Unify OpenScape Desk Phone CP400

Unify OpenScape Key Module 400
Unify OpenScape Voice
Unify OpenScape 4000

User Guide SIP

07/2024

Mitel

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Important information

⚠	For safety reasons, the telephone should only be supplied with power: • using the original power supply unit. • over a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.
⚠	Never open the telephone. Should you encounter any problems, consult your administrator.
⚠	Use only original accessories. The use of other accessories is hazardous and will render the warranty, extended manufacturer's liability and the CE and other markings invalid.

Trademarks

CE	The device conforms to the EU Directive as attested by the CE marking. The CE Declaration of Conformity and, where applicable, other existing declarations of conformity as well as further information on regulations that restrict the usage of substances in products or affect the declaration of substances used in products can be found in the Unify Expert WIKI at http://wiki.unify.com/ http://wiki.unify.com in the section "Declarations of Conformity".
🗑	The adjacent symbol indicates that any electrical and electronic products installed and sold in countries of the European Union to which the WEEE2 Directive 2012/19/EU applies should be disposed of separately from the municipal waste stream in appropriate collection systems. Information concerning the proper disposal of your Unify product in the business-to-business market segment is available from your local sales representative in Unify or partner sales.

Care and cleaning instructions

• Never spray the phone with liquids as the penetrating fluids can lead to malfunctions or may damage the device.
• Do not use substances such as alcohol, chemicals, solvents or scouring agents, as these substances can lead to surface damage.
• Clean the phone with a soft and slightly damp cloth.

Online documentation

This document along with additional information is available online at: http://www.unify.com/ → Support.

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

Software update

During a software update, the phone must not be disconnected from the power supply unit and/or the LAN. An update action is indicated by messages on the display and/or by flashing LEDs.

Location of the telephone

- The telephone may only be operated using the LAN cabling internally in the building. The device should be connected to the IP infrastructure using a shielded LAN cable: Cat-5 for 100 Mb/s or Cat-6 for 1000 Mb/s. Make sure in the building installation that this cable shielding is earthed.
- The telephone is designed for operation in a protected environment within a temperature range of 5 °C to 40 °C.
- 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 casing.
- Do not install the telephone in bathrooms or shower rooms.

Product-oriented environmental protection

Unify is committed in terms of its product strategy to bringing environmentally friendly products to market, taking account of the entire product life cycle. Unify strives to acquire the relevant environmental labels for its products in the event that the environmental label programs permit qualification for individual Unify products.

![ENERGY STAR logo]	ENERGY STAR is a U.S. Environmental Protection Agency voluntary program that helps businesses and individuals save money and protect our climate through superior energy efficiency.
	Products that earn the ENERGY STAR prevent greenhouse gas emissions by meeting strict energy efficiency criteria or requirements set by the U.S. Environmental Protection Agency.
	Unify is an ENERGY STAR partner participating in the ENERGY STAR program for Enterprise Servers and Telephony.
	The Unify product OpenScape DeskPhone CP400 has earned the ENERGY STAR.
	Learn more at energystar.gov.

Special setting instructions for energy-efficient use of telephones can be found on → page 179.

License information

More information about the EULA and Open Source licenses you can find on the Web interface, section Licenses → page 181.

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Making calls in the team 98

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 sales partner for information on how to upgrade.

Your telephone can be operated on an OpenScape 4000 telephone system. Individual telephone features may deviate on an OpenScape 4000 from those described.

This icon in a section heading indicates that the feature is not available on an OpenScape 4000 telephone system.

Other special features in relation to operation on an OpenScape 4000 can be found on → page 190.

This User Guide is intended to help you familiarize yourself with the OpenScape Desk Phone CP400 and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone CP400. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

This User Guide should be read and followed by every person installing, operating or programming the OpenScape Desk Phone CP400.

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

This User Guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating the OpenScape Desk Phone CP400.

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

Icons used in the manual

Tips

▤   Refers to a setting performed via the web interface.

▥▶   Indicates important additional information in relation to handling.

✖   Indicates required intervention by the administrator.

Displays for describing operation

A dark background is not rendered for some display images in order to ensure legibility for the User Guide.

Selected action

Original illustration on display

Step-by-step illustration in User Guide

A dark background is not rendered in the step-by-step illustration in order to ensure legibility in the User Guide.

The information area on the left is shown in a left-aligned field.
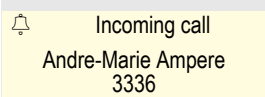
When an action is selected, it will be shown right-aligned in green. The action is executed by selecting the Softkey.

The selected function can be confirmed alternatively using the Navigator's `OK` key (→ page 23).

Action not selected

Display illustrations

Step-by-step illustration in User Guide

Reject ☎ ⬤

When an action is not selected, it will be shown right-aligned in a light color. The associated Softkey is also shown. The action can be executed by pressing the softkey even if it has not been selected.

Conversation display

When the phone is idle, the first entry in the conversation list is selected.
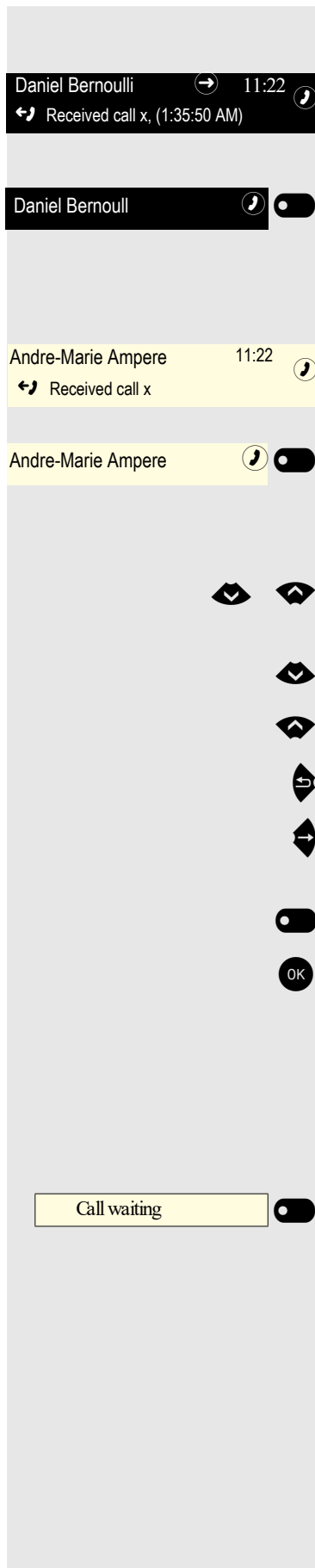
Information displayed for a selected conversation

If a conversation (contact and history at the same time) is selected in the list, it will be highlighted in green. This description is only used if it aids understanding. This is usually what is displayed:

Confirm the selected contact with the Softkey to establish the connection or with the ◆ key to open the context menu.

Information displayed for a non-selected conversation

A conversation is displayed in a light color if it is not selected. This description is only used if it aids understanding. This is usually what is displayed:

Call directly with the Softkey to establish the connection.

Navigation and action in lists

Select an option from the selection list and move up and down the list using the Navigator keys.

Skip to the end of the list by pressing and holding the key shown.

Skip to the start of the list by pressing and holding the key shown.

Go back.

Open contacts and details. Go down a level.

Execute the Softkey action in the list element.

Has the same function as with the Softkey but only applies for a selected element.

OpenScape Desk Phone CP400 and OpenScape Key Module 400

Functions and phone numbers can be programmed on the keys for the telephone and the key module.

The OpenScape Desk Phone CP400 or OpenScape Key Module 400 key shown here is referred to as a Funktionstaste in the User Guide. Refer to the instructions on → page 187 as regards the labeling.

Service

> The 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 be glad to assist you. For queries regarding connection of the telephone, please contact your network provider.

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

Intended use

The OpenScape Desk Phone CP400 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 have this information ready when you contact the service department regarding faults or problems with the product.

Speakerphone quality and display legibility

• To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear.
  The optimum handsfree distance is approx. 50 cm.
• Proceed as follows to optimize display legibility:
  – Turn the phone and tilt the display so that you have a frontal view of the display while eliminating light reflections.

Remote configuration for cloud service providers

From factory defaults to operational telephone

This section describes the remote configuration process, from the initial factory defaults to the operational telephone. If your telephone is already operational, please continue reading from Section "Getting to know the OpenScape Desk Phone CP400 (→ page 19)".

You can start up your new OpenScape Desk Phone CP400 yourself using a remote maintenance function. The prerequisites for this are:

- The administrator has provided you with a PIN for the initial start-up
- You have a LAN connection with access to the Internet
- You have a new OpenScape Desk Phone CP400 that you want to start up using the remote maintenance function

Starting up the telephone

Connect the telephone to the LAN. If the power is not supplied by the LAN cable, connect a power supply if appropriate (the power supply is not needed with PoE). The telephone should now boot.

The telephone recognizes based on the stated conditions that a remote configuration is to be performed and starts this process.

Entering the Deployment PIN

The first time you start up the telephone, it will automatically check the remote configuration requirements. If the requirements are fulfilled,

123 Enter PIN... ✓

you will be prompted to enter the Deployment PIN (**cloud PIN**).

Enter the PIN you received from your Fachpersonal. Only numeric characters are accepted.

123 123456789 ✓

Confirm with the Softkey shown.

Starting the remote configuration

Once you have entered a valid PIN, the remote configuration of your telephone starts automatically. You are shown the following messages on the display:

Asking redirect server...
Configuring phone...
Deployment done

The configuration is concluded and the telephone is operational with the required settings. You can now make calls.

New operating system software may be downloaded and installed during the remote configuration. If this happens, reboot the telephone following the configuration.

Canceling the Remote configuration

You can stop the process in order to continue the configuration manually before entering the PIN or after entering an invalid PIN.

1. The remote configuration is concluded once you enter a valid PIN. The process can no longer be canceled at this stage.
2. If an error still occurs even though a correct PIN has been entered, you can repeat the remote configuration by simply restarting the telephone.
3. You can likewise repeat the process following a cancellation by restarting the telephone, assuming you have not already started the manual configuration.

Cancel ✓

Press the Softkey.

The following message is displayed:

Abort deployment

Confirmed

Press the Softkey shown to confirm that the process is to be canceled.

The following message is displayed:

Deployment aborted

The telephone is set to the factory defaults at this time and has to be configured manually by you or your administrator or the remote configuration repeated by restarting the telephone.

> ▶ Please note that all "No telephony possible" errors are hidden whilst the Cloud Deployment is in progress.
> When Cloud Deployment is complete than any error codes that are still relevant will be shown as error notifications.

Getting to know the OpenScape Desk Phone CP400

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

The user interface of your telephone

1	You can make and receive calls as normal using the **handset**.
2	The **graphic display** permits intuitive operation of the phone → page 26.
3	Use the **menu** to switch to the main menu.
4	Use the **Navigator** to navigate conveniently through the applications on your telephone → page 23.
5	You can use the Softkeys to activate a function or open a menu → page 22.
6	The **audio keys** are provided to allow you to optimally configure the audio features on your telephone → page 22.
7	Incoming calls, new voice messages or missed calls are visually signaled via the **Notification LED**.
8	The **dialpad** can be used to enter phone numbers and write text → page 24.
9	Use the **Out-of-Office / Call Forwarding** key to open a menu to set up immediate call forwarding or to activate do not disturb → page 27.
10	Programmable function keys for functions and selected dialing.

Ports on the underside of the phone
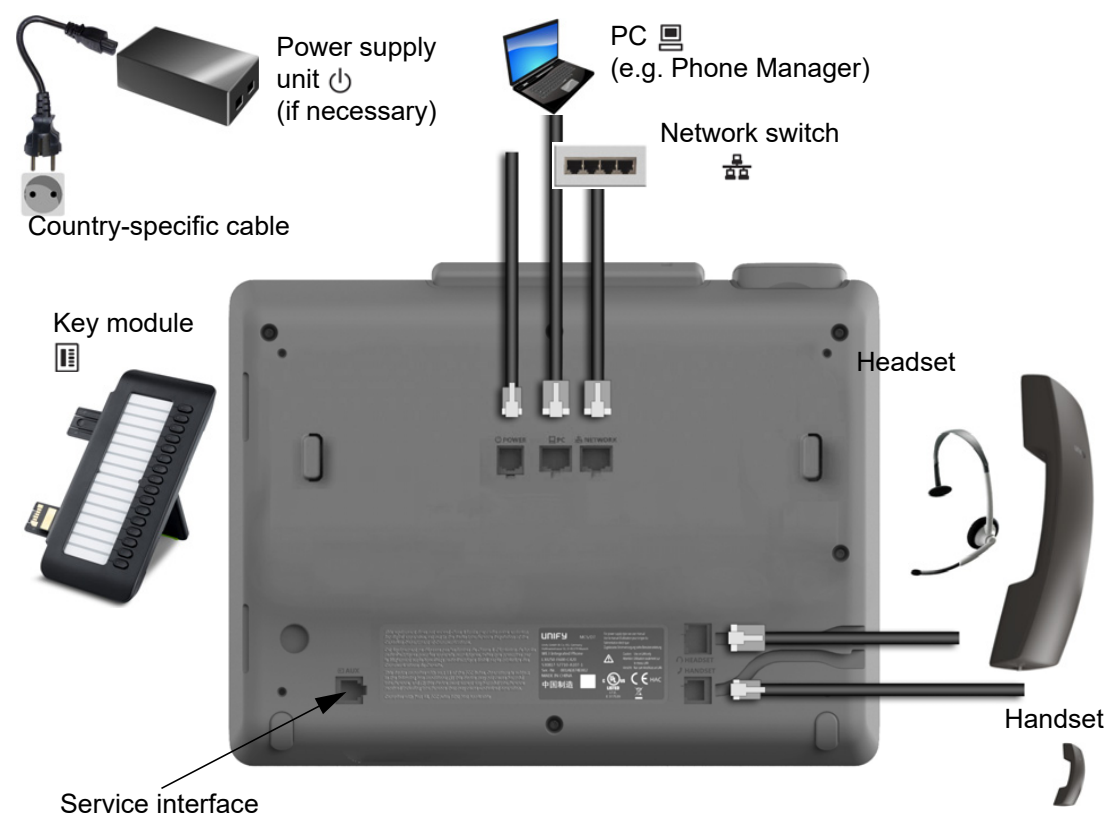
Properties of your OpenScape Desk Phone CP400

Display type	Grayscales 240*120
Illuminated display	✓
Full-duplex speakerphone function	✓
Headset	✓
Interface for key module	✓
10/100 Mbps switch → page 21	✓
1000 Mbps switch → page 21	✓
Web-Based Management (WBM)	✓
Notification LED (red/green/orange)	✓
OpenScape Key Module 400 optional	✓

Using network ports more efficiently

The OpenScape Desk Phone CP400 has a Gigabit Ethernet switch. This means that you can also connect a PC with a Gigabit LAN port 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.

Network switch   OpenScape Desk Phone CP400   PC

Using this connection option saves a network port for the switch used and allows shorter network cables to be used.

OpenScape Key Module 400

The OpenScape Key Module 400 is a key module attached to the side of the phone that provides an additional 16 programmable Funktionstastes at two levels.
These keys can be programmed and used according to your needs → page 49.

The diagram shows the OpenScape Key Module 400. You can attach up to two additional OpenScape Key Module 400s.

Keys and controls

Softkeys

Key	Function when key is pressed
⬤▬	Activates function of left-hand display option or opens an additional menu. Used as a line key in the team menu.

Audio controls

Audio keys

Key	Function when key is pressed
◀)) / ◀))	Activate/deactivate the loudspeaker → page 63.
🎧 / 🎧	Activate/deactivate the headset → page 64.
🎤 / 🎤	Activate/deactivate microphone (also for speakerphone mode) → page 71.

Volume

Use the controls to adjust the properties of your phone, for example the volume.

Mode keys

You can switch to the relevant application using these keys.

Key	Function when key is pressed
☰	Switch between current screen and main menu → page 26.
↪	Switch to Presence and back → page 27.

Navigator

You can use this control to navigate within lists and execute actions in the selected area.

Operation	Functions when key is pressed
Press the ⬆ key.	In conversation mode: • Open subscriber information In settings: • Go down a level
Press the ⬆ key.	In lists and menus: • One level back In input fields: • Delete character to the left of the cursor
Press the ⬇ key.	In lists and menus: • Scroll down • Press and hold: Skip to the end of the list/menu
Press the ⬆ key.	In lists and menus: • Scroll up • Press and hold: Skip to the start of the list/menu
Press the OK key.	Execute an action for the selected entry.

Dialpad

Number entry

If you enter a digit when the phone is in idle mode, for example, an input field opens automatically for entering numbers. You can only enter the numbers 0 to 9 as well as the characters * and # via the keypad in 123 mode (indicated at the left-hand margin of the input field).

Softkeys
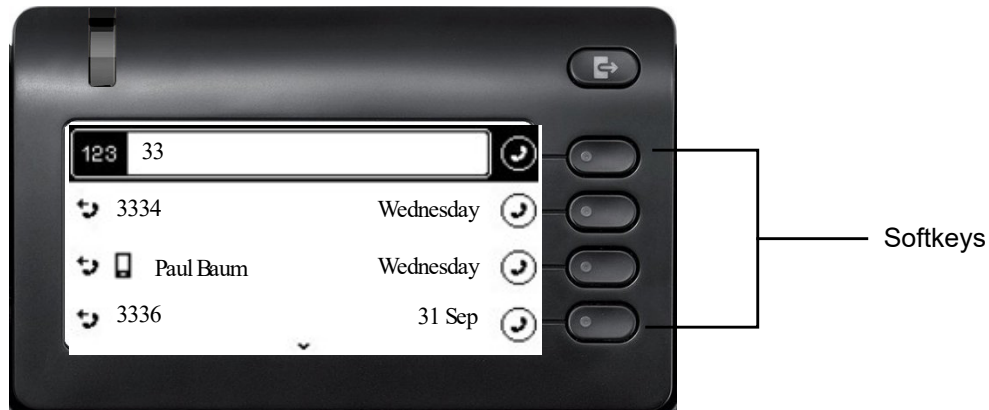
Alphabetic labeling of dial keys is also useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the telephone spell a name, e.g. 0700 - PATTERN = 0700 - 687837).

Text input

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 "U" in the "Company" field, press the number **8** key on the dialpad twice. All available characters for this key are displayed during input. After a short while, the character in focus is displayed in the input field.
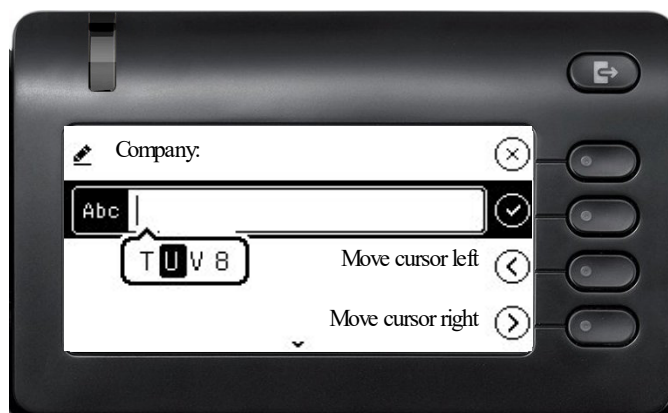
To enter a digit in an alphanumerical input field, press the relevant key and hold it down. You no longer need to scroll through the entire list of possible characters.

Complete your input:
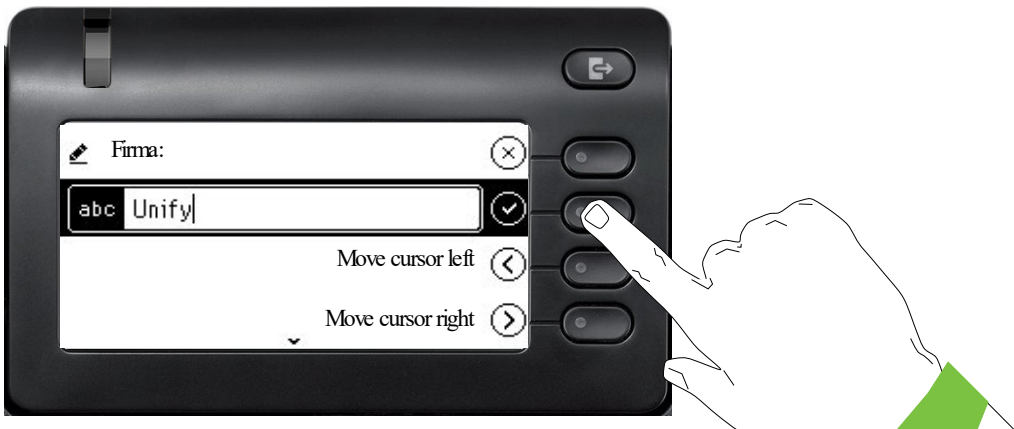
Press the Softkey for ✔ to complete your input.

