




OpenScape Desk Phone IP 35G  
OpenScape Desk Phone IP 35G Eco  
OpenScape 4000/HiPath 4000

**User Guide HFA (icon version)**

A31003-D3530-U105-3-7619

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

## Important information

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

## Trademarks



The device conforms to the EU Directive 1999/5/EC as attested by the CE marking.

All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.



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

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

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

## Location of the telephone

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

## Product support on the Internet

Information and support for our products can be found on the Internet at:

<http://www.unify.com/>.

Technical notes, current information about firmware updates, frequently asked questions and lots more can be found on the Internet at:

<http://wiki.unify.com/>.

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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 required features must therefore be individually defined in the terms of the contract.


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

- The function is not configured for you and your telephone. Please contact your system administrator.
- Your communication 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 the OpenScape Desk Phone IP 35G and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone IP 35G. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

These instructions should be read and followed by every person installing, operating or programming the OpenScape Desk Phone IP 35G.

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 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.

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These operating instructions are designed to be simple and easy to understand, providing clear step-by-step instructions for operating the OpenScape Desk Phone IP 35G.

### Icons used in the manual

#### Settings

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




refers to an operation or setting performed directly on the phone



refers to an operation or setting performed via the web interface

### Service

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

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

## Intended use

The OpenScape Desk Phone IP 35G 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 unintended.

## 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 communication platform can be obtained from your administrator.

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

## Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear. The optimum distance is approx. 50 cm.
- Proceed as follows to optimize display legibility:
  - Turn the phone to tilt the display to ensure you have a frontal view of the display and avoid light reflexes.
  - Adjust the contrast as required → Page 110.

## Voice encryption

As of HiPath 4000 V4 R1, your OpenScape Desk Phone IP 35G supports voice encryption. This allows you to use your OpenScape Desk Phone IP 35G to conduct calls without the risk of eavesdropping. Voice transmission is encrypted and then decrypted again on the call partner's phone and vice versa.

In terms of security modes, a distinction is made between "Cipher Mode" and "Secure Mode".

You can check which security mode is activated on your OpenScape Desk Phone IP 35G in idle mode → Page 80.

### Cipher Mode

In order to ensure that your calls are always secure, your administrator can activate "Cipher Mode". Voice transmission is always encrypted in this mode, even for calls to telephones that do not support voice encryption. Speech quality may be impaired in this mode however.

If your telephone is in "Cipher Mode", you will be shown the message "always enabled" when the status is queried → Page 80.

### Secure Mode

If "Secure Mode" is enabled on your phone and a connection is established to a phone that does not support voice encryption, the call is not encrypted and is thus not secure.

Your administrator can define in your communication system whether you are notified of unencrypted calls and how → Page 80.

If your telephone is in "Secure Mode", you will be shown the message "enabled" when the status is queried → Page 80.

## Single-line telephone/multi-line telephone

Your OpenScape Desk Phone IP 35G is a "multi-line telephone". This means that multiple lines can be configured by your administrator, which is not the case with single-line phones. Each line is assigned an individual phone number that you can use to make and receive calls.

The programmable sensor keys function as line keys on multi-line phones → Page 90.

When using a multi-line phone to make and receive calls, certain particularities must be taken into account → Page 93 ff.

## Executive/secretary functions














The executive/secretary configuration is a special case. This is a multi-line telephone with special features (e.g. "Ring transfer", "Call pickup" and "Representative") configured especially for executive/secretary use → Page 105 ff.

## Getting to know the OpenScape Desk Phone

The following sections describe the most frequently used controls and displays.

### The user interface of your OpenScape Desk Phone IP 35G



1	You can make and receive calls as normal using the <b>handset</b> .
2	The <b>display</b> provides intuitive support for telephone operation (two lines with up to 33 characters each).
3	<p>The <b>function keys</b> (cannot be reprogrammed) allow you to call up the following frequently used functions during a call:</p> <p>: Open the mailbox → Page 17.</p> <p>: Open the menu → Page 19.</p> <p>: Activate/deactivate the speakerphone function.</p> <p>: Activate/deactivate the headset function.</p> <p> and : Increase/reduce the volume of the loudspeaker/headset; set the contrast lighter and darker.</p> <p>: Activate/deactivate the microphone. This function is useful to prevent the other party from listening in under certain circumstances, for example when consulting with someone else in the room or in case of annoying background noise.</p> <p>: Transfer a call to another subscriber.</p> <p>: Enable access to the conference functions.</p> <p>: Hold or retrieve the active call.</p>
4	You can use the <b>navigation keys</b> to open the idle menu → Page 16 for example or to scroll forward or back in menus or execute an action.
5	The <b>dialpad</b> can be used to enter phone numbers and write text.
6	<p>Depending on how they are programmed, you can use the keys as follows:</p> <ul style="list-style-type: none"> <li>• Function keys</li> <li>• Redial/Direct station selection key</li> </ul> <p>Each key can be programmed with one function. You can also use the preassigned functions:</p> <ul style="list-style-type: none"> <li>•  (Release Call)</li> <li>•  (Redial)</li> <li>•  (Call List)</li> </ul>
7	Incoming calls and new voicemails are visually signaled via the <b>call display</b> .

## Navigation keys

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



Key	Functions when key is pressed
	Open the idle menu → Page 16 or browse back in the menu.
	Open the idle menu → Page 16 or browse back in the menu.
	Open the idle menu → Page 16 or browse forward in the menu.
	Perform action

## Programmable function keys

Your OpenScape Desk Phone IP 35G has three fixed function keys (with LED), which you can reprogram with different functions or phone numbers at any time.



Preassignment of function keys:

- (Release Call)
- (Redial)
- (Call List) with the following entries: Unanswered calls?, Incoming calls?, Outgoing calls?

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

- Function keys → Page 66
- Redial keys → Page 67

Each key can be programmed with one function.

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

You will find information on the labeling of the function keys on → Page 124.

## Meaning of LED displays on function keys


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

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



## Dialpad

You can only use the digits 1 to 9 and 0 as well as the \* and # characters when dialing a number. In cases where text input is possible, you can use the dialpad to input text, punctuation and special characters in addition to the digits 0 to 9 and the hash and asterisk symbols. To do this, press the numerical keys repeatedly.

Example: To enter the letter "h", press the number  key on the keypad twice.

 To enter a digit in an alphanumerical input field, hold down the relevant key.

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 - 687837).

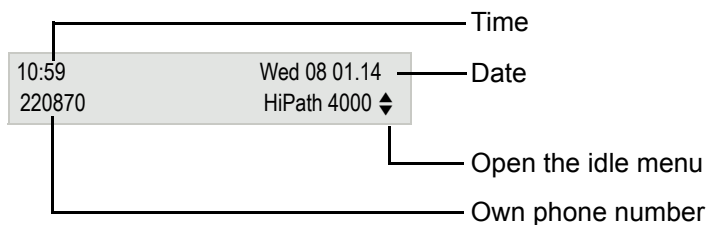
## Display

Your OpenScape Desk Phone IP 35G comes with a black-and-white LCD display. Adjust the contrast to suit your needs (→ Page 110).




## Idle mode

If there are no calls taking place or settings being made, your OpenScape Desk Phone IP 35G is in idle mode.

Example:



## Idle menu


Press one of the navigation keys    → Page 15 in idle mode to open the idle menu. You can call up various functions here. Entries may vary.

The idle menu may contain the following entries:

- Unanswered calls?<sup>1</sup>
- Incoming calls?<sup>1</sup>
- Outgoing calls?<sup>1</sup>
- Deact call forwarding?<sup>2</sup>
- Act. FWD-FIXED?<sup>3</sup>
- Act. FWD-VAR-ALL-BOTH?
- Display callbacks?<sup>4</sup>
- Direct call pickup?
- Voice encryption?<sup>5</sup>
- Program/Service?

1. Shown optionally if entries exist
2. Shown optionally if fixed or variable forwarding is activated
3. Shown optionally if a phone number is saved for fixed forwarding
4. Shown optionally if a callback is saved
5. Shown optionally if voice encryption is activated

## Mailbox



Depending on your communication platform and its configuration (consult your administrator), you can use the  key to access messages from services such as HiPath Xpressions.


The following messages are saved:

- Callback requests
- Voicemail

## Messages (callback requests)

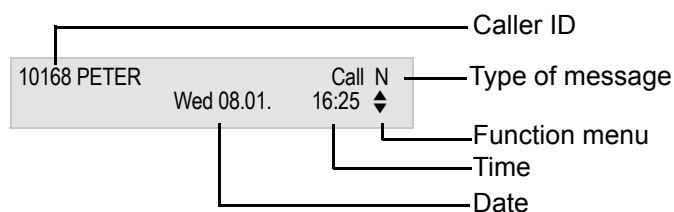
New or as yet unheard messages are signaled as follows:


-  The key LED lights up.
- When the handset is lifted and the  key pressed, you hear an acoustic announcement (announcement text).

 These announcements remain active until all messages have been viewed or deleted.

To access: Press the  key. The most recent entry is displayed.

Example:






 For a description of how to edit the entries → Page 36.

## Voicemail

Press the  mailbox key.

If your system is appropriately configured, you can call the voice mailbox directly and immediately play back the messages saved.

 You cannot delete (new) voice messages that you have not listened to in full. To mark a message as "listened to", press   to jump to the end of the message.

## Call list

Calls to your phone and numbers dialed from your phone are recorded chronologically in the call list, sorted and divided into the following lists:

- Unanswered calls
- Incoming calls
- Outgoing calls

Your phone saves the last 10 unanswered calls, the last 6 outgoing calls and the last 12 incoming calls in chronological order. Each call is assigned a time stamp. The most recent entry in the list that has not yet been retrieved is displayed first. In the case of calls from the same caller, only the time stamp is updated.

Every list that contains at least one entry is automatically offered → Page 16 in the idle menu → Page 40.

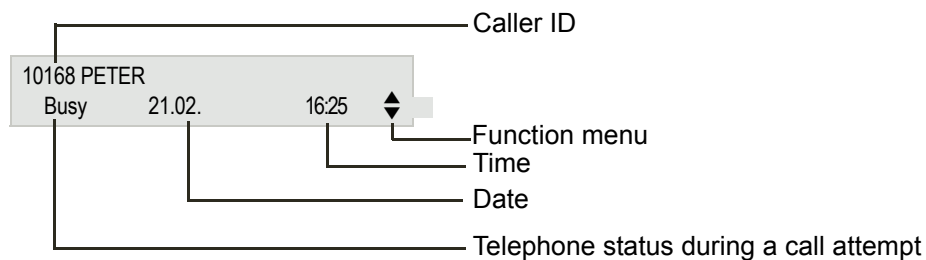
---

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

---

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

Example:




---

For a description of how to edit the call lists → Page 40.

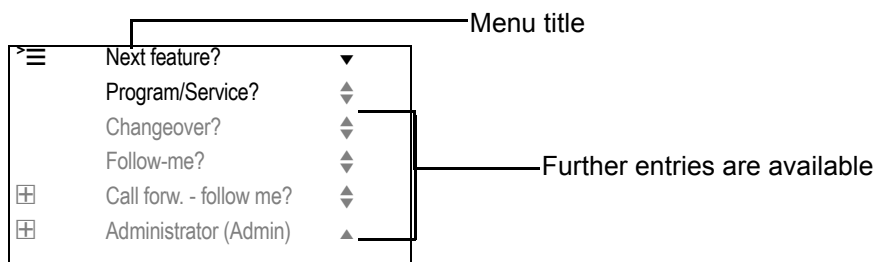
---

## Menu

Use the  menu key to access the following options:

- Program/Service menu for your communication system
- Personal (local phonebook)
- Corporate (corporate directory)
- User (local telephone settings for users)
- Administrator (local telephone settings for administrators)

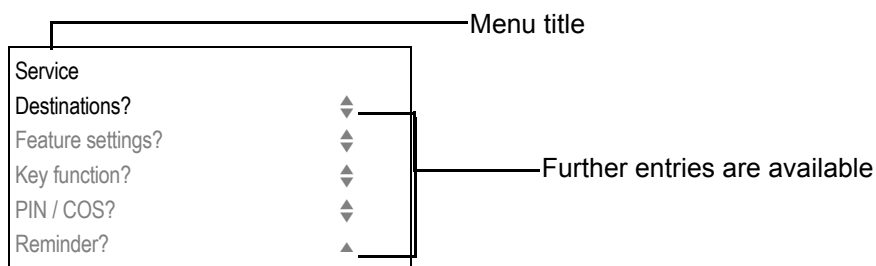
The menu key LED remains red as long as you are in this menu.



## Service Menu





You can use the Service Menu option to access your communication system's extensive functions.

Example:



The menu structure consists of several levels. The first line in this structure shows the menu currently selected while the remaining lines show the options for this menu. The arrow next to an entry indicates the availability of additional options for this entry.





## Opening the Service Menu

Press the  menu key, choose the Program/Service menu using the   keys and confirm with .

## Telephone user menu

You can configure settings for your OpenScape Desk Phone here.

### Opening the user menu

To access: Press the  key. Select the "User" option with the   keys and confirm with .

If necessary, enter the user password → Page 115.

The menu structure contains several levels.



You can also configure some of the settings using the web interface → Page 119 of your OpenScape Desk Phone.

## Control and monitoring function

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

### Control function

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

### Monitoring function

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

## OpenStage Manager

The program offers you an additional means of adapting your OpenScape Desk Phone to your personal needs. Further information is available at:

[http://wiki.unify.com/wiki/OpenStage\\_Manager](http://wiki.unify.com/wiki/OpenStage_Manager).

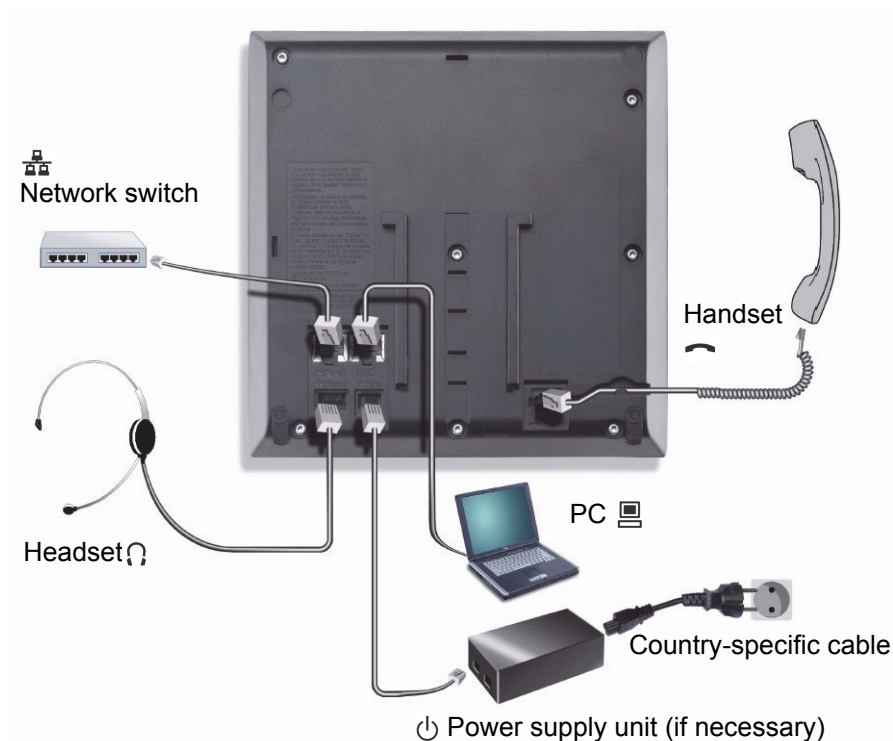
### Features

- Phonebook management
- Synchronization of contacts



Contact your administrator for the latest version of OpenStage Manager. The range of features is dependent on the type of telephone.

## Ports on the underside of the phone




## Using network ports more efficiently

The OpenScape Desk Phone IP 35G has a built-in Ethernet switch. This means that you can connect a PC to the LAN directly via the phone. The option for connecting the telephone and PC must first be activated on the telephone by your administrator.




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

## Basic functions

 Please read the introductory chapter "Getting to know the OpenScape Desk Phone IP 35G" → Page 13 carefully before performing any of the steps described here on your phone.

## Accepting a call



 An incoming call will cancel any ongoing telephone setting operations.

### Accepting a call via the handset

The phone rings. The caller is displayed<sup>1</sup>.

Lift the handset.

Adjust the call volume.

if nec.  or 



### Accepting a call via the loudspeaker (speakerphone mode)

The phone rings. The caller is displayed<sup>[1]</sup>.

Press the key shown. The key LED lights up.

The speakerphone function is activated.

Adjust the call volume.

if nec.  or 

#### Suggestions for using speakerphone mode:

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

### Accepting a call via the headset



**Prerequisite:** A headset is connected.

 Make sure your headset port is set up properly → Page 114.

The phone rings. The  key flashes.

Press the key shown.

Adjust the call volume.

if nec.  or 

1. Pay attention to the notes on voice encryption → Page 80.



## Switching to speakerphone mode

People present in the room can participate in your call.

**Prerequisite:** You are conducting a call via the handset.

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

Adjust the call volume.

### U.S. mode

If your communication system is set to U.S. mode (consult your administrator), you do not have to hold down the speaker key when replacing the handset when switching to speakerphone mode.

Press the key shown.

Replace the handset. Proceed with your call.

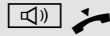
Adjust the call volume.



## Switching to the handset

**Prerequisite:** You are conducting a call in speakerphone mode.



Lift the handset.

The key shown is no longer lighting.



if nec.  or 



if nec.  or 



## Open listening

People present in the room can silently monitor your call.

**Prerequisite:** You are conducting a call via the handset.

### Activating



Press the key shown.

### Deactivating



Press the illuminated key.

## Turning the microphone on and off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the handsfree microphone.

### Deactivating the microphone



Press the "Mute" key.

### Activating the microphone



Press the illuminated "Mute" key.

## Ending the call



Press the key shown.

or



Press the illuminated key.

or



Replace the handset.

## Making calls

### Off-hook dialing



Lift the handset.

Internal calls: Enter the phone number.

External calls: Enter the external code and the phone number.

The connection is set up as soon as your input is complete<sup>1</sup>.

### On-hook dialing



Internal calls: Enter the phone number.

External calls: Enter the external code and the phone number.

The party you are calling answers via loudspeaker. The speaker key lights up.

On-hook dialing: Speakerphone mode<sup>[1]</sup>.

or



Lift the handset.

### Dialing with the headset connected



**Prerequisite:** The headset is connected.

Internal calls: Enter the phone number.

External calls: Enter the external code and the phone number.



The headset key lights up.

The connection is set up as soon as your input is complete<sup>1</sup>.



Make sure your headset port is set up properly → Page 114.

### Dialing with repdial keys



**Prerequisite:** You have set up a function key as a repdial key → Page 67.

Press the programmed repdial key.



