Logging on mobile user
- Validating
- Registering
- Downloading user data

Once logon is complete, the "Mobility" program key LED lights up and the mobility icon  appears in the graphic display next to the mobile phone number.

Step by Step

Logging off from the phone

Prerequisite: You are logged on as a mobility user.

Logoff via key

If a program key is configured for Mobility.



Press the "Mobility" program key.

or

Logon via the context menu



Mobile logoff

Select and confirm the option shown in the idle display context menu → page 33.




Mobile logoff

Is displayed. You briefly have the option to cancel the logoff, otherwise the logoff process is launched.

In the graphic display, the following messages appear:

- Logging off mobile user
- Uploading user profile
- Registering
- Downloading user data

After you have logged off, the mobility icon  is hidden.

Step by Step

Logging on at different telephones

An attempted login is rejected if the user is already logged on to another phone and "Logon with forced logoff" is disabled for the mobility user.

Logging on with forced logoff at a remote phone

If the user is already logged on at another phone and the remote phone is busy, the logon is rejected.

If, however, your service personnel enabled "Forced logoff during call" without setting a time, the system does not consider whether or not the remote phone is busy.

Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

or

Logon via the context menu

Select and confirm the option shown in the idle display context menu → page 33.

You are prompted to enter your mobility ID.

Mobile logon

Mobility ID



Enter and confirm mobility ID – usually a phone number.

Enter password


You are prompted to enter the password.



Enter and confirm the user password.

The following mobility messages appear in the display:

- Validating
- Logging off elsewhere
- Registering
- Downloading user data

The logoff is simultaneously displayed on the remote phone. Once logon is complete, the "Mobility" program key LED lights up and the mobility icon appears in the graphic display .

Step by Step

Logging on with forced, delayed logoff at a remote phone

If the remote phone is busy and your service personnel enabled "Forced logoff during call" with a set timeout, forced logoff does not occur until this timeout expires.

Logon via a key

If a program key is configured for Mobility.



Press the "Mobility" program key.

or

Logon via the context menu

Mobile logon

Select and confirm the option shown in the idle display context menu → page 33.

Mobility ID

You are prompted to enter your mobility ID.



Enter and confirm mobility ID – usually a phone number.

Enter password

You are prompted to enter the password.



Enter and confirm the user password.


The following mobility messages appear in the display:

- Validating
- Logging off elsewhere



At the same time, the graphic display on the busy remote phone shows "Forced logoff pending". After the set timeout the active call is ended and remote logoff is performed.

- Registering
- Downloading user data

Once logon is complete, the "Mobility" program key LED lights up and the mobility icon appears in the graphic display .

Step by Step

OpenScape Voice functions

The OpenScape Voice supports a number of functions that you can activate and deactivate from your phone.



The OpenScape Voice functions are only available if the "Server features" function was activated on the phone by the administrator.

On multi-line telephones, the full scope of OpenScape Voice functions is only available for the primary line.

Feature toggle key

You can pick a programmable sensor key and program it as a feature toggle key for activating the "make line busy" and "stop hunt" functions.

You can then use the programmable sensor key to activate or deactivate the relevant OpenScape Voice function on the server for this phone.

You can only program first-level programmable sensor keys because those linked to LEDs are used to display function status as either **on** (LED on) or **off** (LED off). The LED indicates the status of the function on the server and can therefore change without any of the programmable sensor keys being pressed.

Example:

Switching between "Line busy" and "Line free" (see also → page 174).

Prerequisite: Your service personnel configured a programmable sensor key with the function "Busy" ("make line busy" for the hunt group) → page 85.



Press the programmable sensor key – the key lights up.



Press the illuminated programmable sensor key once again to release the line - the key stops illuminating.

Step by Step

Making anonymous calls

Your administrator decides whether or not your caller ID (name and phone number) is displayed on a called party's station. **Anonymous** calling is when your data is not transmitted. The settings configured can be deactivated, however, for specific calls.



- If your caller ID is transmitted: your caller ID is displayed.
- If your caller ID is suppressed: "unknown" is displayed.

Deactivating

If your administrator permanently activated **anonymous calling** for your phone, you can deactivate this setting as follows:



Lift the handset.



Enter the code (see the table of codes → page 182) to transmit the caller information.



You hear a confirmation tone.

Activating

If your administrator activated caller ID transmission for your phone, you can deactivate this setting as follows:



Lift the handset.



Enter the code (see the table of codes → page 182) to suppress the caller ID.



You hear a confirmation tone.

Caller ID transfer is suppressed. "unknown/Anonymous" appears on the called party's display instead of the caller ID.

Step by Step

Temporarily activate anonymous calling for the next call

If your administrator activated caller ID transmission for your phone, you can deactivate this setting for the next call as follows:



Lift the handset.



Enter the code (see the table of codes → page 182).



Wait until you hear the confirmation tone.



Dial the phone number of the party you want to contact.

Caller ID transmission is reactivated after this call.

Temporarily deactivate anonymous calling for the next call

If your administrator suppressed caller ID transmission for your phone, you can enable this setting for the next call as follows:



Lift the handset.



Enter the code (see the table of codes → page 182).



Wait until you hear the confirmation tone.



Dial the phone number of the party you want to contact.

When you end this call, caller ID transmission is suppressed once again for the next call.

Step by Step

Creating a list for selective calls

For call acceptance

You can create a list of the phone numbers from which you are willing to accept calls (also known as a selection list). Your service personnel know how long this list may be in the OpenScape Voice used on site in your facility.

A connection is set up if a caller's phone number matches a number in the selection list. If there is a match:

- the caller receives a message that the party refuses to accept any calls with this number,
- or** • the call is forwarded to an external phone number.

Contact your administrator for information on how your OpenScape Voice is configured on site.



Lift the handset.



Enter the code (see the table of codes → page 182).

Various announcements deliver the following information:

- the name of the feature (selective call acceptance)
- the current status (active or inactive)
- the current scope of the selection list.

These announcements are followed by verbal user prompts that let you:

- add entries to the selection list
- delete entries in the selection list
- check the selection list
- activate or deactivate the function.

Step by Step

For call rejection

As for selective call acceptance, you can create a selection list with the phone numbers of parties from whom you are not willing to accept calls. Your administrator know how long this list may be in the OpenScape Voice used on site in your facility.

A call is not connected if the caller's phone number matches a number in the selection list; the caller is notified that the called party rejects calls from this number. If the caller's number is not in the selection list, the call is to you as usual.



Lift the handset.



Enter the code (see the table of codes → page 182).

Various announcements deliver the following information:

- the name of the feature (selective call rejection)
- the current status (active or inactive)
- the current scope of the selection list.

These announcements are followed by verbal user prompts that let you:

- add entries to the selection list
- delete entries in the selection list
- check the selection list
- activate or deactivate the function.

Step by Step

Anonymous calls

Rejecting

You can reject all calls from parties that activated a data protection feature (for example, caller ID suppression) to prevent their phone number from being transmitted. In this case, you are not informed that a call was rejected.



Lift the handset.



Enter the code (see the table of codes → page 182).

Accepting

You can also accept calls from parties that activated a data protection feature (for example, caller ID suppression) to prevent their phone number from being transmitted.



Lift the handset.



Enter the code (see the table of codes → page 182).

Step by Step

Using abbreviated dialing

Abbreviated dialing gives you access to a central list of frequently dialed phone numbers.

You can dial a specific phone number by simply entering a digit string. As these are three-digit numbers, you can store up to 1000 phone numbers. This list is stored centrally and managed by your administrator.



Lift the handset.



Enter the code (see the table of codes → page 182) followed by a number between 0 and 999 for the phone number you want to dial.

The number is automatically dialed.

Call tracing

You can request automatic tracing of the last received internal call. This is particularly suitable for identifying malicious, irritating or troublesome calls.



Lift the handset.



Enter the code (see the table of codes → page 182). The call number is being determined. Ask your administrator for the result.

Step by Step

Hunt group functions

To ensure optimum handling of specific calls, your telephone can be assigned to a pickup group → page 59 and/or a hunt group.

Your administrator can incorporate multiple telephones in a hunt group. If your telephone is assigned to a hunt group, OpenScape Voice forwards calls for the members of your group in accordance with specific rules defined by your administrator. Hunt groups are a simple solution for distributing calls to a group of telephones.