Character overview (depends on the current language setting)

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
1 ⌂	1	␣	;	=	$	\	&	[	]	{	}	%					
2 ABC	a	b	c	2	ä												
3 DEF	d	e	f	3													
4 GHI	g	h	i	4													
5 JKL	j	k	l	5													
6 MNO	m	n	o	6	ö												
7 PQRS	p	q	r	s	7	ß											
8 TUV	t	u	v	8	ü												
9 WXYZ	w	x	y	z	9												
0 +	0	+															
* ☎	.	*	1	#	,	?	!	'	"	+	-	(	)	@	/	:	_
# Abc 123																	

Multi-function keys

Key	Function during text input	Function when held down
* ☎	Type special characters	• 2 seconds: Ringer off • 3 seconds: Beep rather than ringer
# Abc 123	Switch between uppercase and lowercase text and number entry • "Abc" mode • "ABC" mode • "123" mode	Activate the telephone lock → page 120
1 ⌂	Type special characters (not in 123 mode).	Call the answering machine.

Graphic display

Your OpenScape Desk Phone CP400 is equipped with a graphic display → page 20.

Conversations

The conversation list appears in the start display and is a collection of contact details and data from the call log. You will find detailed information from → page 33.

Main menu

You can access the main menu at any time using the ☰ key. The time of day, day of the week and date as well as your own phone number will be displayed. The main menu offers many additional features, as shown in the screenshot. As the name suggests, it is the starting point for the entire menu tree. However, as telephony features take priority on a telephone, the start display is the conversation list.

☰ Main menu ──── **Conversations** ➜ Start display
                 Voicemail
                 Settings ────────
                              User settings
                              Administrator settings
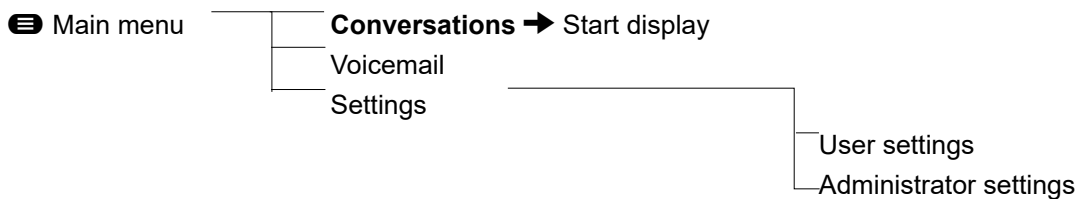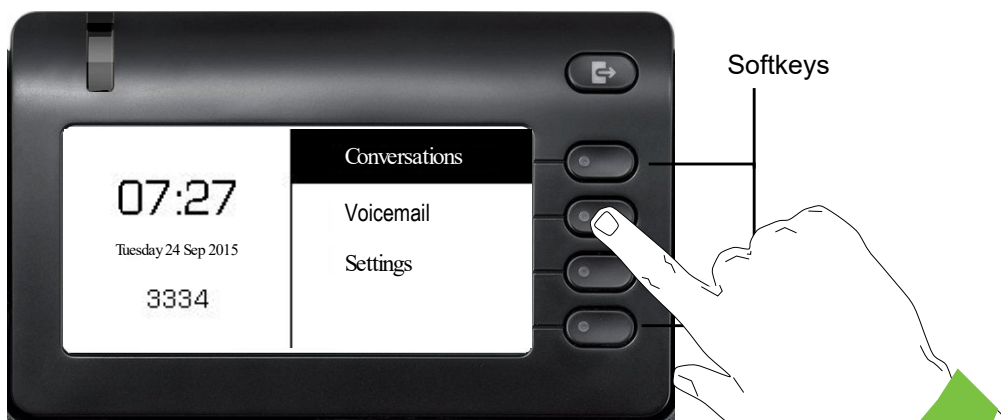
In addition, different icons represent different situations and switches:

Icon	Meaning
ⓧ	The ringer is deactivated → page 25
🔔	The ringer is set to a beep → page 25
⊖	The "Do not disturb" function is activated → page 117
⌗O	The phone lock is activated → page 120
↻	A mobile user is logged on to the telephone

Presence

To access the "Presence" menu, press the key 📲 above the Softkeys. You are offered the following selection:

Out-of-Office / Call Forwarding

Personal Presence via the phone is temporarily suspended by means of call forwarding or do not disturb.

Setting up OpenScape UC Presence state

The current OpenScape UC Presence state is indicated on the main menu screen by an icon on the left side of the screen.

The available OpenScape UC Presence state will be shown as following:

- ✅ Available
- 🔴 Unavailable
- 🔴 Busy
- ⊖ DND
- 🟡 BeRightBack
- 🔴 InMeeting
- ⚪ Offline
- 🟡 Away
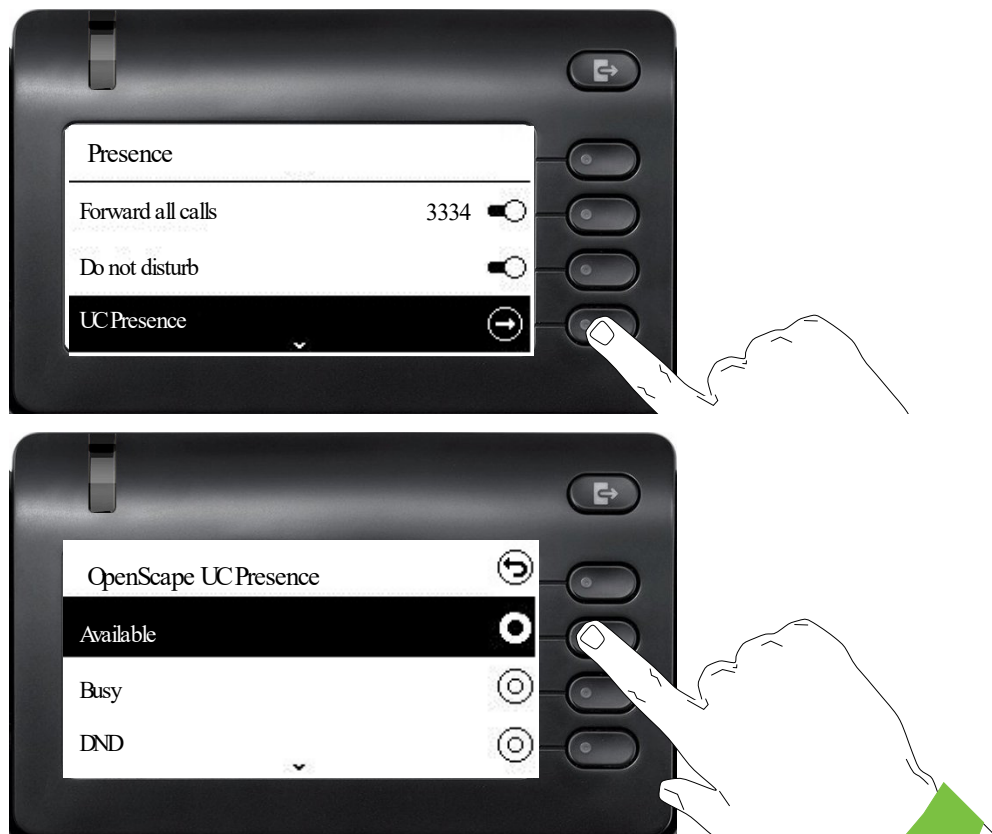
The OpenScape UC Presence state can be changed from the OpenScape UC web client. Various state can be selected from a drop down menu.
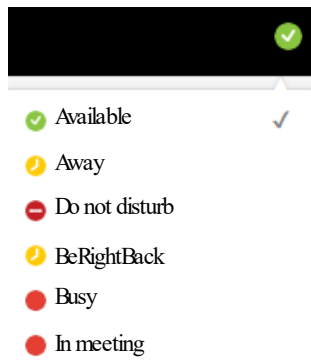
Context-dependent displays

Depending on the situation at hand, the graphic display on your OpenScape Desk Phone CP400 shows different content, to which you can respond intuitively.

Action with Softkey

Press the top softkey to start an alphanumeric search → page 39.

Use the Softkey to dial the respective subscriber. You can choose a conversation beforehand using the Navigator keys ◆ and ◆ and open the details of the conversation with the ◆ key → page 34.

Softkeys

Action via dialpad

Press any key on the dialpad to start dialing a phone number with automatic phone number searching.

Softkeys

As soon as you enter the first digits, an input field opens for selecting the phone number and you will be shown conversations that match the input to date in the corresponding positions.

Deleting number with back key will have same effect as pressing new keys - list is updated according to remaining previous key input. You are still able to enter classic search screen by pressing SRK.

From existing conversations, any matching substring or entered numbers is shown. Also all possible string combination from available letters are filtered out from conversation names (only names which begins with any possible combination. If the conversation is already shown in the list before your input is complete, you can dial the number immediately using the associated Softkeys → page 34 or start a call with a new number.

Example:

Key press 2 (a b c) 7 (p qp r s) 8 (t u v) will filter out following names:

Arthur Rimbaud

Peter **Cru**ise

Mary **Apt**tle

but not: M**art**in Luther

Sorting

Matching results are sorted and shown in following order:
- Number matches (local conversations) - last used first
- Name matches (local conversations) - last used first

Action with navigation key

You can open a selected conversation using the Navigator's ◆ key in order to see the associated details → page 29.

Operating your OpenScape Desk Phone CP400

The following descriptions provide an overview of how to operate your phone.

> ⫸ Before looking at the functions and settings, you should set up the User password to protect your phone against unauthorized use → page 118.

Navigating in menus

Activating an application

You can use the mode keys → page 22 to toggle, for example, between the main menu and Conversations or to open the Presence menu.

Browsing lists

You can use the Navigator keys to scroll through entries and confirm the functions you want → page 23.

Opening context menus

If the arrow ➔ appears beside a selected entry, a context menu is available for this entry → page 29.

Conversations

A conversation is a contact with a call history. New conversations are created or updated for

- a previously answered call
- a dialed call
- a missed call
- an Exchange entry following automatic synchronization
- an entry from a corporate directory if a new number was used (LDAP)

If you have activated use of Circuit (→ page 169), then only conversations from Circuit will be included in the conversations. The list is identical to that in your browser. More information about how to toggle between Circuit and local conversation list → page 44.

If the phone is configured to MultiLine (for more information about keyset, see "Settings for Multi-Line (keyset)" → page 111), conversations are created for calls on all lines, except not for answered calls on secondary shared lines.

The list is ordered chronologically based on the last event. The latest entry appears at the top of the list. Active calls are displayed before the conversations.

Selected call

The status of a conversation is displayed with an icon.

Icon	Message sent
☌	Active call
☒	Missed call (current)
☓	Missed call (old)
↩	Dialed call
↪	Answered call
☎	Voicemail
⚐↱	You forwarded the call
↱⚐	Your call was forwarded

Opening details of a conversation or making a call

You can open a selected conversation using a navigation key ⬦ or start a call using the softkey ⬤ or the navigation key ⬤ . If a conversation is not selected, you can start a call using the soft-key ⬤ .

If you open the details of the conversation using the ⬦ key, you will be shown the following for example:

You can also query the contact details for a conversation during the call.

Use the ⬥ key to navigate to the Contact details option and select this option using the Softkey.

Creating or editing conversations

Conversations are created based on dialed or answered calls. New contacts are synchronized with the phone when connected to Exchange. When you search for a subscriber using LDAP → page 86, this contact is transferred to conversations.

For example, you receive a call from a subscriber for whom a conversation does not yet exist in the list. When you have hung up again, this subscriber appears in your list with phone number only.
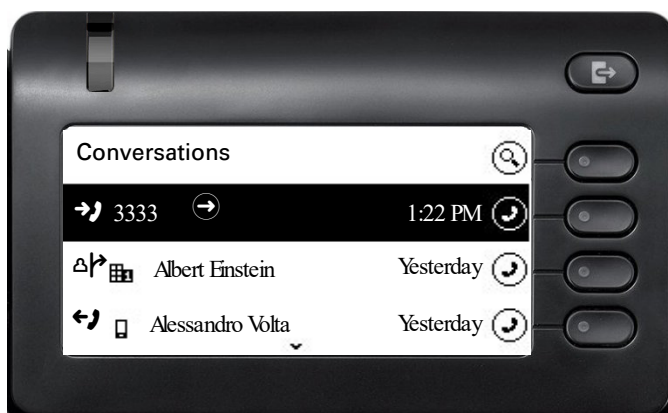
Open the details of the conversation using the ⬍ key.
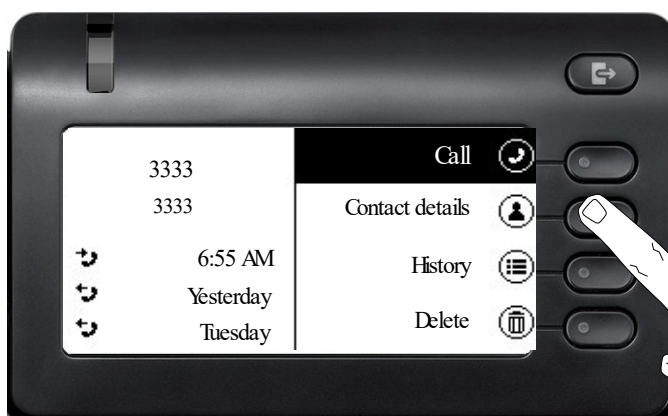
Use the Softkey to open the "Contact details" menu.

Press the Softkey for ✎ to access edit mode.

You can complete the following fields for a contact:
• Last name: Last name of a contact.
• First name: First name of a contact.
• Work 1: First work phone number. If only one phone number is available, it is stated here.
• Work 2: Second work phone number.
• Mobile: Mobile phone number.
• Home: Home phone number.
• Company: The company a contact is working at.
• Address 1: First address where a contact can be reached.
• Address 2: Second address where a contact can be reached.
• Role: Job title of a contact.
• Email: Email address of a contact.
• Avatar: Picture of a contact.

Press the Softkey for ✎ to enter the last name.
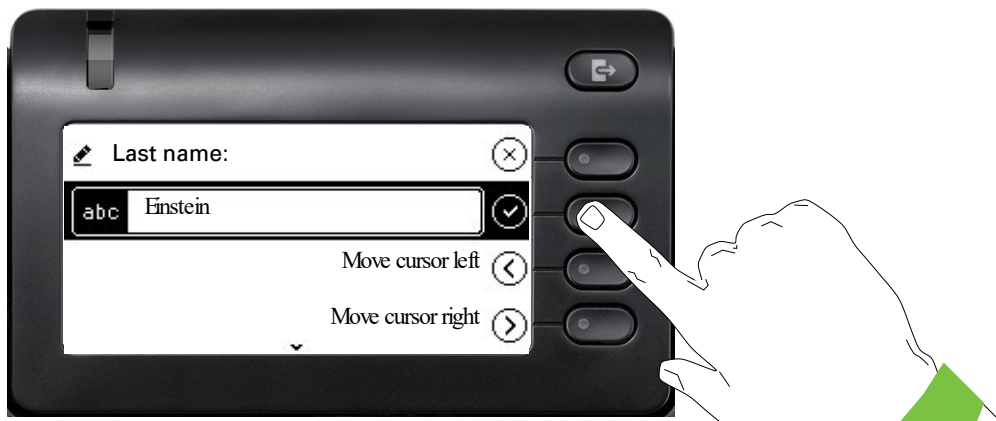
Delete the digits using the 🔙 key and enter the last name. Press the Softkey in the input field to complete input for this field.

Use the ⌄ or ⌃ key to switch, for example, to "First name" and enter the first name here if appropriate.
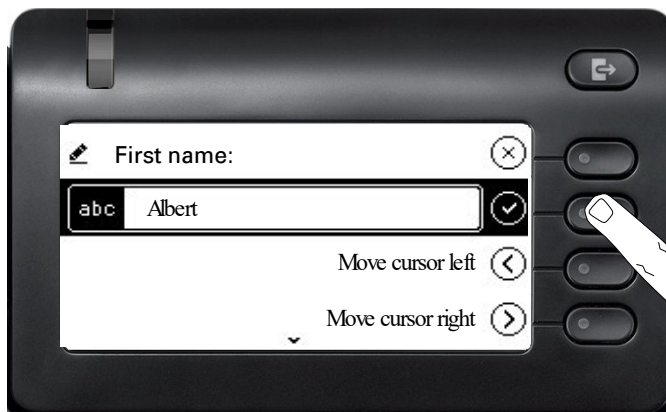
Enter the first name and complete the input for this field with the Softkey.
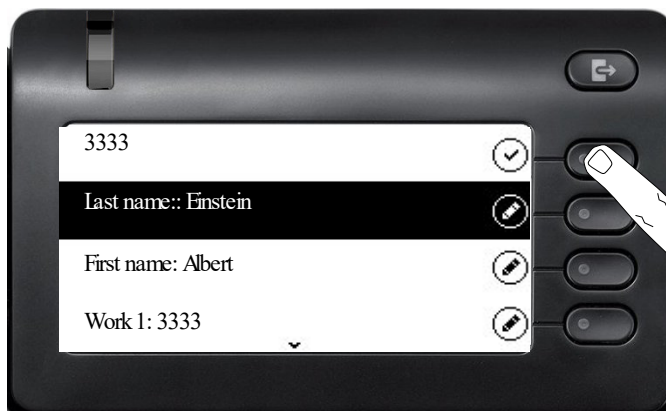
Save the contact data. You can add missing entries subsequently. The following information is shown on the display, for example, the next time you call this contact.
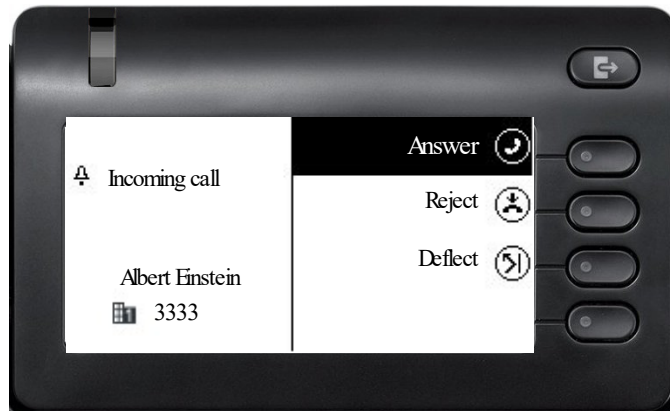
Create a new contact/conversation from scratch

You can create a new contact from the conversation list with no previous history.
Select the header row of the Conversation List by using the ◆ key and then the Navigator key ◆ can be used to access the Conversation List options.
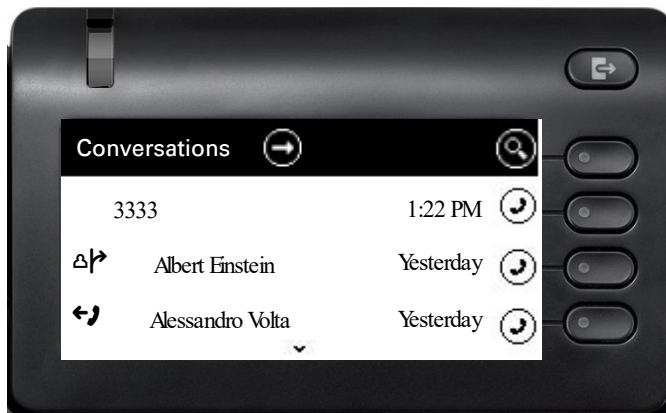
In the List options menu choose the option New conversation.

New contact form can be now updated. Use the ◆ or ◆ key to switch, for example, to "First name" and enter the first name here if appropriate. Save the contact data after entering the contact information.
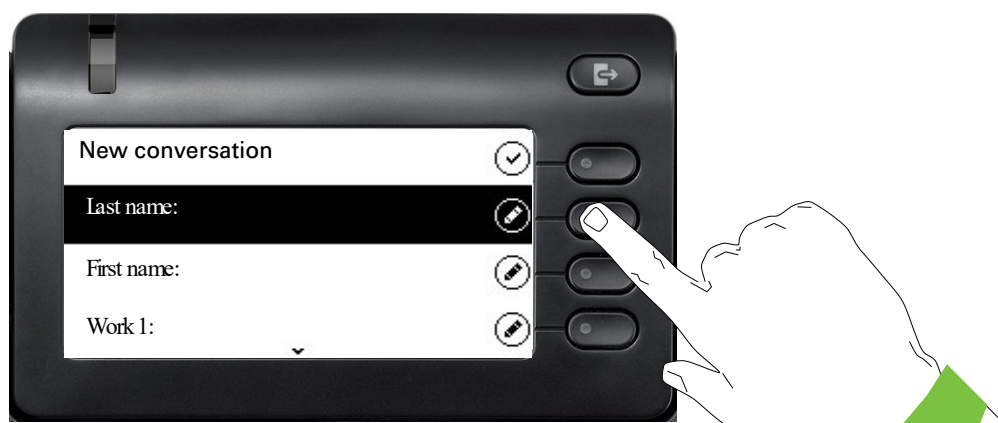
Searching for conversations

You have a number of options available to you for initiating a search for conversations. If you want to call the located contact for the conversation immediately and you know the phone number roughly then you can

- lift the handset or
- press the speaker key or
- press the headset key.