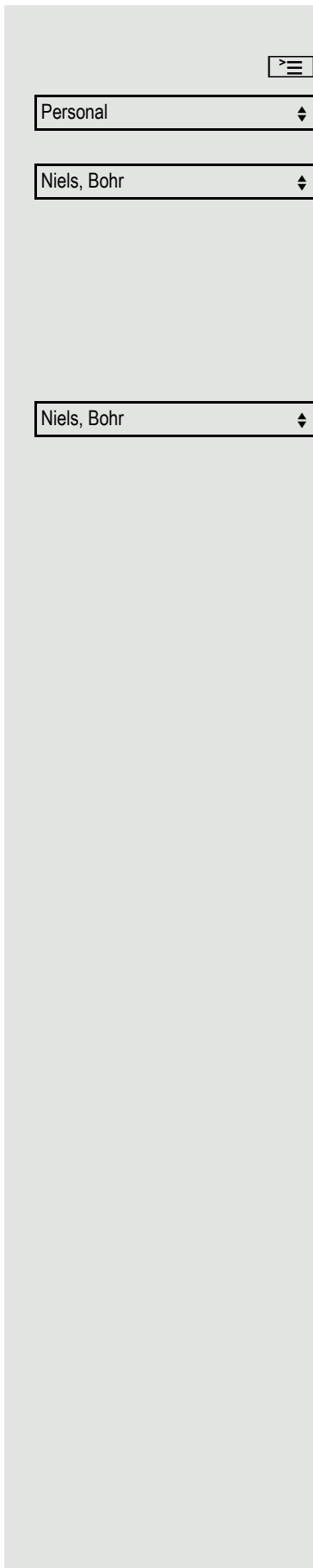
Lift the handset.

or



Press the key shown<sup>[1]</sup>.

1. Pay attention to the notes on voice encryption → Page 80.



## Calling a subscriber from the local phonebook

Open the menu → Page 19.

Select and confirm to open the local phonebook.

Select and confirm the relevant entry. The connection is set up.

## Calling a subscriber from the corporate directory

**Prerequisite:** You have searched for and selected a subscriber in the corporate directory → Page 76.

Confirm the subscriber. The connection is set up.

## Redialing a number (last number dialed)

The last phone number dialed on your phone is dialed automatically.

### Number redial

**Prerequisite:** The "Redial" key is not reprogrammed.

Press the key shown.

Press the key shown for speakerphone mode.

Lift the handset<sup>1</sup>.

### Redialing from the menu

Lift the handset.

Press the key shown.

Confirm the option shown<sup>[1]</sup>.

## Redialing a number (saved number)

**Prerequisite:** You have saved a phone number → Page 37.

Lift the handset.

Press the key shown.

Press the key shown.

Select and confirm the option shown.

The saved phone number is dialed<sup>[1]</sup>.



or



or



Last number redial?



or



or

Saved number redial?



1. Pay attention to the notes on voice encryption → Page 80.

## Calling a second party (consultation)

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.

Confirm the option shown.

Enter and confirm the second party's phone number<sup>1</sup>.

### Ending a consultation call

Confirm the option shown.

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

## Switching to the held party (alternating)

**Prerequisite:** You are conducting a consultation call.

Select and confirm the option shown.

You switch to the held party<sup>[1]</sup>.

### Ending an alternate operation

Select and confirm the option shown.

The active call is disconnected and the held call is restored.

## Combining the call partners in a three-party conference

Select and confirm the option shown.

Press the key shown.

An alerting tone advises you that a conference call is now in progress between all three parties.



If voice encryption is not activated or not available on a conference party's phone, the entire conference is not secure. It may be indicated that the call is not secure → Page 80.

Consultation?



Release and return?

Toggle?

Release and return?

Conference?

or



1. Pay attention to the notes on voice encryption → Page 80.

## Transferring a call

If your call partner wishes to speak to one of your colleagues, you can transfer the call.

### Transferring with announcement

Select and confirm the option shown.

Enter and confirm the required party's phone number. Announce the call partner.

Press the key shown. The person you were speaking with is now connected to the desired party.

Replace the handset.

### Transferring without announcement

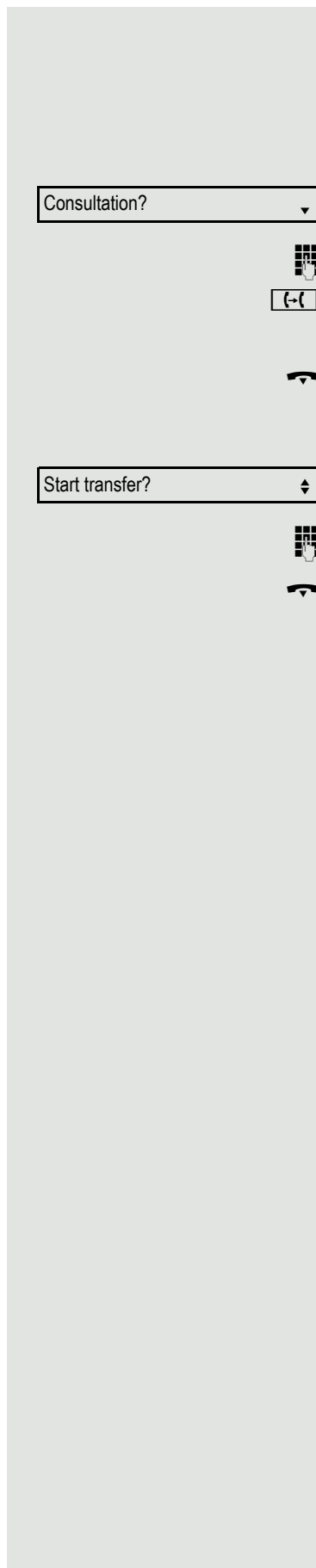
Select and confirm the option shown.

Enter and confirm the required party's phone number.

Replace the handset.



If a connection is not set up between the other two parties within 40 seconds, you will be called again. You are reconnected with the first party.





## Forwarding calls



If your phone belongs to an ONS group (One Number Service/parallel call → Page 118), please note the following:

Call forwarding can be set up on any phone in the ONS group and then applies for all phones in the ONS group.

Call forwarding between two phones in an ONS group is not possible.

## Overview of forwarding types

You can configure different call forwarding settings for your station.

FWD-VAR-ALL-BOTH on	All calls are forwarded to the saved phone number, the phone number is deleted after deactivation.
FWD-FIXED on	All calls are forwarded, the saved phone number is not deleted after deactivation.
FWD-VAR-ALL-INT on	Only internal calls are forwarded.
FWD-VAR-ALL-EXT on	Only external calls are forwarded.
FWD-VAR-BUSY-BOTH on	If your station is busy, all calls are forwarded.
FWD-VAR-RNA-BOTH on	If you do not accept a call, all calls are forwarded after a certain length of time.
FWD-VAR-BZ/NA-BTH on	If your station is busy or you do not accept a call, all calls are forwarded after a certain length of time.

The forwarding types are mutually exclusive except for the types "forwarding for internal" and "forwarding for external". You can set and activate one forwarding destination for each of the two exceptions.

## Fixed forwarding (all calls)

If you have programmed a destination for fixed forwarding, you can activate and deactivate this using the "Call forwarding" key (if configured). The programmed forwarding destination remains valid until you change or delete it.

## Configuring/modifying a fixed forwarding destination

Open the menu → Page 19.

Select and confirm the option shown.

Confirm the option shown.

Confirm the option shown. "Variable forwarding" is displayed.

Confirm the option shown. "Fixed forwarding" is displayed.

If call forwarding has already been programmed, the forwarding destination is displayed.

Select and confirm the option shown.



Program/Service?

Destinations?

Call forwarding?

Next forwarding type?

Enter destination:

Save? ▾

or ▾

Act. FWD-FIXED? ⇅

☐ or ▾

Deact call forwarding? ⇅

➤

Program/Service? ▾

Destinations? ▾

Call forwarding? ▾

Next forwarding type? ▾

Delete? ⇅

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

Confirm when the complete number has been entered.

Fixed forwarding is saved and activated.

### Activating fixed forwarding

**Prerequisite:** A fixed forwarding destination is saved → Page 30.

If configured: Press the "Call forwarding" key.

Open the idle menu → Page 16.

Select and confirm the option shown.

### Deactivating fixed forwarding

If configured: Press the illuminated "Call forwarding" key.

Open the idle menu → Page 16.

Select and confirm the option shown.

Fixed forwarding is deactivated. The destination number is retained.

### Deleting a fixed forwarding destination

You can delete the destination for fixed forwarding.

Open the menu → Page 19.

Select and confirm the option shown.

Confirm the option shown.

Confirm the option shown.

Confirm the option shown. The display shows "Fixed forwarding" and the forwarding destination.

Select and confirm the option shown.

The forwarding destination is deleted. If fixed forwarding was activated, it is now deactivated. The "Call forwarding" key is deactivated.

## Activating/deactivating fixed forwarding

You can also activate/deactivate fixed forwarding using the switch function.

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown to activate or deactivate fixed forwarding.  
"Fixed call forw. is on" or "FWD-FIXED off" is displayed.

## Variable forwarding (all calls)

In the case of variable forwarding, programming a forwarding destination activates forwarding for all calls. If forwarding is deactivated, the forwarding destination is deleted at the same time.

### Configuring and activating variable forwarding

Open the idle menu → Page 16.

Select and confirm the option shown.

Open the menu → Page 19.

Select and confirm the option shown.

Confirm the option shown.

Confirm the option shown.

The display shows "Variable forwarding". Enter code!

Select and confirm the option shown.

Enter the forwarding destination number.

Confirm when the complete number has been entered.

Forwarding is saved and activated.



If you enter a cross-system number, you have to complete entry of the phone number by pressing **#**.

### Deactivating variable forwarding

If configured: Press the illuminated "Call forwarding" key.

Open the idle menu → Page 16.

Select and confirm the option shown.

Call forwarding is deactivated. The destination number is deleted.

The screenshot shows a vertical menu interface. At the top, there is a 'Program/Service?' dropdown menu. Below it is a 'Feature settings? →' button. Further down is a 'Call forwarding? →' button. Below this is a '▼' button. Then, there is a dropdown menu showing 'Act. FWD-VAR-ALL-BOTH?'. Below this is an 'or' label. Then, there is a '▼' button. Below this is a 'Program/Service?' dropdown menu. Then, there is a 'Destinations?' dropdown menu. Below this is a 'Call forwarding?' dropdown menu. Below this is an 'Enter destination:' dropdown menu. Below this is a keypad icon. Below this is a 'Save?' dropdown menu. At the bottom, there is a 'Deact call forwarding?' dropdown menu.

## Additional forwarding types

This description applies for the following forwarding types:

- Forwarding for intl
- Forwarding for extnl
- Forwarding on busy
- Call forwarding no reply
- Forwarding on busy/after timeout

Call forwarding is activated when a forwarding destination is programmed. If forwarding is deactivated, the forwarding destination is deleted at the same time.

## Configuring and activating forwarding

Open the menu → Page 19.

Select and confirm the option shown.

Confirm the option shown.

Confirm the option shown.

Variable forwarding is offered first.

Confirm until the required forwarding type → Page 30 is shown in the first line.

## Setting forwarding no reply

Forwarding type with status.

Select and confirm the option shown.

Enter the forwarding destination number.

Confirm when the complete number has been entered. The status is set to "FWD-VAR-RNA-BOTH on".

Select and confirm the option shown if you wish to change the preset 0 seconds.

Confirm the option shown.

Enter the time in seconds after which the system should forward your call. You can enter up to 60 seconds. If you enter 0, the system forwarding time is applied. The time set here is also applied to the "Forwarding on busy/after timeout" forwarding type.

Confirm the option shown.

The screenshot shows a mobile phone's settings menu for call forwarding. The options are as follows:

- Program/Service? (dropdown menu)
- Destinations? (dropdown menu)
- Call forwarding? (dropdown menu)
- Next forwarding type? (dropdown menu)
- FWD-VAR-RNA-BOTH off (status indicator)
- Enter destination: (input field with a confirmation arrow)
- Save? (dropdown menu)
- Ringing duration until forwarding (input field with a confirmation arrow)
- Modify? (dropdown menu)
- Save? (dropdown menu)

### Deactivating variable forwarding

For "Forwarding for internal" and "Forwarding for external".

If configured: Press the illuminated "Call forwarding" key.

For all other forwarding types:

Open the idle menu → Page 16.

Select and confirm the option shown.

Forwarding is deactivated and the destination number is deleted.



Call forwarding can also be preconfigured in the system → Page 60.

### Displays

In idle mode → Page 16, the following signals remind you that forwarding is activated:

#### Fixed/variable forwarding

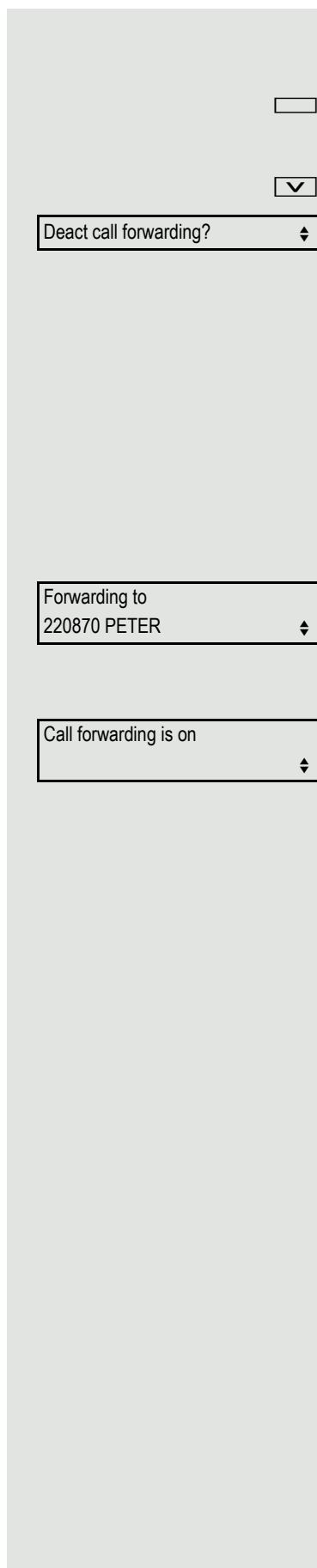
The number/name of the forwarding destination is shown on the display. The "Call forwarding" key illuminates.

#### Forwarding for internal/external


The status is shown on the display. The "Call forwarding" key illuminates.



There is no display message for the forwarding types "Busy", "No answer" and "Busy/no answer". The key LED does not light up.



## Using callback

 If your phone belongs to an ONS group (One Number Service/parallel call → Page 118), please note the following:


Callback on busy is only signaled on the busy phone, not in the entire ONS group.

Callback on no reply is entered in the mailbox → Page 17 on all internal system phones in an ONS group.

## Saving a callback

**Prerequisite:** The internal station called is busy or nobody answers.

Confirm the option shown.

 If the called party was busy, the callback is automatic.  
If the called party did not answer, a message is left in the called party's mailbox.

## Accepting a callback


**Prerequisite:** The internal station called was busy. You have saved a callback request.

Your phone rings.

Lift the handset. You hear a ring tone.



Press the key shown. You hear a ring tone<sup>1</sup>.

 If the party has activated call forwarding → Page 30, you will receive the callback from the call forwarding destination.

## Canceling callbacks

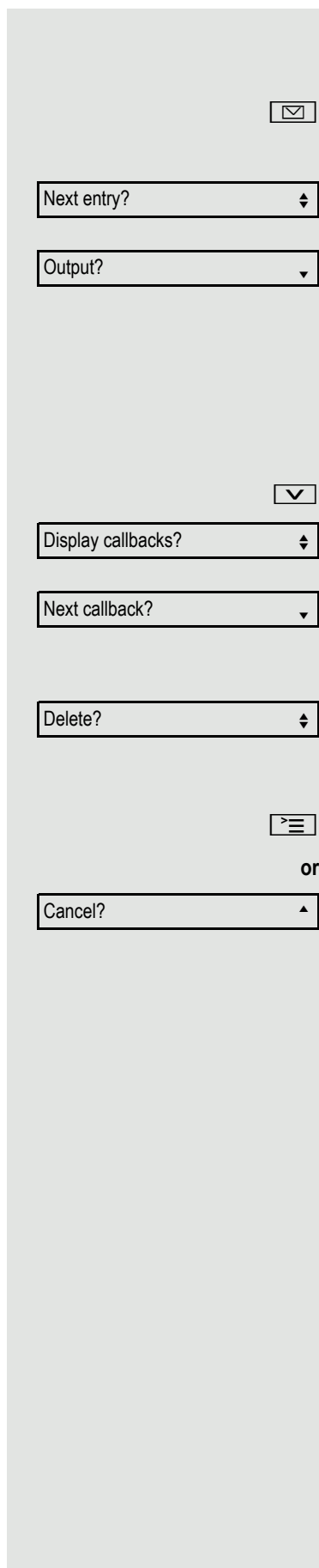
Confirm the option shown.

Do not answer the call. After ringing four times, the callback is canceled.

Callback?

Cancel callback?

1. Pay attention to the notes on voice encryption → Page 80.



## Responding to a callback request

**Prerequisite:** You have received at least one callback request → Page 17.

Press the key shown.

Information regarding the caller is displayed → Page 17.

Select and confirm until the required entry is displayed.

Select and confirm the option shown.

The party is called and the entry is deleted from the list.

## Checking/deleting a saved callback

**Prerequisite:** You have saved a callback → Page 35.

Open the idle menu → Page 16.

Select and confirm the option shown.

The most recent entry is displayed first.

Select and confirm to display additional entries.

## Deleting a displayed entry

Select and confirm the option shown.

## Ending retrieval

Press the key shown.

Select and confirm the option shown.



## Saving phone numbers for redial



This phone number is saved under the idle menu entry "Saved number redial?" and overwrites previously saved phone numbers. Dial the saved number from the idle menu → Page 27.

## Saving the current phone number

**Prerequisite:** You are conducting a call. Your call partner's number is shown on the display.

Select and confirm the option shown.

Press the key shown.

## Saving any phone number

**Prerequisite:** Your phone is in idle mode → Page 16.

Open the menu → Page 19.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.


Confirm the option shown.


Enter the phone number.

Confirm the option shown.

Save number? ▾

or






Program/Service? ▾

Destinations? ▾

Saved number redial? ▾

New entry? ▾



Save? ▾

# Enhanced phone functions

## Accepting calls

### Accepting calls via the headset

**Prerequisite:** The headset is connected.

The LED flashes when a call is received. Press the key shown. Conduct call.

#### Ending the call:

Press the key shown. The key LED extinguishes<sup>1</sup>.

 Make sure your headset port is set up properly → Page 114.


### Accepting a call via a DSS key

**Prerequisite:** You have configured direct station selection keys on your telephone → Page 15 and → Page 67.

Press the DSS key.

The key LED lights up. You can use speakerphone mode.

Lift the handset<sup>1</sup>.

 For information on the meaning of the LED displays of the DSS keys, refer to → Page 15.