If you want another member of the group to pick up an incoming call, you can set your telephone to signal the busy status for your line to the other members of the hunt group. Hunt group calls will then no longer be forwarded to your telephone.

This feature is configured using the feature toggle key (→ page 167).

Making a line busy

This prevents this line being used for calls in a hunt group.

Activating



Lift the handset.



Enter the code (see the table of codes → page 182).



Wait until you hear the confirmation tone.

Deactivating

Make the line free once more for the hunt group.



Lift the handset.



Enter the code (see the table of codes → page 182).



Wait until you hear the confirmation tone.

Step by Step

Marking the last line in the hunt group chain

Sets the "stop hunt" line in the hunt group chain. The system will stop looking for a free line in the hunt group chain after it reaches this line.

Activating



Lift the handset.



Enter the code (see the table of codes → page 182).



Wait until you hear the confirmation tone.

Deactivating

Unmark the line as the end of the hunt group chain.



Lift the handset.



Enter the code (see the table of codes → page 182).



Wait until you hear the confirmation tone.

Step by Step

Reachability

You can make either serial calls or simultaneous calls on several sites. The features for this are

- serial call
- parallel call

Prerequisite: The service personnel has configured the respective feature for your main number in OpenScape Voice.

Serial call

Managing number lists/activating serial call

Before the serial call number can be activated, a serial call list must be created. This can be prepared either by service personnel or you can create it yourself later. Up to six numbers can be entered in the list for sites on which incoming calls including your main number should be signaled sequentially. Each number can consist of up to 30 digits.



Lift the handset.

Enter the code for the edit mode (see code table → page 182).

The edit mode opens and you hear an announcement with the following information:

- Feature name
- Current status (active/inactive)
- Number of numbers currently on the serial call list

You are prompted to do one of the following:

- Activate/deactivate the feature (only if numbers are already entered in the list)
- Call up the numbers currently entered in the list.
- Add or delete numbers
- Repeat the options in edit mode

If the serial call list is still empty, you are prompted to enter numbers in the list. As soon as you have entered a valid number, the serial call can be activated.

If the serial call is activated, incoming calls are first routed to your phone. If you do not answer within the time-frame defined by the service personnel, the next destination phone rings for the configured period of time.

Step by Step

The caller is informed that the call is being routed to another station. The connection is established with the first phone that accepts the call.

If the call is not answered by any phone, it is forwarded to the configured forwarding destination (on no reply) or to a "rejection announcement".

Parallel call

Managing number lists/activating parallel call

Before the parallel call feature can be activated, a parallel call list must be created. This can be prepared either by service personnel or you can create it yourself later. Up to six numbers can be entered in the list for sites on which incoming calls including your main number should be signaled sequentially. Each number can consist of up to 30 digits.



Lift the handset.



Enter the code for the edit mode (see code table → page 182).

The edit mode opens and you hear an announcement with the following information:

- Feature name
- Current status (active/inactive)
- Number of numbers currently on the parallel call list

You are prompted to do one of the following:

- Activate/deactivate the feature (only if numbers are already entered in the list)
- Call up the numbers currently entered in the list.
- Add or delete numbers
- Repeat the options in edit mode

If the parallel call list is still empty, you are prompted to enter numbers in the list. As soon as you have entered a valid number, the parallel call can be activated.

If the parallel call is activated, incoming calls are routed to your phone and all other destination phones in the parallel call list. The connection is established with the first phone that accepts the call.

If the call is not answered by any phone, it is forwarded to the configured forwarding destination (on no reply) or to a "rejection announcement".

Step by Step

Activating/deactivating parallel call via code

You can activate/deactivate the parallel call without having to change to edit mode.

Prerequisite: You have already entered numbers in the parallel call list.



Lift the handset.



Enter the code to activate or deactivate the parallel call (see code table → page 182).

Step by Step

Parking a call

If you have answered a call for a colleague and cannot forward it to him, you can park the call.

Park a call



You are conducting the call. Let the other party know, e.g. that you are trying to connect him.



Enter the code for parking followed by a line number (see code table → page 182).

You receive a confirmation tone. The caller hears a waiting melody.



Replace the handset

Tell your colleague that a call for him is parked and give him the line number.

Unparking

To unpark the call, your colleague must proceed as follows:



Lift the handset.



Enter the unparking code (see code table → page 182). He is prompted to enter a line number.



Enter the specified line number.



Your colleague is now connected with the waiting caller.

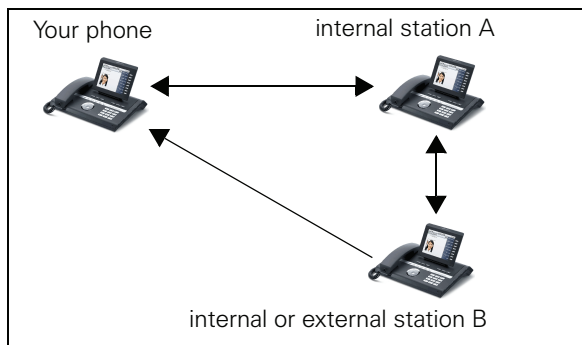
Step by Step

Silent Monitoring

If this function has been configured by service personnel and enabled for the destination phone, you can join an active call of an internal station and listen in unnoticed (muted) or with the knowledge of the target station (active).

Active silent monitoring

Station A and B are on a call. You want to listen to the call but so that Station B does not notice but so that you can still talk to Station A.



- You can hear and talk to station A.
- You can hear station B but cannot talk to him because he cannot hear you.
- Station A and B can hear and speak to each other.



Lift the handset.



Enter the code for active silent monitoring and the destination number (see code table → page 182). You are connected to the call and can listen. If necessary notify station A.

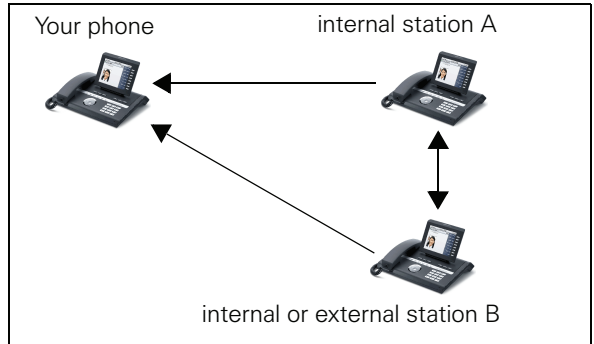


End the silent monitoring unnoticed by replacing the handset.

Step by Step

Muted silent monitoring

Station A and B are on a call. You want to monitor a call but so that neither station notices.



- You can hear station A but cannot talk to him because he cannot hear you
- You can hear station B but cannot talk to him because he cannot hear you.
- Station A and B can hear and speak to each other



Lift the handset.



Enter the code for active silent monitoring and the destination number (see code table → page 182). You are connected to the call and can listen.



End the silent monitoring unnoticed by replacing the handset.

Table of codes for OpenScape Voice functions

Ask your administrator to enter the latest codes in the following table. Print this page as an overview.

Function	Code	Description
Making anonymous calls off		→ page 168
Making anonymous calls on		→ page 168
Making anonymous calls temporarily on		→ page 169
Making anonymous calls temporarily off		→ page 169
List for selective call acceptance		→ page 170
List for selective call rejection		→ page 171
Rejecting anonymous calls		→ page 172
Accepting anonymous calls		→ page 172
Using abbreviated dialing		→ page 173
Call tracing		→ page 173
Making a line busy on		→ page 174
Making a line busy off		→ page 174
End of hunt group chain on		→ page 175
End of hunt group chain off		→ page 175
Edit mode for serial call		→ page 176
Edit mode for parallel call		→ page 177
Activating a parallel call		→ page 178
Deactivating a parallel call		→ page 178
Parking a call		→ page 179
Unparking a call		→ page 179
Active silent monitoring		→ page 180
Muted silent monitoring		→ page 181

Step by Step

Individual phone configuration


Display

Adjusting the display to a comfortable reading angle

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

Appearance

Select your preferred appearance for the menu display here.

 For sample display themes, see → page 29.



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Phone

Select and confirm the option shown.

Display

Select and confirm the option shown.

Display theme

Select the option shown.

Crystal sea

Select and confirm the required color in the context menu¹.

Save & exit

Select and confirm the option shown.

¹ The phone displays the current setting.