To search in your conversations list, open an alphanumeric input field by pressing the Softkey for ⊙ ,

or choose a purely numeric input field for the search by entering a digit.

Use the ⬛ key to switch from numeric to alphanumeric input when you have opened the search field with the Softkey 🔍 . You can immediately dial a located subscriber whose phone number contains the number 33 in this case, for example, by pressing the Softkey.

Search for names (alphanumeric string)

• LDAP was not configured by your administrator:

The phone now searches in the local conversation list for 'am' and thus finds all the conversations that contain the name 'am', for example 'Ampere' or even 'Samara'.

The hits are listed chronologically.

• LDAP was configured by your administrator:

If LDAP is additionally configured, in the standard case the search is for 'Am' in the last name in the LDAP. Here the phone finds all entries with 'Am' on the front, e.g. 'Ampere', 'Ambos', not 'Samara'.

The results from LDAP are sorted by first name in the local conversations list.

Order of conversations

On entry into search mode, the local conversations are ordered by their time stamp, i.e. most recent ones are displayed first. Upon entering a search criteria, the local conversations are listed first and ordered by their time stamp, the most recent ones are displayed first.

The LDAP results are listed after local conversations and are ordered alphabetically A to Z according to their Conversation name. "Alphabetical order" means A-Z order based on the first character in the name/names/topic of the conversation/contact. In the case of people's names, the order is based on the first character of the first name and/or surname as displayed in the conversation list.

Filtering conversations

When you want to filter conversations, it is possible to do so from the List options screen. Initially, the filter is non-applied, which means it is set to "Show all calls (All)" and will display all conversation list entries of any call type.

Use the "Filter" action on top shortcut key. This key is used to switch between conversation types.

Pressing the top key will display a filtering tooltip box that shows possible call records and types:

- All - all conversation list entries of any call type
- Missed - list of all missed calls
- Received - list of all received and forwarded calls
- Dialled - list of all dialled calls
- Contacts - contacts with no associated call records
- Other calls - active call, voice mails and ignored pickup

After selecting filter, header should be changed according to selecting.

Displaying the history of a conversation

The current history of a conversation is shown directly in the conversation list. The histories of other calls can be viewed under Details or also directly with the History option during a call.
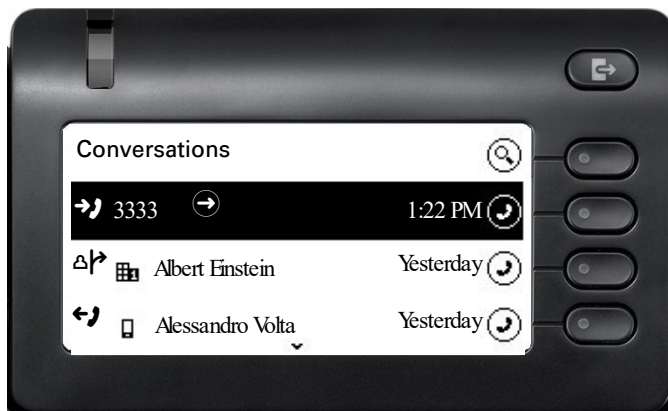
Open the details of the conversation using the ⬦ key.

The latest three histories are shown in the field on the left below the name/number of the subscriber. Press the Softkey for ☰ to view a list of the last ten possible histories. Then scroll if appropriate using the ➍ or ➍ key.
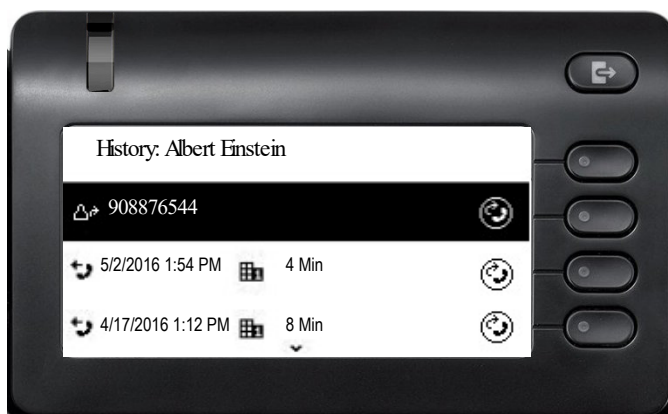
Deleting conversations

Deleting a single conversation

If you misdial, for example, or cancel dialing prematurely, an entry will still be created in the conversations list. You can delete this entry again immediately. Entries for incoming calls that you no longer need can also be removed from the list.
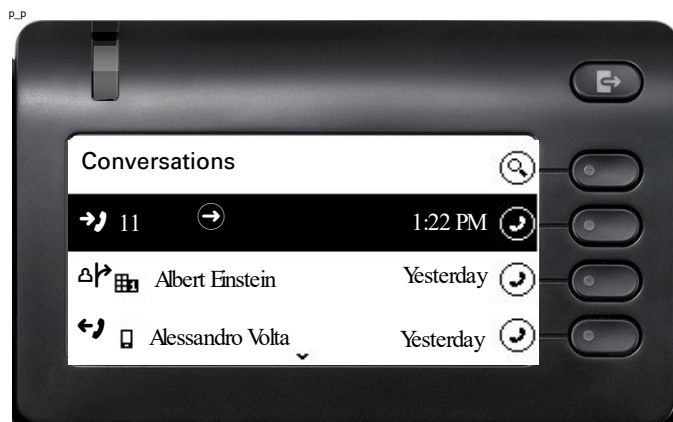
Open the relevant entry using the Navigator key ◆.

Press the Softkey for 🗑 to delete the entry. There is no confirmation prompt.

Deleting all conversations

You can delete all conversations and start using the Conversation list anew. When deleting all conversations, all call contacts and call logs are removed from the phone, unless the CP phone is connected to Broadsoft or Ring Central. In that case, the contacts and call logs management is configured separately.

To avoid deleting all call contacts, you can select to delete all conversations, but retain contacts. To configure the conversations list deletion:

Select the header row of the Conversation list by using the ⬥ key and then the Navigator key ⬥ can be used to access the Conversation List options.Select the header row of the Conversation List by using the ⬥ key and then the Navigator key ⬥ can be used to access the Conversation List options.
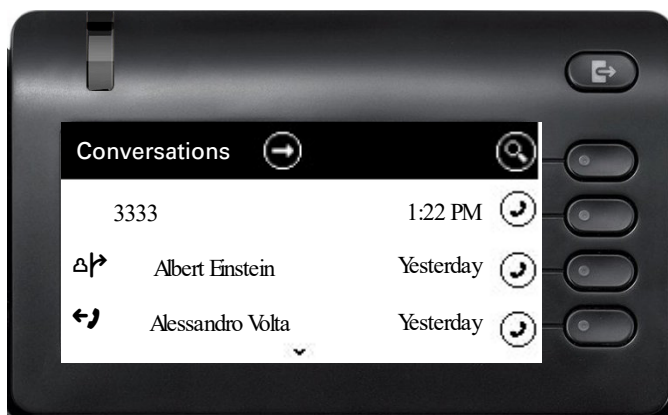
In the **List options** menu choose the option Delete all conversations 🗑 .

If set, you will be prompted to enter the user password to confirm deletion:
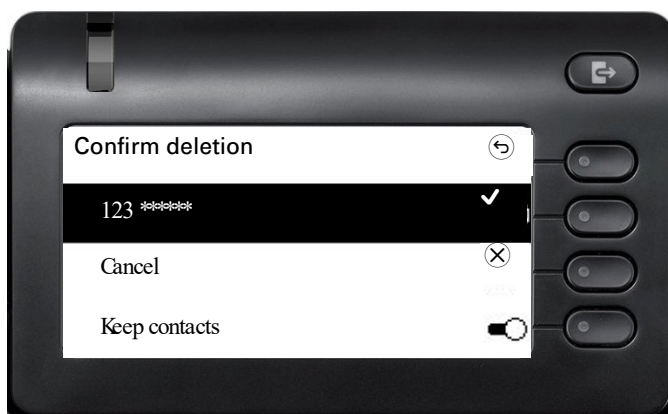
To delete all conversations, enter and submit your password. The screen will switch to display the Conversation List screen, which will be empty.

To allow the deletion of the conversations list without removing the contacts, before submitting the password, press the "Keep contacts" softkey to toggle and activate the option. After the deletion, all the contacts will remain as list entries but without any call history.

If there is no user password, you will be directed to the **Delete all conversations** screen immediately.

To delete all conversations, select **Delete list** .

To allow the deletion of the conversations list without removing the contacts, press the "Keep contacts" softkey to toggle and activate the option.

The deletion process may take some time based on the number of conversations.

Toggle between Circuit and local conversation list

There is a possibility to toggle between the Circuit and local conversation list to easily see the relevant list.

Prerequisites: The phone is connected and switched to Circuit mode → page 169. The conversation list presents the Circuit.
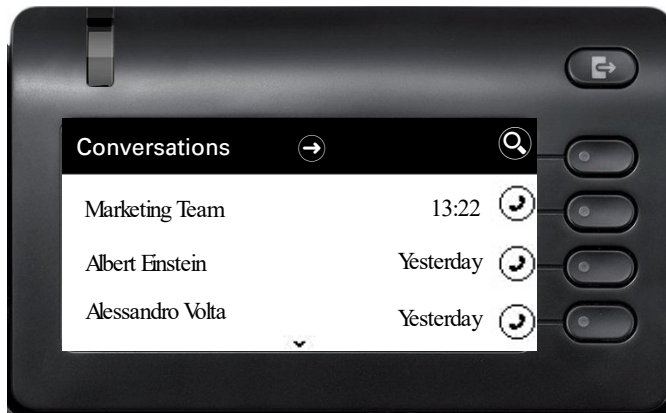
Access the "List options" screen by using the Navigator key ◆ and choose the option "Circuit mode".

Now you are able to switch back to non-Circuit mode via turning off the Circuit mode option.
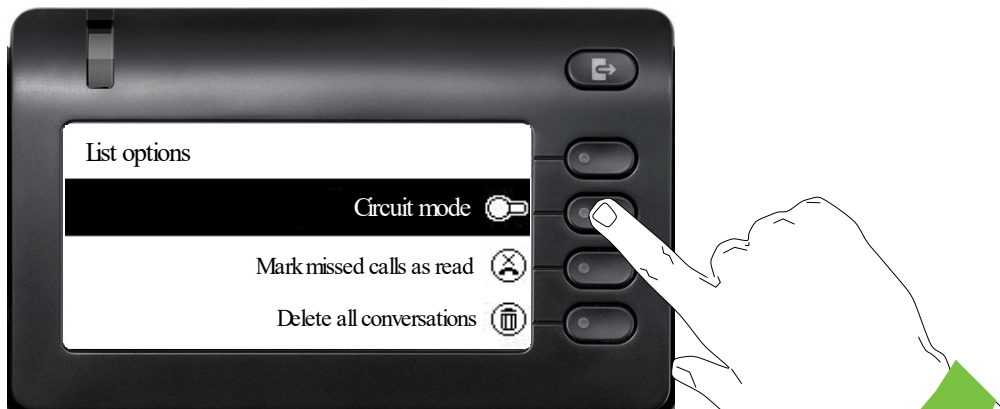
Synchronizing Conversations with RingCentral API

To sync conversations from RingCentral to your device, you need to establish a connection to the RingCentral API and enable **Sync call log**.

This can be configured by your administrator via the WBM Interface under **Local functions > RingCentral API**.

Once this option is enabled, your device will stop logging conversations locally and will start displaying the **Conversations** which are synchronized with your RingCentral user's call log stored at RingCentral API server.

> When enabled for the first time, this option will clear your local call history data from existing conversations.

Saving a call log entry as a personal contact (RingCentral)

As a RingCentral user of the CP phone, you can save the contacts details of a call log entry as a Personal directory entry.

Go to the details screen of a call log entry. For more information, see Section , "Creating or editing conversations", on page -35.

Select the **Copy as contact** option to extract the telephone number and name of the contact.

> This option is shown only if the Call log entry has a telephone number.

If there is already an existing contact with the same number, you will be directed to the **Duplicates contact** screen and prompted to confirm creation of another contact:

Select **Reject** ⊗ to reject the creation of a duplicate contact, or **Allow** ✓ to proceed.

After making your selection, you will be directed back to the **Details** screen. If no selection is made, it is assumed that duplicate contact has been rejected, and the entry is not copied.

If no existing contact matches the copied contact, a new contact is created under the Personal directory, and a confirmation toast "Contact created" is displayed. If copy of the contact fails, an error message "Cannot create contact" is displayed.

The new contact's number is added to the Work1 field. To edit the contact's details, see Section , "Creating or editing conversations", on page -35

Marking all conversations as read

You are able to mark all new missed calls in Conversation List as read in a single action. Conversation List Options provides you with a functionality that will mark all new missed calls as read.

This means:
- all conversations with new missed call event will change to show normal missed call events;
- missed call counter is reset to zero.

Select the title "Conversations" using the ◆ navigation key. Press ◆ to enter the Context menu.
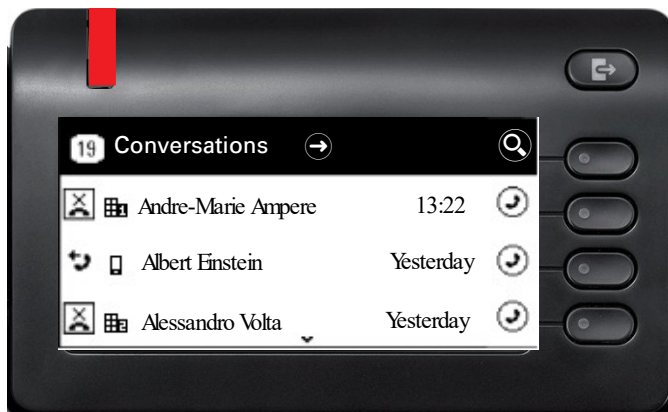
Choose the option "Mark missed call as read".

All missed calls are now marked as read.

Telephony interface

Telephony view

Incoming call

Your phone rings and the call display flashes. In addition to the "classic" telephone functions, additional information and functions are offered on the display:

Signalisierungs-LED
Flashing

Select a function using the Softkey

No function

When making a call:

Signalisierungs-LED
lights permanently

Select a function using the Softkey

Arrow for further options
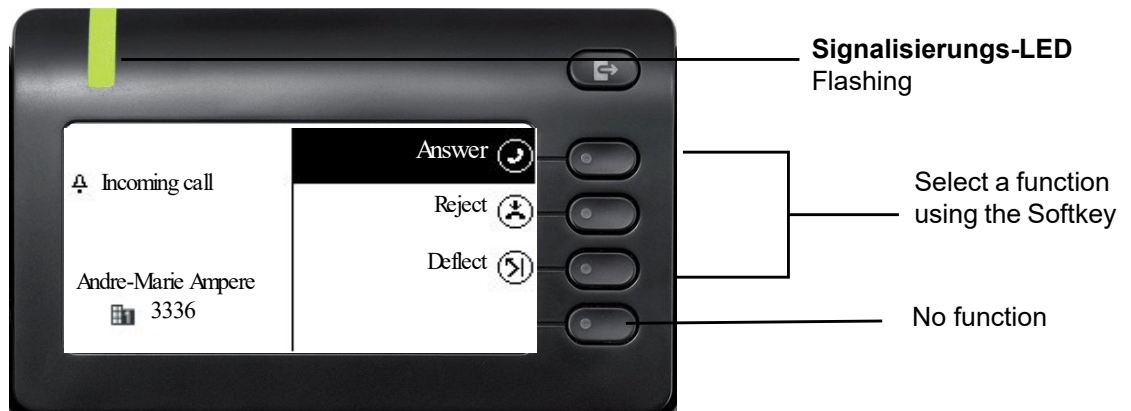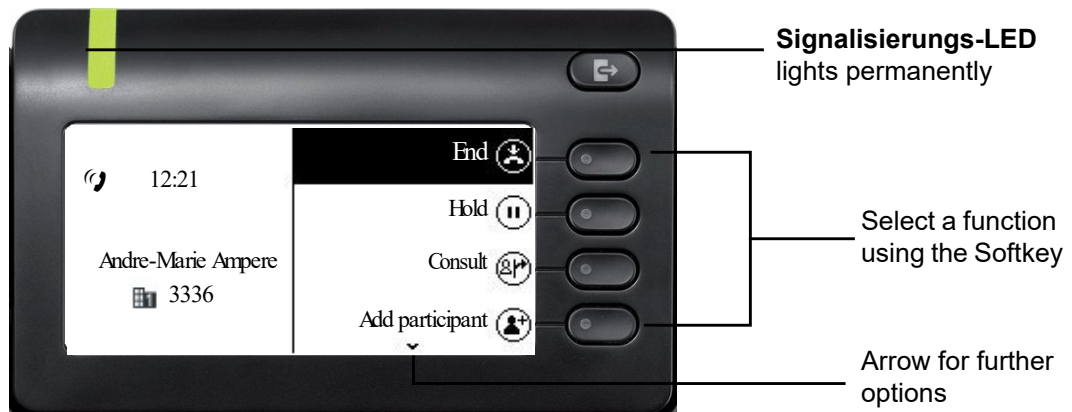
Switching to a different menu during a call

You can use the ⬍ key while on a call to switch to the Conversations menu.

Indicates an active call

Use the ☰ key to open the main menu and from there, for example, change the Brightness of the display in the Settings. If you want to activate Do not disturb quickly, you can use the ⊡ key to switch temporarily to the Presence menu and then return.

Icons in call states

Status icon for calls

Icon	Meaning
🔔	The phone rings.
☏	After dialing, the other subscriber's phone rings.
☏	The call is active.
☎	The call has been disconnected.
‖	You have placed the call on hold (e.g. consultation hold).
‖	Your call partner has placed the call on hold.
🔒	The voice connection is secure.
🔓	The voice connection is not secure.

Programmable keys

The OpenScape Desk Phone CP400 and OpenScape Key Module 400 each have 16 keys to which you can assign functions or numbers at two levels. Use the programmed shift keys to switch to the required level when using a function or selected dialing key.

> Increase the number of programmable function or selected dialing keys by connecting an additional OpenScape Key Module 400 → page 21.

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

- Funktionstaste → page 91
- Selected dialing key → page 91
- Line key → page 104
- DSS key → page 100

Press the key to activate the programmed function or dial the stored number → page 95.

Your OpenScape Desk Phone CP400 or OpenScape Key Module 400 is delivered with label strips. Write functions or names in the white fields on the label strips. You can also use the key labeling tool available on the Internet → page 187.

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

> Line and direct station selection (DSS) keys can only be programmed by the administrator via the Program/Service menu → page 56.

Meaning of LED displays on function keys

LED		Meaning of function key
●	off	The function is deactivated.
●	LED is flashing[1]	Indicates the status of the function (e.g. green or red).
●	On	The function is activated (e.g. green or red).

[1] In this manual, flashing key LEDs 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.

Corporate directory

If you have access to a corporate directory or LDAP database (consult your administrator), you can search for contacts in it via conversations. LDAP is queried automatically when a phone number is dialed.

Answering machine (voicemail)

Depending on the type and configuration of your communications platform (consult your administrator), messages from configured services are displayed in this application.

Listening to messages

If new messages are available, they will be displayed at the top position in the list of conversations and highlighted.

Only voicemails for the primary line are received on a multi-line phone → page 104.

Settings

Use the ☰ key to open the main menu and then switch to the settings.