### Accepting calls for another member of your team

If a team member does not answer a call within 15 seconds (system-dependent), the remaining team members hear an alert tone.

#### In idle mode

The phone rings. "Call for" is displayed on the phone.

Lift the handset and press the flashing "Pickup" key (→ Page 69). You have now picked up the call.

Press the flashing "Pickup" key. Speakerphone mode<sup>[1]</sup>.

#### During calls

Press the flashing "Pickup" key.

The first party is placed on hold while you are connected to the second party.

#### Ending the second call and returning to the first one

Press the key to disconnect.

1. Pay attention to the notes on voice encryption → Page 80.

## Directed call transfer

You hear another phone ring and recognize the number, or a colleague asks that you pick up calls for a specific phone.

Lift the handset.

Select and confirm the option shown.

Enter the phone number of the phone from which you are to/want to pick up calls. In this way you can accept the call<sup>1</sup>.

## Displaying the called extension

If the number of the phone in a call pickup group, for which you wish to pick up a call, is not displayed (the default display for call pickup groups is deactivated), you can lift the handset and enter the code for "Display on request". Consult your administrator for this code.

Lift the handset.

Enter the system code for "Display on request" (consult your administrator if necessary).

The phone number is displayed once you have entered the code.

## Picking up calls in a hunt group

If configured you can also be reached using a hunt group phone number.

Your phone rings.

Lift the handset<sup>1</sup>.

## Using the speakerphone

A colleague addresses you directly over the speaker with a speaker call. Speakerphone mode and open listening are automatically activated.

The speaker key lights up.

Answering via speakerphone mode is immediately possible.

Lift the handset and answer the call.



Placing a speaker call to a colleague → Page 57.

1. Pay attention to the notes on voice encryption → Page 80.

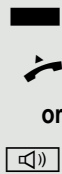
## Making calls

### Making calls with a direct station selection key

**Prerequisite:** You have configured direct station selection keys on your telephone → Page 15 and → Page 67.

Press the DSS key.

Lift the handset.



Press the key shown for speakerphone mode.



For information on the meaning of the LED displays of the DSS keys, refer to → Page 15.

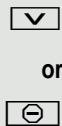
### Dialing a phone number from a list

Information on the features of the call list as well as a display example for an entry are provided on → Page 18.



If your phone belongs to an ONS group (One Number Service/parallel call → Page 118), please note the following:

A call list is maintained for all phones in an ONS group. The call list can be viewed by any internal member of the ONS group with a system telephone.



Open the idle menu → Page 16.

Press the illuminated key to open the call list.

Unanswered calls? ▾

Select and confirm the option shown.

Incoming calls? ▴

Select and confirm the option shown.

Outgoing calls? ▴

Select and confirm the option shown.

The latest entry in the relevant list is displayed, see the example on → Page 18.

Output? ▾

Next call? ▴ ▾

Delete? ▴ ▾

Return? ▴

or



### Dialing a phone number from a list

Select and confirm the option shown. The relevant party is called<sup>1</sup>.

### Displaying additional calls in a list

Select and confirm the option shown.

### Removing an entry from a list

Select and confirm the option shown.


### Ending retrieval

Select and confirm the option shown.

Press the key shown.

1. Pay attention to the notes on voice encryption → Page 80.

## Using speed dialing

 This function must be configured by your administrator.

Speed-dial numbers may also contain command or access code sequences and may be linked to other speed-dial numbers → Page 70.

### Dialing using system speed-dial numbers

**Prerequisite:** You know the system speed-dial numbers → Page 70.

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the speed-dial number.

The connection is established immediately<sup>1</sup>.

### Dialing using individual speed-dial numbers

**Prerequisite:** You have configured individual speed-dial numbers → Page 71.

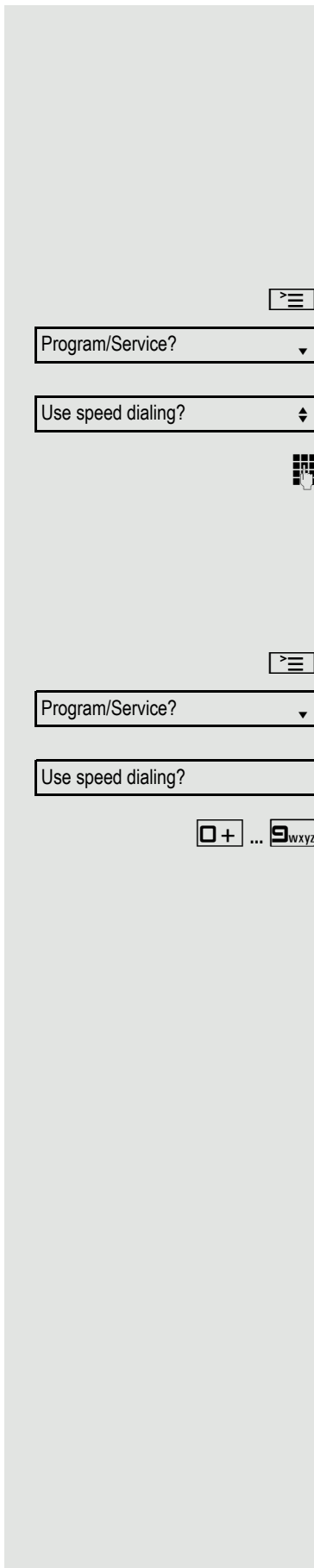
Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Press the configured speed-dial key.

The connection is immediately established<sup>[1]</sup>.



1. Pay attention to the notes on voice encryption → Page 80.

## Talking to your colleague with a speaker call

You can place a speaker call to an internal party using the loudspeaker on their telephone. You can also use the functions under "Hipath/OpenScape 4000 as an entrance telephone system" → Page 56.

**Prerequisite:** A "COM Spk 2way" programmed function key is configured on your phone.

Press the programmed function key "COM Spk 2way".

Enter the phone number.

Wait for the tone.

Lift the handset and speak to the party who answers.



Press the key shown for speakerphone mode.



If the party to whom you are speaking has activated "Speaker call protect" → Page 83, your speaker call will be received as a normal call.

## During a call

### Call waiting with a direct station selection key

**Prerequisite:** You have configured direct station selection keys on your telephone → Page 15 and → Page 67. The line of the party you wish to call is busy.

Press the DSS key.

The called party accepts your waiting call.

Lift the handset.

Press the key shown for speakerphone mode<sup>1</sup>.

➡ For information on the meaning of the LED displays of the DSS keys, refer to → Page 15.

### Using the second call feature

You can indicate whether or not you wish to accept a second call (call waiting) during a call.

➡ If your phone belongs to an ONS group (One Number Service/parallel call → Page 118), please note the following:

In addition to an alerting tone on the busy phone, the second call is signaled with a ring tone on the other phones in the ONS group.

### Activating and deactivating second call

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

1. Pay attention to the notes on voice encryption → Page 80.



## Accepting a second call with a function key

**Prerequisite:** "Second call" is activated. The "Pickup" function key is programmed (→ Page 69).

You are conducting a call.

You hear an alerting tone.

Press the "Pickup" function key.

You are connected to the second caller. The first party is placed on hold<sup>1</sup>.

## Ending the second call and resuming the first one

Press the key to disconnect.

Replace the handset and lift it again.

## Accepting a second call via the menu

**Prerequisite:** You are conducting a call and the "Camp/Override" function is activated.

A second call is signaled via the call waiting tone. The caller hears the ring tone as if you were "free".

Select and confirm the option shown<sup>[1]</sup>.

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

## Ending the second call and resuming the first one

Press the key to disconnect.

Replace the handset and lift it again.

Answer camp-on?

1. Pay attention to the notes on voice encryption → Page 80.

## Using the Push-Pull key

If the Push-Pull function key has been configured by your administrator, you can use it for the following functions:

- Consultation (return to waiting call or waiting conference)
- Toggle/connect
- Accept a waiting call
- Accept a group call

### Second call

You hear a call waiting tone. Information for the call is displayed.

Press the flashing "Push-Pull" function key. You pick up the waiting call. The LED lights up.

### Toggle/connect

You are connected with two parties. One party is on hold. The "Push-Pull" function key illuminates.

Press the "Push-Pull" function key to switch to the other party. The first party is placed on hold.

### Consultation

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

Press the "Push-Pull" function key to return to the waiting party or conference.

### Group call

You are connected with a party. A group call is waiting. Information for the group call is displayed.

Press the flashing "Push-Pull" function key. You pick up the group call, the first party is placed on hold. The LED flashes.



## System-supported conference

You can include up to 8 internal and external parties in a system-supported conference. Parties with system telephones can execute and/or use all functions listed below at the same time. ISDN telephones and external parties are passive participants – they can only be included in the current conference.

You can include parties and conferences from a remote system in your conference. The remote parties can set up a conference of their own and extend it. Parties in this conference are included in your current conference. However, they cannot perform/use the functions listed below.

The following functions are supported for all conference participants with a system telephone:

- Setting up a conference by calling a party, receiving a call, making a consultation call or receiving a second call.
- Accepting a second call and including the caller in the conference.
- Toggling between the conference and a consultation call or second call.
- Conducting a consultation call during a conference and connecting it to the conference.
- Interconnecting conference participants from two independent conferences via a remote network.
- Putting the conference on hold if line keys are installed.
- Obtaining an overview of all conference participants.
- Transferring a conference to a new party.

The functions listed can be performed by all conference participants at the same time.

## Setting up a conference



If voice encryption is not activated or not available on a conference party's phone, the entire conference is not secure. It may be indicated that the call is not secure → Page 80.

### Initiating a conference from a single call

You are conducting a call.

Select and confirm the option shown.

Call the second party.  
Inform this party that you are initiating a conference.

Confirm the option shown.

Press the key shown. You will briefly see the message: "1 is your position"

This message is then displayed.

### Setting up a conference from a consultation call

You are connected to one party and you call a second party.

Select and confirm the option shown.

Call the second party.  
Inform this party that you are initiating a conference.

Select and confirm the option shown.

Press the key shown. You will briefly see the message: "1 is your position".

### Setting up a conference from a second call

**Prerequisite:** You are conducting a call and receive a second call → Page 45.

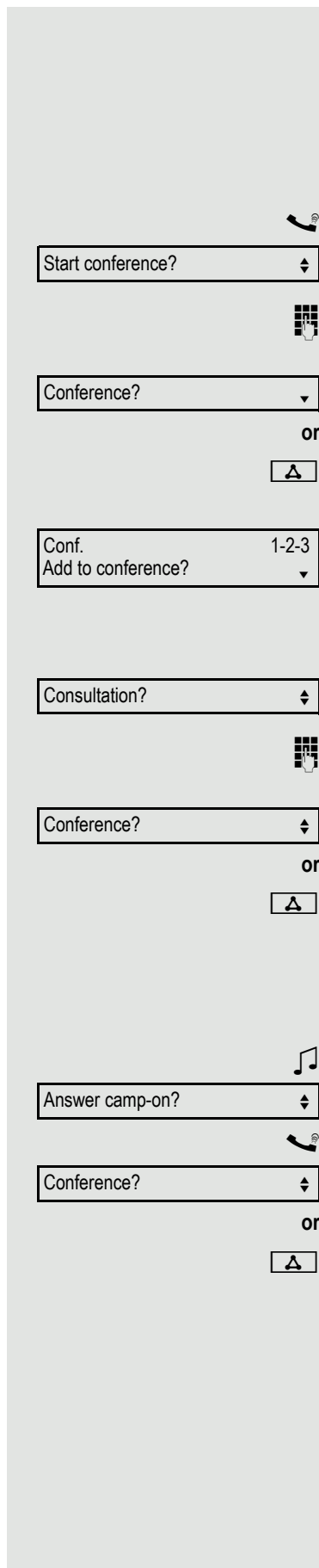
You hear an alerting tone.

Select and confirm the option shown.

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

Select and confirm the option shown.

Press the key shown. You will briefly see the message: "1 is your position". All parties are connected in a single conference.



## Adding a party

Any party in a system conference can extend the conference by

- calling another specific party and connecting them,
- connecting a party from a consultation call to the conference, or
- accepting a second call and adding the caller to the conference.



Adding a party to the conference over an unencrypted line means that the conference is not secure; it may be indicated that the connection is not secure → Page 80.

## Calling another specific party and connecting them

You intend calling another party and connecting them to the conference.

Select and confirm the option shown.

Call the new party.

Inform this party that he or she is being added to a conference.

Select and confirm the option shown.

Press the key shown. The party is added to the conference.

## If the new party does not answer

Select and confirm the option shown.

## Expanding the conference from a consultation call

You wish to make a consultation call during the conference.

Select and confirm the option shown.

Call a party. Make the consultation call.

Select and confirm the option shown.

Select to add the party from the consultation call to the conference.

Toggle between the conference and the consultation call.

Select and confirm to end the consultation call and return to the conference.

Add to conference?



Conference?

or



Return to conference?

Consultation?



Conference?

or



or

Toggle?

or

Return to conference?

### Accepting a second call and connecting it to the conference

If you receive a second call during the conference → Page 44, you can connect this party to the conference.

**Prerequisite:** You are conducting a call in a conference and receive a second call.

You hear an alerting tone.

Select and confirm the option shown.

You are connected to the second caller. The conference parties are placed on hold.

Select and confirm the option shown.

Select to add the second caller to the conference.

### Transferring a conference

Each party can transfer the conference to a third party whom they have called via a consultation call or using the "Add to conference?" function. This party is not yet a participant in the conference. The conference cannot be transferred to a second call.

**Prerequisite:** You are on a conference call.

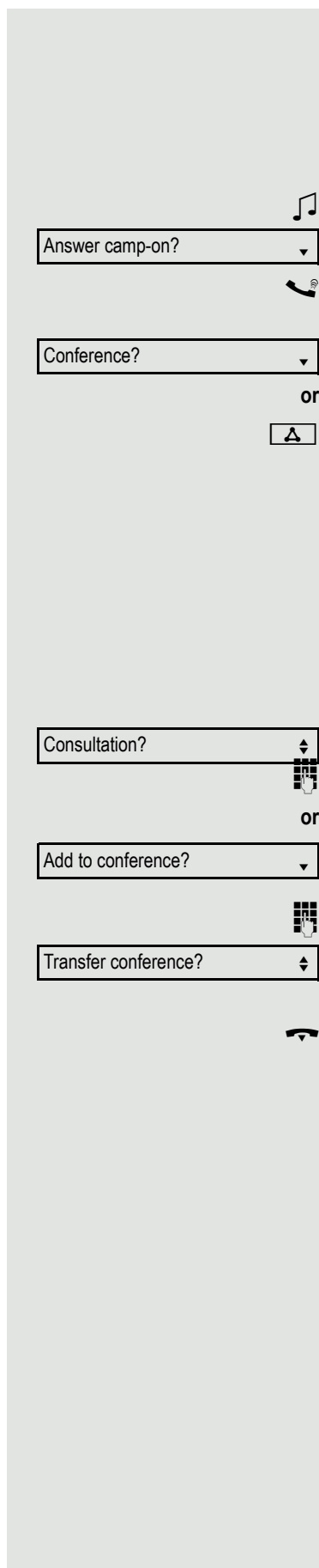
Select and confirm the option shown. The conference parties are placed on hold. Call a party.

Select and confirm the option shown.

Call a party and announce the transfer.

Select and confirm the option shown.  
You have left the conference.

Replace the handset.



## Disconnecting conference participants

You are connected to a conference and wish to disconnect one of the participants.



If a participant who was connected to the conference via an unencrypted line leaves, the conference remains unsecured.

View members? ▾

220870 Coco 1

Next conference party? ▾

or

Stop viewing? ▴

or

Release party? ▾

Select and confirm the option shown.

The phone number and, if appropriate, the name of the conference participant with the first status number are displayed in the first display line.

Confirm to display the next member.

Select and confirm to end the display.

Select and confirm to disconnect this party from the conference. If there were only three members, the conference is now ended.

## Disconnecting the last member added

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

Select and confirm the option shown. The last member added is disconnected. If there were only three members, the conference is now ended.

Remove last party? ▾

## Putting the conference on hold

On multi-line telephones, you can place the conference on hold and conduct another call on a different line for example.



Press hold

or

Hold?

Select and confirm the option shown.

On hold

The conference call is placed on hold.



Press the line key for the conference that is on hold – you are then reconnected to the conference.

## Entering commands using tone dialing (DTMF suffix dialing)

After dialing a phone number, you can activate DTMF tone dialing (dual-tone multifrequency signaling) in order to operate devices, such as answering machines or automatic directory enquiry or switching systems, by means of command inputs.



Program/Service? ▾

More features? ▴ ▾

DTMF suffix dialing? ▴ ▾

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

You can now enter commands using the keys 0 to 9, the asterisk key and the hash key.



Ending the call also deactivates DTMF suffix dialing.

Depending on the system configuration, "DTMF suffix dialing?" may be displayed immediately after the number has been entered. In this case, you can enter commands immediately after dialing a phone number.



## System-wide parking

You can park up to 10 internal and/or external calls on the Hipath/OpenScape 4000 and resume them at another telephone.

There are two options for parking a call:

- Automatic park
- Manual park

Calls cannot be parked if:

- All park positions are busy.
- The park position you wish to use is busy.
- The station is the attendant console.
- The call is a consultation call.
- The call is in a conference.

## Automatically parking a call

You can automatically park a call in a free park position on your phone and retrieve it on your own telephone or on another one.

### Parking a call

Press the programmed "System Park" key. The first free park slot is used and indicated on the display. The call is parked.



You can also put the call on hold first by confirming "Consultation?" and then parking the call.



Replace the handset.

### Retrieving a parked call

Press the programmed "System Park" key.

Enter the park slot number of the parked call and proceed with the call.



## Manually parking a call

You can park a call manually in a free park position on your phone and retrieve it on your own telephone or on another one. This function can also be performed on telephones that do not have a display.

### Parking a call

Select and confirm the option shown.

Enter the phone number of the destination phone.

The call is parked.

Replace the handset.

If "Park" is not available, you will receive acoustic and also visual notification.

Confirm and continue the call.

Replace the handset. You receive a recall for the call on hold.

### Accepting a parked call

Lift the handset.

Press the key shown for speakerphone mode.

Select and confirm the option shown.

Park to station?



Return to held call?

or



or



or



Camp-on?

## If you cannot reach a destination...


### Call waiting (camp-on)

**Prerequisite:** An internal station is busy. You would still like to reach your colleague.

Select the menu item, confirm and wait briefly.

Your colleague hears a warning tone during the call. If their phone has a display, your name and phone number are displayed.

---

 To camp on, you must have the appropriate class of service. Camp-on is not possible if the called party is protected by the camp-on security function.

---

### Busy override - joining a call in progress


**Prerequisite:** An internal station is busy. It is important that you reach this colleague.

Select the menu item, confirm and wait briefly.

Both your colleague and their call partner hear a warning tone.

You can now start talking.

---

 To override, you must have the appropriate class of service. Override is not possible if the called party has station override security activated.