Step by Step

Lamp brightness for TouchSlider

Adjust the brightness of the TouchSlider → page 20 by choosing one of the six settings available.



You can also configure this setting via the Web interface → page 233.



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

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Phone

Select and confirm the option shown.

Display

Select and confirm the option shown.

Slider brightness

Select the option shown.



Confirm the option shown.



Set the contrast (freely adjustable).

or



Set the contrast in stages.



Confirm the option shown.

Save & exit

Select and confirm the option shown.

Step by Step

Set the sensitivity of the TouchGuide

Adjust the sensitivity of the TouchGuide → page 22 by choosing one of the four settings available.



You can also configure this setting via the Web interface → page 233.



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

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Phone

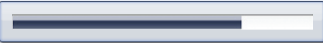
Select and confirm the option shown.

Display

Select and confirm the option shown.

TouchGuide setting

Select the option shown.



Confirm the option shown.



By sliding

or



Pressing, you can choose one of four levels for the sensitivity.



Confirm the option shown.

Save & exit

Select and confirm the option shown.

Step by Step

Contrast for the OpenStage Key Module

If you have connected an OpenStage Key Module, you can adjust the key label contrast to suit your ambient lighting.



You can also configure this setting via the Web interface → page 233.



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

User

Select and confirm the option shown.

Phone

Select and confirm the option shown.

Display

Select and confirm the option shown.

Key mod. contrast

Select the option shown.



Confirm the option shown.



Set the contrast (freely adjustable).

or



Set the contrast in stages.



Confirm the option shown.

Save & exit

Select and confirm the option shown.

Step by Step

Screensaver

Activate a screensaver for the telephone idle state.



Your administrator can set a time of between two and eight hours defining how long the phone should be idle before display backlighting deactivates completely.



You can also configure this setting via the Web interface → page 233.

Activating the screensaver

Prerequisite: Your administrator have loaded pictures to the OpenStage.



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

Confirm the option shown.

if nec.



Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select the option shown.

Select and confirm the option shown in the context menu¹.

Select and confirm the option shown.

¹ The phone displays the current setting.

Step by Step

Automatic screensaver activation

Set how long OpenStage should be idle before the screensaver automatically activates.



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Phone

Select and confirm the option shown.

Screensaver

Select and confirm the option shown.

Inactivity delay (mins)

Select

30

Confirm¹.



If necessary, delete the current entry.



Enter the required value in minutes → page 30.



Confirm the option shown.

Save & exit

Select and confirm the option shown.

¹ The phone displays the current setting.

Step by Step

Setting the fade time for the screensaver

Set the intervals at which the screensaver images change here.

The following fade times are possible:

- 5 seconds
- 10 seconds
- 20 seconds
- 30 seconds
- 60 seconds



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Phone

Select and confirm the option shown.

Screensaver

Select and confirm the option shown.

Transition

Select and confirm the option shown.

10

Select and confirm the waiting time in the context menu¹.

Save & exit

Select and confirm the option shown.

¹ The phone displays the current setting.

Step by Step

Date and time

You can choose the date and time display here.



You can also configure this setting via the Web interface → page 233.

Setting the time



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

Confirm the option shown.

User

if nec.

Enter and confirm the user password.

Date and time

Confirm the option shown.

Time

Select and confirm the option shown.



Enter and confirm the time.

Save & exit

Select and confirm the option shown.

Setting the date



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

Confirm the option shown.

User

if nec.

Enter and confirm the user password.

Date and time

Confirm the option shown.

Date

Select and confirm the option shown.



Enter and confirm the date.

Save & exit

Select and confirm the option shown.

Step by Step

Time display format



You can also configure this setting via the Web interface → page 233.



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

Confirm the option shown.

if nec.



Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the time format (12- or 24-hour display) in the context menu.

Select and confirm the option shown.

Date display format



You can also configure this setting via the Web interface → page 233.



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

Confirm the option shown.

if nec.



Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the format you want.

Select and confirm the option shown.

Step by Step



Setting daylight saving time

You can also configure this setting via the Web interface → page 233.

Prerequisite: **Auto DST** is deactivated → page 193.



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

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Date and time

Select and confirm the option shown.

Daylight saving

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select and confirm the option shown.

Setting the difference between daylight saving and standard time

Prerequisite: **Auto DST** is deactivated → page 193.

Enter the difference to be used for daylight saving time.



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

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Date and time

Select and confirm the option shown.

Difference (mins)

Select and confirm the option shown.



Enter and confirm the difference between daylight and standard time in minutes.

Save & exit

Select and confirm the option shown.

Step by Step

Automatic daylight saving time

The **Auto DST** setting is provided for information purposes and can only be changed by your administrator.



You can also access this information via the Web interface → page 233.



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

Confirm the option shown.

if nec.



Enter and confirm the user password.

Select and confirm the option shown.

You can manually set the daylight saving time if a **No** entered here → page 192.

Step by Step

Audio

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

Volumes

Set the volume here, for instance, for the loudspeaker, handset or headset.



Use the TouchSlider to adjust the current volume settings → page 20.

You can preset different volumes for the following microphones and signals in eight levels:

- Loudspeaker
- Ringer
- Handset
- Headset
- Handsfree
- Rollover



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

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Audio

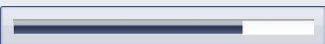
Select and confirm the option shown.

Volumes

Select and confirm the option shown.

Handset

Select and confirm the volume you want to adjust (for example, "Handset").



Confirm the option shown.



Set the volume (freely adjustable).

or



Set the volume in stages.



While setting the volume, you will hear corresponding audio feedback.

Step by Step



Save & exit

Confirm the option shown.

Select and confirm the option shown.

Settings

Room character

To ensure that the other party can hear you properly in speakerphone mode, you can adjust the phone to the room acoustics by choosing one of the following room character conditions:

- Normal
- Echoing
- Muffled



You can also configure this setting via the Web interface → page 233.



User

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

Confirm the option shown.

if nec.



Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings

Select and confirm the option shown.

Room character

Select the option shown.

Normal

Select and confirm the room character¹ in the context menu (e.g. normal).

Save & exit

Select and confirm the option shown.

The following values are available in the list:

- 1.0 sec. On, 4.0 sec. Off
- 1.0 sec. On, 2.0 sec. Off
- 0.7 sec. On, 07 sec. Off

Save & exit

Select and confirm the option shown.

¹ The phone displays the current setting.

Step by Step

Ringtone

Select your preferred ringtone from the available audio files. If no individual audio files are available the "pattern" ringtone is preset. To upload your own files in ".mp3" or ".wav" format, please contact your service personnel.



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec. A small icon of a keypad, showing a grid of squares.

Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings

Select and confirm the option shown.

Ringer file

Select the option shown.

ABC.mp3

Select and confirm the required ringtone file¹ or "pattern." You will immediately hear the associated ringer melody. Confirm the selected ringtone file.

Save & exit

Confirm the selected ringtone to use it or try a different ringtone.

¹ The phone displays the current setting.

Step by Step

**Pattern melody**

You can also configure this setting via the web interface → page 233.

Prerequisite: You have chosen the "pattern" ringtone, see → page 196.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings

Select and confirm the option shown.

Ringer melody

Select the option shown.

4

Select the required pattern melody¹ between 1 and 8 (e. g. **4**) in the context menu. You will immediately hear the corresponding Ringer melody. Confirm the selected Ringer melody.

Save & exit

Select and confirm the option shown.

**Pattern sequence**

You can also configure this setting via the Web interface → page 233.

Prerequisite: You have chosen the "pattern" ringtone, see → page 196.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings

Select and confirm the option shown.

Ringer tone sequence

Select

¹ The phone displays the current setting.

Step by Step

2

Select the required Ringer tone sequence between 1 and 3 (e. g. **2**) in the context menu. You will immediately hear the set Ringer melody with the selected Ringer tone sequence. Confirm the selected setting.

Country setting for speakerphone mode

Enter the country setting you prefer for speakerphone mode here → page 56.



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Audio

Select and confirm the option shown.

Settings

Select and confirm the option shown.

Open listening

Select the option shown.

Standard mode

Select and confirm the setting you want¹ in the context menu ("standard mode" or "US mode").

Save & exit

Select and confirm the option shown.

Setting headset port use

Here you set whether you are using a wired or cordless DECT headset.



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Audio

Select and confirm the option shown.

¹ The phone displays the current setting.

Step by Step

Settings

Select and confirm the option shown.