The menu comprises a configuration area both for users and for administrators.
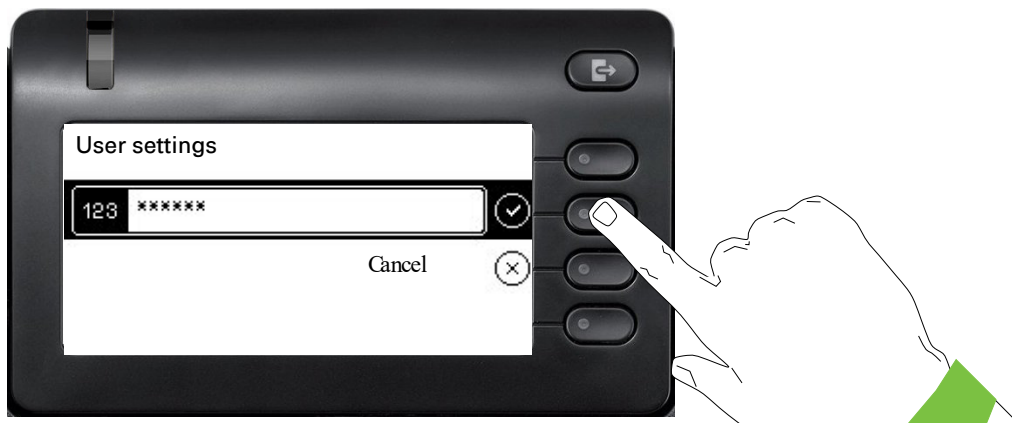
The first time you open the user settings you have to enter the User password → page 118.

User settings

Menu

You can adjust local settings for your OpenScape Desk Phone CP400 using the "User" menu.

The menu structure consists of several levels.
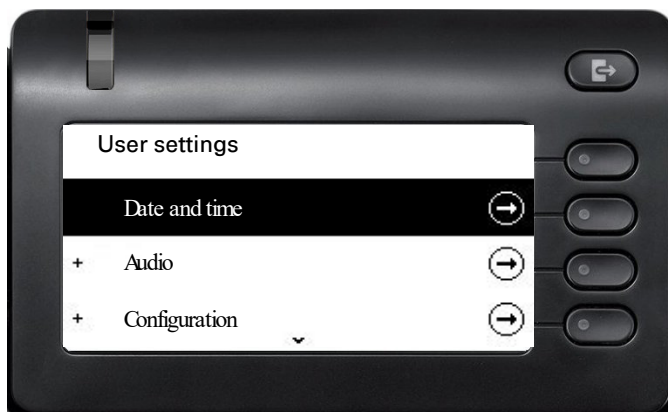
> ▥➤ You can also configure all of the settings using your OpenScape Desk Phone CP400's **web interface** → page 180.

Control relays

The menus contain switches for activating and deactivating functions. Example:
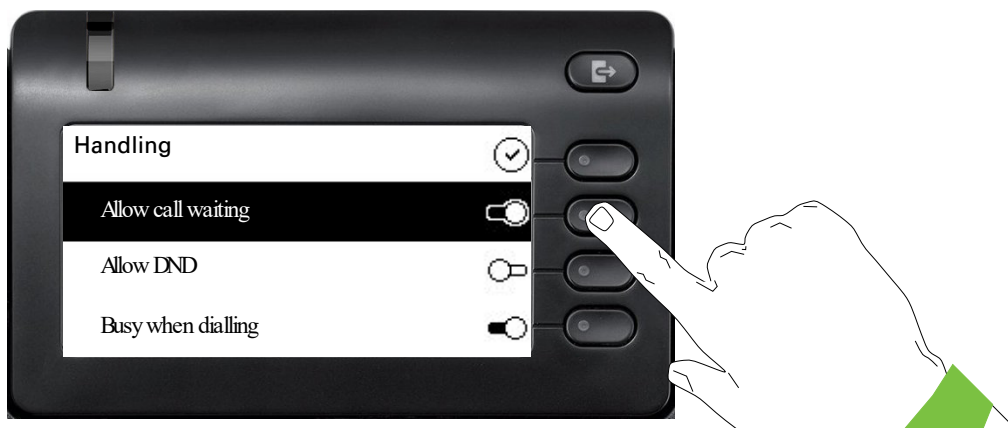
Press the Softkey "Allow do not disturb" to enable the function. The switch is moved to the right. Alternatively you can use the ⬙ and ⬘ keys to select the option and confirm with ⏺ to actuate the switch.
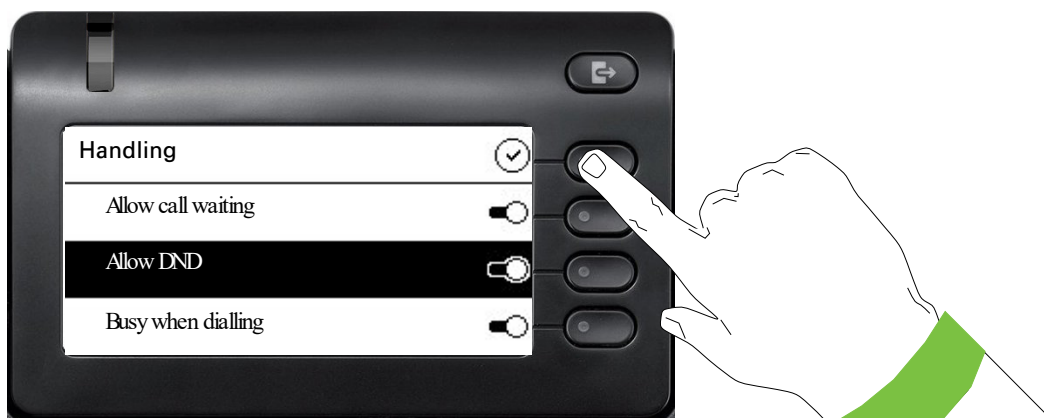
Press the Softkey for ⊘ to save your new setting.

Parameters

You can set values in some submenus.

Press the Softkey for ✐ to open the setting.

Press the Softkey for the value 4 for example. The setting is changed and you return to the previous menu.
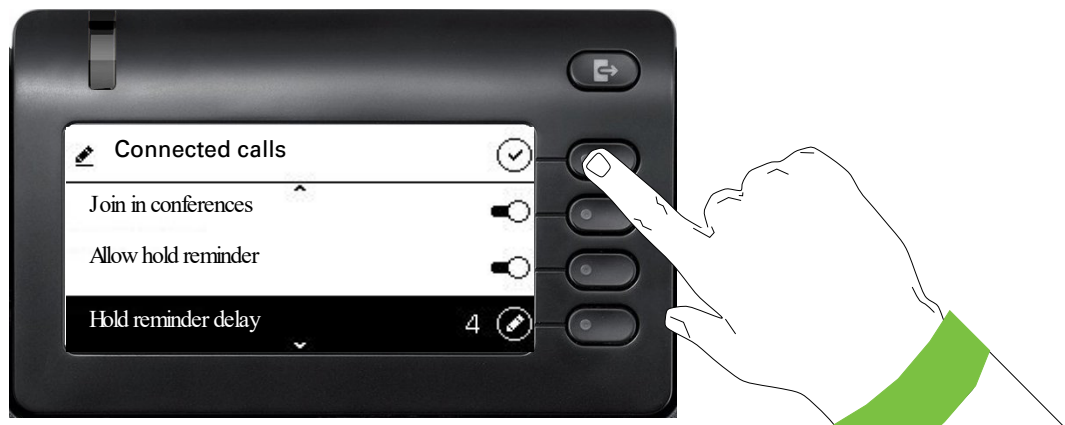
Press the Softkey for ✔ to save your new setting.

Level

You can use menus with levels to adjust the volume or brightness, for example. An example of display brightness is given here. Switch to the telephone settings menu
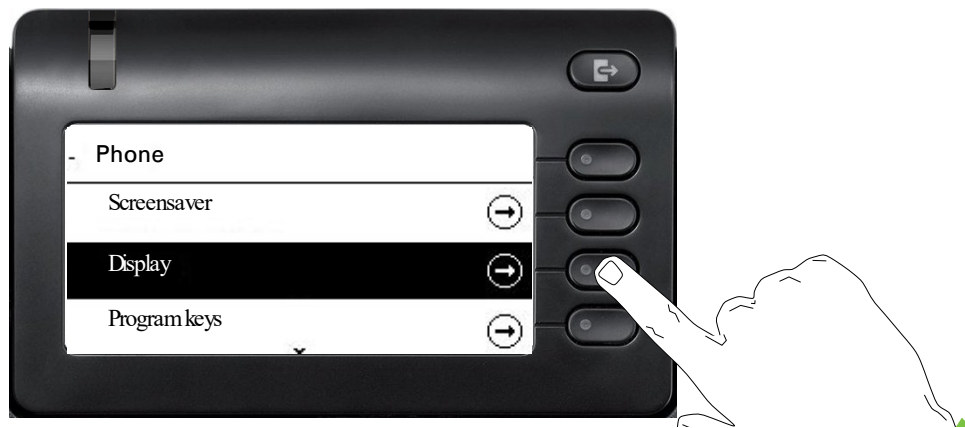
and open the display menu with the Softkey.
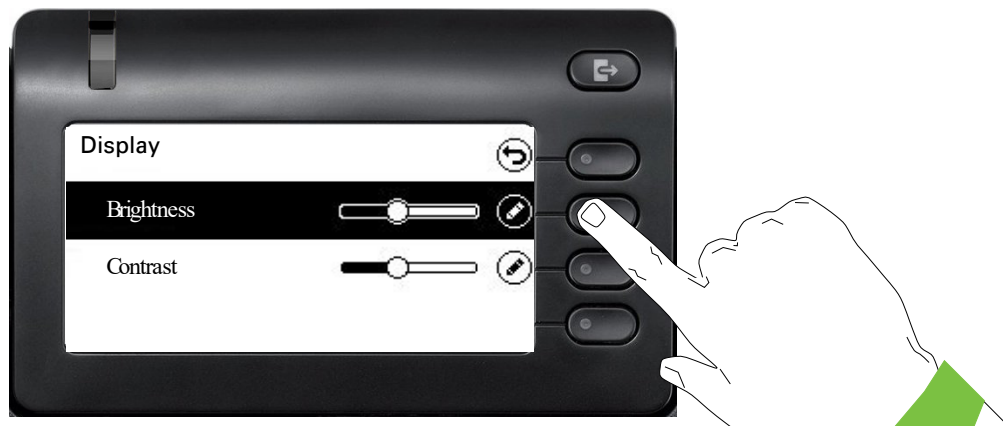
Open the menu for the brightness setting.
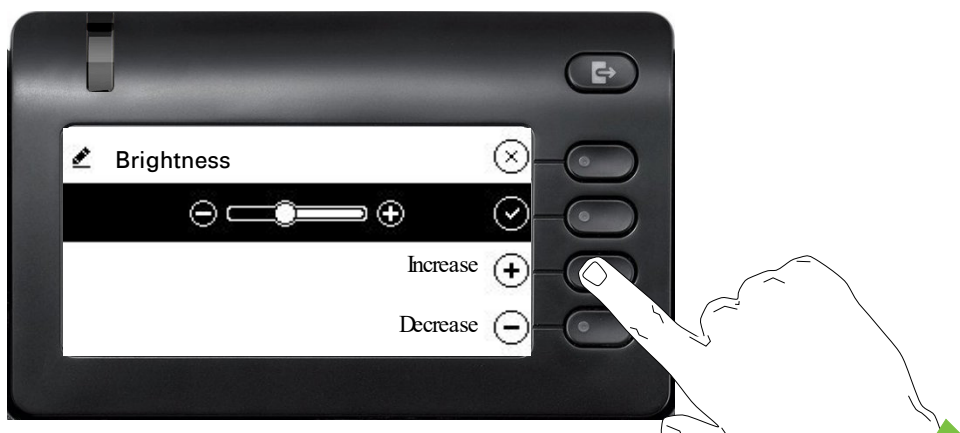
Adjust the brightness to the desired level. Use the ⊖⊕ key to do this. The display is adjusted immediately.
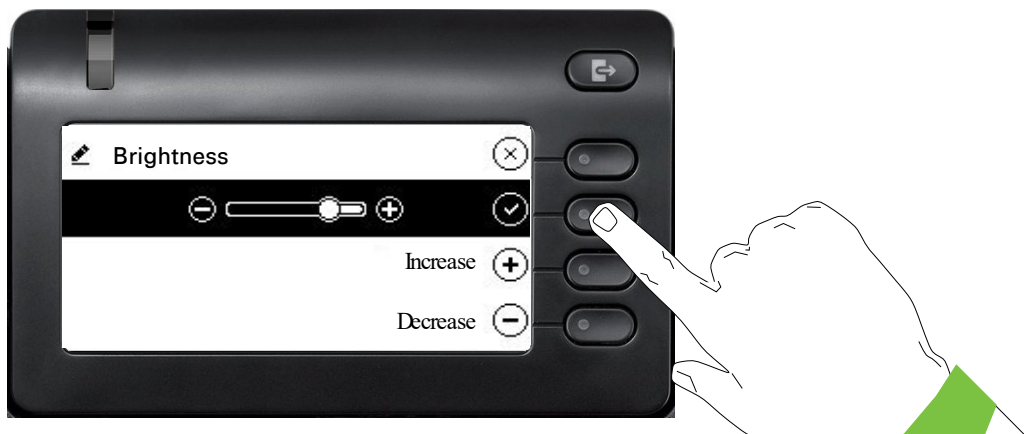
Complete the setting by pressing the Softkey for ✔.

Save your new settings.

Administration

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

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

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

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

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.

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

Activating a diagnostic call

In the event of connection problems with a specific destination, the administrator may ask you to enter an activation code before the number of the subscriber, which can be used to initiate tracing of the call data on the phone. The activation code, which must be provided to you by the administrator and which comprises a leading asterisk, followed by three digits and the hash sign as the terminating character, must be entered before the actual phone number. At the end of the call, the call-related data is sent for further analysis to the DLS server, which then passes it to the "OpenScape Voice Trace Manager".

Telephone settings

Display angle

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

Display brightness

You can adjust the brightness of the display to suit your ambient lighting.

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.
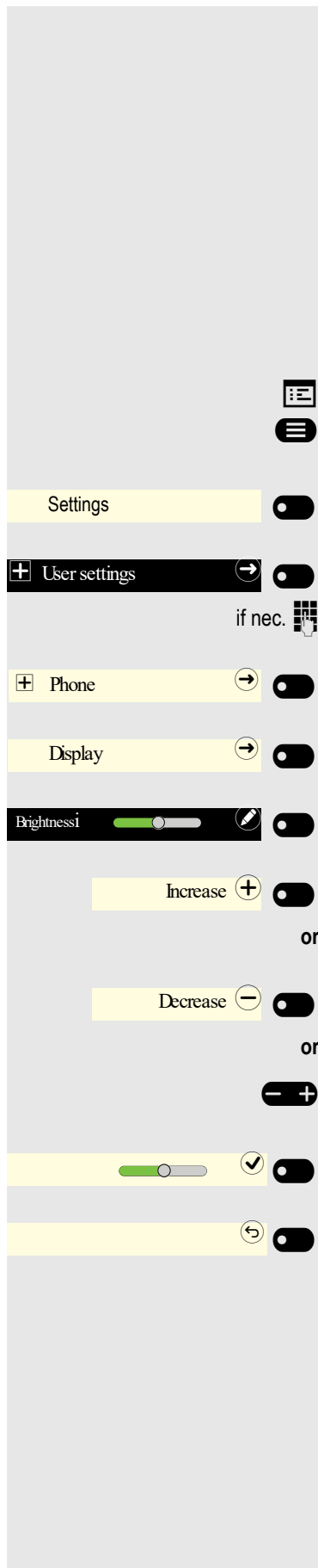
Settings	Open using the Softkey.
➕ User settings ➡	Open using the Softkey.
if nec.	Enter and confirm the User password.
➕ Phone ➡	Open using the Softkey.
Display ➡	Open using the Softkey.
Brightness	Open using the Softkey [1].
Increase ➕	Use the Softkey to set the display brighter.
or	
Decrease ➖	Use the Softkey to set the display darker.
or	
➖ ➕	Adjust using the toggle key.
✓	Save the setting by selecting the Softkey.
↩	Exit the display menu if appropriate.

Volumes

Set the volume here, for instance, for the loudspeaker, handset or headset.

You can preset different volumes for the following microphones and signals in ten levels:

• Loudspeaker
• Ringer

1. The phone displays the current setting
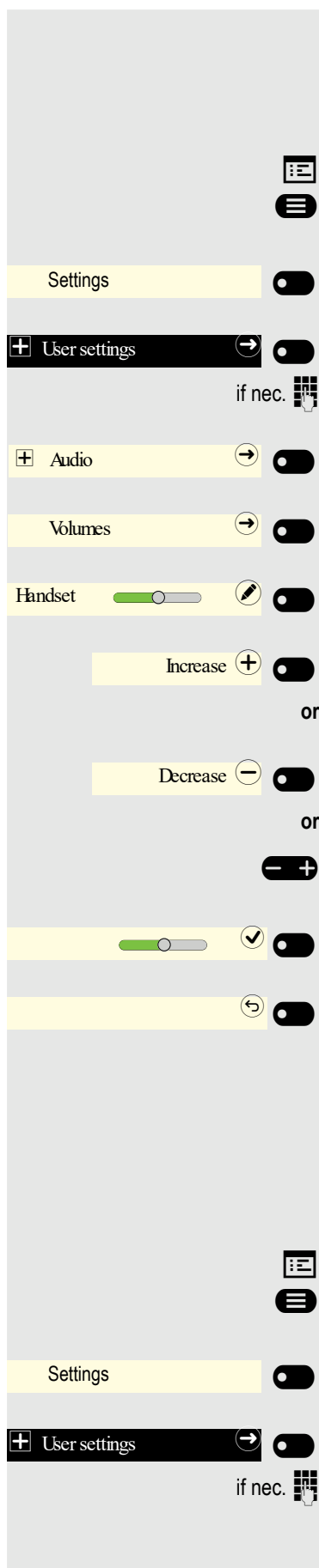
- Handset
- Headset
- Handsfree
- Rollover
- Group pickup beep

📧 You can also configure this setting via the web interface → page 180.

🖩 Press the key shown if appropriate.

Settings ⬛ Open using the Softkey.

➕ User settings ➡️ ⬛ Open using the Softkey.

if nec. 🖩 Enter and confirm the User password.

➕ Audio ➡️ ⬛ Open using the Softkey.

Volumes ➡️ ⬛ Open using the Softkey.

Handset ✏️ ⬛ Open the Handset for example with the Softkey [1].

Increase ➕ ⬛ Use the Softkey to increase the volume.

or

Decrease ➖ ⬛ Use the Softkey to decrease the volume.

or

➖ ➕ Adjust using the toggle key.

✅ ⬛ Save the setting by selecting the Softkey.

↩️ ⬛ Exit the display menu if appropriate.

Key click

You can select here whether a tone should be heard when a key is pressed. You can also decide whether this should apply for all keys or only those on the key-pad. In addition, you can adjust the tone volume or disable the tone.

📧 You can also configure this setting via the web interface → page 180.

🖩 Press the key shown if appropriate.

Settings ⬛ Open using the Softkey.

➕ User settings ➡️ ⬛ Open using the Softkey.

if nec. 🖩 Enter and confirm the User password.

---

1. The phone displays the current setting

⊞ Phone   → ⬛
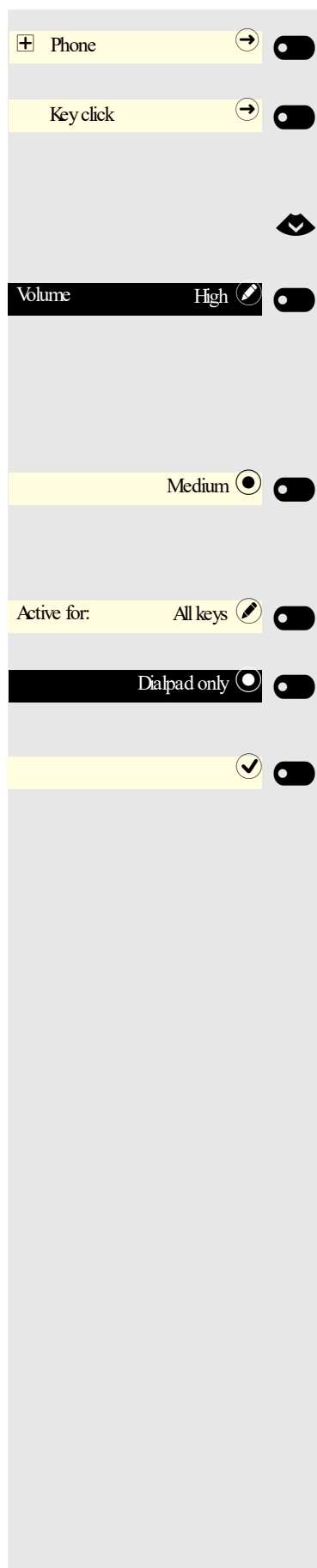
Open using the Softkey.

  Key click   → ⬛

Open using the Softkey.

Setting the volume for Key click

❤

Select the volume. The current setting is displayed.