---

Camp-on?



Override?



## Hipath/OpenScape 4000 as an entrance telephone system (two-way intercom)

You can place a speaker call to an internal party on Hipath/OpenScape 4000 using the loudspeaker on their telephone to establish a connection. You can also initiate a speaker call from a consultation call. Possible functions include:

- System-wide speaker call
  - to a variable destination
  - to a fixed destination
- Speaker call in a group
  - to a variable destination
  - to a fixed destination
- Two-way intercom in a group
  - to a variable destination
  - to a fixed destination
- Announcement to all members of a line trunk group

You can cancel the speaker call or the announcement by replacing the handset or - during a consultation - by retrieving the call on hold.



Please ensure for all functions that "Speaker call protect" is deactivated on the relevant phones → Page 83.

If a speaker call is placed to a party and "Speaker call protect" is activated, the speaker call will be ignored and a normal call will be placed.

## System-wide speaker call

You can place a speaker call from your phone to any internal party with a telephone equipped with speakerphone mode or a loudspeaker.

### Speaker call to a variable destination

A destination party is contacted via his or her internal phone number.

Lift the handset.



or



Press the key shown for speakerphone mode.



Enter the system code for "Speaker call-one-way" (consult your administrator if necessary).

or



Press the programmed "Spkr. 1-way" key.



Enter the internal phone number of the party.

A connection is immediately established to this destination station's loudspeaker if

- the station is not busy,
- the handset has not been lifted and
- speaker call protect is not activated.



The caller hears a confirmation tone when the connection has been established and can start speaking.



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



or



If the called party presses the speaker key or the line key (if configured), the connection is canceled.



The number of possible speaker calls and normal calls is the same.

### Speaker call to a fixed destination

The system code for "Speaker call-one-way" and the destination number are programmed on a repdial key → Page 68.

Press the programmed repdial key. A connection to the destination loudspeaker is established immediately.

### Speaker call in a group

You can also establish a normal connection within a group or team (with team call = speed-dial numbers 0-9 or 00-99 for team members) via a speaker call. The speaker call is then initiated by a group telephone.



The "COM group speaker call" function is line-independent – all phones can call each other via a speaker call.

### Speaker call to a variable destination

Lift the handset.

or



Press the key shown for speakerphone mode.



Enter the system code for "COM group speaker call" (consult your administrator if necessary).

or



Press the programmed "COM Group" key.

Enter the speed-dial number for the corresponding group member.

A connection is immediately established to this destination station's loudspeaker if

- the station is not busy,
- the handset has not been lifted and
- "Do not disturb" is not activated.



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



or



If the called party presses the speaker key or the line key (if configured), the connection is canceled.

### Speaker call to a fixed destination

The system code for "COM group speaker call" and the speed-dial number for the corresponding group member are programmed on a repdial key → Page 68.

Press the programmed repdial key. A connection to the destination loudspeaker is established immediately.



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



or



If the called party presses the speaker key or the line key (if configured), the connection is canceled.

### Two-way intercom to a variable destination

When using the two-way intercom in a group, the loudspeaker and microphone of the destination phone are automatically switched on.

Lift the handset.

Press the key shown for speakerphone mode.

Enter the system code for "Speaker call-two-way" (consult your administrator if necessary).

Press the programmed "COM Spk 2way" key.

Enter the speed-dial number for the corresponding group member.  
The loudspeaker and microphone of the destination phone are switched on automatically.

### Two-way intercom to a fixed destination

The system code for "Speaker call-two-way" and the speed-dial number for the corresponding group member are programmed on the repdial key → Page 68.

Press the programmed key.

The loudspeaker and microphone of the destination phone are switched on automatically.

### Announcement (broadcast) to all members of a line trunk group

You can use this function to send an announcement to all members (10 to 40) of a line trunk group.

Once you have activated the group call, you will hear a confirmation tone. You can then begin the announcement.

Lift the handset.

Press the key shown for speakerphone mode.

Enter the system code for "Speaker call-1-way bcst" (consult your administrator if necessary).

Press the programmed "Broadcast Spk" key.

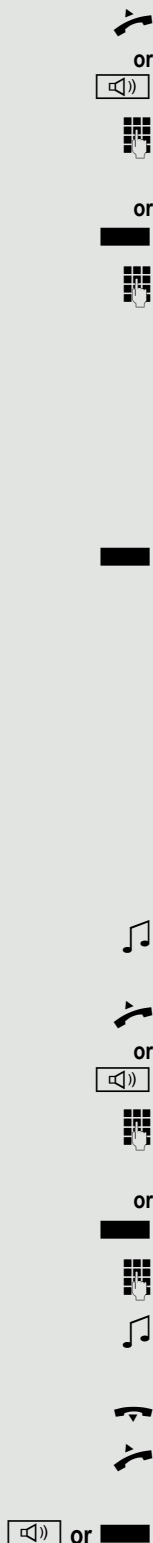
Enter the internal phone number of a group member.

The loudspeakers on all group phones are automatically switched on and you will hear a confirmation tone. You can begin the announcement.


You end the announcement by replacing the handset.

If a group member lifts their handset, they are connected to you and the announcement is ended.

If a group member presses the speaker key or the relevant line key for the announcement, they are disconnected from the announcement. If the last remaining member of the group presses the speaker key or line key, the announcement ends.



## Using call forwarding

 Please note the description for programming call forwarding → Page 30.

### Forwarding calls automatically

Forwarding of internal and external calls in the system can be configured and activated for your line by your administrator. The following calls may be forwarded:

- All calls unconditionally
- When the line is busy
- When the call is not answered

Unconditional call forwarding for all calls should only be configured if the line is for outgoing calls only (for example in an elevator).

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

### Delayed call forwarding

This forwarding type can be used for initial and/or second calls.

#### Initial call

**Prerequisite:** "Call forwarding no reply" is activated → Page 30.

The caller hears the ringing tone and is not forwarded to another extension until after a certain time has elapsed (→ Page 33).

#### Second call

**Prerequisite:** Second call → Page 44 and "Forwarding on busy/after timeout" or "Call forwarding no reply" are activated → Page 30.

If a second call is incoming, you will automatically hear a call waiting tone and see information about the caller. You then have the option of accepting this call before call forwarding is activated (you may be urgently awaiting this call for instance).



## Forwarding calls for other stations

You can save, activate, display and deactivate call forwarding for another telephone, fax machine or PC from your own phone. To do so, you need to know the PIN for the other station or have the "Call forwarding for other stations" class of service. Your administrator can help you in both cases.

### Saving a destination for another telephone – activating call forwarding

Open the menu → Page 19.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Enter the number of the other telephone.

Confirm the option shown.

Enter the PIN





Confirm the option shown.

Enter the destination number.

Select and confirm the option shown. Call forwarding is activated immediately.

The screenshot shows a vertical menu interface on a light gray background. At the top right is a small icon of a hand pointing to a grid. Below it are several menu items, each in a rectangular box with a downward arrow on the right: "Program/Service?", "Destinations?", "Forwarding station No.?", "Variable call forw.?", "Completed?", "Completed?", and "Save?". To the right of each menu item is a small icon of a hand pointing to a grid, indicating a confirmation or next step action.

## Saving a forwarding destination for fax/PC/busy station – activating call forwarding

  
 Program/Service? ▼  
 Destinations? ▼  
 Forwarding station No.? ▼  
  
 Completed? ▼  
  
 Completed? ▼  
  
 Save? ▼

Open the menu → Page 19.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

Enter the code for the call forwarding type you wish to set. Codes are assigned by your administrator. You can enter the codes applicable to you in the table below:

"Forwarding for fax":
"Forwarding for PC":
"Forwarding on busy":

Enter the number of the other station.

Confirm the option shown.

Enter the PIN

Confirm the option shown.

Enter the destination number.

Confirm the option shown.  
Call forwarding is now active.

## Displaying/deactivating forwarding for another telephone

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Enter the number of the other telephone.

Confirm the option shown.

Enter the PIN

Confirm the option shown.

### Deactivating

Confirm the option shown.

### Displaying

Select and confirm the option shown.

Sample display:

Calls for station 3428 are redirected to station 8968.

The screenshot shows a vertical menu system on a light gray background. At the top right is a menu icon (three horizontal lines). Below it are several menu items, each in a rectangular box with a small arrow on the right: 'Program/Service?', 'Feature settings?', 'Forwarding station No.?', 'Variable call forw.?', 'Completed?', 'Completed?', 'Deactivate?', and 'Display?'. Between 'Variable call forw.?' and 'Completed?', and between 'Completed?' and 'Deactivate?', there are small icons of a keypad with a hand cursor. Below 'Deactivate?' is the word 'or'. Below 'Display?' is a sample display box containing the text '3428----->8968'.

## Displaying/deactivating forwarding for fax/PC/busy stations

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the code for the call forwarding type you wish to set. Codes are assigned by your administrator. You can enter the codes applicable to you in the table below:

"Displaying forwarding for fax":
"Displaying forwarding for PC":
"Displaying forwarding when busy":
"Deactivating forwarding for fax":
"Deactivating forwarding for PC":
"Deactivating forwarding when busy":

Enter the number of the other station.

Confirm the option shown.

Enter the PIN

Confirm the option shown.

### Deactivating

Confirm the option shown.

### Checking

Select and confirm the option shown.

## Changing forwarding for another station

Proceed in the same way as for saving/activating:  
for another phone → Page 61, for fax, PC or busy station → Page 62.

## Leaving / rejoining a hunt group

**Prerequisite:** A hunt group is set up for the team.

You can exit the hunt group at any time, for example if you are leaving your workplace, and then rejoin the group when you return.



You remain accessible via your own phone number even if you have exited the hunt group.



Program/Service? ▼

Feature settings? ▼

Join hunt group? ▼

Deactivate? ▼

or

Activate? ▼

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Confirm the option shown.

## Programming the function keys

You can program frequently used functions or phone numbers on the programmable keys on your OpenScape Desk Phone IP 35G → Page 15.

### Configuring function keys

See also → Page 15.



The available functions depend on your configuration. If a function is missing, consult your administrator.

#### Example: Configuring a "conference key"

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Press the function key.

Confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Confirm the option shown.



Pressing the key briefly activates the programmed function. For functions that can be switched on/off, such as second call, press once to switch the function on and press again to switch the function off.

The LED display indicates the status of the function → Page 15.



Program/Service?

Key function?

Change?

More features?

Conference?

Save?

## Configuring repdial/direct station selection keys



Your telephone can be configured so that direct station selection keys cannot be set up for data privacy and personal security reasons. Consult your administrator should you have any questions.

Direct station selection keys can be assigned an internal number from the Hipath/OpenScape 4000 network.

A typical application of direct station selection keys is the executive/secretary configuration → Page 105.

See also → Page 15.

**Prerequisite:** You have programmed a key with the function "Repdial" or "Direct station select" → Page 66.

Open the menu → Page 19.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Press the repdial key.

Press the configured direct station selection key.

### Defining the phone number

You will be prompted to enter a new number.

Confirm the option shown.

Enter the number.

Confirm the option shown. Your input is saved.

to cancel the process.

The screenshot shows a vertical menu with the following elements from top to bottom:

- A menu icon (three horizontal lines with a right-pointing arrow).
- A dropdown menu labeled "Program/Service?" with a downward arrow.
- A button labeled "Destinations?" with a right-pointing arrow.
- A button labeled "Repdial?".
- The text "or" centered between two options.
- A button labeled "Direct Station Select?".
- The text "or" centered between two options.
- A button labeled "R".
- The text "or" centered between two options.
- A button labeled "DSS".
- A button labeled "Enter new number?".
- The text "or" centered between two options.
- Another button labeled "Enter new number?".
- A button with a grid icon and a hand cursor.
- A button labeled "Save?".
- The text "or select" centered between two options.
- A button labeled "Cancel?".
- The text "or" centered between two options.
- A button labeled "Back?".

## Additional repdial key functions

**Prerequisite:** You have defined a phone number for a repdial key and are still in the menu → Page 67.

### Entering an automatic consultation call

Select and confirm the option shown. "CE" appears on the display:

Add the destination number.

➡ If you press this key during a call, a consultation call is initiated immediately. The first party is placed on hold and the number of the saved destination is dialed.

### Entering a number with a pause (example)

Select and confirm the option shown. "P" appears on the display.

Enter additional numbers.

➡ A pause is three characters long.

### Redial keys with enhanced functions

Some functions are not available via the menu, rather you have to enter codes to access them. These codes are configured in the Hipath/OpenScape 4000. You can obtain these codes from your administrator.

### Example: Locking the phone with simultaneous call forwarding

➡ The codes used here are examples and may differ from the settings in your system.

Enter the phone locking code.

Activate the code for call forwarding.

Enter the destination phone number.

➡ In networked systems, the sequence must end with [#].

Enter Consult?



Enter Pause?





## Configuring the pickup key

You can configure a pickup key for picking up calls (Pickup) in the call pickup group or for second calls.

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Press the function key.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown. The "Pickup" key is configured.

## Deleting function key programming

### Deleting the phone number

Open the menu → Page 19.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Press the required redial/direct station selection key.

Select and confirm the option shown.


The screenshot shows a vertical menu with the following options: Program/Service?, Key function?, Change?, More features?, Call Pickup?, and Save?. Each option is in a rectangular box. To the right of the menu, there are instructions for each step.

The screenshot shows a vertical menu with the following options: Program/Service?, Destinations?, Redial?, Direct Station Select?, and Delete?. Each option is in a rectangular box. To the right of the menu, there are instructions for each step.

# Saving speed-dial numbers and appointments

## System speed-dial numbers

---

 Speed-dial numbers are configured by your administrator.

---

Speed-dial numbers are saved in the system.

Your administrator will provide you with the system speed-dial directory, for example, in printed form.

Making calls using speed-dial numbers → Page 42.

## Speed dialing with extensions

---

 Speed-dial numbers with sequences are configured by your administrator.

---

Functions and phone numbers as well as additional access codes can be saved on a speed-dial number.

Because the number of characters for a speed-dial entry is limited, you can also link up to ten speed-dial numbers for longer sequences.


Example:

You want to lock your phone and simultaneously activate call forwarding when you leave the office. These two actions can be saved as a sequence on a speed-dial number.

Another speed-dial number can be saved to release the phone lock and deactivate call forwarding.

Making calls using speed-dial numbers → Page 42.

## Station speed-dial numbers

 This function must be configured by your administrator.

You can program the keys  to  with ten frequently used phone numbers.

Open the menu → Page 19.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm the option shown.

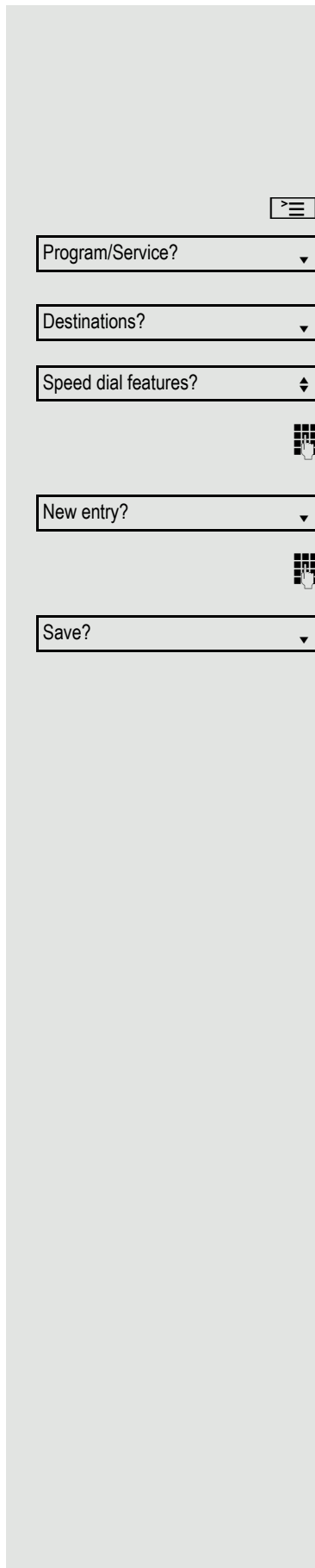
Press the required speed-dial key. If the key is already in use, the programmed phone number appears on the screen.

Confirm the option shown.

Enter the phone number.

Confirm the option shown.  
Your input is saved.

Making calls using speed-dial numbers → Page 42.



The screenshot shows a vertical menu with several options. At the top is a button with a right arrow and a hamburger menu icon. Below it are four dropdown menus: 'Program/Service?', 'Destinations?', 'Speed dial features?', and 'New entry?'. Each dropdown menu has a small icon to its right: a grid of squares for 'Program/Service?', a grid of squares for 'Destinations?', a grid of squares for 'Speed dial features?', and a grid of squares for 'New entry?'. At the bottom is a 'Save?' dropdown menu with a downward arrow icon.

## Appointment reminder function

You can configure your phone to call you to remind you about appointments. You have to save the required call times to do this. This is possible for a period of up to 24 hours in advance.

### Saving appointments

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

The display indicates whether a reminder has already been saved.

For the first appointment: Confirm the option shown.

For additional appointments: Select and confirm the option shown.

Enter the time as 3 or 4 digits, for example, 845 for 8.45 a.m. or 1500 for 3 p.m.

Confirm the option shown.

### Deleting saved reminders

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

A saved reminder is displayed.

Confirm if you have saved several reminders.

Select and confirm the option shown.

Press the key shown.

### Using timed reminders

**Prerequisite:** You have saved a reminder. The saved time arrives.

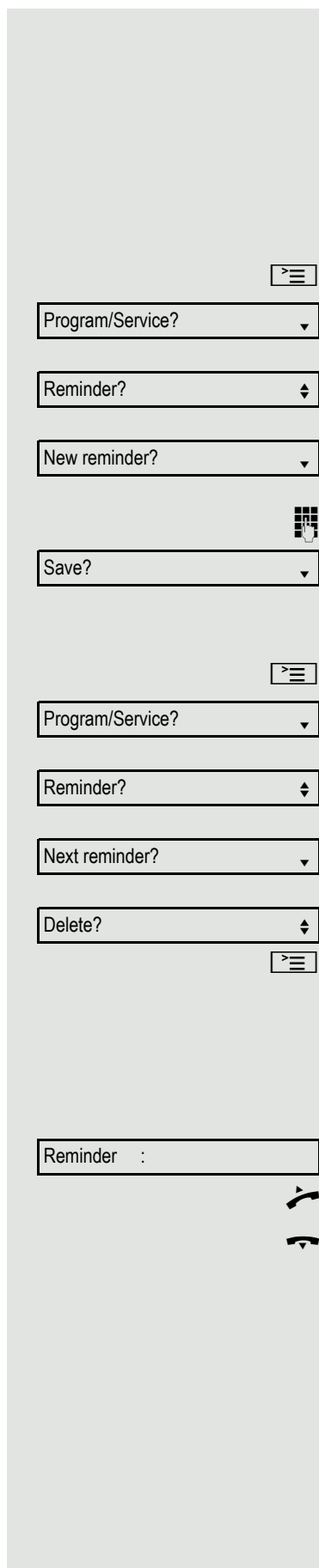
The phone rings.