Headset port

Select the option shown.

Wired headset

From the following setting¹ select and confirm the option shown in the context menu.

- Wired headset
- Wireless headset
- Conference phone

Save & exit

Select and confirm the option shown.

Activating/deactivating the ringer

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → page 29.



Hold down the key shown.

Adjusting the volume during a call



You are conducting a call.



Set the volume using the TouchSlider → page 20.

¹ The phone displays the current setting.

Step by Step

Nonsecure voice communication tone and message

Use this option to activate an alert tone that you hear when a secure voice connection with the party you are currently talking to ceases to be secure. The message "Nonsecure connection" also appears.

Prerequisite: Secure connection setup is the preference set by your administrator.



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Secure call alert

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select and confirm the option shown.

Step by Step

Setting the language and country

Display language



You can also configure this setting via the Web interface
→ page 233.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Locality

Select and confirm the option shown.

Language

Select the option shown.

Deutsch

Select and confirm the language¹ in the context menu.

Save & exit

Select and confirm the option shown.

¹ The phone displays the current setting.

Step by Step

You may choose from the following languages:

1. Bahasa Indonesia
2. Bahasa Malaysia
3. Brasileiro
4. Català
5. Čeština
6. Dansk
7. Deutsch
8. English
9. English(US)
10. Español
11. Français
12. Hrvatski
13. Italiano
14. Latviešu Valoda
15. Lietuvių Kalba
16. Magyar
17. Nederlands
18. Norsk
19. Polski
20. Português
21. Română
22. Slovenčina
23. Slovenski Jezik
24. Srpski Jezik
25. Suomi
26. Svenska
27. Tiếng Việt
28. Türkçe
29. Ελληνικά
30. Български
31. Македонски Јазик
32. Русский
33. Српски Језик
34. 中文

Step by Step

Country-specific setting

Adapt your phone settings to suit the country-specific conditions (for example, transmission parameters).



You can also configure this setting via the Web interface → page 233.



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

Confirm the option shown.

if nec.



Enter and confirm the user password.

Select and confirm the option shown.

Select the option shown.

Select and confirm the country¹ in the context menu.

Select and confirm the option shown.

You may choose from the following countries:

- | | |
|--------------------|------------------------|
| 1. Argentina | 20. Luxembourg |
| 2. Australia | 21. Mexico |
| 3. Austria | 22. Netherlands |
| 4. Belgium | 23. New Zealand |
| 5. Brazil | 24. Norway |
| 6. Canada | 25. Poland |
| 7. China | 26. Portugal |
| 8. Chile | 27. Russian Federation |
| 9. Croatia | 28. Singapore |
| 10. Czech Republic | 29. Slovakia |
| 11. Denmark | 30. South Africa |
| 12. Finland | 31. Spain |
| 13. France | 32. Sweden |
| 14. Germany | 33. Switzerland |
| 15. Hungary | 34. Thailand |
| 16. India | 35. United Kingdom |
| 17. Ireland | 36. United States |
| 18. Italy | 37. Vietnam |
| 19. Japan | |

¹ The phone displays the current setting.

Step by Step

Context menu

After a connection is set up, a context menu appears with dependent functions. You can activate/deactivate the automatic display and can also set how long the context menu should be displayed.



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Context menu

Select and confirm the option shown.

Automatic menu...

Select and confirm the option shown.

Yes

In the context menu select and confirm to activate automatic menu display.

Save & exit

Select and confirm the option shown.

Display time

Select and confirm the option shown.

20

In the context menu select and confirm a value from the following options:

- 5
- 10
- 20
- 30
- 60
- 120
- Unlimited display

Save & exit

Select and confirm the option shown.

Step by Step

Bluetooth

Activating and deactivating Bluetooth



You can also configure this setting via the Web interface
→ page 233.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Bluetooth

Select and confirm the option shown.

Configuration

Select and confirm the option shown.
The Bluetooth settings dialog is selected.

Active

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Save & exit

Select and confirm the option shown. The Bluetooth
function is activated and is now available.

Step by Step

Open Bluetooth discoverability

You can use this function to set whether or not your OpenStage should be transparent to other Bluetooth devices when operating in Bluetooth mode.



You can also configure this setting via the Web interface → page 233.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Bluetooth

Select and confirm the option shown.

Configuration

Select and confirm the option shown. The Bluetooth settings dialog is selected.

Discoverable

Select and confirm the option shown.

Yes

Select and confirm the option shown.

Save & exit

Select and confirm the option shown. The Bluetooth function is not transparent to other devices that are not yet connected to your OpenStage.



For security reasons, it is recommended that you **only activate** the "Discoverable" function for Bluetooth when new Bluetooth devices are to be connected. A connection is established for devices that are already connected even if the "Discoverable" function is deactivated.

Step by Step

Bluetooth name for your OpenStage

Here you can determine which name your OpenStage should use to register at other Bluetooth devices.



You can also configure this setting via the Web interface → page 233.



By factory default, the Bluetooth name is:

OpenStage [MAC address of your telephone].



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Bluetooth

Select and confirm the option shown.

Configuration

Select and confirm the option shown. The Bluetooth settings dialog is selected.

Phone name

Select and confirm the option shown.



Specify and confirm the required name.

Save & exit

Select and confirm the option shown.

Step by Step

Configuring pairing settings

Pairing is used for checking the access authorization of a Bluetooth device in a Bluetooth network. During the pairing process, a 128-bit connection key is created. This is used for subsequent identification. You can specify whether pairing should be **Automatic**, occur after a **Prompt** or **not** at all.



You can also configure this setting via the Web interface → page 233.



Pairing is only performed the first time contact is established between a Bluetooth device and your OpenStage. If the Bluetooth device is successfully paired, no further access authorization checks are necessary. Instead, each subsequent check uses the previously created connection key.



Press the key shown until the application's "Settings" tab is active.

User

Select and confirm the option shown.

if nec.

Configuration

Enter and confirm the user password.

Select and confirm the option shown.

Bluetooth

Select and confirm the option shown.

Configuration

Select and confirm the option shown. The Bluetooth settings dialog is selected.

Pairing

Select and confirm the option shown.

No

Select and confirm the option shown.

or

Automatic

Select and confirm the option shown.

or

Prompt

Select and confirm the option shown.

Save & exit

Select and confirm the option shown.

Step by Step

Entering the pairing PIN

The personal identification number (PIN) contains at least four alphanumeric characters. This PIN is used for securely pairing Bluetooth devices with your OpenStage.



You can also configure this setting via the Web interface → page 233.



Press the key shown until the application's "Settings" tab is active.

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Bluetooth

Select and confirm the option shown.

Configuration

Select and confirm the option shown. The Bluetooth settings dialog is selected.

Pairing PIN

Select and confirm the option shown.



Enter and confirm the PIN.

Save & exit

Select and confirm the option shown. The pairing function is now activated.

Step by Step

Managing Bluetooth devices

The following functions are available in the Bluetooth pairing manager:

- Add a Bluetooth device
- Delete Bluetooth device list
- Connect or disconnect paired Bluetooth devices
- Remove single Bluetooth devices from the list
- Rename Bluetooth devices in the list



You can also configure this setting via the Web interface → page 233.

Adding a Bluetooth device



Press the key shown until the application's "Settings" tab is active.

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Bluetooth

Select and confirm the option shown.

Paired devices

Select and confirm the option shown. The **Bluetooth pairing manager** dialog is selected.

Options

Select.

Add device

Select and confirm the option shown in the context menu. The system searches for devices.

Bluetooth Device 1

If at least one new device is detected, select and confirm the relevant Bluetooth device.



Enter and confirm the specified PIN → page 209. The message "Pairing in progress" is displayed.

If the pairing request is confirmed on the corresponding Bluetooth device and the password entered, the pairing is performed and the device is added to the list.

Your OpenStage is now "paired" with the Bluetooth device, but not yet connected → page 212.

Step by Step

Deleting all Bluetooth devices from the list

You can delete the whole list if, for example, the devices are no longer in the area.



Press the key shown until the application's "Settings" tab is active.

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown. The **Bluetooth pairing manager** dialog is selected.

Select.

Select and confirm the option shown in the context menu.

"Delete all devices from pairing list?"

Confirm, if you wish to delete all devices.

Step by Step

Connecting/disconnecting a Bluetooth device


Prerequisite: At least one Bluetooth device is listed.