Volume   High ✎ ⬛

Open using the Softkey.

You can choose between the following three options:
- Low
- Medium
- Off (no click)

Medium ◉ ⬛

Confirm with the Softkey to switch.

Key selection

Active for: All keys ✎ ⬛

Open using the Softkey.

Dialpad only ◉ ⬛

Confirm with the Softkey to switch if only the keys for entering characters are to be affected.

✓ ⬛

Save the settings with the Softkey.

OpenScape UC Settings

The OpenScape UC can be configured in the Configuration menu. Open the OpenScape UC Settings and insert the required login information.
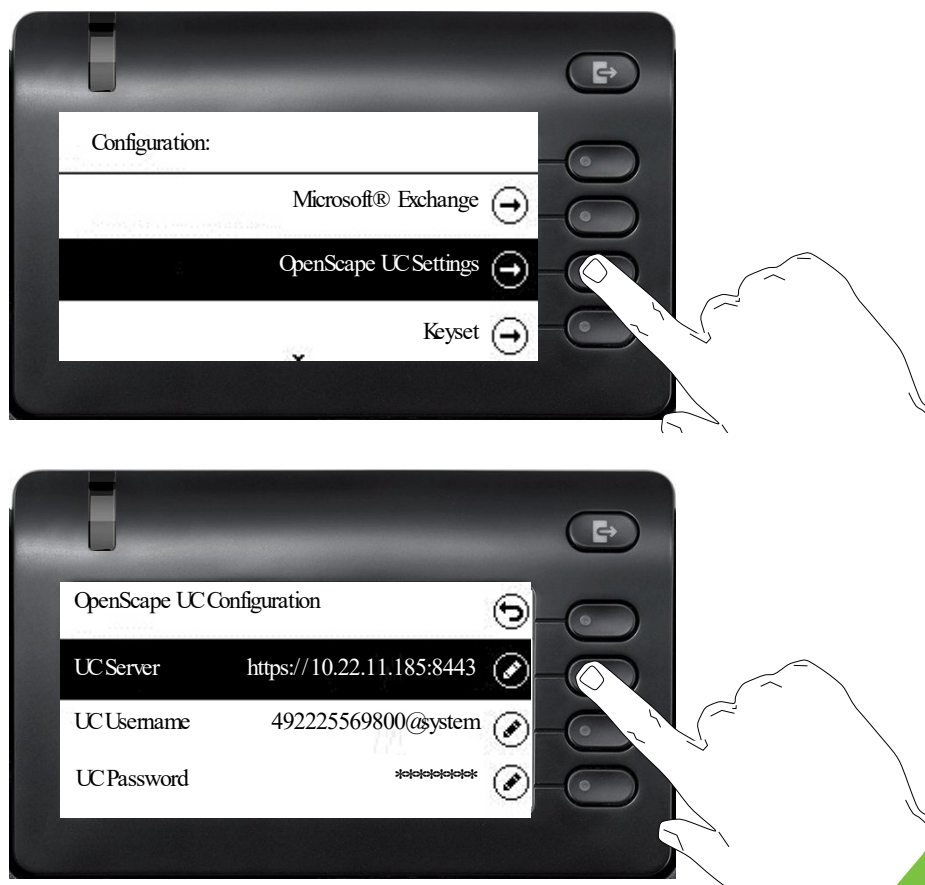
The OpenScape CP400 will login using the given user credentials. If the data is incomplete (missing server address, username or password) the phone will not try to login at all.

> If you experience any difficulties with the OpenScape UC Configuration, please contact your administrator.

Making calls

Incoming calls

The telephone rings if the ringtone is active. The Notification LED also flashes. If transmitted, calling party information (name, phone number) appears in the information section on the left-hand side of the display.

> Any settings you are currently making on the phone will be interrupted by an incoming call. You can use the 🔳 key at any time to return to the point in the menu structure where you were interrupted, unless the time for the password has expired.

> If you have set a pattern melody → page 123 or a ringer → page 122 on your phone, it is possible that your administrator may have preset a different ringer depending on the call type (e.g. an external or internal call).

Answering a call via the handset

<div style="float:left">
🔔   Incoming call

Thomas Meier
1234954
</div>

The phone rings. The caller is displayed.

➤ Lift the handset.

if nec. ➖ ➕   Adjust the call volume → page 22.

Answering a call via the loudspeaker (speakerphone mode)

<div style="float:left">
🔔   Incoming call

Thomas Meier
1234954
</div>

The phone rings. The caller is displayed. The Notification LED flashes.

Answer 📞 ▬   Press the Softkey.

or

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

if nec. ➖ ➕   Adjust the call volume → page 22.
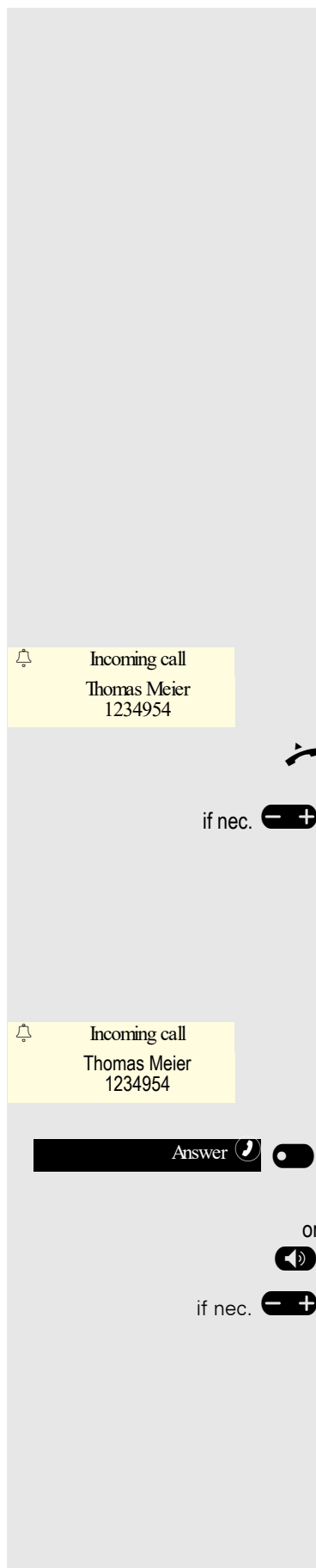
Suggestions for using speakerphone mode:

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

Answering a call via the headset

Prerequisite: A headset is connected.

▌▐➤ Make sure your headset port is set up properly → page 125.

Answering calls via the headset key

The phone rings. The caller is displayed. Only the LED on the 🎧 key flashes.

Incoming call
Thomas Meier
1234954

🎧 Press the key shown.

if nec. ➖ ➕ Adjust the call volume → page 22.

Answering calls automatically via the headset

🔧 The administrator has additionally configured a Function key with the "Auto-Headset" function (AICS Zip tone) (→ page 91).

Auto-Headset Press the Function key to activate automatic call answering. The key LED and the headset key illuminate.

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

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

Rejecting a call

You can reject an incoming call.

Prerequisite: An incoming call is displayed or signaled. The function is approved by the administrator.

Reject ☎ Press the Softkey. The caller hears a busy signal.

▌▐➤ The rejected caller is saved in the conversations list as a missed call. You can then call this party back at a later time.
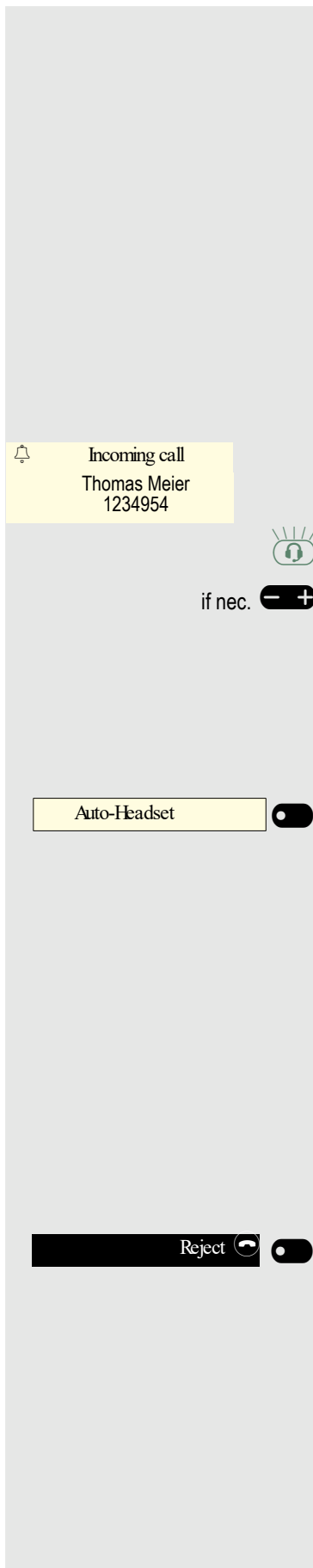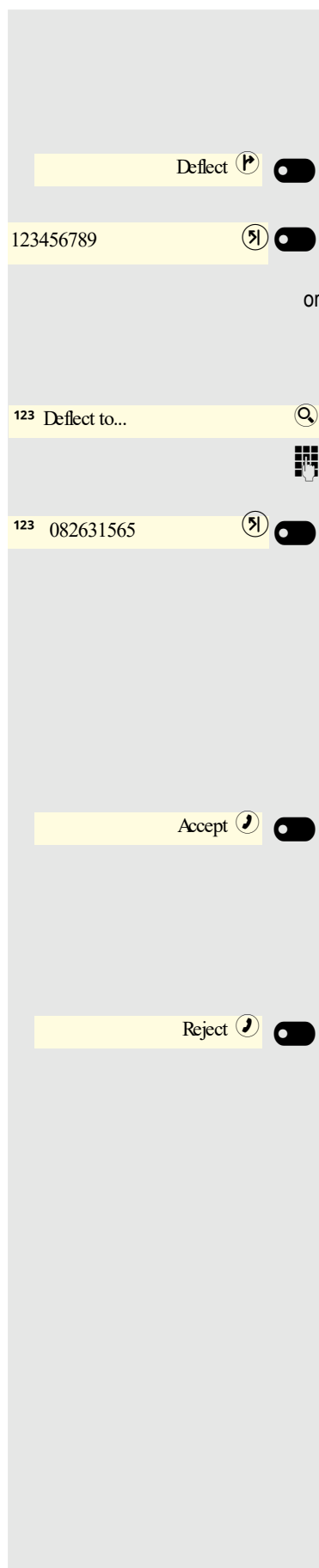
Deflecting a call

Prerequisite: An incoming call is displayed or signaled. The function is approved by the administrator.

Deflect ⓟ ⬛

Press the Softkey. The conversations view is opened.

123456789 ⓧ ⬛

If a destination phone number is programmed, it will appear as the top entry in the list → page 158. Press the Softkey to dial this number.

or

If you did not save a phone number when programming call deflection, or if you want to use a different destination, you are now prompted to enter a destination phone number for call deflection.

123 Deflect to... 🔍

✍ Enter the alternative phone number.

123 082631565 ⓧ ⬛

Confirm with the Softkey. The call is deflected.

Responding to a callback

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

Accepting a callback

Accept ☎ ⬛

Press the Softkey.

Rejecting a callback

🔧 The Reject function is approved by the administrator.

Reject ☎ ⬛

Press the Softkey.

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

66   Making calls

Making calls

▥➡ If you allowed the option "Busy When Dialing" → page 163, you will not be
interrupted by an incoming call. In this case, the caller hears the busy sig-
nal.

You make a call by entering the phone number of the relevant party using the
dialpad or by searching for this party in the permanent **Conversations** list. Con-
versations include:

- Dialed and received calls
- Subscribers from Circuit
- Subscribers from Exchange
- Subscribers from a corporate directory

If you cannot find received or dialed calls in the list, check if the call log is acti-
vated.

Off-hook dialing

➤   Lift the handset.

| **¹²³** Dial a number... 🔍 |

The input field in Conversations is opened in numeric mode.

🎹   Enter the phone number.

| **¹²³** 082631565 📞 |

The required contact is shown in the list.

⬛OK   Confirm that the phone number is complete or wait until the autodial delay ex-
pires (see → page 70).

        or

| Peter Maier 📞 ⬛ |

The required contact is shown in the list. Confirm with the Softkey. The connec-
tion is set up.

On-hook dialing

The connection is set up with on-hook dialing via a connected headset or via the
loudspeaker (speakerphone mode). The line is seized before dialing. Use the
search function in Conversations if appropriate (→ page 39).

🎹   Enter digits via the dialpad.

        or

🎧   Press the key if a headset is connected.

        or

🔊   Press the key shown.

| **¹²³** 🔍 |

🎹   Enter or complete the phone number.
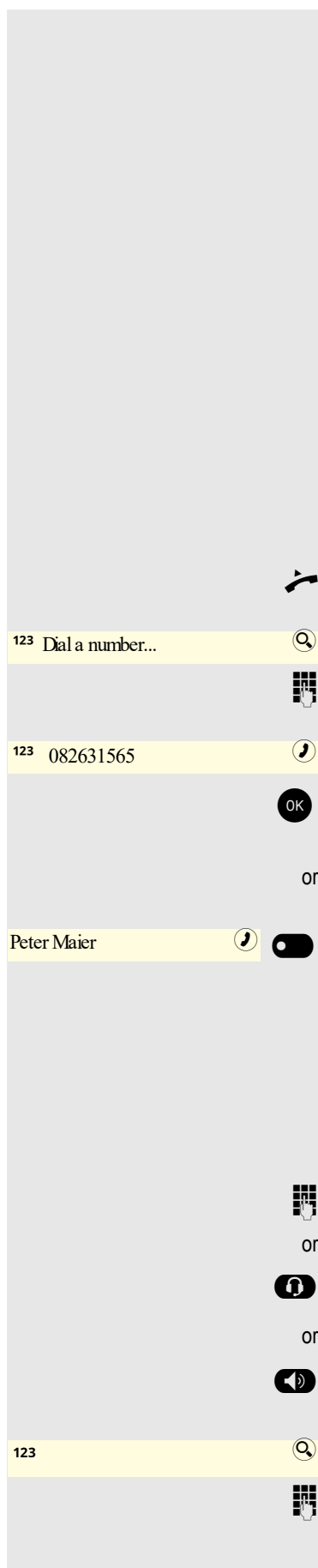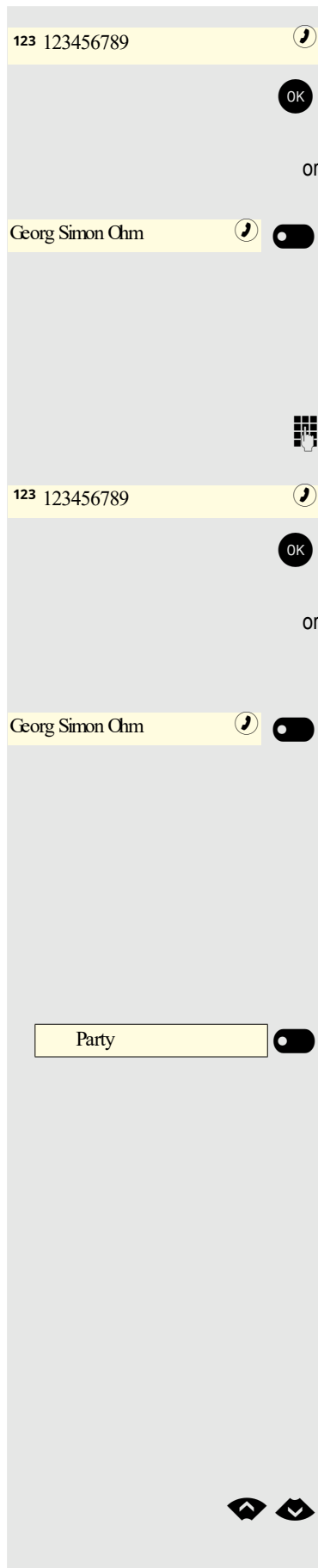
123 123456789   ☎

OK

or

Georg Simon Ohm   ☎ ▬

Confirm that the phone number is complete or wait until the autodial delay expires (see → page 70).

The required conversation is shown in the list. Confirm with the Softkey. The connection is set up.

Entering the phone number first

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

Enter the phone number. If necessary, correct input using the navigation keys.

123 123456789   ☎

OK

or

Georg Simon Ohm   ☎ ▬

Confirm that the phone number is complete or wait until the autodial delay expires (see → page 70).

The required conversation is shown in the list. Confirm with the Softkey. The connection is set up.

Dialing with the selected dialing key

You can program frequently used phone numbers on programmable keys → page 91. If you press a selected dialing key, the associated contact or phone number is displayed and the connection is set up.

Prerequisite: A Function key for selected dialing is programmed → page 91.

Party   ▬

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

Dialing from conversations

Depending on the configuration, the conversation list can contain data from the following directories:
• Caller list
• Subscriber data from Circuit
• Subscriber data from Exchange
• Subscriber data from the LDAP directory

If you cannot find redials or received or dialed calls in the list, check if the call journal is activated.

The conversations list is displayed on the screen. If the contact you want is not visible, then select with

⌄ ⌄

or search by entering the phone number or name.

Georg Simon Ohm   →   ✆ ▬
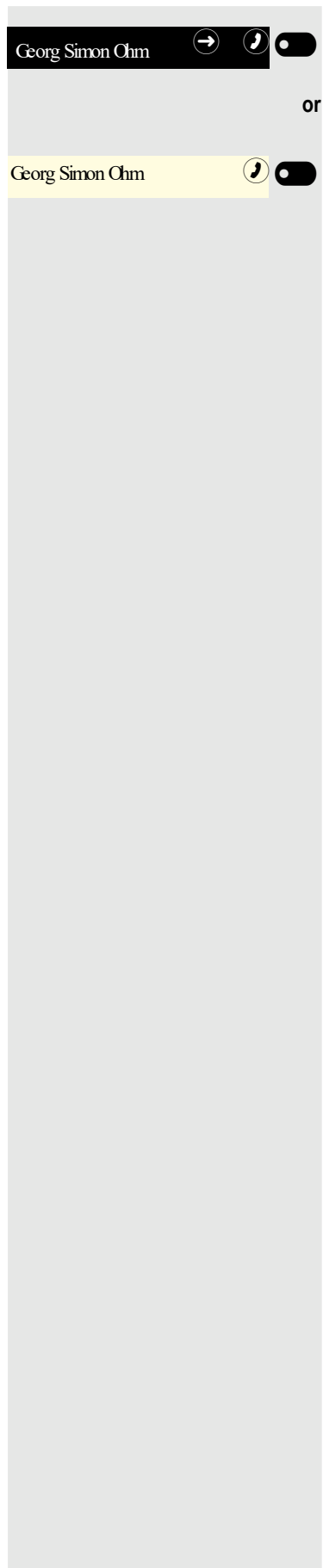
Confirm the selected conversation with the Softkey shown. The phone number is dialed.

or

Georg Simon Ohm   ✆ ▬

If visible, confirm the conversation immediately with the Softkey shown. The phone number is dialed.
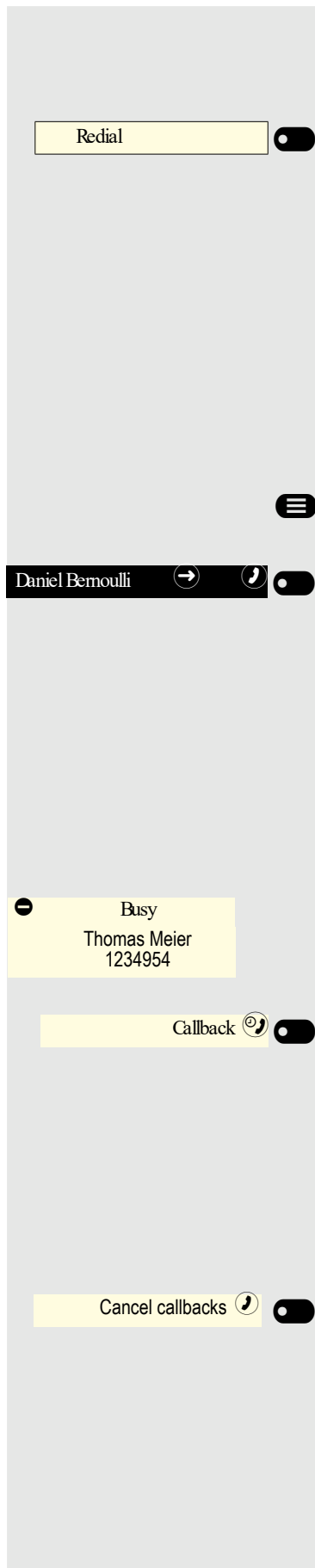
Redialing via the function key

Prerequisite: The "Repeat dialing" Function key is configured.