Lift the handset. The appointment time is displayed.

Replace the handset.



If you do not lift the handset, the phone rings several more times and "Reminder" is displayed before the reminder is deleted.



# Phonebooks

## Personal phonebook

The personal phonebook is restricted to 100 entries.

## Creating a new contact

You can create contacts more conveniently via the web interface → Page 119.

Open the menu → Page 19.

Select and confirm to open the local phonebook.

Select and confirm the option shown.

Fill in the three fields

- Last name
- First name
- Number

accordingly.

Select and confirm to save the phonebook entry.

## Editing a contact

You can edit contacts more conveniently via the web interface → Page 119.

Open the menu → Page 19.

Select and confirm to open the local phonebook.

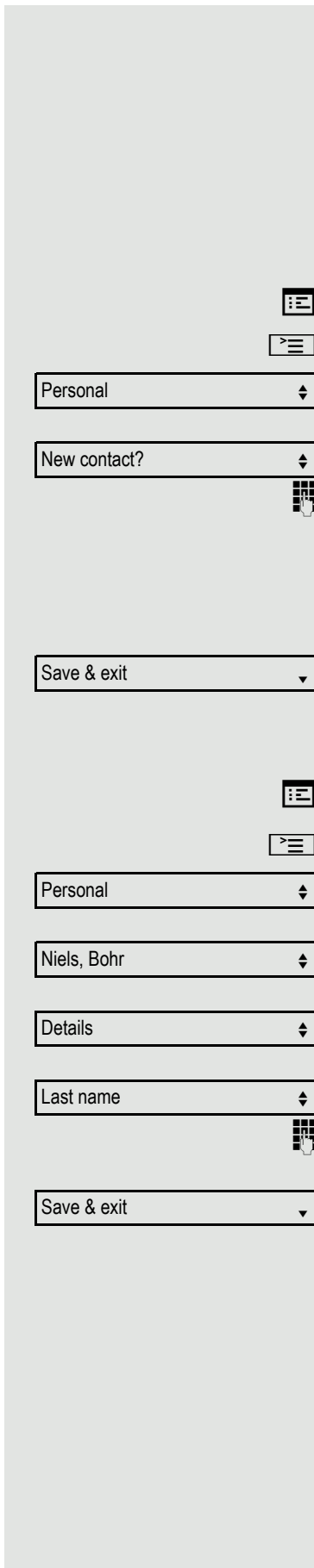
Select and confirm the relevant entry.

Select and confirm the option shown.

Select and confirm, for example the "Last name" field.

Change and confirm.

Select and confirm the option shown.



## Deleting a contact

You can delete contacts more conveniently via the web interface → Page 119.

Open the menu → Page 19.

Select and confirm to open the local phonebook.

Select and confirm the relevant entry.

Select and confirm the option shown.

Confirm the option shown.

or

Select and confirm to cancel the process.

## Deleting all contacts

You can delete contacts more conveniently via the web interface → Page 119.

Open the menu → Page 19.

Select and confirm to open the local phonebook.

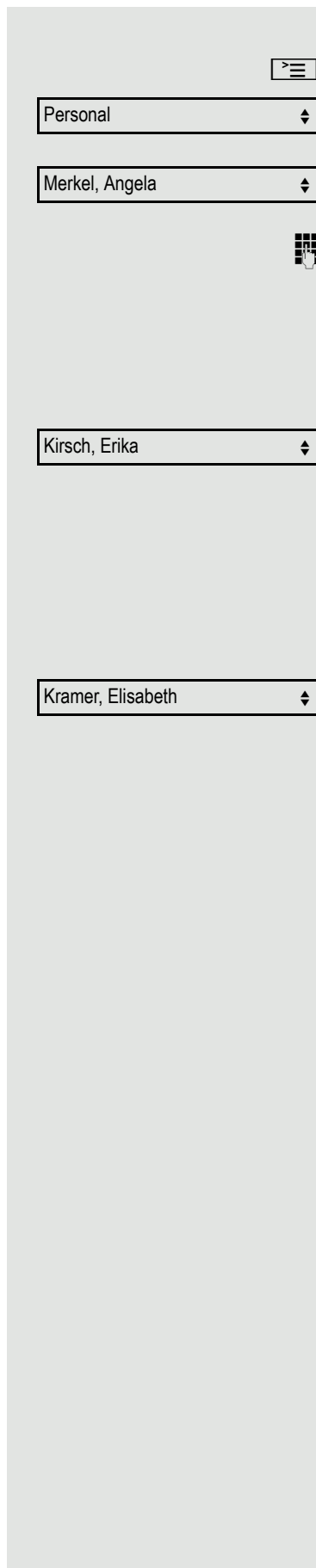
Select and confirm the option shown.

Confirm the option shown.

or

Select and confirm to cancel the process.

The screenshot shows a vertical menu on a light gray background. At the top, there are two icons: a list icon and a menu icon. Below these are five dropdown menus, each with a downward arrow on the right. The first dropdown is labeled 'Personal'. The second is labeled 'Niels, Bohr'. The third is labeled 'Delete'. The fourth is labeled 'Delete?'. Below the fourth dropdown is the word 'or'. The fifth dropdown is labeled 'Cancel?'. Below the 'Cancel?' dropdown, there are two more icons: a list icon and a menu icon. Below these are three more dropdown menus, each with a downward arrow on the right. The first is labeled 'Personal'. The second is labeled 'Delete all?'. The third is labeled 'Delete all entries?'. Below the third dropdown is the word 'or'. The fourth dropdown is labeled 'Cancel?'.



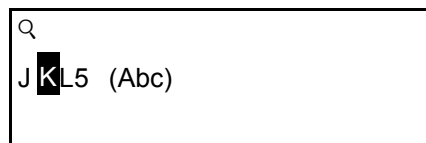
## Searching for a contact

Open the menu → Page 19.

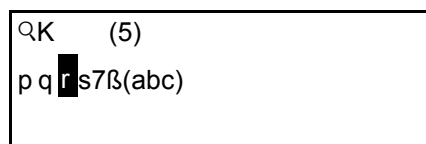
Select and confirm to open the local phonebook.

The last entry used is displayed.

Enter the first letter of the name you are searching for, e.g. K.



The first name found with the initial letter K is displayed after a short time. If you are looking for a name that begins with Kr, also enter the second letter in the search field:



The first name with the initial letters Kr is displayed.

You can also browse the phonebook with the navigation keys until you reach the required party → Page 15.

## Corporate directory

The corporate directory is an LDAP database. You can search the database for contact entries if you can access this database over your network and your access was correctly configured by your administrator.

You can search for contacts using the name (simple search) or different criteria for an entry (advanced search), for example job title or address.

## Searching for a contact

Open the menu → Page 19.

Select and confirm to open the company-wide "Corporate phonebook" directory.

Select and confirm the option shown.

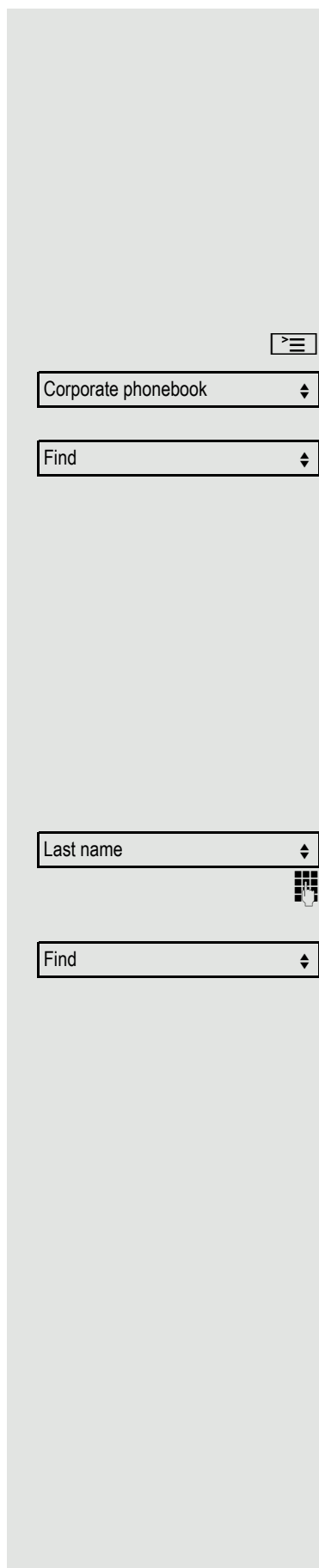
The following 11 search fields can be used:

- Last name
- First name
- Office 1
- Office 2
- Mobile
- Home
- Company
- Address 1
- Address 2
- Professional role
- E-mail

Select and confirm the required search field (e.g. "Last name").

Enter a search text. If you for example only enter the first letter of the last name, all entries with this initial letter are displayed.

Select and confirm when you have completed one or more search fields. The search begins. If the entry you searched for is found, you can dial or view the entry details.





## Advanced phonebook editing

### Viewing entries

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

Select and confirm the option shown. All fields of the entry are displayed.

### Resetting the search fields

**Prerequisite:** The search fields are listed.

Select and confirm the option shown. You can now enter new search criteria for a search.

### Defining a qualifier before a search

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

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.

Select and confirm to close the list.

Details ▾

Delete ▾

Qualifier ▾

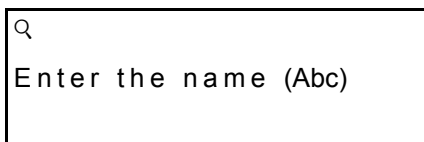
⬆ ⬇ OK

Back ▾

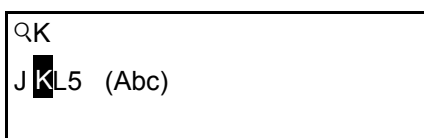
## Quick search

Open the menu → Page 19.

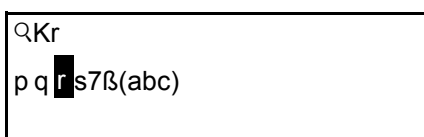
Select and confirm to open the company-wide phonebook.



Enter the first letter of the name you are looking for, e.g. "K".



If you do not enter any further characters, all available names with the corresponding initial letter are displayed after a predefined period of time or after pressing  to confirm.



You can restrict the output by entering the second and other letters.

The  key is used to switch between letters and numbers.

The   keys are used to delete individual characters again.

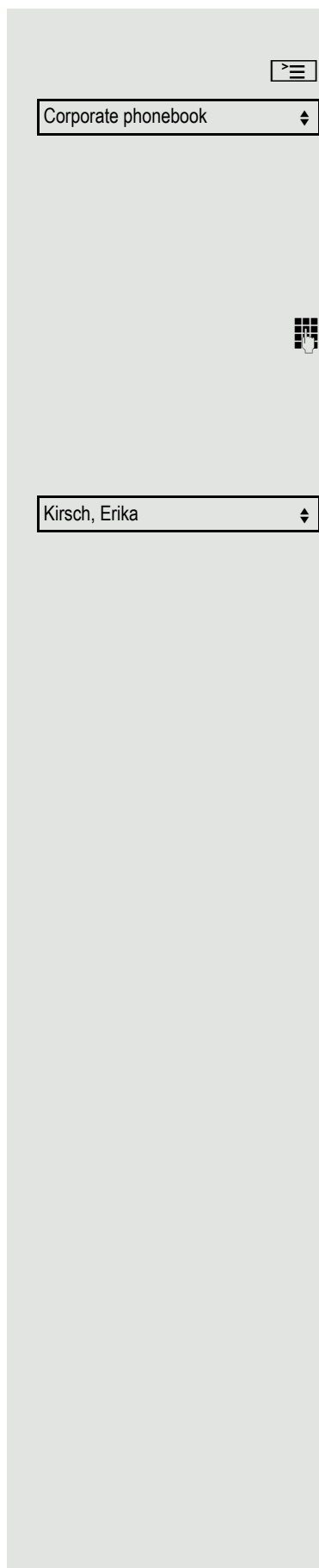
You can control the search individually by entering extended characters.

To select extended characters, first press the  key.

Rule list:

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

You enter this character by selecting it in the extended characters.



## Dialing with call charge assignment

You can assign external calls to certain projects.

**Prerequisite:** Project numbers (from 1 to 5) have been configured for certain projects and you have an account code (ACCT) for the project.

## Dialing with project assignment

Open the menu → Page 19.

Select and confirm the option shown.

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

Enter the PIN

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Select and confirm PIN2 to PIN5.

Enter the external phone number.

Then make your phone call as usual → Page 22.



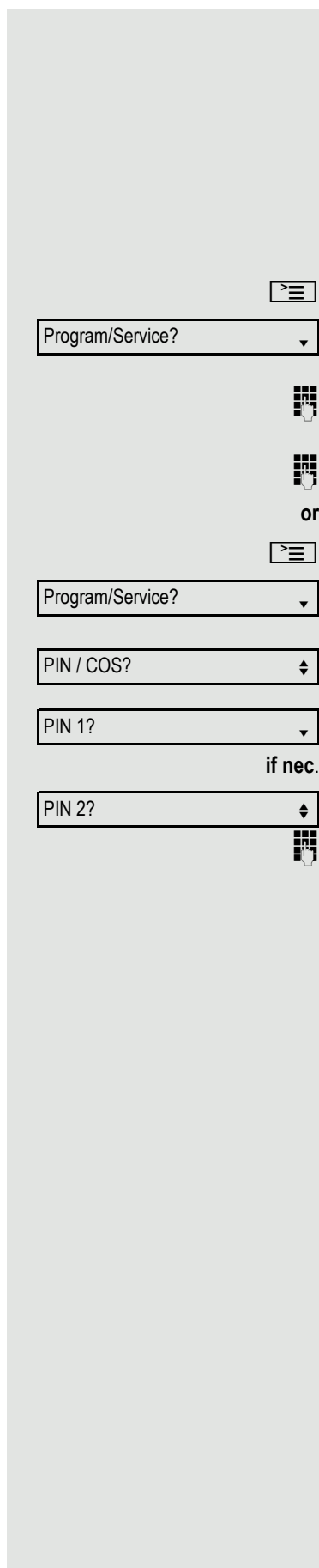
A time limit is applied to project assignment. It is automatically deactivated if you have not used your phone for more than five minutes, for example.

## Call duration display

Call duration display is configured by your administrator. The display can show either call duration or call charges. It can also be switched off.


The call duration appears in the first line of the display on the right as HH:MM:SS and in 24-hour format. It is shown 10 seconds after the call starts.

The call charge display feature must be requested from the network operator and configured by your administrator.



## Privacy/security

### Voice encryption

 Please see also the explanations on → Page 12.

#### Displaying the status in idle mode

You can see whether voice encryption is active on your phone from the display when the phone is in idle mode.


Open the idle menu → Page 16.

Select and confirm the option shown.

The status display for the defined security mode is displayed.

Your phone is in "Secure Mode" → Page 12.

Your phone is in "Cipher Mode" → Page 12.

 If the entry "Voice encryption?" does not appear in the idle menu, the function is not activated.

#### Displaying the status in call mode

During calls, you can check if your call is secure.

Select the option shown.

The call is secure.

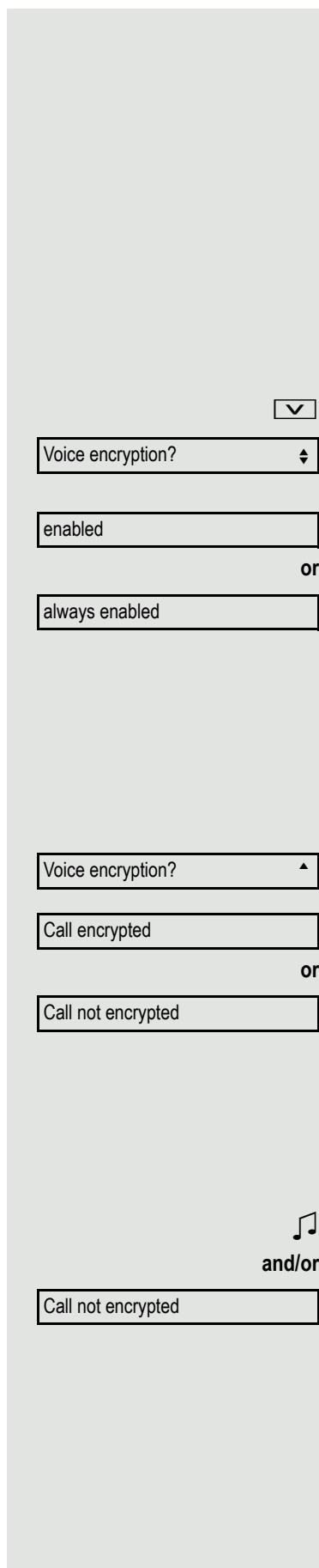
The call is not secure.

#### Notes on voice encryption

Your administrator can define in the communication system whether and how you are notified of unencrypted calls.

Warning tone

This message appears on the display.



## Locking the telephone to prevent unauthorized use

You can prevent unauthorized parties from accessing certain functions on your phone during your absence, for example you can prevent external phone numbers being dialed or your mailbox being accessed. Consult your administrator to determine which functions are locked.

**Prerequisite:** You have received a corresponding code number from your administrator.

### Locking the phone

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the code number.

If your entry is correct, "Carried out" is displayed.



When the phone is locked, a special dial tone sounds when the handset is lifted. Within the Hipath/OpenScape 4000, users can make calls as normal.

### Unlocking the phone again

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the code number.

If your entry is correct, "Carried out" is displayed.



## Activating/deactivating "Do not disturb"

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the ring tone and see the "Do not disturb" message. External callers are redirected to the attendant console. Your administrator can also set up call forwarding destinations for the "Do not disturb" function, to which you can forward your internal and external calls.



If your phone belongs to an ONS group (One Number Service/parallel call → Page 118), please note the following:

Do not disturb can be activated/deactivated on any phone in the ONS group and then applies for all phones in the ONS group.

**Prerequisite:** Your administrator has activated the "Do not disturb" function for all Hipath/OpenScape 4000 stations in your system.

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown. The display indicates whether "Do not disturb" is activated or not.

Confirm the option shown.

Confirm the option shown.



A tone reminds you that "Do not disturb" is activated when you lift the handset.

The attendant can bypass "Do not disturb" and reach you anyway.

If your administrator has blocked the "Do not disturb" function in general for the Hipath/OpenScape 4000, the "Do not disturb?" menu option will not appear in the Program/Service menu.



Program/Service?

Feature settings?

Do not disturb?

Activate?

or

Deactivate?

## Activating/deactivating "Speaker call protect"

You can protect yourself against being addressed directly with a speaker call. If a caller attempts to contact you via a speaker call, the connection is established as a normal call again.

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown. The display indicates whether "Speaker call protect" is activated or not.

Confirm the option shown.

or

Confirm the option shown.