Press the key shown until the application's "Settings" tab is active.

User

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Bluetooth

Select and confirm the option shown.

Paired devices

Select and confirm the option shown. The **Bluetooth pairing manager** dialog is selected.

Bluetooth Device 1

Select the relevant Bluetooth device.

Connect

Select and confirm the option shown in the context menu. The connection is established immediately, if the relevant Bluetooth device is reachable.

or

Disconnect

Select and confirm the option shown in the context menu.

Step by Step

Deleting a Bluetooth device from the list

You can delete a single Bluetooth device from the list if, for example, it will be away from the area for an indefinite period.



Press the key shown until the application's "Settings" tab is active.

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown. The **Bluetooth pairing manager** dialog is selected.

Select the relevant Bluetooth device.

Select and confirm the option shown in the context menu.

Confirm, if you wish to delete the device.

Step by Step

Renaming a Bluetooth device in the list

A Bluetooth device is entered in the list with the name set in the device. This is often the device type. You can change this logon name.



Press the key shown until the application's "Settings" tab is active.

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Bluetooth

Select and confirm the option shown.

Paired devices

Select and confirm the option shown. The Bluetooth pairing manager dialog is selected.

Bluetooth Device 1

Select the relevant Bluetooth device.

Rename

Select and confirm the option shown in the context menu.



Enter and confirm the new name.

Step by Step

Blacklist for Bluetooth devices

The blacklist contains Bluetooth devices to which your OpenStage should not connect.

Adding a Bluetooth device



Press the key shown until the application's "Settings" tab is active.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Bluetooth

Select and confirm the option shown.

Blacklist

Select and confirm the option shown. The Bluetooth blacklist editor dialog is selected.

Options

Select.

Add device

Select and confirm the option shown in the context menu. The system searches for devices. The detectable Bluetooth devices in your area are listed. Select a device, for which you wish to block connection.

Bluetooth Device XYZ

Select and confirm the relevant device to add it to the list.

Step by Step



Removing a Bluetooth device from the blacklist

Press the key shown until the application's "Settings" tab is active.

User

Select and confirm the option shown.

if nec. 

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Bluetooth

Select and confirm the option shown.

Blacklist

Select and confirm the option shown. The Bluetooth blacklist editor dialog is selected.

Bluetooth Device XYZ

Select the relevant Bluetooth device.

Delete

Select and confirm the option shown in the context menu.

Delete

Confirm, if you wish to remove this device from the list.

Step by Step

Network information

This information overview in the user area of the service menu provides you with information about the IP address or name of the phone and the HTML address of the web-interface. It also provides real-time data about the network activity of the phone.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Network information

Select and confirm the option shown. The following overview opens:

Settings		Applications
Network information		
Options	Exit	
IP address	192.168.1.15	
WBM URL	http://192.168.1...	
DNS domain	Phone 1	
LAN RX	████████████████████	
LAN TX	████████████████████	
PC RX	████████████████████	
PC TX	████████████████████	
LAN autonegotiated..	Yes	
LAN information	100 Mbps full duplex	
PC autonegotiated...	Yes	

IP Address: Displays the IP address or name which was assigned to the phone in the network.

WBM URL: HTTPS address of the Web interface. This address is specified in the address line of the Internet browser and is used to call the Web interface of the phone in the browser.

DNS domain: The administrator can also assign the phone to the IP address of a DNS domain (for example, <http://my-openStage.phone/>).

Step by Step

Resetting user data

The following user-specific settings changed via the phone menu or the Web interface can be reset to factory settings.

- Display settings
- Language setting
- Screensaver



Personal images for the screensaver are deleted and deleted default images are restored (administration e.g. using the OpenStage Manager).

- Audio settings
 - Volumes
 - Settings



Personal ringtone files are deleted and deleted default ringtone files are restored (administration e.g. using the OpenStage Manager).

- Configuration
 - Context menu
- Bluetooth
 - Configuration and Listen
- Phonebook
 - All entries are deleted.
- Call lists
 - All entries are deleted.
- Sensor keys
 - All personalized programming is deleted (see also → page 88).

Important: All data is reset **without** a warning tone. If necessary back up your data on a USB memory stick (→ page 228).

Step by Step

Initiating the reset



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Reset

Select and confirm the option shown.

All user data...

Select and confirm "Reset selected user data" in the context menu. The user data is reset to factory settings.

Step by Step

Bluetooth

Bluetooth is an open standard for high-performance technology and allows wireless communication between PCs, PDAs, and mobile telephones.

In contrast to infrared connections, Bluetooth does not require a visual contact for communication purposes and can be used over distances of up to 10 meters.

To exchange data between Bluetooth-enabled devices, the devices need to undergo a once-off discovery procedure.

Discoverability

When first enabling a connection to a Bluetooth device, this function must be switched on → page 206.

The OpenStage is discoverable for other Bluetooth devices by default.

To prevent unauthorized access, we recommend deactivating discoverability once you have enabled the connection to a new Bluetooth device.



A connection is established for devices that are already connected even if the "Discoverable" function is deactivated.

Pairing

Pairing is the process used by two Bluetooth-enabled devices to "see" one another and to "recognize" that they can exchange data. It is therefore used for checking the access authorization of a Bluetooth device in a Bluetooth network. To do this, a 128 bit link key is created for subsequent identification.



Pairing is only performed the first time contact is established between a Bluetooth device and your OpenStage. If the Bluetooth device is successfully paired, no further access authorization checks are necessary. Instead, each subsequent check uses the previously created connection key.

Step by Step

Transferring contacts

The Bluetooth function on your OpenStage allows you to transfer contacts in **vCard format** (file extension: .vcf) from other Bluetooth devices to your OpenStage and save them in the phonebook. You can also send phonebook entries as vCards to other Bluetooth-enabled devices.



Due to the diverse range of PCs, mobile telephones and PDA devices currently available, we are unable to provide universal instructions on how to transfer vCard files in this manual.

The instructions for data transfer via Bluetooth provided in the relevant manufacturer documentation should be observed.

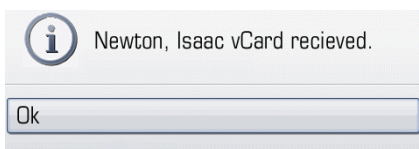
Receiving a vCard

Prerequisite: The Bluetooth function on your OpenStage is activated → page 205. A vCard file is stored on your Bluetooth device (PC, PDA, mobile telephone, etc.).

Launch the data transfer wizard for Bluetooth and follow the instructions.

Once the vCard is transferred, a message confirming the successful transfer is displayed on your OpenStage. You may be prompted to accept the vCard.

Example:



Select and confirm the option shown.

Transferring a contact to the phonebook

Press the key shown.

Select and confirm the option shown.



Step by Step


Sending a vCard

Prerequisite: The Bluetooth connection is configured between your OpenStage and one other device
→ page 205. A vCard file is saved on the OpenStage.

Search the phonebook for the entry you wish to send.



Press the key shown.

 Niels, Bohr


Select a phonebook entry.

Send

Select and confirm the option shown in the context menu. The "Send vCard via Bluetooth" dialog is displayed.

Paired devices

Select.

 XYZ →

Select and confirm the option shown in the context menu for device. The vCard for the entry is sent.

Perform the necessary steps on the destination device to save the vCard data.

or

Options

Select.

Search

Select and confirm the option shown in the context menu. A search is started and detected devices listed.

 XYZ →

Select and confirm the relevant device in the list.

The vCard is sent.

Perform the necessary steps on the destination device to save the vCard data.

Detected devices are then deleted from the list.

Step by Step

Using a Bluetooth headset

You can connect a Bluetooth headset to your OpenStage 60/80 which is approved for use with the OpenStage 60/80. Ask for service personnel about approved headset types.



It is not recommended to activate the open listen → page 57ing feature in connection with a Bluetooth headset because this can lead to reduced quality depending on headset an environment.

Connecting the Bluetooth headset

Prerequisite: The Bluetooth function on your OpenStage is activated → page 205.



Press the key shown until the application's "Settings" tab is active.

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Bluetooth

Select and confirm the option shown.

Paired devices

Select and confirm the option shown. The **Bluetooth pairing manager** dialog is selected.

Options

Select the option shown.

Finding and connecting the Bluetooth headset

Now switch your Bluetooth headset to pairing mode (see the user manual supplied with the device).