Redial	⬭

Press the Function key. The connection to the last subscriber dialed is established.

Calling back a missed call

Contacts who have tried to reach you are identified accordingly in the conversations list and appear at the top of the list. In addition to the menu name, i.e. Conversations, the number of missed calls is shown against a red background → page 33.

The Notification LED lights up red if the administrator has made the setting accordingly. In addition to the menu name, i.e. Conversations, the number of missed calls is shown.

Press the key shown, if appropriate, to switch to Conversations.

A contact is indicated as a missed call with ⌧ . Select the contact and confirm to call the contact.

Requesting callback

> This option is only available if both you and your administrator have activated the function (→ page 166).
>
> This function is available with restrictions on an OpenScape 4000, see → page 190.

Prerequisite: The subscriber called is busy or nobody answers.

Busy
Thomas Meier
1234954

Press the Softkey.

Deleting callback requests

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

Prerequisite: A callback was requested.

Press the Softkey. **All** callback requests are deleted.

Using autodial delay

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

- when dialing in idle mode
- when deflecting an incoming call
- during a consultation
- when transferring an answered call

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

- Press the **OK** key. This always works.
- Lift the handset. This only works if the phone number was entered when the phone was idle or if it was entered for a consultation call when the handset was off hook.

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

During a call

Activating/deactivating the microphone

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

Prerequisite: You are making a call.

Deactivating the microphone

Press the key shown.

Activating the microphone

Press the key shown.

Changing the volume.

You can change the volume of the handset or the loudspeaker during the call.

You are making a call.

Adjust the volume using the toggle key → page 22.

Switching from handset to speakerphone mode

Take note of the two different processes and activate your preferred setting as appropriate → page 124.

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

Open listening in standard mode

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

Open listening in US mode (default setting)

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

Press the key shown.

Replace the handset. Proceed with your call.

A secure voice connection is indicated by a padlock icon on the graphic display.

Switching from speakerphone mode to the handset

Prerequisite: You are making a call in speakerphone mode.

➤ Lift the handset.

🔊 The key shown is no longer lighting.

Switching from headset to speakerphone mode

In standard mode

🔊 Press and hold the key (open listening is activated),

🎧 Press the key shown. Speakerphone mode is activated.

In US mode

🔊 Press the key shown.

🎧 Press the key shown. Speakerphone mode is activated.

Open listening

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

Prerequisite: You are making a call via the handset.

Activating

🔊 Press the key shown.

Deactivating

🔊 Press the illuminated key.

Switching to speakerphone mode

🔊 Hold down the illuminated key and replace the handset.

Displaying of DTMF digits

When you press any of the Numpad keys during an active call, the key(s) pressed will be presented on the call screen:

RingCentral pre-configured DTMF codes

You can use in Call Screen menu options, which can be pre-configured with different DTMF digit sequences to perform specific actions (e.g. Call Park, Recording, etc).

These are DTMF based functions that are independent of the state of the call and can also be configured locally (WBM-only) on your device or via the Ring-Central server.

Prerequisite: You are conducting a call.

While on the Active Call screen, press the DTMF sequence of the Numpad keys that is configured to a specific action.

e.g.

Park call

#7275

or

*9

Record call

> If either of the parties within a call, put the call on **Manual Hold**, then the DTMF related options will temporary disappear, because DTMF options are only available during an Active call. The options will be displayed again, when the call is reconnected.
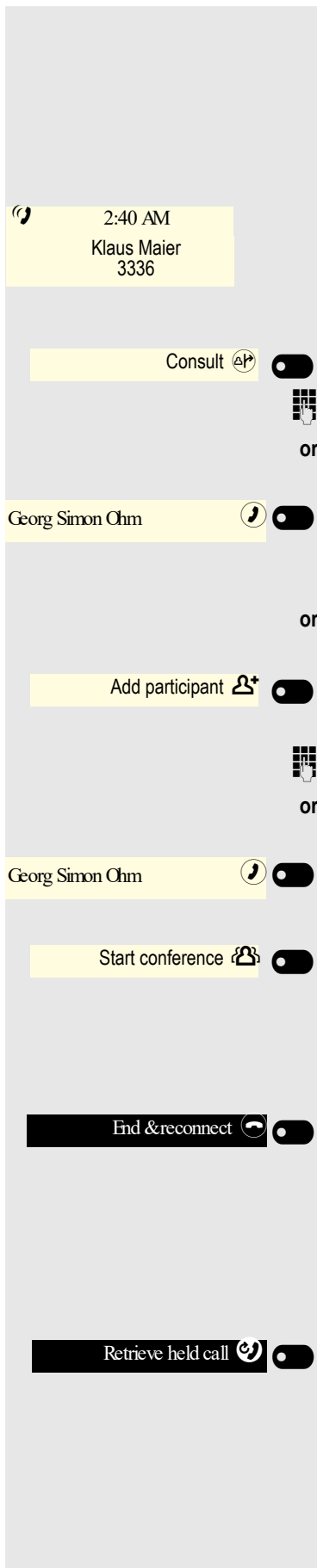
Consulting a second party

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

Prerequisite: You are making a call.

The connection is set up to a subscriber.

```
(((  2:40 AM
     Klaus Maier
     3336
```

Consult

Press the Softkey. You switch to input.

Enter the phone number of the second party.

or

Georg Simon Ohm

Search for the subscriber in conversations (→ page 39) and confirm with the Softkey. The connection is set up.

or

Start a conference

Add participant

Press the Softkey.

Enter the phone number of the second party.

or

Georg Simon Ohm

Search for the subscriber in conversations (→ page 39) and confirm with the Softkey. The connection is set up.

Start conference

Press the Softkey – the conference is started.

Ending a consultation call

You end the consultation

End &reconnect

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

The second party hangs up

If the second party hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ page 155). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Retrieve held call

Press the Softkey. You are reconnected with the first party.

Ending the consultation with an active headset

> The administrator has additionally configured a key with the "Auto-Headset" function (AICS Zip tone) on a key module or in the Favourites menu (→ page 91).
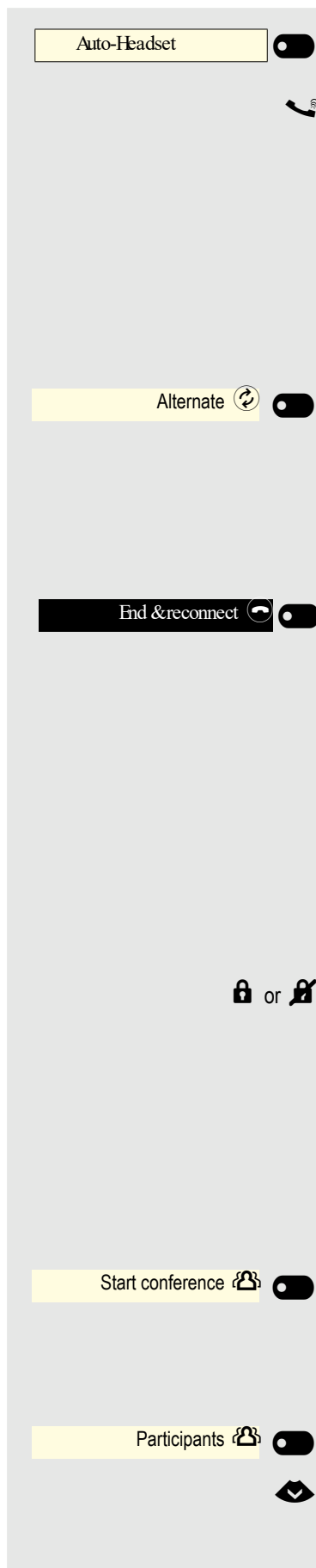
Auto-Headset ▭ ⬤

Press the Function key to activate automatic call answering. This key and the headset key illuminate.

📞

You are making a consultation call and the second party hangs up. You are automatically reconnected with the waiting first party. The prompt "Retrieve held call" does not appear.

Switching to the held party (alternating)

Prerequisite: You are making a consultation call → page 74 or have accepted a second call → page 79. You are in the call connection menu.

Alternate 🔄 ⬤

Press the Softkey.

▐▶ You can switch back and forth between two parties by repeatedly confirming "Alternate".

Ending an alternate operation

End &reconnect ↩ ⬤

Press the Softkey. The active call is disconnected.

Conference

Prerequisite: You are making a consultation call → page 74 or have accepted a second call → page 78 and the conference function is allowed → page 167.

Establishing a conference

▐▶ You can initiate a conference by calling the "Conference" function in the context menu of either the active or held call. You can alternatively press a configured **Conference** key.

🔒 or 🔓

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

The entire conference is nonsecure if the connection to at least one of the parties is not secure.

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

Start conference 👥 ⬤

Press the Softkey – the conference is started. You are connected to both parties at once. The conference is displayed.

Querying information on subscribers

Participants 👥 ⬤

Press the Softkey to display the subscribers.

⬇

Select the subscriber.
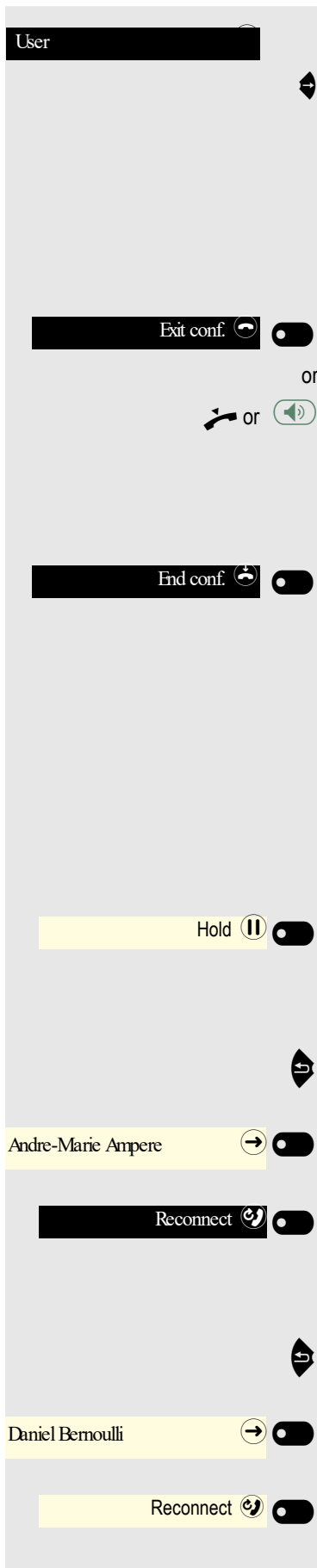
The subscriber is busy.

Open the subscriber information.

End conference

Allowing call partners to continue a conference after you exit

Prerequisite: The function "Allow joining in a local conference" (→ page 168) was activated.

Exit conf.

Press the Softkey.

or

or

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

Disconnecting a party

End conf.

Press the Softkey. Both connections are cleared down – the conference is cleared down.

Putting on hold and retrieving alternately or simultaneously

Prerequisite: You are making a consultation call → page 74 or have accepted a second call → page 79. You are in the call connection menu.

Putting an active call on hold

Hold

Press the Softkey. The consultation or second call **and** the first call are put on hold.

Retrieving the first call

Press the key shown to switch to Conversations.

Andre-Marie Ampere

Select the Softkey to open the first call in the conversations list.

Reconnect

Press the Softkey. You are connected with the other party. The consultation or second call continues on hold.

Retrieving the second call

Press the key shown to switch to Conversations.

Daniel Bernoulli

Select the Softkey to open the second call in the conversations list.

Reconnect

Press the Softkey. You are connected with the second party. The first call remains on hold.

Connecting parties

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

Prerequisite: You are making a consultation call → page 74 and you are in the call menu of an active call.

Complete transfer

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

or

Connecting by hanging up

Prerequisite: Call joining must also be allowed → page 157.

or

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

Placing a call on hold

You can use this function to place an ongoing call on hold, for instance to prevent the other party overhearing a conversation with a colleague in the same room. The held party hears music on hold.

Hold

Press the Softkey. The call is now on hold.

or

Hold

Press the Function key. The key illuminates. (The "Hold" key has to be configured → page 91).

It is documented in the main menu and in the conversations menu that a call is on hold. The call display lights up orange at the same time.

> If you do not retrieve the held call after a defined time interval, a reminder beep sounds three times. Only the two functions "Retrieve held call" and "End" are then shown on the display. The call display flashes orange and the phone rings. The relevant settings can be fond on → page 153 and → page 154.

Retrieving a held call:

Reconnect

Press the Softkey. You resume the call.

or

Hold

Press the illuminated "Hold" Function key. (The "Hold" key has to be programmed → page 91.)

Disconnecting a held call:

End

Press the Softkey to disconnect the held call.
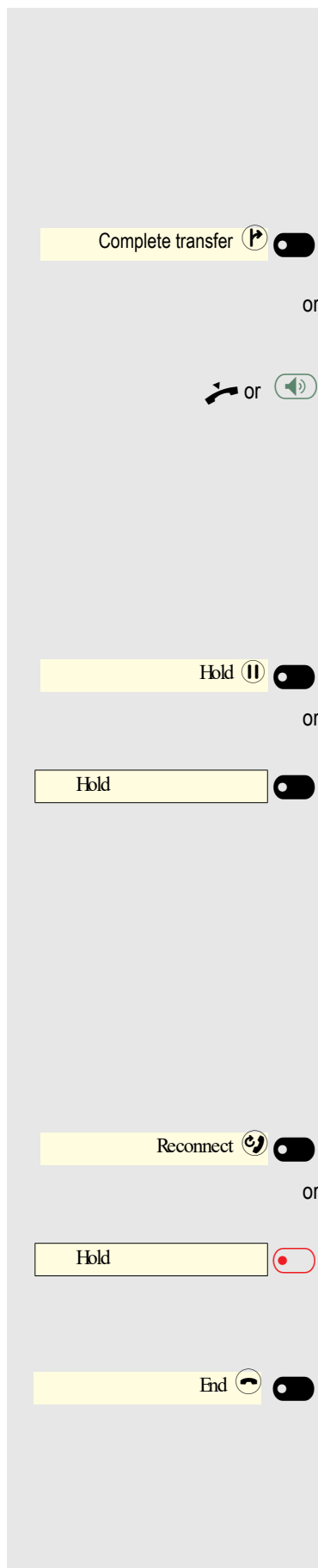
Call waiting (second call)

You can accept a second incoming call in the course of an ongoing call. The call-
er hears the on-hook signal while you hear a call-waiting signal tone. You can
reject, forward or accept the second call. You can block the second call or the
signal tone → page 159.

Answering a second call

Prerequisite: You are making a call and call waiting is allowed (→ page 159).

The phone rings. The caller is displayed.

🔔   Incoming call
Thomas Meier
1234954

Answer 📞 ◾   Press the Softkey. You can talk to the second party.
The connection to the first party is on hold.

You can still

- toggle between the first and second call or
- put on hold and retrieve the second and first call alternately → page 77 or
- initiate a conference

Consultation call from second call

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

🔧 The administrator must have approved the consultation in the second call.

From a consultation call in the second call you can

- initiate a conference
- toggle between the second call and a consultation call
- put on hold and retrieve second and consultation call successively → page 77
- transfer a call
- disconnect the calls again

During a consultation in the second call, the first call is parked and can only be
unparked if the consultation or second call was ended or these calls were con-
nected.

Disconnecting the second call

End &reconnect ☎ ◾   Press the Softkey. The call to this subscriber is disconnected and the call to the
first subscriber is reconnected.

Ending the second call

Disconnect & return by hanging up

If you or the second call partner hangs up, you will be prompted to retrieve the
first call again if "Hold and hang-up" is disabled (→ page 155). Otherwise, the
first call will remain on hold until you receive this prompt after a defined time in-
terval.

Ignoring the second call

Prerequisite: You are making a call and call waiting is allowed (→ page 159).

Ignore 🔏 ⬤

Press the Softkey.
The caller still hears the on-hook signal. You can subsequently Answer, Reject or Deflect the second call via Conversations. You administrator must have allowed for a corresponding wait time for this in the system so that the call is not terminated prematurely or forwarded.

While the ignored second call continues to wait, from the active call you can:
• initiate a consultation call
• initiate a conference
• toggle between the consultation call and your call partner
• transfer a call

A third call would be rejected with the busy signal. If you have disconnected the first call, the ignored second call rings like a normal call.

Rejecting a second call

**Prerequisite:** You are making a call and call waiting is allowed (→ page 159).

Reject 🔒 ⬤

Press the Softkey.

The second call is rejected. The caller hears the busy signal. The call is indicated as "missed" in Conversations.

Deflecting a second call

Prerequisite: You are making a call and call waiting is allowed (→ page 159).

Deflect ⤵ ⬤

Press the Softkey.

Enter the phone number and confirm. You can also select and call the subscriber from Conversations at this point.

The second call is deflected to the destination specified.

Connecting parties

Prerequisite: You have answered the second call.

Complete transfer 🖐 ⬤

Press the Softkey. The other two parties are now connected to one another. You can now hang up or dial another number for instance.

or

Connecting by hanging up

Prerequisite: Connecting by hanging up is activated (consult your administrator) and "Toggle associate" must be enabled (→ page 160).

📞 or 🔊

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

Transferring a call

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

Blind transfer

Prerequisite: You are making a call. The "Allow call transfer" and "Transfer on ring" options are allowed → page 161.

Transfer ⓟ ▪️⚫ Press the Softkey.

📱 Enter and confirm the phone number of the second party to whom you want to transfer the call. You can also select and call the subscriber from conversations at this point.

▌▶ The list of conversations is displayed after the call is successfully transferred.

Transferring with consultation

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

Prerequisite: You are making a call. The options "Allow call transfer" and "Transfer on ring" are allowed (→ page 161).

Consult ⓟ ▪️⚫ Press the Softkey.

📱 Enter and confirm the phone number of the second party to whom you want to transfer the call. You can also select and call the subscriber from conversations at this point.

Announce the call you want to transfer.

Complete Xfer ⓟ ▪️⚫ Press the Softkey.

If the party does not answer:

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

Complete transfer ⓟ ▪️⚫ Press the Softkey.

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

If the party does not answer, you will be called back by the first party after a defined time.

Ending a call

Disconnect ☎ ▭

Press the Softkey shown.

or

🎧

Press the key shown. The key LED goes out.

or

🔊

Press the key shown. The key LED goes out.

or

📞

Replace the handset.

After the call has ended (either by you or the remote party), end of call notification with duration of the call will be shown on the phone screen:
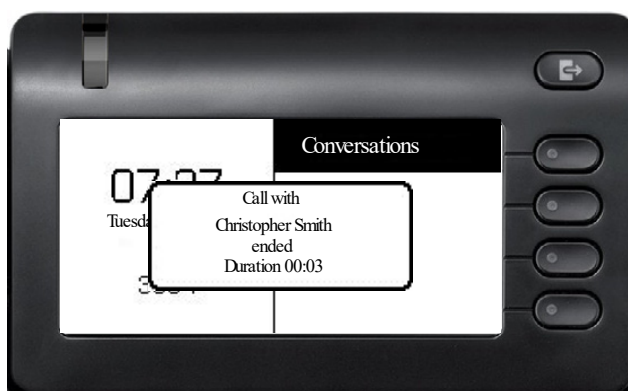
Configuring call forwarding

▐▐▶ You can also enter the call forwarding settings via the "Presence" key
(→ page 146).

This is how you set local call forwarding on an OpenScape 4000.

🗒 You can also configure this setting via the web interface → page 180.

☰ Press the key shown if appropriate.

Settings ▭
Open using the Softkey.

➕ **User settings** ➡ ▭
Open using the Softkey.

if nec. ⌨
Enter and confirm the User password.

➕ **Configuration** ➡ ▭
Open using the Softkey.