## Caller ID suppression

The caller ID display can only be suppressed for a subsequent call and the setting is not saved if the number is redialed → Page 27.

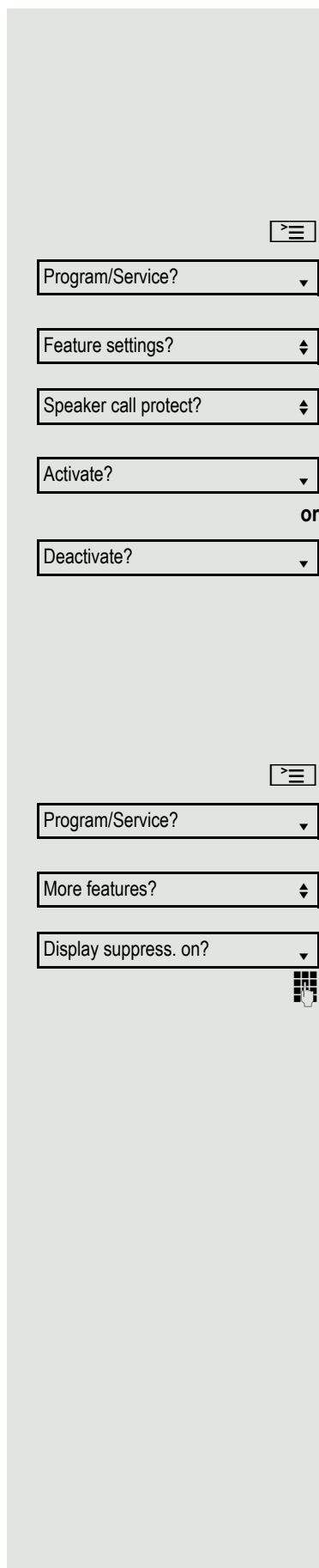
Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.


Confirm the option shown. You hear the dial tone.

Enter the phone number of the user. If the called party accepts the call, your phone number will not be displayed.



## Identifying anonymous callers (trace call)

---

 This function must be configured by your administrator.

---

You can identify malicious external callers. You can record the caller's phone number during a call or for up to 30 seconds after a call. You should not hang up in the process.


Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

---

 If the trace is successful, the transmitted data is stored by your network operator. Consult your administrator.

---



Program/Service?



More features?



Call tracing?





## More functions/services

### Using another telephone in the same way as your own

You can log on to another telephone belonging to the Hipath/OpenScape 4000 system using a personal identification number (PIN). This also applies to telephones in networked Hipath/OpenScape 4000 systems, for example at other company locations. At the other telephone you can then

- make calls and assign the charges to cost centers,
- make calls and assign the charges to specific projects,
- check your mailbox,
- use a number saved on your phone for saved number redial,
- enter appointments.

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

### Logging on to another phone

**Prerequisite:** You have been assigned a PIN by your administrator. You require an internal PIN for calls within your own Hipath/OpenScape 4000 system, while for calls involving other Hipath/OpenScape 4000 systems in the integrated network you require a network-wide PIN.

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

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

At the display "Enter station no:" or "Enter ID", you are prompted to enter your PIN.

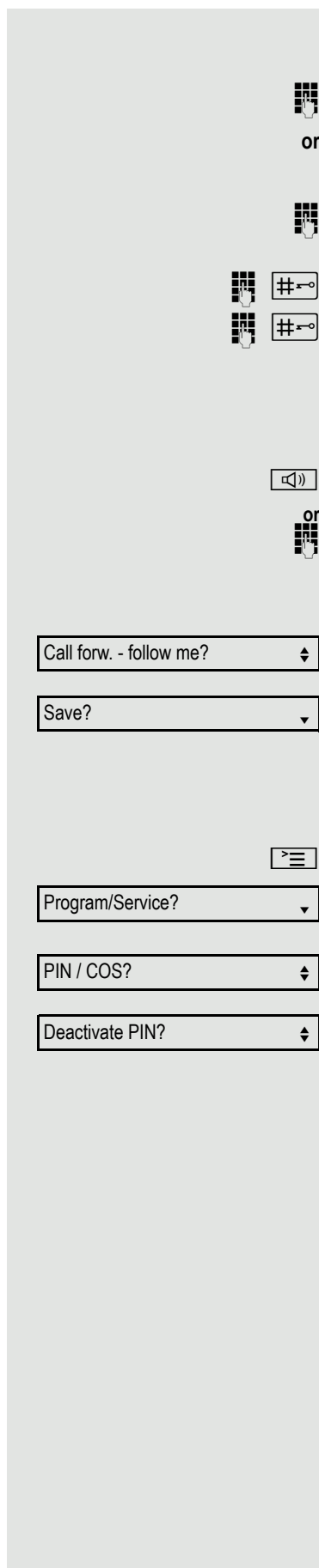


Program/Service? ▾

PIN / COS? ▴ ▾

PIN 1? ▾





The following applies within your own Hipath/OpenScape 4000 system

Enter your internal PIN.

The following applies within your own and another Hipath/OpenScape 4000 system within the integrated network

Enter the 2-digit node ID of your own Hipath/OpenScape 4000 system (consult your administrator).

Enter your own number and press the hash key.

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

### Making a call after (successful) logon:

You will hear the dial tone. "Please dial" appears on the display.

Press the key shown.

Enter a phone number immediately.

### Setting up "follow me" call forwarding after successful logon

Select and confirm the option shown.

Select and confirm the option shown. Call forwarding is now active.

### Logging off from another phone

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.



You are automatically logged off if the other telephone remains unused for several minutes.

## Moving your connection to another telephone (mobility)

You can move your telephone connection (optiPoint or OpenStage) with most of your functions and features (phone number, key assignment, classes of service) to an optiPoint or OpenStage. The "home telephone" is deactivated and the "guest telephone" becomes "your" telephone. The original connection of your "guest telephone" is likewise deactivated. Call forwarding should therefore be programmed first for its phone number → Page 30. The move remains effective until you log off from the "guest telephone". This procedure can also be performed on a network-wide basis.

### Mobility variants

There are three Mobility variants available:

- Basic
- Data Privacy
- Data Mobility

The administrator is responsible for assigning the Mobility variant for the respective phone.

#### Basic

The following settings are adopted when you move to the guest telephone.

- Key assignment
- Class of service
- Call forwarding

Pending messages or information are signaled additionally (message waiting indicator or MWI).

You can see and use the guest telephone phonebook.

#### Data Privacy

The following settings are adopted when you "move" to the guest telephone.

- Key assignment
- Call forwarding
- Class of service (except for user password)

Pending messages or information are signaled additionally (message waiting indicator or MWI). The user password is not adopted, which means that you have to create a new password on the phone, for example, if you want to use OpenStage Manager. An empty phonebook is made available. You cannot see the guest telephone phonebook. You can use OpenStage Manager to also load your own personal phonebook if appropriate. Any data modified in the phonebook is lost by logging out. You should therefore make sure to save any modified data via OpenStage Manager before logging out.

## Data Mobility

The following settings are adopted when you "move" to the guest telephone.

- Key assignment
- Call forwarding
- Class of service
- User password
- Phonebook

Pending messages or information are signaled additionally (message waiting indicator or MWI). The phonebook and user password are saved on a DLS server for both the home and guest telephones. This data is updated immediately when changes are made. The saved data for the home telephone is transferred from the DLS server to the guest telephone during the login process.

## Moving the connection to the "guest telephone"

Log on to the "guest telephone" from your own connection.

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

when the phone is in idle mode

Enter the system code for "mobile HFA Logon" (for example \*26; consult your administrator if necessary).

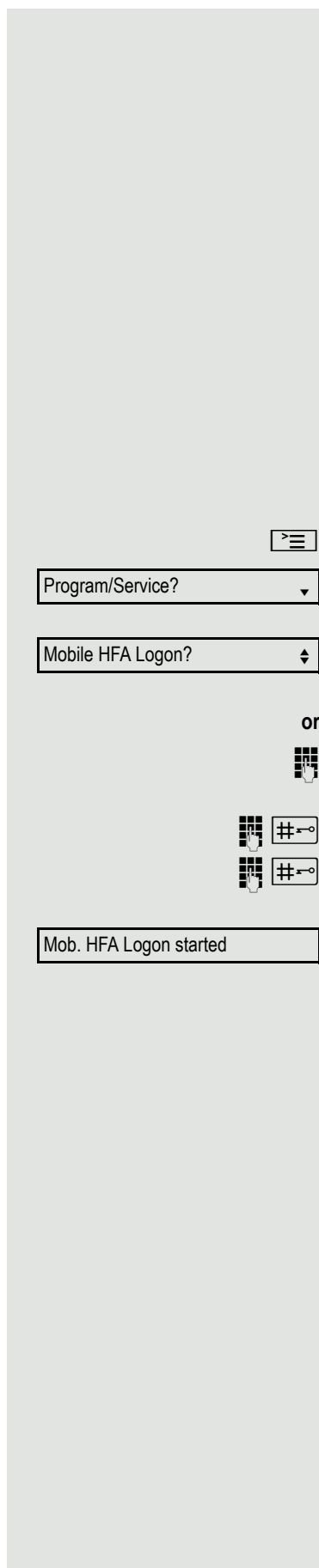
Enter the phone number of the "home telephone" and press the hash key.

Enter your code number and press the hash key.

The logon procedure begins.

Your own phone number will appear in the bottom line when you are correctly logged on.

You can no longer see the original user settings for the "guest telephone" but you can now use your connection. Your "home telephone" cannot be used during this period.



## Connecting to the "home telephone" again

### Logging off through the "guest telephone"

If you no longer need your connection on the "guest telephone" or if you want to switch back to your "home telephone", log off from the "guest telephone".

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

when the phone is in idle mode


Enter the system code for "mobile HFA Logoff" (for example #26; consult your administrator if necessary).

The logoff procedure begins.

### Logging off through the "home telephone"

If you have forgotten to log off from the "guest telephone", you can still do this through the "home telephone".

The following message is displayed on the "home telephone".

 Mobile forced logoff

Confirm the option shown.

If your administrator has activated the "mobility password", you will be prompted to enter this now.

Enter the mobility password.

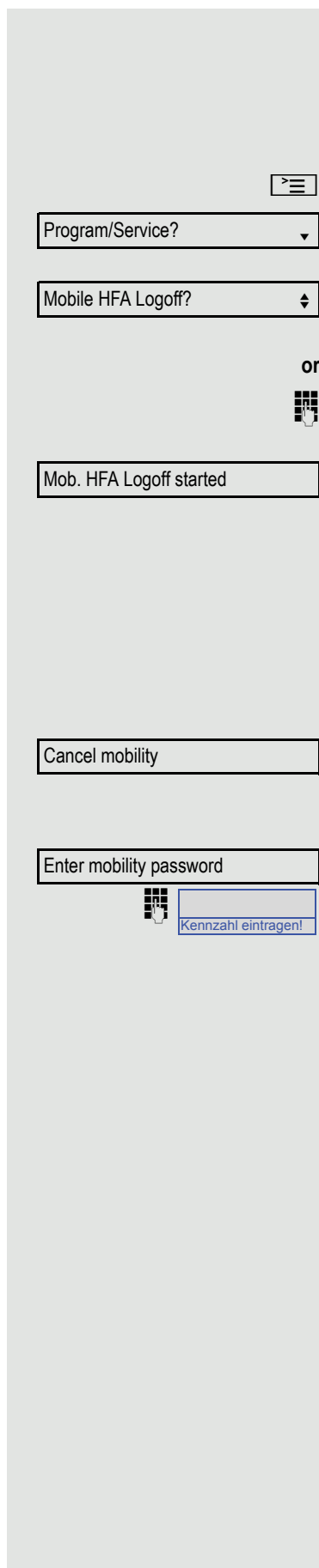
The "guest telephone" is now available again with its original phone number, features and functions. Any call forwarding instruction set can now be deleted.

The "home telephone" is reactivated and you can make calls again as usual.

## Moving the connection to the next telephone

If you want to move your connection from the first "guest telephone" to a second "guest telephone", log on to the second "guest telephone" (see → Page 88).

The message "Log off successful" is output on the first "guest telephone". The "home telephone" remains locked. You can now use the second "guest telephone" in the same way as the first one.



The screenshot shows a vertical sequence of screens on a telephone interface. At the top is a menu icon. Below it is a dropdown menu labeled 'Program/Service?'. This is followed by a screen with 'Mobile HFA Logoff?' and a confirmation arrow. Then, the text 'or' appears. Below that is a screen with 'Mob. HFA Logoff started'. Further down is a screen with 'Cancel mobility'. At the bottom is a screen labeled 'Enter mobility password' with a keypad icon and a text box containing 'Kennzahl eintragen!'.

## Making calls via multiple lines (MultiLine)

### Line/trunk keys

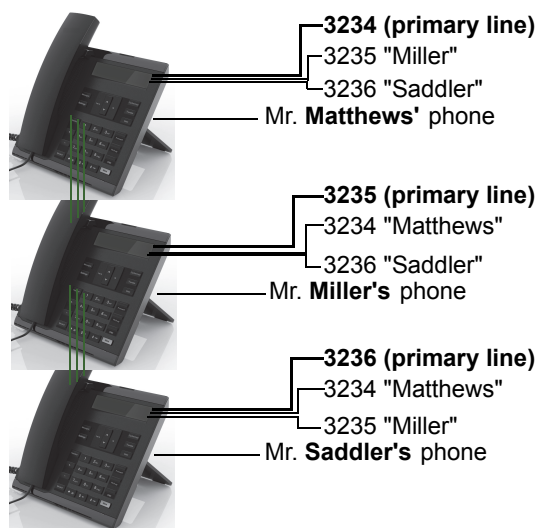
The programmable function keys on multi-line phones are used as line or trunk keys. Each key that is assigned the function "line" is handled as a line. This means up to six lines can be configured.

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis → Page 91.

Line keys are configured by your administrator.

The following diagram shows how telephones with multiple line keys are connected in a team.

3234 is Mr. Matthews' phone number, 3235 is Mr. Miller's phone number and 3236 is Mr. Saddler's phone number. On all three phones, calls can be made via all three lines. The line for your own extension number is always the primary line however.



### 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 to your number are signaled on this line.



To avoid conflict between the 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 in the system. Your primary line, which is configured on another telephone in the system, simultaneously functions as the secondary line on that telephone.

## 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 is displayed for all telephones that share this line (if configured). If, for example, a shared line is being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones that share this line.

### Direct call line

A line with a direct connection to another telephone. You can see the status of the line from the LED display.

### LED displays on trunk keys

LED		Meaning
	Off	– The line is in idle mode.
	Flashing <sup>1</sup>	– Incoming call on the line. – Hold reminder is activated. – The line is on "Hold".
	On	– The line is busy.

<sup>1</sup> In this manual, flashing function 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.

## Preview

You are making a call on a single line. The LED on another line key flashes quickly. The "Preview of Line" function shows you who is calling on this line. This information appears on your display. You can also determine which caller is waiting on a line key if you have placed them on "hold" or "exclusive hold". You can also display information about the caller on the active line.

**Prerequisite:** You have accepted a call on a line key. The line key LED flashes quickly and the "Preview" function key is configured.

### Activating preliminary display



Press the programmed function key "Preview". The LED lights up.

Press the required line key.

Information about the caller or the party on hold or parked is displayed.

### Deactivating preliminary display



Press the programmed function key "Preview". The LED goes out.

The menu line and the call duration are displayed again.



## Accepting calls with the line keys

If several calls arrive at the same time, you can accept calls as normal in the sequence in which they are offered. However, you can also accept other calls preferentially.

**Prerequisite:** Your administrator has defined the sequence in which incoming calls should be routed to the line keys.

## Accepting calls in the sequence in which they are offered

Your telephone rings (call). The caller ID is displayed. The LED of the line key offered flashes quickly.



or



Lift the handset.

Press the key shown for speakerphone mode.

## Accepting calls preferentially

Your telephone rings (call). The caller ID is displayed. The LED of the line key offered flashes quickly. LEDs of other line keys likewise flash quickly.



Press the preferred line key. The caller ID is displayed briefly.



or



Lift the handset.

Press the key shown for speakerphone mode.

## Activating/deactivating ringing (call)

If you are making a call on one line, ringing for other incoming calls can disturb your current call. If the "Ringer cutoff" function is activated, your telephone no longer rings. Incoming calls are then only signaled when the corresponding line key flashes.

### With the "Ringer Off" programmed function key

To deactivate ringing:

Press the "Ringer Off" function key. The LED lights up.  
The phone does not ring for incoming calls.

To activate ringing:

Press the "Ringer Off" function key. The LED goes out.  
The phone rings for incoming calls.

### Via the Program/Service menu

Open the menu → Page 19.

Select and confirm the option shown.

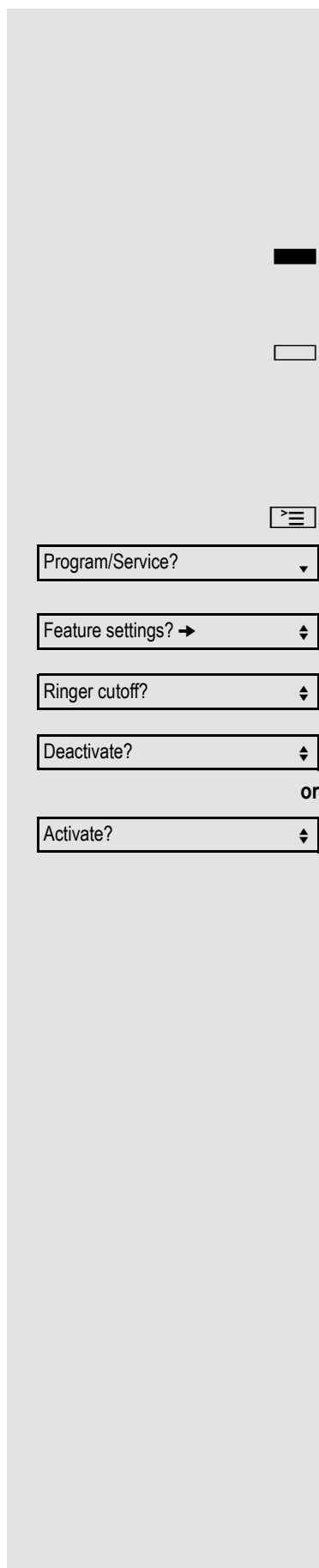
Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

or

Confirm the option shown.



## Dialing with line keys

Your telephone can be configured with automatic or selectable line seizure. Your administrator defines whether and which line should be automatically seized when the handset is lifted or speakerphone mode is activated.



The "Please select a line" display message prompts you to seize a line when you lift the handset or press the speaker key.

### Dialing with automatic line seizure

Lift the handset.

Press the key shown.

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

Example:

The line 220870 was selected automatically.

The line key LED for 220870 lights up.

Enter the phone number.

### Dialing with selectable line seizure

Lift the handset.

Press the key shown.

You are prompted to press a free line key.