Add device

Select and confirm the option shown in the context menu. The system searches for devices.

Jabra BT500

Select and confirm the Bluetooth headset found (Jabra BT500, for instance).



Enter and confirm the PIN (generally "0000" or "1234" for Bluetooth headsets – for more information refer to the headset description).

Step by Step

Jabra BT500

Connect

The message "Pairing in progress" is displayed. Following successful pairing, the device is added to the list of paired devices.

Connecting a Bluetooth headset to OpenStage

The Bluetooth headset must now be connected to the OpenStage 60/80.

Select the Bluetooth headset in the list.

Select and confirm the option shown in the context menu. The connection is immediately established and the headset is ready for operation.

Testing a Bluetooth headset



Press the key shown. You should now hear the on-hook signal in the headset.



Enter the station number.

or

In the pop-up menu:

Repeat dialing 123456

Select and confirm the option shown. The connection is set up as soon as your input is complete.

if nec. 

If necessary, set the call volume.

Step by Step

Using a Bluetooth Conference Phone

You can connect a Bluetooth conference phone to your OpenStage 60/80 which is approved for use with the OpenStage 60/80. Ask your service personnel about approved conference phone types.

Connecting a "Konftel 60W" Bluetooth conference phone

Below is an example of connecting and operating a "Konftel 60W" conference phone.

Prerequisite: The Bluetooth function on your OpenStage is activated → page 205. The "Konftel 60W" conference phone is ready for use but **turned off** (see user guide "Konftel 60W").



Press the key shown until the application's "Settings" tab is active.

User

Select and confirm the option shown.

if nec.



Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Bluetooth

Select and confirm the option shown.

Paired devices

Select and confirm the option shown. The **Bluetooth pairing manager** dialog is selected.

Options

Select the option shown.

Finding and pairing the Bluetooth conference phone Konftel 60W



Hold down the **trim** key on the "Konftel 60W" for two seconds until the blue display lights flash (Warning: the device must be switched off first).

Add device

Select and confirm the option shown in the context menu. The system searches for devices.

Konftel 60W

Select and confirm the Bluetooth device Konftel 60W found.



Enter and confirm the PIN ("0000" for Konftel 60W).

Step by Step

Konftel 60W

Set as conference phone

Konftel 60W

Connect

The message "Pairing in progress" is displayed. Following successful pairing, the device is added to the list of paired devices. You hear a short confirmation tone from the Konftel 60W before the device switches itself off again.

Connecting Konftel 60W with OpenStage

The Konftel 60W must now be connected to the OpenStage 60/80.

Select the Konftel 60W on the list

Select and confirm the option shown in the context menu.

Select the Konftel 60W on the list again.

Select and confirm the option shown in the context menu. The connection is immediately established and the Konftel 60W is ready for use.

Testing the "Konftel 60W" Bluetooth conference phone

Answering a call

Prerequisite: The "Konftel 60W" conference phone is ready for use but **turned off** (see user guide "Konftel 60W"). The OpenStage is in idle mode.

Both the phone and the "Konftel 60W" ring. The caller is displayed. To answer the call, you can now:



Press the key shown.

or

Accept

Select and confirm the option shown.

or



Press the On/Off key on the "Konftel 60W".

You are connected with the other party. The "Konftel 60W" is activated. You can now for example initiate a consultation call or accept a second call to set up a conference.

Step by Step

Calling a station

Prerequisite: The "Konftel 60W" conference phone is ready for use but **turned off** (see user guide "Konftel 60W"). The OpenStage is in idle mode.



Press the key shown.

or



Enter the station number. The "Konftel 60W" switches itself on automatically. Once the stations answers, you can set up a conference via a consultation or second call.

Step by Step

Backup/restore

Backups are usually made to a USB mass storage device and contain user-specific data.

A backup includes the following components:

- All user settings for configuration
- Call forwarding instructions with default destinations
- Phonebook entries with relevant data
- Ringtones
- Photos
- Screensavers
- Call list entries

The USB mass storage device is only used to back up and restore the user area in the phone memory. You do not have to remove the USB medium after a backup. You can create multiple backups on the medium and restore them as required. You can also restore the backups saved on another phone as a means of transporting your settings and data, for instance, if your phone has to be replaced.

A restore operation only works if the relevant settings are enabled on the phone and the current software release supports these settings.

Every backup is given a separate name and is password-protected. Setting the password encrypts the content of the backup. Data can only be restored after entering the password set. The backup file is not automatically deleted after a restore operation.

Step by Step

Saving user data



User

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

Confirm the option shown.

if nec.



Enter and confirm the user password.

Phone

Select and confirm the option shown.

Backup/Restore

Select and confirm the option shown.

Options

Select and confirm the option shown.

New{1}

Select and confirm the option shown in the context menu.

17.08.07 14:42 August 3770

Replacing an existing backup

Select and confirm the backup available.

Replace

Select and confirm the option shown in the context menu.

Backup password

Select and confirm the option shown.



Enter and confirm the backup password.

Confirm password

Select and confirm the option shown.



Re-enter and confirm the password.

Backup name

Naming a new backup

Select and confirm the option shown.



Enter and confirm a name for the backup.

Start backup

Select and confirm the option shown. The user data is saved. The message **Backup created successfully** is displayed.

Step by Step



User

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

Confirm the option shown.

if nec.

Enter and confirm the user password.

Phone

Select and confirm the option shown.

Backup/Restore

Select and confirm the option shown.

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Select and confirm the backup you want.

Restore

Select and confirm the option shown.

Backup password

Select and confirm the option shown.



Enter and confirm the backup password.

You can set Ignore or Restore in the context menu for the following options. The default setting is Ignore:

- Phone book
- Call logs
- Menu data
- Screensaver images
- All clip images
- All ringer tones
- All midlet data

If you want to activate the phonebook's Restore, for instance, then:

Phone book

Select the option shown.

Restore

Select and confirm the option shown in the context menu.

Restore selected

The restore operation can begin once you have activated all the options you want:

Select and confirm the option shown. The following message appears when the procedure is finished: **Restore successfully completed.**

Step by Step

Deleting a user backup on a storage medium

You can delete invalid or older backups on your USB medium.



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

User

Confirm the option shown.

if nec.



Enter and confirm the user password.

Phone

Select and confirm the option shown.

Backup/Restore

Select and confirm the option shown.

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Select and confirm the backup you want.

Delete

Select and confirm the option shown. A security prompt is displayed:

Delete backup 17.08.08 14:42 August 3770?

Delete

Confirm the option shown to delete the backup. Backup deletion is the responsibility of the user and is therefore not password-protected.

Step by Step

Displaying and checking backups on USB media

Check which backups are stored on the medium.



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

User

Confirm the option shown.

if nec.

Enter and confirm the user password.

Phone

Select and confirm the option shown.

Backup/Restore

Select and confirm the option shown.

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Select the backup you want and confirm it to check the settings

Web interface (WBM)

You can configure a number of settings for your phone via the Web interface. Communication is via a secure HTTPS connection.

Calling up the Web interface



For more information on the IP address, the Web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → page 217.

To call up the interface, open a Web browser and enter the following:

http://[IP address of the phone]:[port] or

https://[IP address of the phone]

[IP address of the phone] is the IP address of your phone.

https://[Name of the phone]

[Name of the phone] which was assigned by service personnel. [Port] is the port address of the phone's HTTP server and must be **8085**.



You might receive a certificate notification from the browser. Follow the instructions to download the certificate.

You will be prompted to configure a user password the first time you call up the Web interface → page 158. You must log on with this password in future every time you want to open the User Pages.

Administrator Pages

This area lets you configure settings for administering your phone and the network environment. Access to the Administrator Pages is protected by the admin password. For more information, contact your administrator or refer to the administration manual.