➕ **Incoming calls** ➡ ▭
Open using the Softkey.
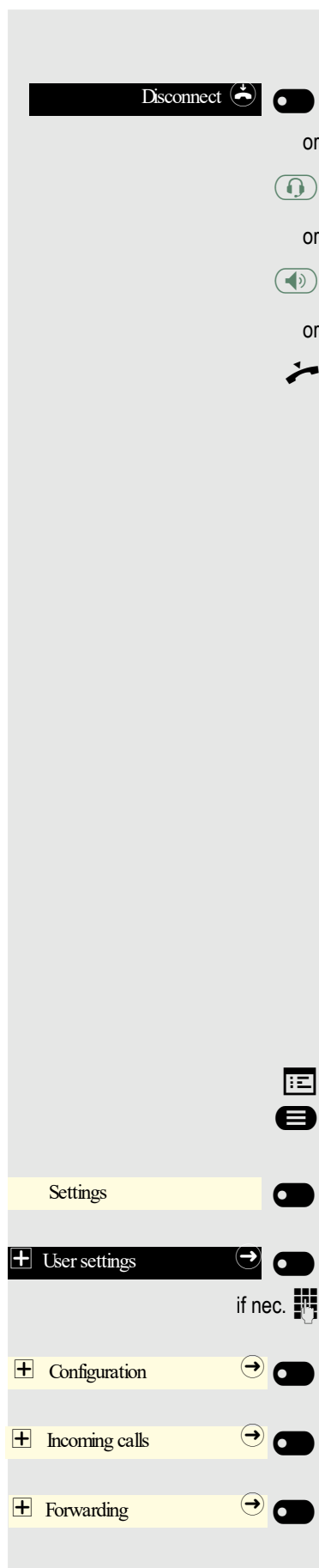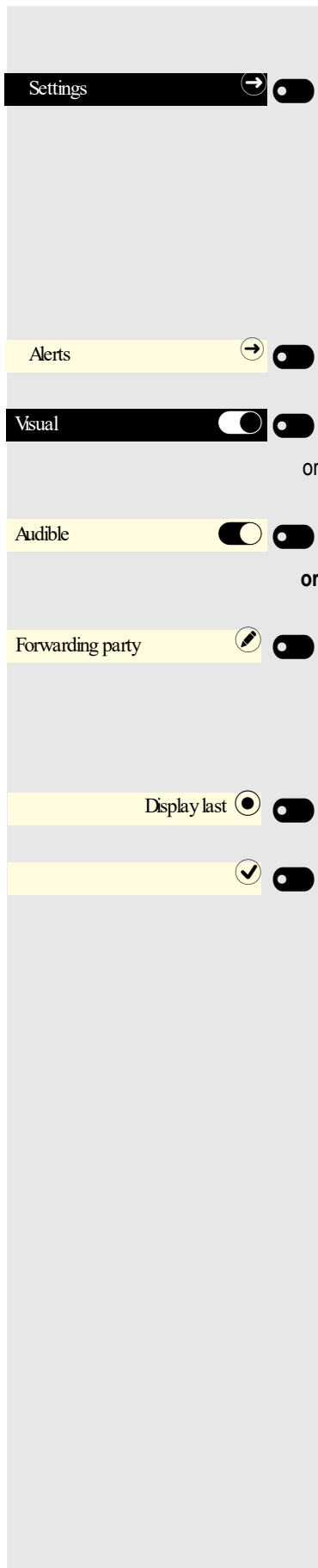
➕ **Forwarding** ➡ ▭
Open using the Softkey.

Configuring call forwarding

Settings ⊖ ▢

Open using the Softkey.

For a description of the settings, see section "Programming call forwarding" → page 145.

Setting alerts

You can activate and deactivate visual and audible alerts in the Forwarding - Alerts for calls that have been forwarded to you.

Alerts ⊖ ▢

Open using the Softkey.

Visual ◧ ▢

Enable or disable using the Softkey.

or

Audible ◧ ▢

Enable or disable using the Softkey.

or

Forwarding party ✏ ▢

Open with the Softkey. The current setting is displayed.

You will be offered the following options:
• Display last
• Display first

Display last ⊙ ▢

Confirm with the Softkey, for example "Display last" to switch.

☑ ▢

Save all settings with the Softkey.

Call Forwarding information display on Idle Screen

You can see the following call forwarding information displayed on Idle screen:

– The call forwarding icon on the status bar: ↱
– The call forwarding destination information at the bottom information area, displaying the call forwarding icon followed by the work or phone icon and the destination name or number. Only one call forwarding entry can be displayed each time on the information area.

In case of a long contact name, the name text is elited from the right end and does not appear as a whole.

In case of a long contact number, the number is elided from the center, keeping at least 5 digits at the right end and three dots "..." at the center. The left part of the number appears as it fits into the remaining box area, e.g.+4912345...78920.

▆▆▶ Call forwarding destination is displayed only on the Main/Idle screen and not in active call screen.
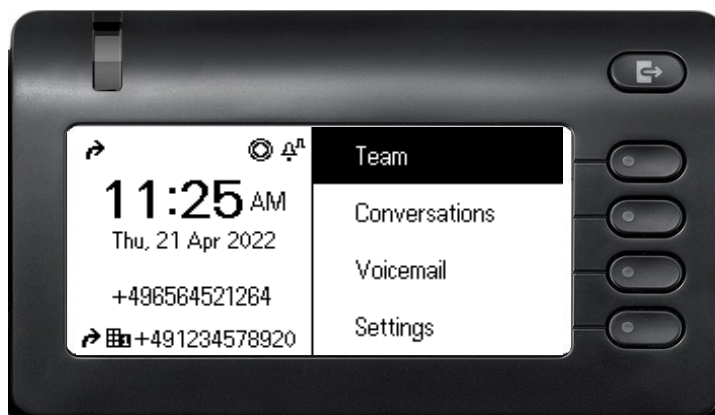
Corporate directory

Depending on the existing infrastructure, the corporate directory can use a number of different sources. The contents are displayed collectively in the conversations. One potential source is your personal Exchange directory.

When using Circuit → page 169, other directory data cannot be used at the same time.

Setting up Exchange access

To use your Exchange account in conversations, you have to enter the server address and your access details.

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Settings	Open using the Softkey.
➕ User settings →	Open using the Softkey.
if nec.	Enter and confirm the User password.
➕ Configuration →	Open using the Softkey.
Microsoft¬Æ Exchange →	Open using the Softkey.
Server ✎	Open using the Softkey.
abc EXACSY.com ✔	The input field is displayed.
	Enter the URL for the Exchange server and conclude your input with the Softkey.
Username ✎	Open using the Softkey.
abc email@example.com ✔	The input field is displayed.
	Enter your e-mail address used for Exchange and conclude your input with the Softkey.
Password ✎	Open using the Softkey.
123 ********* ✔	The input field is displayed.
	Enter your password used for Exchange ActiveSync and conclude your input with the Softkey.
Folder (optional) ✎	Open using the Softkey.
abc Output ✔	The input field is displayed.
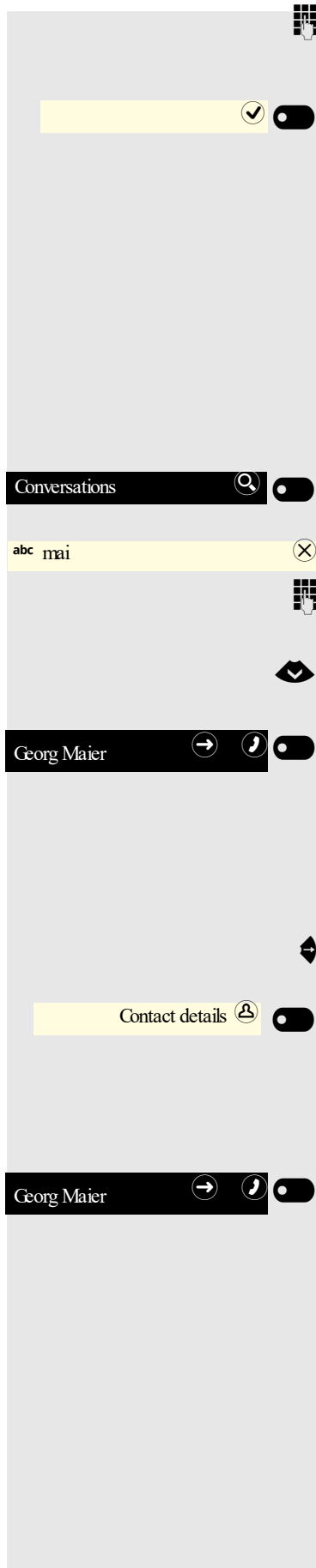
Enter the folder with the destination data and conclude your input with the Soft-key.

Save the configuration.

Searching for contacts via conversations

For a description of how to perform searches, refer to → page 39. You can use the following search terms, for example, to search in the corporate directory:

• Last name
• First name
• Mobile (Extension)
• Private (Extension)
• etc.

Start the search function with the Softkey.

Conversations

The search field opens.

abc mai

Enter the search text, for example for the name. Subscribers are shown in the conversations list that begin with "Mai" for example.

Select the required subscriber.

Georg Maier

You can now:

• Call the contact (→ page 86).
• View contact data (see below).

Viewing entries

Prerequisite: You found and selected a contact (see above).

Use the navigation key to open the subscribers.

Contact details

Press the Softkey to open the Contact details menu.

The available data for the subscriber is listed.

Dialing an entry

Georg Maier

Confirm the located contact with the Softkey. The phone number is dialed.

Listening to voicemail

To use this function, you need to have a voice mailbox set up on your communication platform for voicemails (see → page 50).

The call display lights up to signal new messages. It only extinguishes when all messages have been picked up.

Picking up messages

Press the key shown if appropriate.

Voicemail   Open using the Softkey.

Importing contacts via WBM

You can import your contacts into your phone through WBM interface (for more information, see "Web interface (WBM)" → page 180). The contact file can be exported from Outlook or OSM.

> See the products documentation for instructions on how to export contacts from an Outlook client or OSM.

> Files previously exported by this or another phone may also be imported.

> Log on to the User Pages on WBM using your password (for more information, see User Pages → page 181)
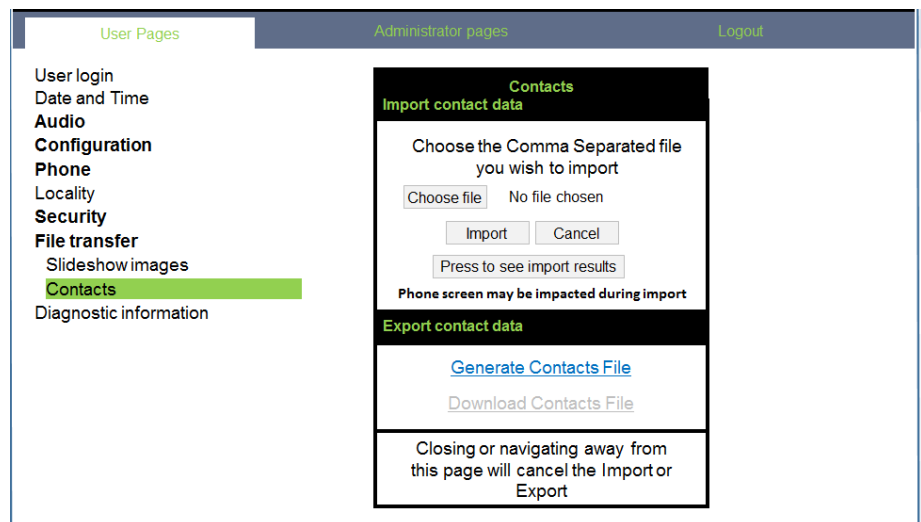
A contact list can be downloaded on your phone via your browser:

1. Click on the "Choose file" button and a window will open onto your PCs file system to allow you to navigate to a local or remote folder and select a file to be imported
   - The default format is ".csv"
   - You can use comma or a semi-colon as a value separator for the imported CSV file
   - When exporting from Outlook, do not change the mapped header field names
2. Select destination and confirm.
   - The path to the file will be displayed on the page next to the button "Choose file" when you select the destination and close the window
3. Press "Import"
   - Whilst the import is in progress you may notice some deterioration in the phones performance.

> Picture clips (avatars) are not included as part of the import.

4. The progress and outcome of the import will be indicated to you
    – A completion message is displayed when the "Press to see import results" button is pressed
    – A successful import will be indicated by a "Import completed" text message below the panel on the page
    – A message "Import contacts completed" will also be displayed on the phone's screen when the import is completed.
    – Failures will be indicated by a suitable text message below the panel on the page

Exporting contacts via WBM

You can export your contacts from your phone through WBM interface → page 180, so you can use them elsewhere, store them, etc.

▐▐▶ Log on to the User Pages on WBM using your password (for more information, see User Pages → page 181)

A contact list can be downloaded from your phone via your browser:

1. Once you are logged on the WBM, go to "User Pages", then to "File transfer" and "Contacts".
2. Click on the "Generate Contacts File" button and a new internal file containing all the valid contacts will be created.
   – The default format is ".csv".
3. Click on the "Download Contacts File" button.
   – The .csv file will be downloaded to your PC with the file name "CP_contacts.csv."
   – You can then move/rename the file via your PC.
4. Navigating away from this page will remove the internal file and the "Download Contacts File" link becomes inactive.

User settings	Administrator settings	Licenses
User login		
Date and time		
Audio		
Bluetooth		
Configuration		
Phone		
Locality		
Security		
File transfer		
Slideshow images		
Ringtones		
Contacts		
Diagnostic information		

Contacts

Export contact data

Generate contacts file

Download contacts file

Closing or navigating away from this page will cancel the Import or Export

---

▐▐▶ Please note that if you export contacts via Internet Explorer browser, the contacts CSV is written directly on to the page and you must copy and paste it.

Programmable keys

You can assign a series of functions for the phone to programmable keys on the OpenScape CP 400 and an additional OpenScape Key Module 400 to suit your requirements. The OpenScape Key Module 400 and also the OpenScape CP 400 come with 16 keys, all of which can be programmed on two separate levels → page 49. The keys can also be programmed conveniently via the web interface → page 180.

You can toggle between the two key levels using a programmed shift key.

List of available functions

1. Unallocated
2. Selected dialling
3. Redial
4. CF unconditional
5. CF no reply
6. CF busy
7. CF unconditional - any
8. CF no reply - any
9. CF busy - any
10. CF unconditional - ext.
11. CF unconditional - int.
12. CF no reply - ext.
13. CF no reply - int.
14. CF busy - ext.
15. CF busy - int.
16. Ringer off
17. Hold
18. Alternate
19. Blind transfer call
20. Transfer call
21. Deflect

22. Conference
23. DND
24. Group pickup
25. Repertory dial
26. Line
27. Feature toggle[1]
28. Mobility
29. Directed pickup
30. Release
31. Callback[1]
32. Cancel callbacks[1]
33. Consult
34. DSS
35. Call waiting
36. Immediate ring[1]
37. Call recording[1]
38. AICS Zip tone
39. Server feature
40. BLF
41. Send URL
42. 2nd alert

1   The feature is not available on an OpenScape 4000 telephone system. See also → page 190.

Programming a key

Initiating programming

Directly via the key

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

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

OK Press the Softkey to open the programming.

or

Via the user menu

You can also program keys via the user menu.

Press the key shown if appropriate.

Settings Open using the Softkey.

± User settings → Open using the Softkey.

if nec. Enter and confirm the User password.

± Phone → Open using the Softkey.

Program keys → Open using the Softkey. You are prompted to press the key you wish to program.

Press the Function key you want to program with a function. The key LED lights up constantly.
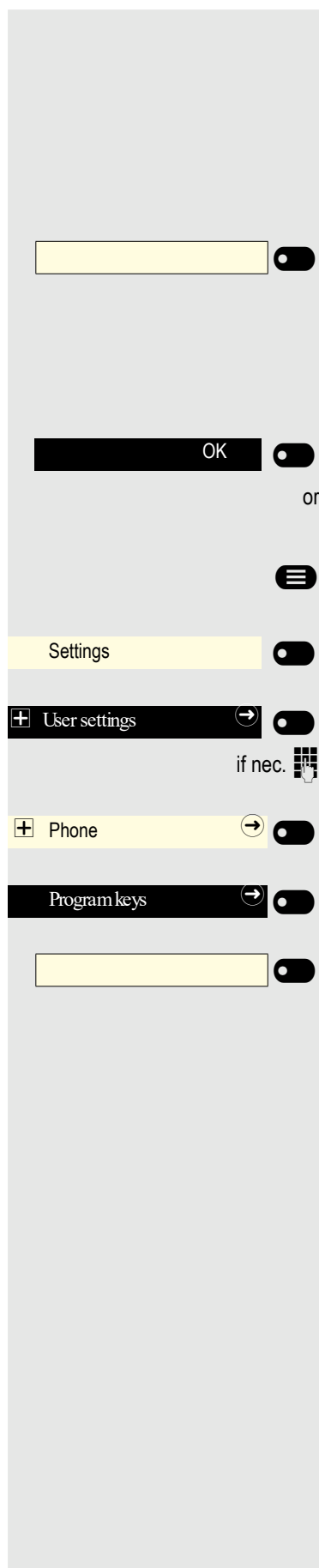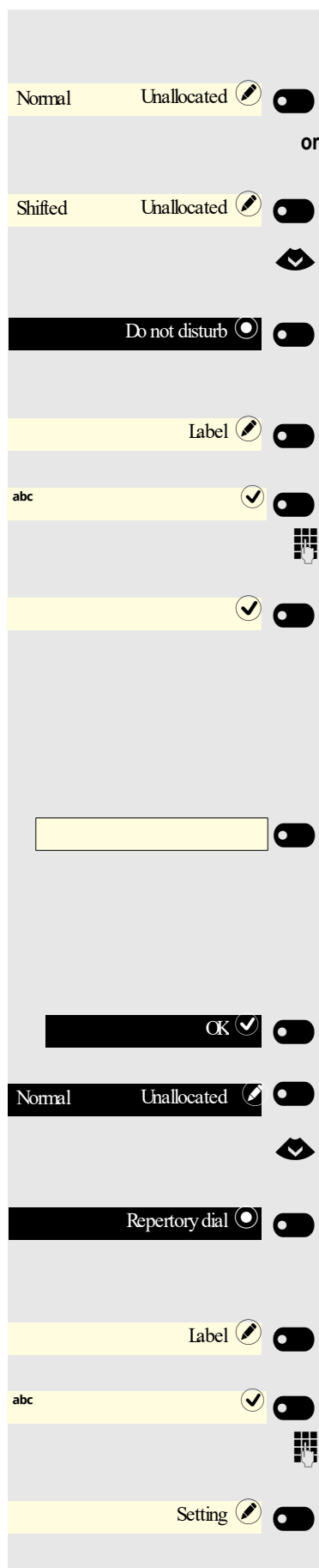
Beginning programming

Open using the Softkey.

Normal   Unallocated ✐ ▬

or

Shifted   Unallocated ✐ ▬   Open using the Softkey.

❤   Choose the function to be programmed on the key.

Do not disturb ◉ ▬   Confirm with the Softkey to set the function, for example Do not disturb.

If you do not want to accept the standard function labeling:

Label ✐ ▬   Open using the Softkey.

abc   ✔ ▬   The input field is displayed.

🖐   Enter the function label you want and confirm with the Softkey.

✔ ▬   Save the programming with the Softkey.

Programming enhanced functions

Repertory dialing

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

> ⫸ If the prompt is not displayed or a programmed function is not executed, you can only launch key programming via the user menu (consult your administrator about the current setting).

OK ✔ ▬   Confirm with the Softkey.

Normal   Unallocated ✐ ▬   Open using the Softkey.

❤   Choose the function to be programmed on the key.

Repertory dial ◉ ▬   Confirm with the Softkey to set the function. If you do not want to accept the standard function labeling, rather would prefer to use the name of the subscriber, then:

Label ✐ ▬   Open using the Softkey.

abc   ✔ ▬   The input field is displayed.

🖐   Enter the label you want and confirm with the Softkey.

Setting ✐ ▬   Use the Softkey to open the input field for the destination phone number.
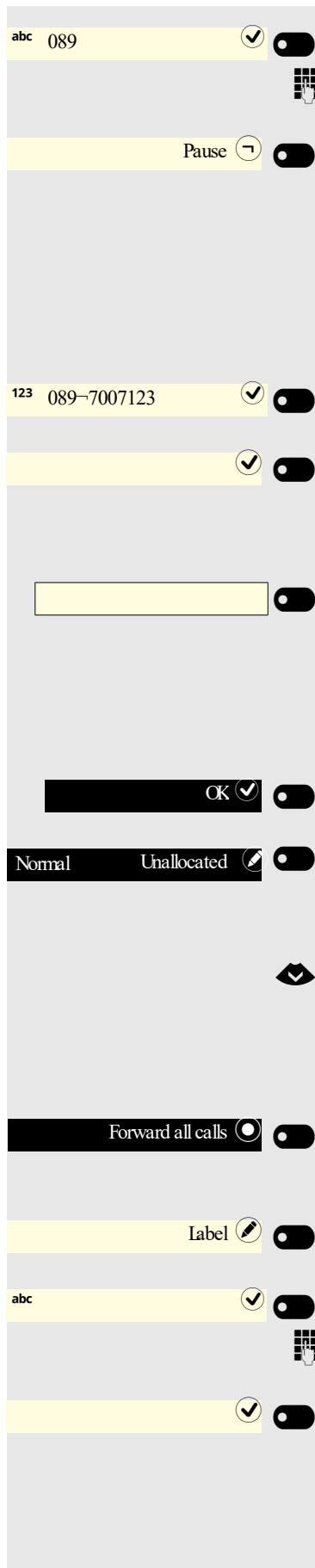
abc 089 ✓ ⬛	The input field is displayed.
📱	Enter the subscriber's destination phone number and confirm with the Softkey.
Pause ¬ ⬛	For example, insert a '¬' Pause.