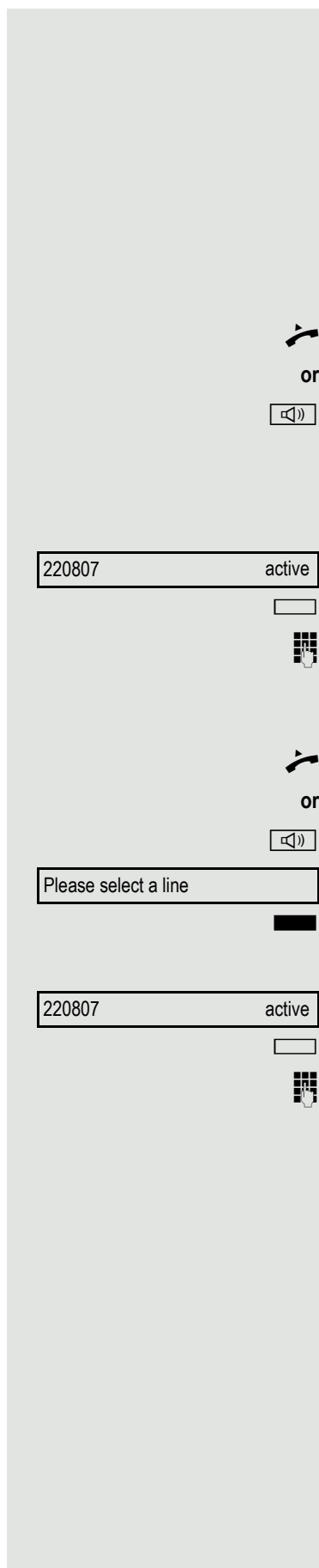
Press a free line key. The LED lights up.

Example:

The line 220870 was selected automatically.

The line key LED for 220870 lights up.

Enter the phone number.



## Holding a call on the trunk key

Press the "Hold" key. The line key LED flashes slowly.



Your Hipath/OpenScape 4000 system can also be configured so that the call is held by pressing the line key. Please test this or, if necessary, consult your administrator.

## Saved number redial for a specific line (saved phone number)

If this type of saved number redial is configured on your system, you can save a phone number for subsequent redial on a particular line → Page 97. The saved phone number is dialed using the line key and the saved number redial key.

Lift the handset.

or



Press the key shown.

Please select a line

Display message.

Press the relevant line key. The LED lights up.

Saved number redial?

Select and confirm the option shown.

or



Press the key shown. The phone number is saved for the current line.



The redial number you saved on the specific line may have been overwritten by another team member.

## Last number dialed for a specific line

The last phone number dialed via your primary line is saved.

If this type of saved number redial is configured on your system, every last number dialed for the current line is automatically saved for redial.

Lift the handset.

or



Press the key shown for speakerphone mode.

Press the required line key. The LED lights up.

Confirm the option shown.

Lift the handset.

or



Press the key shown for speakerphone mode.

Last number redial?

## Saving phone numbers for "Redial on a line"

**Prerequisite:** "Saved number redial for a specific line" is configured and not "Saved number redial (last number dialed)".

### Saving the dialed phone number or a caller's phone number

You have called a party on a particular line and this call is still in progress. Or, you were called by another party whose phone number is displayed and this call is still in progress.



Press the key shown. The phone number is saved for the current line.



Press the key shown. The LED goes out.

or



Replace the handset.

## Line mailbox

Callers who have tried to reach you during your absence can leave a message in the mailbox for the relevant line.

Both voice or fax messages from the mail server can also be stored in the mailbox (if this has been set up).

**Prerequisite:** A mailbox is configured for one or more lines.

Please note that only one user can edit a mailbox at a time.



If your phone belongs to an ONS group (One Number Service/parallel call → Page 118), please note the following:

Signaling is available for the mailbox (MWI) on all phones in an ONS group.

## Retrieving messages

If new messages that have not yet been retrieved are in the mailbox and if a programmable function key has been assigned the "Mailbox" function, the LED of this key illuminates.

See also the information on → Page 17.

Press the "MBLN" function key.

Information regarding the caller is displayed → Page 17.

## Responding to a callback request

A callback request is displayed.

Select and confirm the option shown. The party is called on the relevant line.

## Next entry

More than one entry is available.

Select and confirm the option shown. The next entry is displayed.

## Deleting mailbox entries

The relevant entry is displayed.

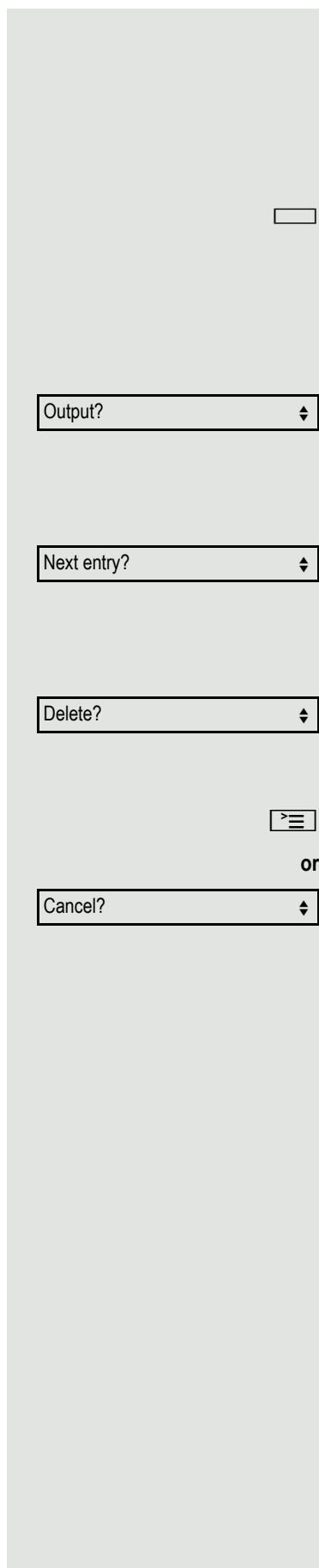
Select and confirm the option shown.

## Ending message retrieval

Press the key shown.

Select and confirm the option shown.

Undeleted entries in the mailbox remain saved. If unanswered callback requests are present, the "MBLN" programmed function key remains lighting.



## Identifying the line used

If several lines are occupied at the same time, you can determine which one you are currently using for a call.

### With a programmed function key

Press the programmed function key "Line in Use".

### Via the menu

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

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

## Making calls on multiple lines alternately

**Prerequisite 1:** Your administrator has specified that when you change lines, the lines are placed on hold and can only be disconnected by replacing the handset or pressing the disconnect (release) key.

**Prerequisite 2:** You are connected to multiple parties via two or more lines. These may be callers → Page 93 or called parties → Page 95.

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

Press the line key 2 that is flashing slowly. The first call party is on hold on line 1.

Press the line key 1 that is flashing slowly. The second call party is on hold on line 2.

You can switch between lines as often as you wish.



Program/Service?

More features? →

Show used line?

## Ending the connection on a line key



or



Press the key shown. The LED goes out.

Replace the handset.

## Entering a call on a line (three-party conference)

**Prerequisite:** A call is in progress on one of the lines. The line key LED lights up.



Press the line key. You and the other parties already connected can hear the conference. All three parties can speak with one another. The LED remains lighting.



You cannot enter a conference if the "Privacy" function is activated on the line. If one of the three parties hangs up, the other two remain connected.

If a connection remains between you, as the entering party, and one of the other parties who previously occupied the line, consultation is no longer possible.

## Allowing or blocking a party from joining a call

### Allowing a party to join a call

Your primary line can be configured so that other parties may not join calls on that line when it is busy. In this case, you can allow other parties to join a call. This permission applies to the current call or the next call.



or



You are already conducting a call on one line.

Lift the handset.

### With a programmed function key



Press the programmed function key "Privacy".

### Via the menu



Open the menu → Page 19.

Program/Service?



Select and confirm the option shown.

More features? →



Select and confirm the option shown.

Privacy off?



Select and confirm the option shown.

Other parties can now join the call.



## Blocking other parties from joining a call

If your phone is not already set to block other parties, you can make this setting manually. This block applies to the current call or the next call.

You are already conducting a call on one line.



or



Lift the handset.

### With a programmed function key



Press the programmed function key "Privacy".

### Via the menu



Open the menu → Page 19.

Program/Service?



Select and confirm the option shown.

More features? →



Select and confirm the option shown.

Privacy on?



Select and confirm the option shown.

Other parties are now blocked from joining the call.

## Ending the connection on a line key



Press the key shown. The LED goes out.

or




Replace the handset.

## Third-party monitoring

During a call, a predefined party can be prompted to join the call as a "witness" using the "SInt Mon Req" programmed function key. The third party on the call is not informed that a "witness" is joining the call. The "witness" cannot participate in the call; they can only hear what is being said.

---

 When configuring and using third-party monitoring, please note the applicable data protection regulations.

---

**Prerequisite:** Third-party monitoring is configured on your system and the "SInt Mon Req" programmed function key is configured on your phone. You are conducting a call. "Privacy" must be deactivated.


Briefly press the programmed function key "SInt Mon Req" twice. The "witness" hears a special tone on their phone and the message "Connect witness or tape" appears on both your display and the "witness" display.

The "witness" lifts the handset.

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

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

---

 Only the "witness" can end silent monitoring by hanging up or by pressing the line key.

---

## Placing a call on hold on a line key and retrieving the held call

**Prerequisite:** You have accepted a call on a line key → Page 93 or you are conducting a consultation call.

Briefly press the line key you are currently using.

Select and confirm the option shown.

The line key where the call is on hold flashes slowly. The call can be continued on any phone in the team where the LED for this line key is flashing.

### Retrieving the call

Press the flashing line key. Proceed with your call.

## Exclusively holding a call on a line key and retrieving the held call

**Prerequisite:** You have accepted a call on a line key or you are conducting a consultation call that only you can, wish to or may continue.

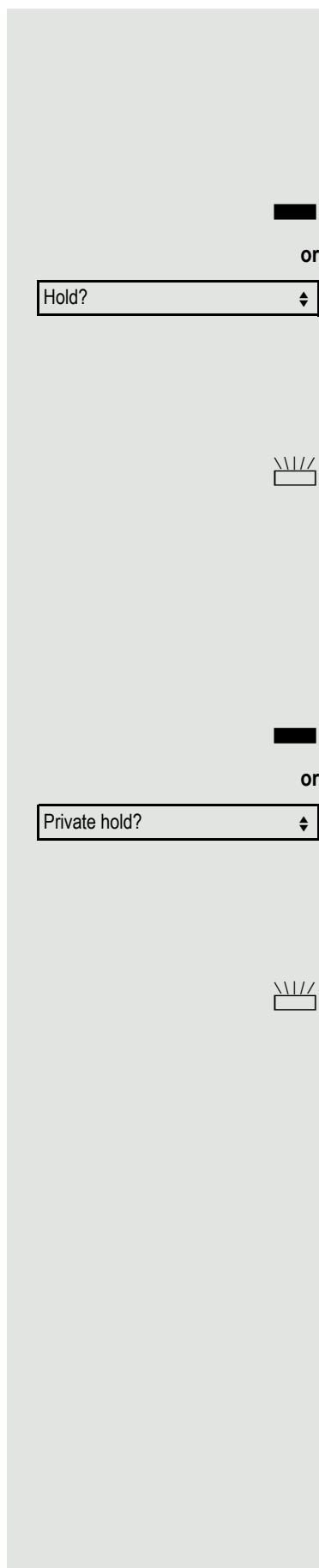
Press the programmed function key "Excl. Hold".

Select and confirm the option shown.

The line key where the call is parked flashes slowly. The call can only be continued on your phone and is no longer signaled on any other phone.

### Retrieving the call

Press the flashing line key. Proceed with your call.



## Accepting a specific held call

A colleague in an open-plan office has parked a call on a line key and requests that you accept the call. You do not have access to this line.

Lift the handset.

Select and confirm the option shown.

Enter the phone number of the phone where the call was parked. In this way you can accept the call.

Direct call pickup?

## Forwarding calls on lines

When you activate call forwarding for a shared line → Page 91, the line is generally also forwarded to other phones.

The process of configuring call forwarding for a specific line is identical to the forwarding process already described. You must simply ensure that the required line is already seized.

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

Continue reading on → Page 30.

## Ring transfer

If you temporarily leave your workplace or do not wish to be disturbed, you can activate ring transfer for incoming calls to your line to another destination. A "RTRLN" function key (ring transfer/line) can be programmed for each line.

### Activating

Press the programmed function key "RTRLN". The LEDs on your phone and on the destination phone light up. When you receive a call, only the line key flashes but the phone does not ring. The call is signaled on all other team phones.

### Deactivating

Press the programmed function key "RTRLN". The LED goes out. Calls are signaled on the phone again.

## Making calls in an executive/secretary team

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



For information on the meaning of the LED displays of the DSS keys, refer to → Page 15.

## Calling an executive or secretary phone

### Calling an executive/secretary phone

A DSS key is configured as "executive" on the secretary phone and as "secretary" on the executive phone.

Example of a call from the executive to the secretary:

#### The LED is not lighting – the secretary is not on a call

Press the "secretary" DSS key.

Lift the handset.

or



Press the key shown for speakerphone mode.

#### The LED is lighting – the secretary is on a call

Press the "secretary" DSS key.

You camp on to the secretary phone. The called party hears a tone and the "Pickup" programmed function key (→ Page 69) flashes.

Lift the handset.

or



Press the key shown for speakerphone mode.



The DSS from the secretary to the executive functions in the same way – using the "executive" DSS key.

## Accepting calls for the executive phone at the secretary phone

When a call is received for the executive phone, the secretary phone rings.

Lift the handset.



or



Press the key shown for speakerphone mode.

## Accepting calls for the executive phone when already on a call

You are conducting a call.

A call comes in on the executive phone.



Ask your call partner to wait.



Press the "Pickup" programmed function key (→ Page 69).

## Ending the call and returning to the first call



Press the key shown.

Continue the call with the first call partner.

## Transferring a call to the executive phone

**Prerequisite:** You have accepted a call for the executive phone on the secretary phone.



Press the "executive" DSS key. You are connected to the executive phone.

### With announcement



Announce the call partner.



Replace the handset.

### Without announcement



Replace the handset immediately.

## Transferring calls directly to the executive phone

When the secretary is out of the office, calls for the executive can be transferred directly to the executive phone. This transfer can be performed on the secretary phone and on the executive phone.

### Activating



Press the "RT Executive" programmed function key. The LED lights up.

### Deactivating



Press the "RT Executive" programmed function key. The LED goes out.



Calls for the secretary phone are not transferred, only calls for the executive phone.

## Accepting calls on the executive phone

The secretary phone does not answer a call for the executive. After 15 seconds (depending on the system) you hear an alert tone on the executive phone. The display shows who is calling.



Lift the handset.

Press the "Pickup" programmed function key (→ Page 69).

## Accepting a call for another executive/secretary team

If multiple executive/secretary teams are configured, you can also accept calls for other teams.



Lift the handset.

Press the programmed function key, for example "Exec 3".



Call pickup is also possible during a call. Ask your call partner to wait briefly and then press the flashing programmed function key.

## Using a second (executive) telephone

**Prerequisite:** A second phone has been configured for the executive. A "Group Park" programmed function key is configured on the first and second executive phones.

### Parking a call on the first phone

Press the programmed function key "Group Park". The LED lights up.

### Continuing a call on the second phone

Lift the handset.

Press the programmed function key "Group Park".

## Activating and deactivating a second executive call

On the executive phone, you can configure calls to go to the secretary phone when you are on a call. If you are on a call and are expecting another important call, it may be useful to activate the second call feature.

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

Confirm the option shown.

Confirm the option shown.

or

Confirm the option shown.



Program/Service?

Feature settings? →

Camp-on?

Activate?

Deactivate?



## Using signal call

If a "Buzz" programmed function key is configured on your executive phone, you can press a key to send a signal call to a specific destination phone (e.g. to a secretary phone). On the destination phone, the phone number of the transmitting phone is also briefly displayed for the signal call.

You can press the programmed function key in idle mode and during a call (once or several times).

If a "Buzz" programmed function key is not configured, you can lift the handset and enter the signal call code to send a signal call to a destination phone.

## Placing a messenger call

You can place a messenger call by pressing a key if this key is configured on the executive phone. Programming a function key with a function → Page 66.

## Defining a representative for the secretary

Calls for the executive that arrive at the secretary phone can be forwarded to another phone. To do this you have to configure a "Alt. Answer" programmed function key. The procedure for doing this is identical to that described in Section "Configuring function keys" → Page 66 (in this case Representative).

### Activating the representative:



Press the programmed function key "Alt. Answer". The LED lights up.

### Deactivating the representative:



Press the programmed function key "Alt. Answer". The LED goes out.

## Individual phone configuration

### Adjusting the display contrast

Press one of the keys shown in idle mode → Page 16.

Select and confirm the option shown.

Change the setting. Keep pressing the key until the desired contrast is set.  
Save.

### Audio

#### Setting the ringer mode

You can use the two ringer mode options

- HiPath
- Local ringer

to decide how the ring tone is generated on the telephone. With the setting "HiPath", the system sends the ring tone type and the dependent ring tone, which you can adjust subsequently → Page 111.

If "Local ringer" is selected, the system sends the ring tone type and you select which ring tone is required for the respective ring tone type in the "Local ringers" menu → Page 112.

You can also configure the following setting via the Enter code! → Page 119.

Open the menu → Page 19.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

Select and confirm the option shown.

The screenshot shows a vertical menu of configuration options. At the top, there are buttons for '+' and '-' separated by 'or', followed by a 'Display contrast?' dropdown menu. Below this are more '+' and '-' buttons, and an 'OK' button. Further down, there is a 'User?' dropdown menu, followed by a section labeled 'if nec.' with a small icon. Below that are 'Ringer?' and 'Ringer mode?' dropdown menus. Then, 'HiPath?' and 'Local.ringer?' dropdown menus are shown, separated by 'or'. Finally, there is an 'Option = Save & exit?' dropdown menu at the bottom.

## Adjusting audio settings

The ringer mode "HiPath" is set. The Hipath/OpenScape 4000 sends the ring tone type and the ring tone setting to your telephone.

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

### Adjusting the ring volume

Press one of the keys in idle mode → Page 16 or while a call is in progress.

Confirm the option shown.

Raise or lower the volume. Keep pressing the key until the desired volume is set.

Save.

### Adjusting the ringer pitch

Press one of the keys shown in idle mode → Page 16.

Select and confirm the option shown.

To adjust the ringer pitch: Keep pressing the keys until the desired pitch is set.

Save.

### Room character for speakerphone mode

To help the other party understand you clearly while you are talking into the microphone, you can set the telephone to "Normal room", "Room with echo" and "Quiet room" to suit the acoustics in your environment:

Press one of the keys shown in idle mode → Page 16.

Select and confirm the option shown.

Modify the room type. Keep pressing the key until the desired room type is set.