User pages

The Web interface homepage opens once you have entered and confirmed the phone's IP address:

The screenshot shows the Siemens Web interface homepage. At the top, there is a header with the Siemens logo, 'OpenStage 60', and phone information: 'Phone number 3338', 'Phone IP address 192.168.1.244', and 'DNS name 3338'. Below the header is a navigation bar with 'User Pages', 'Administrator Pages', and a 'Logout' button. The main content area is divided into two sections. On the left is a vertical menu with categories: 'User login', 'Date and Time', 'Audio', 'Configuration', 'Outgoing calls', 'Incoming calls', 'Keyset', and 'Phone'. Each category has several sub-entries. The 'User login' entry is highlighted. On the right is a 'User login' form with a text input field labeled 'Enter User password', 'Login' and 'Reset' buttons, and a footer: 'Manufactured by Siemens Enterprise Communications GmbH & Co. KG under Trademark License of Siemens AG'. Annotations with lines point to various elements: 'User menu' points to the left menu; 'User selection' points to the 'User login' entry; 'Phone information' points to the top right text; 'Highlighted entry (current page)' points to the 'User login' entry; 'Menu heading' points to the 'User login' heading; 'Menu entry' points to the 'User login' sub-entry; and 'User login' points to the 'User login' form.

1. Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
2. Click a menu entry to open the corresponding form.
3. Make the desired changes.
4. Click the corresponding button to save or discard your changes.

Button functions

- "Login": Log on to the phone after you have entered the user password
- "Submit": Apply changes
- "Reset": Reset original values
- "Refresh": Update values (for example, under "Bluetooth" - "Last connected device")
- "Logout": Log off the phone

User menu






All settings that you can make via the Web interface's user menu can also be made via the phone's user menu → page 47.

User Pages







User login

User login  → page 158
















Date and time

- Local time  → page 190
- Local date (day, month, year)  → page 190
- Allow daylight saving  → page 192
- Difference (minutes)  → page 192
- Auto time change  → page 193



























Audio

- Ringer melody  → page 197
- Ringer tone sequence  → page 197
- Ring file  → page 196)
- Room character  → page 195
- Open listening  → page 198
- Headset port  → page 198

User Configuration

- Outgoing calls
 - Autodial delay (seconds)  → page 107
 - Allow callback: busy  → page 80
 - Allow callback: no reply  → page 80
 - Allow busy when dialling  → page 108
 - Allow transfer on ring → page 102
- **Incoming calls**
 - Deflecting
 - Allow deflection  → page 90
 - Default deflect destination  → page 90
 - Deflect to DSS  → page 90
 - Forwarding
 - Settings
 - Forwarding Favourites: Destination 1 to Destination 5  → page 73
 - Forward all calls allowed  → page 75
 - to  → page 73
 - Forward on busy allowed  → page 75
 - to  → page 73
 - Forward on no reply allowed  → page 75
 - to  → page 73
 - No reply delay (seconds)¹  → page 74










¹ Only if "Server features" was deactivated by your administrator

- Alerts
 - Visual alerts  → page 91
 - Audible alerts  → page 91
 - Forwarding party  → page 91
- Handling
 - Allow call waiting  → page 98
 - Allow DND  → page 157
 - Allow busy when dialling  → page 108
- CTI calls
 - Allow auto-answer  → page 103
 - Allow beep on auto-answer  → page 103
 - Allow beep on auto-reconnect  → page 104
- Connected calls
 - Allow call transfer  → page 101
 - Allow call joining  → page 71
 - Allow exit conference  → page 111
 - Allow hold reminder  → page 93
 - Hold reminder delay (minutes)  → page 94
 - Allow music on hold  → page 95
 - Allow conferences  → page 110
 - Secure call alert  → page 200
 - Toggling associate  → page 99
- Context menu
 - Auto Show menu  → page 204
 - Auto hide time (sec.)  → page 204
- **Keypad**
 - Lines
 - Ring delay (seconds)  → page 139
 - Allow in overview  → page 138
 - Address¹
 - Primary line^[1]
 - Ring on/off^[1]
 - Selection order^[1]
 - Hot/warm line^[1]
 - Hot/warm destination  → page 120
 - Overview
 - Use FPK order  → page 140
 - Add all lines  → page 140
 - Reordering directions: Move down, Move to bottom, Move to top, Move up  → page 140
- BLF
 - Busy Lamp Field: **not** for OpenScope Voice





1 Information - read only

- Bluetooth
 - Bluetooth device address^[1]
 - Phone name  → page 207
 - Status^[1]
 - Active  → page 205
 - Discoverable  → page 206
 - Pairing mode  → page 208
 - PIN for pairing  → page 209
 - Last connected device
 - Device address^[1]
 - Device name^[1]
 - Device class^[1]


Phone

- Display settings
 - Levels
 - Slider brightness  → page 184
 - Key module contr.  → page 186
 - TouchGuide  → page 185
 - Misc.
 - Display theme  → page 183
- Screensaver
 - Screensaver enabled  → page 187
 - Inactivity delay  → page 188
 - Screensaver transition delay  → page 189
- Program keys
 - Normal
 - Edit  → page 83
 - Shifted
 - Edit  → page 83
 - Key Module 1 (if available such as Program keys)
 - Key Module 2 (if available such as Program keys)

Locality

- Country  → page 203
- Language  → page 201
- Date format  → page 191
- Time format  → page 191

Authentication

- Old password
- New password  → page 158
- Confirm password

1 Information - read only

Fixing problems

Caring for your telephone

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

Troubleshooting

Pressed key does not respond:

If the telephone is locked redial keys cannot be used. This also applies when emergency numbers or predefined numbers from the dial plan are stored on them.

Check whether your telephone is locked ("Phone locked: Enter Password" appears on the screen). If the phone is locked, unlock it.

The phone does not ring on call:

Check whether the ringtone is deactivated (see icon in the status bar on the display → page 29). If it is deactivated, activate the ringtone

You cannot dial a number:

Check whether your telephone is locked ("Phone locked: Enter Password" appears on the screen). If the phone is locked, unlock it.

To correct any other problems:


First contact the relevant service personnel. Problems that cannot be corrected should be referred to Customer Service.

Contact partner in the case of problems

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

Local user menu

Opening the user menu on the phone

Press the  key to open the user menu.

On the **Settings** tab, select the **User** menu option. You are prompted to enter the User password → page 158. Confirm this with **OK**. The options of the user menu are available.

User menu display

The majority of settings that can be made via the user menu on the phone, can also be made via the web interface → page 233.







Changes are usually confirmed using the **Save & exit** option or discarded using the **Exit (no save)** option. You can exit the current menu level with the left key of the TouchGuide (→ page 22). You will be asked whether you want to **Save** or **Do not save**.

User

Date and time?

- | | | |
|---------------------|-----------------------|------------|
| – Options | Save & exit | |
| – Exit (no save) | | |
| – Time | hh:mm | → page 190 |
| – Date | DD.MM.YYYY | → page 190 |
| – Daylight saving | Yes | → page 192 |
| – Yes | | |
| – No | | |
| – Difference (mins) | mm | → page 192 |
| – Auto DST | Yes/No ^[1] | → page 193 |

Audio?

- | | | |
|------------------|---|------------|
| – Volumes? | | |
| – Options | Save & exit | |
| – Exit (no save) | | |
| – Loudspeaker |  | → page 194 |
| – Ringer |  | → page 194 |
| – Handset |  | → page 194 |
| – Headset |  | → page 194 |
| – Handsfree |  | → page 194 |
| – Rollover |  | → page 194 |
| – Settings? | | |
| – Options | Save & exit | |
| – Exit (no save) | | |
| – Ringtone | pattern | → page 196 |

[1]. Information - read only

- Pattern
- Ringer1.mp3
- Ringer2.mp3
- Ringer3.mp3
- Ringer4.mp3
- Ringer5.mp3
- Ringer6.mp3
- Ringer melody 2 → page 197
 - 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
- Ringer tone sequence 1 → page 197
 - 1
 - 2
 - 3
- Room character Normal → page 195
 - Normal
 - Echoing
 - Muffled
- Open listening Standard mode → page 198
 - Standard mode
 - US mode
- Headset socket Cordless headset → page 198
 - Wired headset
 - Cordless headset
 - Conference unit

⊕ Configuration?

- Outgoing calls?