Save.

### Setting the volume of the alert tone

The alert tone is output for example when you receive a second call while a call is in progress.

Press one of the keys shown in idle mode → Page 16.

Select and confirm the option shown.

Modify the volume. Keep pressing the key until the desired volume is set.

Save.

The screenshot displays a vertical menu on a light gray background. At the top, there are two small buttons: a plus sign in a box followed by 'or' and a minus sign in a box. Below these is a dropdown menu labeled 'Ringer volume?'. Under the dropdown are the same plus/minus buttons and an 'OK' button. Further down is another dropdown menu labeled 'Ringer pitch?'. Below it are the plus/minus buttons and an 'OK' button. The next section features a dropdown menu labeled 'Speakerphone mode?'. Below this are the plus/minus buttons and an 'OK' button. The final section at the bottom has a dropdown menu labeled 'Warning tone?'. Below it are the plus/minus buttons and an 'OK' button.

## Setting local ring tones

### Selecting and configuring the call type

The ringer mode "Local ringer" is set. Different ring tone types are sent by the Hipath/OpenScape 4000. Not all of the following types will necessarily be used in your system configuration:

- Internal
- External
- Buzz
- Rollover
- Single alert
- Multiple alert
- Special 1
- Special 2
- Special 3
- Attention
- Unspecified
- US DSN-Precedence
- US DSN-Routine
- Emergency

Select the required call type and adjust to suit your requirements.

You can also configure the following setting via the Enter code! → Page 119.

Open the menu → Page 19.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

For instance, select "Internal" and confirm the option shown.

Select the required ringer file<sup>[1]</sup> or "pattern". You will hear the associated ringer melody. Confirm the current ringer file.

1. The phone displays the current setting

### Settings for the ring tone "pattern"

If you selected "Pattern" as the ring tone, you can still make settings for the pattern melody and the pattern sequence:

Pattern melody ▾

Select and confirm the option shown.

4 ▾

Select the required pattern melody between 1 and 8 (e.g. **4**). You will hear the associated Ringer melody. Confirm the selected Ringer melody.

Pattern sequence ▾

Select and confirm the option shown.

2 ▾

Select the required Ringer sequence between 1 and 6 (e.g. **2**). You will hear the set Ringer melody with the selected Ringer sequence. Confirm the selected setting.

Option = 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 119.

Open the menu → Page 19.

Select and confirm the option shown.

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 relevant option<sup>1</sup> shown in the context menu:

- Wired headset
- Cordless headset
- Conference unit

Select and confirm the option shown.

The screenshot shows a vertical menu on a light gray background. At the top right, there are two small icons: a list icon and a back icon. Below these, the menu items are as follows:

- User**: A dropdown menu with a double arrow icon on the right.
- if nec.**: A small icon of a keypad.
- Audio**: A dropdown menu with a double arrow icon on the right.
- Settings**: A dropdown menu with a downward arrow icon on the right.
- Headset socket**: A dropdown menu with a double arrow icon on the right.
- Wired headset**: A dropdown menu with a downward arrow icon on the right.
- Option = Save & exit?**: A dropdown menu with a downward arrow icon on the right.

1. The phone displays the current setting

## Changing the user password

Your User password allows you to protect your user-defined settings  
→ Page 20.

The User password can also be modified via the web interface → Page 119.

Open the menu → Page 19.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown.

Select and confirm the option shown.

Enter the current password (at least six characters) and confirm your entry.

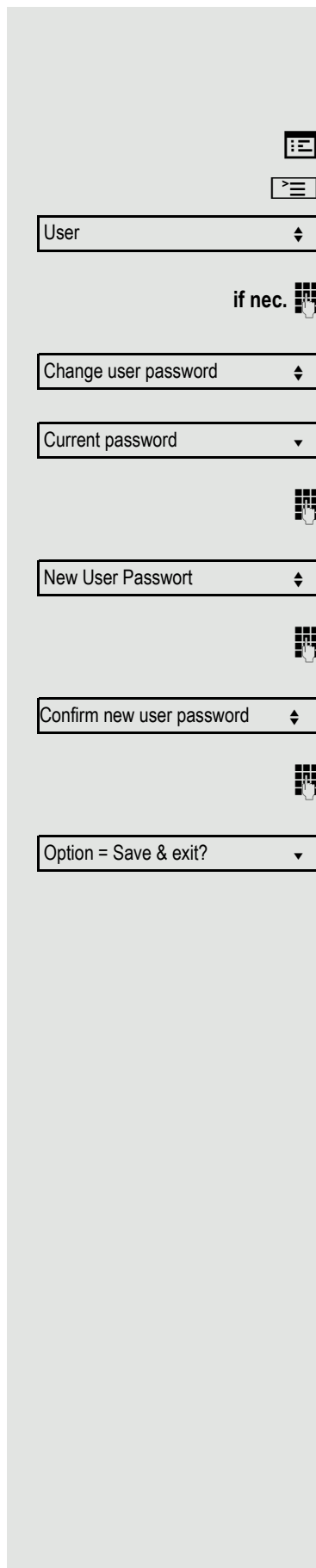
Select and confirm the option shown.

Enter the new password (at least six characters) and confirm your entry.

Select and confirm the option shown.

Enter and confirm the new password once more.

Select and confirm the option shown.



The screenshot shows a vertical menu with the following options and icons:

- Menu icon (three horizontal lines)
- Back icon (left arrow)
- User (dropdown arrow)
- if nec. (hand cursor icon)
- Change user password (dropdown arrow)
- Current password (dropdown arrow)
- Hand cursor icon
- New User Password (dropdown arrow)
- Hand cursor icon
- Confirm new user password (dropdown arrow)
- Hand cursor icon
- Option = Save & exit? (dropdown arrow)

## Network information

This overview in the user area of the menu provides you with information about the IP address of the phone and the HTML address of the web interface. It also provides real-time data about the network activity of the phone.

Open the menu → Page 19.

Select and confirm the option shown.

Enter and confirm the user password.

Select and confirm the option shown. You can browse the following overview:

**IP address:** Displays the IP address or name that was assigned to the phone in the network.

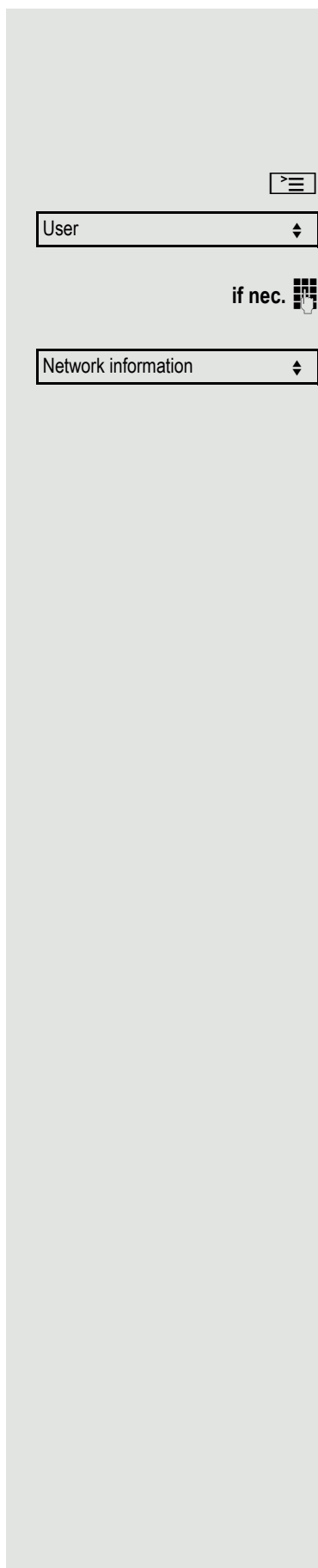
**WBM URL:** HTTP address of the web interface. This address is specified in the address line of the Internet browser and is used to call the web interface of the phone in the browser.

**LAN/PC byte input:** The network or PC interface data packets received are illustrated dynamically as columns.

**LAN/PC byte output:** The network or PC interface data packets sent are illustrated dynamically as columns.

**LAN/PC autonegotiated: [Yes|No]:** Displays whether the network or PC interface data transfer rate is set to automatic (**Yes**) or manual (**No**).

**LAN/PC port speed: [10|100|1000] Mbit/s:** Data transfer rate of the network or PC interface. If an interface is not in use, **Link down** is displayed.





## Testing the phone

### Testing functionality

You can test and determine your phone's functionality.

- Are all key LEDs working?
- Is the display working?
- Do all keys work?
- Are the loudspeaker, handset, ring volume, ring tone, alert tone and speakerphone mode functioning correctly?

The following may also be checked by the administrator:

- Device ID of the phone
- OpenScape Desk Phone IP 35G software version
- Line power level

**Prerequisite:** The phone is in idle mode → Page 16.

Open the menu → Page 19.

Select and confirm the option shown.

Select and confirm the option shown.

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

Press the key shown. The LED goes out. The test is complete.



Program/Service?



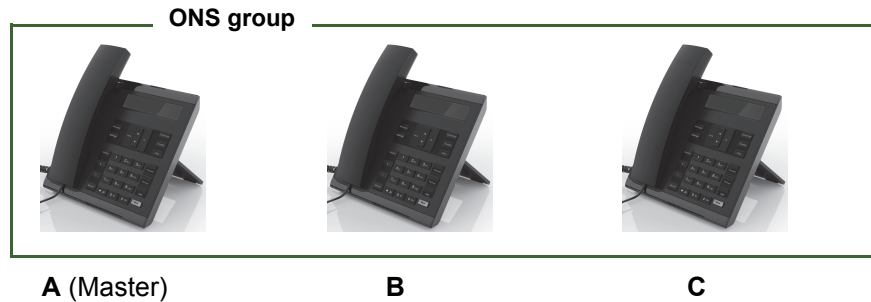
Phone test?



## Special parallel call (ONS) functions

If your phone is part of an ONS group (ONS = "One Number Service"), you can be reached on all other phones in this group as on your own phone. Consult your administrator about setting up an ONS group.

An ONS group may consist of up to three phones (phone numbers).



Up to one group member can be an external phone (such as a mobile phone). One phone in the group is the "master" (**A**) – the other ONS group members (**B**, **C**) receive A's number.

If **A**, **B** or **C** receives a call, all phones in the ONS group ring. If **A**, **B** or **C** is busy, all phones in the ONS group are busy (callers outside the ONS group receive a busy signal). Within the ONS group, phones can be reached on their original phone numbers.

The following functions also have an additional impact on internal member phones in an ONS group.

- Call waiting → Page 44
- Call forwarding → Page 30
- Do not disturb → Page 82
- Mailbox (MWI) → Page 17
- Callback → Page 35
- Call list → Page 40



If your ONS group contains a mobile phone, you must ensure that it is always available (switched on). Otherwise the mobile mailbox may pick up a call too early, leading to call signaling problems on the other ONS group member phones.


# Web interface

## General

You can configure a number of settings for your phone via the web interface. Communication is via a secure HTTPS connection. Access to the web interface must be activated by your administrator.

## Launching the web interface

---

 For more information about the IP address, the web interface address and how to connect the telephone to the network, refer to the section entitled "Network information" → Page 116.

---

To launch the interface, open a web browser and enter the following:

**https://[IP address of the phone]**


[IP address of the phone] is the IP address of your phone.

or

**https://[Name of the phone]**

[Name of the phone] that was assigned by the administrator.

---

 You might receive a certificate notification from the browser. Follow the instructions to download the certificate.

You will be prompted to configure a user password → Page 115 the first time you call up the web interface. You must log in with this password in future every time you want to open the User Pages.

---

## Administrator Pages

This area lets you configure settings for administering your phone and the network environment. Access to the Administrator Pages is protected by the admin password. For further information, consult your administrator or refer to the administration manual.

## User Pages

The web interface homepage opens once you have entered and confirmed the phone's IP address.

1. Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
2. Click a menu entry to open the corresponding form.
3. Make the desired changes.
4. Click the corresponding button to save or discard your changes.

### Button functions

- "Login": Log in to the phone after you have entered the user password
- "Submit": Apply changes
- "Reset": Reset original values
- "Refresh": Update the values
- "Logout": Log out from the phone

## User menu

All settings in the user menu of the web interface can also be made via the user menu on the telephone.



## User Pages

User login  → Page 115

### Authentication

- Old password
- User password
- Confirm password

### Ringer




- Ringer mode ( → Page 110)
  - HiPath
  - Local.ringer
- Local ringers  → Page 112
  - Name
    - Internal
      - Ringer file
      - Ringer melody
      - Ringer sequence
    - External
      - Ringer file
      - Pattern melody
      - Ringer sequence
    - Buzz
      - Ringer file
      - Ringer melody
      - Ringer sequence
    - Rollover
      - Ringer file
      - Ringer melody
      - Ringer sequence
    - Single alert
      - Ringer file
      - Ringer melody
      - Ringer sequence
    - Multiple alert
      - Ringer file
      - Ringer melody
      - Ringer sequence
    - Special 1
      - Ringer file
      - Ringer melody
      - Ringer sequence
    - Special 2
      - Ringer file
      - Ringer melody
      - Ringer sequence
    - Special 3
      - Ringer file
      - Ringer melody
      - Ringer sequence
    - Attention

- Ringer file
- Ringer melody
- Ringer sequence
- Unspecified
  - Ringer file
  - Ringer melody
  - Ringer sequence
- US DSN-Precedence
  - Ringer file
  - Ringer melody
  - Ringer sequence
- US DSN-Routine
  - Ringer file
  - Ringer melody
  - Ringer sequence
- Emergency
  - Ringer file
  - Ringer melody
  - Ringer sequence

### Audio

- Settings
- Headset port ( → Page 114)

### Phonebook

- Contact list  → Page 73
- New contact  → Page 73
  - Last name
  - First name
  - Number
- Delete all contacts  → Page 74
  - Confirm delete

## 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 cleaners containing alcohol, cleaners that corrode plastic or abrasive powders!

### Troubleshooting




#### Pressed key does not respond:

- Check if the key is stuck.
- If the phone is locked, redial keys cannot be used. This also applies even if an emergency number is saved on this key.

Check whether your telephone is locked (The following message appears on the screen: "Phone locked. To unlock enter the PIN. "). If the phone is locked, enter your PIN to unlock it.

#### Keys with modified functions

The following keys may have been reprogrammed by your administrator:

- : Starting a conference → Page 47
- : Transferring a call → Page 29
- : Putting the call/conference on hold → Page 51

Ask your administrator about the modified functions.

#### The phone does not ring on call:

Check whether the ringtone is deactivated (see icon in the status bar on the display → Page 82). If it is deactivated, activate the ringtone.

#### You cannot dial a number:

Check whether your telephone is locked (The following message appears on the screen: "Phone locked. To unlock enter the PIN. "). If the phone is locked, enter your PIN to unlock it.

#### To correct any other problems:

First consult your administrator. If the administrator is unable to correct the problem, contact Customer Service.

### Contact partner in case of problems

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

## Labeling keys

A key labeling sheet and plastic cover are supplied with your OpenScape Desk Phone IP 35G. Write functions or names on the strips in the white fields on the label strips. Break the insert strips from the sheet and replace the black plastic strips inserted on the phone with these insert strips. Place the plastic cover supplied over the insert strips for protection.


### Labeling

- By hand:  
Labeling strips for your OpenScape Desk Phone IP 35 G are optional available (ask your service personnel). Note the function or name in the white field on the strip and insert the strip on your OpenScape Desk Phone IP 35G.
- With a computer via the Internet:  
You can find the "online labeling tool" together with the user interface at <http://wiki.unify.com/wiki/KLT>
- Select the appropriate key labeling tool in your language. You can use the tool online via the browser or you can download it for local use.



## Local user menu

### Opening the user menu on the phone

To open the user menu, press the  key.

Select the **User** menu option. You are prompted to enter the User password → Page 115.  
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 119.

Changes are usually confirmed using the **Save & exit** option or discarded using the **Exit (discard changes)** option.

The options grayed out are not available on the OpenScape Desk Phone IP 35G or have no function.

#### **User**

#### **Ringer?**

- Local Ringers? → Page 112
  - 1: Internal
    - Option = Save & exit
    - Name = Internal
    - Ringer sound = Ringer
    - Pattern melody = 2
    - Pattern sequence = 2
  - 2: External
    - Option = Save & exit
    - Name = External
    - Ringer sound = Ringer
    - Pattern melody = 2
    - Pattern sequence = 2
  - 3: Buzz
    - Option = Save & exit
    - Name = Buzz
    - Ringer sound = Ringer
    - Pattern melody = 2
    - Pattern sequence = 2
  - 4: Rollover
    - Option = Save & exit
    - Name = Rollover
    - Ringer sound = Ringer
    - Pattern melody = 2
    - Pattern sequence = 2
  - 5: Single alert
    - Option = Save & exit
    - Name = Single alert
    - Ringer sound = Ringer
    - Pattern melody = 2
    - Pattern sequence = 2
  - 6: Multiple alert

- Option = Save & exit
- Name = Multiple alert
- Ringer sound = Ringer
- Pattern melody= 2
- Pattern sequence = 2
- 7: Special 1
  - Option = Save & exit
  - Name = Special 1
  - Ringer sound = Ringer
  - Pattern melody= 2
  - Pattern sequence = 2
- 8: Special 2
  - Option = Save & exit
  - Name = Special 2
  - Ringer sound = Ringer
  - Pattern melody= 2
  - Pattern sequence = 2
- 9: Special 3
  - Option = Save & exit
  - Name = Special 3
  - Ringer sound = Ringer
  - Pattern melody= 2
  - Pattern sequence = 2
- 10: Attention
  - Option = Save & exit
  - Name = Attention
  - Ringer sound = Ringer
  - Pattern melody = 2
  - Pattern sequence = 2
- 11: Unspecified
  - Option = Save & exit
  - Name = Unspecified
  - Ringer sound = Ringer
  - Pattern melody = 2
  - Pattern sequence = 2
- 12: US DSN-Precedence
  - Option = Save & exit
  - Name = US DSN-Precedence
  - Ringer sound = Ringer
  - Pattern melody = 2
  - Pattern sequence = 2
- 13: US DSN-Routine
  - Options = Save & exit
  - Name = US DSN-Routine
  - Ringer sound = Ringer
  - Pattern melody = 2
  - Pattern sequence = 2
- 14: Emergency
  - Option = Save & exit
  - Name = Emergency
  - Ringer sound = Ringer
  - Pattern melody = 2
  - Pattern sequence = 2
- Ringer mode? → Page 110
  - Option = Save & exit
  - Mode = HiPath
  - Local.ringer?

- Return?





#### ⊞ Audio?

- Settings? → Page 114
- Headset socket
  - Wired headset
  - Cordless headset
  - Conference unit

#### Change user password?

- Current password = → Page 115
- Neues Benutzerpasswort =
- Confirm password =
- Option = Save & exit

#### Network information?

- Option = Exit
- Phone address = → Page 116
- Web address =
- IPv4 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

Back?

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