- Options Save & exit
- Exit (no save)
- Autodial delay 6 → page 107
 - 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
- Callback: busy Yes → page 80
 - Yes

- No
- Callback: no reply Yes → page 80
 - Yes
 - No
- Busy when dialing Yes → page 108
 - Yes
 - No
- Transfer on ring Yes → page 102
 - Yes
 - No
- Immediate dialing Yes → page 63
 - Yes
 - No
- Incoming calls?**
 - Deflecting
 - Options Save & exit
 - Exit (no save)
 - Allow deflection Yes → page 90
 - Yes
 - No
 - Default destination nnnnnn → page 90
 - Deflect to DSS Yes/No^[1] → page 90
 - Forwarding
 - Settings
 - Options Save & exit
 - Exit (no save)
 - All calls Off → page 75
 - On
 - Off
 - Destination Destination 1 to Destination 5
 - Edit favorites
 - Options Save & exit
 - Exit (no save)
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
 - Busy Off → page 75
 - On
 - Off
 - Destination Destination 1 to Destination 5
 - Edit favorites?
 - Options Save & exit
 - Exit (no save)
 - Destination 1

[1]. Information - read only




- Destination 2
- Destination 3
- Destination 4
- Destination 5
- No reply Off → page 75
 - On
 - Off
- Destination Destination 1 to Destination 5
 - Edit favorites?
 - Options Save & exit
 - Exit (no save)
 - Destination 1
 - Destination 2
 - Destination 3
 - Destination 4
 - Destination 5
 - Duration 16
- Alerts
 - Options Save & exit
 - Exit (no save)
 - Visual alerts No → page 91
 - Yes
 - No
 - Audible alerts No → page 91
 - Yes
 - No
 - Forwarding party Display last → page 91
 - Display first
 - Display last
- Handling
 - Options Save & exit
 - Exit (no save)
 - Allow call waiting Yes → page 98
 - Yes
 - No
 - Allow DND Yes → page 157
 - Yes
 - No
 - Busy when dialing Yes → page 108
 - Yes
 - No
- CTI Calls?
 - Options Save & exit
 - Exit (no save)
 - AutoAnswer Yes → page 103
 - Yes
 - No

- AutoAnswer beep Yes → page 103
 - Yes
 - No
- AutoReconnect beep Yes → page 104
 - Yes
 - No
- Connected calls?**
- Options Save & exit
 - Exit (no save)
- Allow call transfer Yes → page 101
 - Yes
 - No
- Allow call joining Yes → page 71
 - Yes
 - No
- Allow exit conf Yes → page 111
 - Yes
 - No
- Allow hold rem. Yes → page 93
 - Yes
 - No
- Hold rem. delay 8 → page 94
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10
 - 11
 - 12
 - 13
 - 14
 - 15
- Music on hold Yes → page 95
 - Yes
 - No
- Allow conferences Yes → page 110
 - Yes
 - No
- Secure call alert Yes → page 200
 - Yes
 - No
- Toggle associate Yes → page 99
 - Yes
 - No

- **Context menu**
 - Automatic menu... Yes → page 204
 - Yes
 - No
 - Display time 20 → page 204
 - 5
 - 10
 - 20
 - 30
 - 60
 - 120
 - Unlimited display
- **⊕ Keyset**
 - Lines?
 - Line (one of **eight** possible)
 - Options Save & exit
 - Exit (no save)
 - Ring delay 0 → page 139
 - Allow in overview Yes → page 138
 - Yes
 - No
 - Hot warm action^[1] No action
 - Hot warm dest nnnn → page 120
 - Address^[1] nnnn
 - Ring on/off^[1] On
 - Selection order^[1] 1
 - Overview? → page 138
 - Line (up to **eight** lines)
 - Move down
 - Move to bottom
 - Use FPK order
 - Add all lines
 - Save
 - Do not save
- **BLF?**
 - Busy lamp field **not** for OpenScape Voice
- **⊕ Bluetooth**
 - Configuration
 - Options Save & exit
 - Exit (no save)
 - Telephone ID 00:01:E3:2D:76:D9
 - Active Yes → page 205
 - Yes
 - No
 - Discoverable Yes → page 206
 - Yes





[1]. Information - read only

- Menu data Ignore
- Ignore
- Restore
- Screensaver images Ignore
- Ignore
- Restore
- All clip images Ignore
- Ignore
- Restore
- All ringer tones Ignore
- Ignore
- Restore
- All midlet data Ignore
- Ignore
- Restore
- Replace → page 229
- Options Start backup
- Start backup
- Cancelling Backup...
- Backup password
- Confirm password
- Backup name OpenStage 80
- Full ID
- Delete → page 231
- Delete
- Cancel
- Screensaver
- Options Save & exit
- Exit (no save)
- Enabled Yes → page 187
- Yes
- No
- Start (mins) 30 → page 188
- 0
- 5
- 10
- 20
- 30
- 60
- Transition delay (s) 10 → page 189
- 0
- 5
- 10
- 20
- 30
- 60
- Display settings?

- Options Save & exit
 - Exit (no save)
- Display theme Crystal sea → page 183
 - Crystal sea
 - Warm grey
- Key mod. contrast  → page 186
- Slider brightness  → page 184
- Program keys
 - Press the key to be programmed*
 - Options Save & exit
 - Exit (no save)
 - Normal Unallocated → page 83
 - Unallocated
 - *Further functions, see* → page 249
 - Label *predefined or customized*
 - Settings *function-dependent*
 - Shifted Unallocated → page 83
 - Unallocated
 - *Further functions, see* → page 250
 - Label *predefined or customized*
 - Settings *function-dependent*
- Key Module (if available such as Program keys)
- TouchGuide
 - Options Save & exit
 - Exit (no save)
 - Touchguide setting  → page 185
- Locality?**
 - Options Save & exit
 - Exit (no save)
 - Country DE → page 203
 - DE?
 - *Further countries, see* → page 203
 - Language Deutsch → page 201
 - Deutsch
 - *Further languages, see* → page 202
 - Date format dd/mm/yyyy → page 191
 - dd/mm/yyyy
 - yyyy/mm/dd
 - mm/dd/yyyy
 - Time format 24 hour → page 191
 - 24 hour
 - 12 Hour (AM/PM)
- Security?**
 - Options Save & exit
 - Exit (no save)
 - User password ***** → page 158

- Confirm password
- Lock phone → page 160
 - Yes
 - No

Network information?

- Options Exit → page 217
- Phone address
- Web address
- IP address
- LAN RX 
- LAN TX 
- PC RX 
- PC TX 
- LAN autonegotiated Yes
- LAN information 10 Mbps full duplex
- PC autonegotiated Yes
- PC information Link down

Reset?

- Options Cancel
- Cancel
- Reset all user data → page 218
- Reset selected user data → page 88
- Function key data No? → page 88
 - Yes
 - No

Key functions

Normal

You can program the following functions on the Normal of the function keys:

- Selected dialing
- Repeat dialing
- Forward all calls
- Forward no reply
- Forward busy
- Ringer off
- Hold
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Shift
- Conference
- Headset
- Do not disturb
- Group pickup
- Repertory dial
- Feature toggle
- Mobility
- Directed pickup
- Callback
- Cancel callbacks
- Consultation
- Call Waiting
- Immediate ring
- PreView
- Start application
- Built in fwd

Shifted

You can program the following functions on the Shifted of the function keys:

- Selected dialing
- Repeat dialing
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Conference
- Repertory dial
- Release
- Callback
- Cancel callbacks
- Consultation
- Start application

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









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Display icons

Application tab	
	Telephony interface → page 37
	Phonebooks → page 40
	Call lists → page 43
	Voicemail → page 46
	Program/Service menu/Applications menu → page 47
	Help function → page 49
Status bar	
	The ring tone is deactivated → page 155
	Operating data is sent to the server → page 50
	The "Do not disturb" function is activated → page 156
	The phone lock is activated → page 160
	The Bluetooth function is activated → page 220
	A mobile user is logged on to the telephone
Messages	
	You have received one or more new messages
	One or more new entries have been added to the call lists
	Local call forwarding is activated for all calls
Connection status	
	The call is active
	The call has been disconnected
	You have placed the call on hold (e.g. consultation hold).
	Your call partner has placed the call on hold
	The voice connection is secure.
	The voice connection is not secure.
MultiLine	
	Call for the corresponding line.
	Call for a line with suppressed ring tone → page 142.
	"Hold reminder" is activated → page 93.
	The line is currently not available.
	The line is busy.
	The line is free.

Phonebook entries	
	Primary business number
	Secondary business number
	Mobile phone number
	Private phone number
E/A Cockpit	
	Not available
	Available
	Call forward to assistant (if there)
	Call forward to assistant (if there)
	Ring immediately (call forwarding cleared)
	Call forwarding to mobile phone.
	Call forwarding to answering machine.
	Call forwarding to a number.

Communication for the open minded

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