You can select and insert the following special characters for actions with the ❤ key:

- « Clear call
- ~ Make consultation
- » Make normal call

123 089¬7007123 ✓ ⬛	Confirm your entry.
✓ ⬛	Save the programming with the Softkey.

Configuring a fixed forwarding key

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

> ▉➡ If the prompt is not displayed or a programmed function is not executed, you can only launch key programming via the user menu (consult your administrator about the current setting).

OK ✓ ⬛	Confirm with the Softkey.
Normal Unallocated ✎ ⬛	Open using the Softkey.

Call forwarding depending on the forwarding type

❤ Choose one of the forwarding types to be programmed on the key:
- Forward all calls
- Forward no reply
- Forward busy

Forward all calls ◉ ⬛	Confirm with the Softkey to set the call forwarding type.
	If you do not want to accept the standard labeling:
Label ✎ ⬛	Open using the Softkey.
abc ✓ ⬛	The input field is displayed.
📱	Enter the key label you want and confirm with the Softkey.
✓ ⬛	Save the programming with the Softkey.

Shift	⬛

Using keys

A function or selected dialing can be programmed on the first or the second level.

Press "Shift" if necessary to switch level.

Example 1: Calling saved number

Prerequisite: The idle menu is shown on the display.

Party	⬛

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

Example 2: Activating/deactivating Call waiting

You can press a key to activate or deactivate call waiting functionality, even during a call. The prerequisite for this is that a second call is permitted (→ page 159). A second call is allowed by default.

Call waiting	⬜

Press the Function key shown. The key LED is no longer illuminated. The second call function is deactivated. The call is rejected or forwarded.

Example 3: Holding and retrieving

You can hold a call using a key and retrieve it again.

Hold	⬛

Press the Function key. The key LED lights up red. The call is now on hold.

Hold	🔴

Press the Function key shown. The key LED is no longer illuminated. The call is retrieved.

Example 4: Immed ring

This function allows you to switch the preset delay (→ page 112) on and off for all line keys. By default the delay is set, the key does not illuminate.

Immediate ring	⬛

Press the Function key. The key illuminates. The delay ringer is disabled. An incoming call rings immediately regardless of what delay time is configured.

Using a key programmed as a Busy Lamp Field (BLF)

A Busy Lamp Field (BLF) is a LED that changes color to indicate the status of a monitored phone number.

Prerequisite: The BLF Key has been configured by your administrator on programmable keys, allowing you to monitor if an other user in your organization is busy or available for a call.

Your administration can configure a BLF key to perform a certain function when you press it during a call and while the key is idle.

You cannot change or delete a BLF function key.

The following options are available for you on a RingCentral telephone system:
- Consult
- Transfer
- Group Pickup

Consult

When you are on a call, you can press the idle BLF key to put your current call on hold and consult the phone number configured under the BLF key:
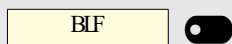
Press the BLF Key.

BLF phone number is consulted.
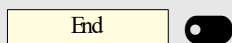
You can return to the original call by pressing End and reconnect.

For more information, see Transferring with Consultation→ page 80.

Transfer

When you are on a call, you can press the idle BLF key to transfer your current call to the phone number configured under the BLF key:
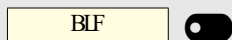
Press the BLF Key.

BLF phone number is consulted.
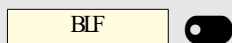
Press the BLF Key again.

The call is transfered to the phone number configured under the BLF key.

For more information, see Blind Transfer→ page 80.

Group pickup

When you are on a call and a group call is alerting, you can press the BLF key to pick up the group call:
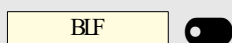
Press the BLF Key.

The group call is now shown on the display with

Pickup: *Caller*

for: *Party*

For more information, see Group call→ page 98.
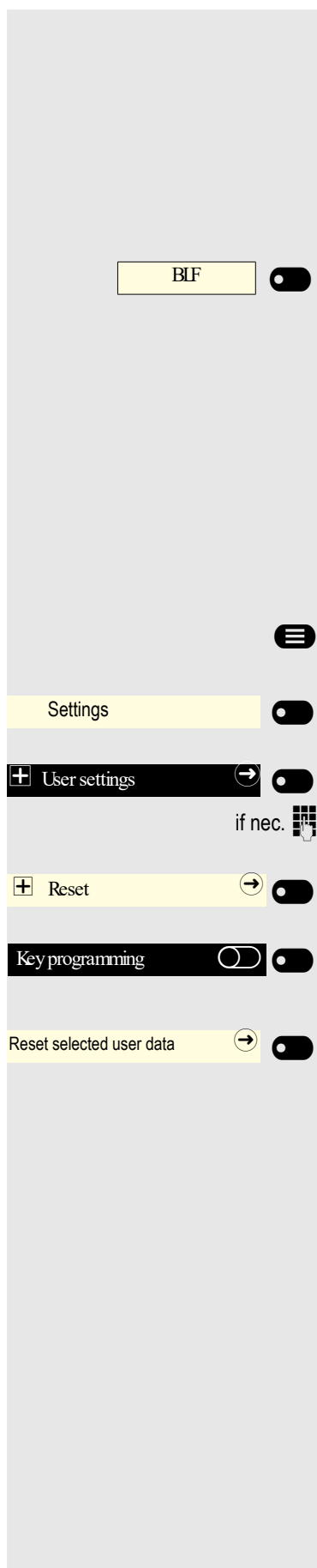
RingCentral Group pickup

Ring Central group pickup concept is similar to the aforementioned group pickup feature, but there is one significant difference, i.e. user/extension can be a member of more than one groups and each of them can be configured per specific key.

Prerequisite: The RingCentral group pickup has been configured by your administrator on BLF programmable keys, WBM or RingCentral provisioning file.

| BLF | ▢ | Press the BLF Key. |

The group call is now shown on the display with

Pickup: *Caller*

for: *Party*

Resetting keys

Here you can reset keys you configured back to factory settings (see also → page 144).

▤　Press the key shown if appropriate.

| Settings | ▢ | Open using the Softkey. |

| ⊞ User settings ↱ | ▢ | Open using the Softkey. |

if nec. ▥　Enter and confirm the User password.

| ⊞ Reset ↱ | ▢ | Open using the Softkey. |

| Key programming ⬭ | ▢ | Activate with the Softkey if appropriate if you really want to delete the contents of the programmed keys. |

| Reset selected user data ↱ | ▢ | Select the Softkey to delete the key programming **immediately**. The contents of the keys you configured are deleted. |

⫸　Keys that can only be configured by the administrator remain unchanged.

Making calls in the team

Group call

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

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

Telephone status			Ring on group call = Yes	Ring on group call = No
Ringer on	Silent ringing		Ringer Speaker	Beep Speaker
	in connection	Handset	Ringer Speaker	Beep Handset
		Handset Open listening	Beep Handset and loud-speaker	Beep Handset and loudspeaker
		Headset	Ringer Speaker	Beep Headset
		Headset Open listening	Beep Headset and loud-speaker	Beep Headset and loudspeaker
		Speakerphone mode	Beep Speaker	Beep Speaker
Ringer off	Silent ringing		Nothing	Nothing
	in connection	Handset	Nothing	Beep Handset
		Handset Open listening	Beep Handset and loud-speaker	Beep Handset and loudspeaker
		Headset	Nothing	Beep Headset
		Headset Open listening	Beep Headset and loud-speaker	Beep Headset and loudspeaker
		Speakerphone mode	Beep Speaker	Beep Speaker

The volume settings can be found from → page 59.

🔧 Further administrator settings for group calls:
- The group call can be picked up both by lifting the handset and via the "Pickup call" menu option.
- The group call can be picked up via the "Pickup call" menu option but **not** by just lifting the handset.
- A key is programmed for Anrufübernahme.
- A message is output on the display with the Anrufübernahme key when a group call is waiting.

Picking up the group call only using the key

🔧 Your administrator has set up the group call such that it is only displayed by the Anrufübernahme key flashing. The phone can also ring when idle.

A group call is waiting. The Anrufübernahme key flashes. The group call is not shown on the display.

| Call pickup |

Press the Function key shown.

The group call is now shown on the display with
Pickup: *Caller*
for: *Party*

The pop-up menu opens:

Picking up a group call immediately

🔧 Your administrator has set up the group call such that it will be shown immediately on the display.

A group call is waiting and is shown on the display with
Pickup: *Caller*
for: *Party*

Picking up a group call

A group call is signaled.

🔔 Incoming call

Pickup call 📞

Confirm with the Softkey.

or

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

or

| Call pickup |

Press the Function key or press it again if call answering was initiated via the key. The speakerphone function is activated. Prerequisite: The "Anrufübernahme" key was programmed on the connected key module.

Ignoring a group call

Ignore ⊗

Press the Softkey. The phone stops signaling the group call. It can still be answered however from the conversations list.
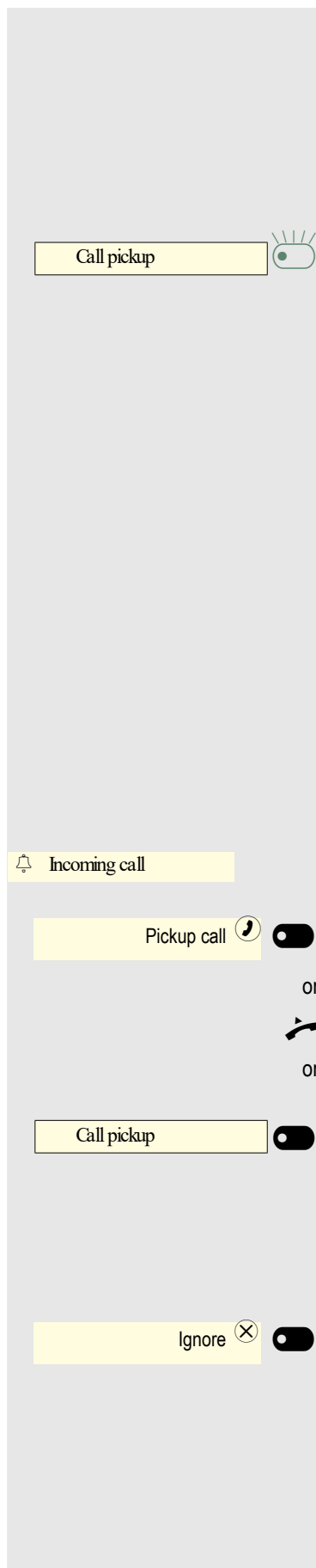
Direct station selection keys ✍

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

> 🔧 If the administrator has configured the calling party to be hidden, then the Caller ID is not displayed in any DSS alert notifications on the user's phone. The Caller ID will be shown if the call is picked up.

> ▌▶ This function is not available to you on an OpenScape 4000, see → page 190.

Calling a subscriber directly

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

With default outgoing line

| Office | ⬛ |

Press the relevant DSS key. The key label switches to show the phone number of the outgoing line.

| Line 1 | ⬭ |

The line key illuminates. The connection was established by means of the selected outgoing line.

Selecting the outgoing line

| Line 2 | ⬛ |

Press the line key (e.g. line 2) to select the line for the outgoing call.

| Office | ⬛ |

Press the relevant DSS key.

| Line 2 | ⬭ |

The selected line key illuminates. The connection was established via the selected line.

> 🔧 The administrator can configure the DSS key so that the connection is also established when the DSS subscriber has activated do-not-disturb or call forwarding.

Consultation with the DSS subscriber

Prerequisite: You are making a call and the administrator has configured the DSS key for consultation.

| Consult ⏎ | ⬛ |

Press the Softkey. The input field in conversations opens.

| Office | ⬛ |

Press the relevant DSS key.

| Line 2 | ⬭ |

The connection was established by means of the active line. The first call is placed on "hold". If the subscriber answers, you can toggle, transfer the first call or initiate a conference.
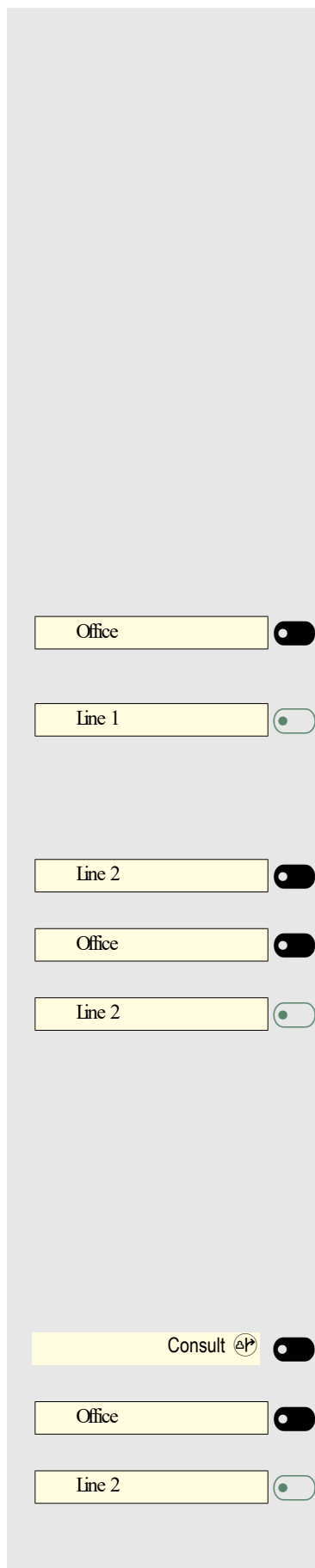
If the administrator has configured transfer instead of consultation, you can only transfer the current call to the DSS subscriber.

Call pickup

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

Indirect pickup

Prerequisite: The auto-answer function is deactivated → page 151.

Office	⚞

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

➤ or 🔊 or 🎧 Lift the handset or press the speaker or headset key. You are connected to the subscriber.

Rejecting a call

Prerequisite: Your administrator enabled the Reject option for DSS keys and deactivated Auto-answer → page 151.

Office	⚞

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

Reject ☎ ⬛ Press the Softkey. The caller hears a busy signal.

Direct pickup

Prerequisite: The **auto-answer** function is activated → page 151.

Office	⚞

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

🔧 If the administrator has configured the calling party to be hidden, then the Caller ID is not displayed in any DSS alert notifications on the user's phone. The Caller ID will be shown if the call is picked up.

Deflecting a call to a DSS subscriber

Prerequisite: The deflect function is enabled for DSS keys. For information on the current setting, see → page 158.

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

Line 3	⚞

Your phone rings and a line key flashes.

Office	⬛

Press the relevant DSS key. The call is deflected to the DSS subscriber. If the DSS subscriber does not answer, you can pick up the call by pressing the line key.
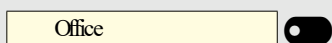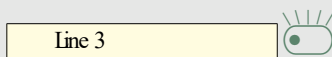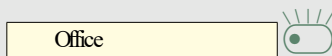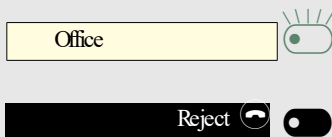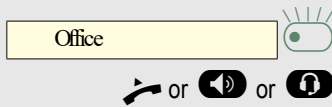
LED display on DSS keys

DSS key	Meaning
⬤▬	**Off**: The phone is in idle mode.
〰️	**Flashes**: You can accept a call for the DSS subscriber via the key. The call is routed to your primary line when the call is accepted.
⬤	**Illuminates**: The line is busy. Provided that second call is activated you can still reach the DSS subscriber via the key. It can accept your call as a second call.

MultiLine ⌀

The next section describes the settings for a MultiLine phone and how to use a MultiLine phone. To simplify understanding, we recommend first reading the Section "Operating your OpenScape Desk Phone CP400 (→ page 32)". Refer to → page 111 for a detailed description of the settings.

Line/trunk keys

> This function is not available to you on an OpenScape 4000, see → page 190.

Line or DSS keys can be configured by your administrator on programmable keys on the OpenScape Desk Phone CP400 and a OpenScape Key Module 400. You can also use and monitor these line keys from the Team menu.

The Team menu could look as follows for example:

Line/trunk keys

Other keys available

These line keys cannot be changed or deleted by the user.

Each key programmed with the "Line" function corresponds to a line. This means up to 16 lines can be configured on the function keys on the OpenScape Desk Phone CP400.

A distinction is made here between primary, secondary and phantom lines. Each of these line types can be used on a private or shared basis → page 105.

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

Secondary line

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

Phantom line

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

Line utilization

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

The status of a line can be established in the team menu from the icons and the color of the line key LEDs → page 104:

LED displays

LED	Meaning
⬛	**LED off**: The phone is in idle mode.
🔆	**Flashing green**: • Incoming call on the line → page 106 • "Hold reminder" is activated → page 153
	LED flickering green: • Outgoing call on the line • The incoming call was prioritized and selected in accordance with the "Automatic line selection for incoming calls" option
	Fast blinking: The line is on "Hold".
	Flashing: Call forwarding is activated.
🟢	**LED lights green**: The line is busy.
🟠	**LED lights orange**: The line is on "Hold".

Incoming calls

Answering calls for the primary line

The phone rings. The caller and the relevant line are displayed. The Notification LED flashes.

Press the flashing key for the primary line and use speakerphone mode.

or

Press the Softkey and use speakerphone mode.

or

Lift the handset. You have answered the call.

Answering calls for a secondary line

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

The phone rings. The caller and the relevant line are displayed. The Notification LED flashes.

Using the handset

Lift the handset.

You have answered the call.

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

Using the line keys

Press the flashing key for the secondary line and use speakerphone mode.

or

Press the Softkey and use speakerphone mode.
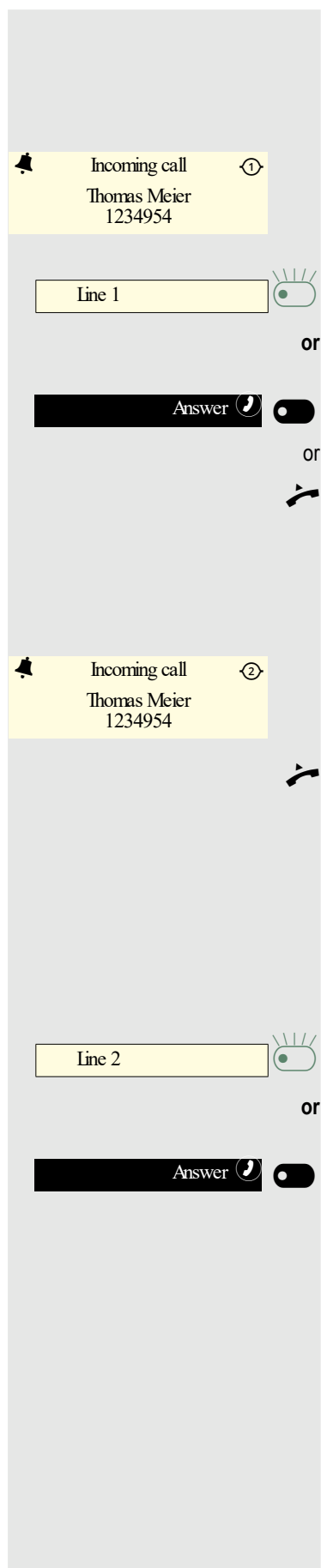
Call barging

Call barging is a feature that allows a user to participate in an active call between other users and provide assistance.

Your administrator can configure Bridge-Call appearances, allowing one line (BCA line+)+ to appear on multiple phones.

Bridged-Call Appearance (BCA)

When a phone configured with the Bridged-Call appearance feature receives a call, all the phones that have been set up with this function get notified. You can barge-in a BCA call and assist by pressing the call-line key.

The following options are available for you on a RingCentral telephone system:

Active call with Assist Key
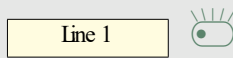
The line-key LED flashes green, indicating assist is possible.
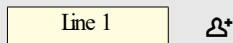
"Assist" softkey icon is displayed.

Press the call-line key to barge-in the call.

Active call without Assist Key
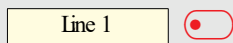
The line-key LED is solid red indicating the line is busy.

Active conference call without Assist Key

• A conference call among BCA Users is in progress for current device.
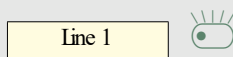
The line-key LED is solid green, indicating the line is busy with a conference.
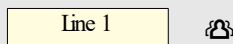
The "Conference" softkey icon is displayed.

Active conference call with Assist Key

• A conference call among BCA Users is in progress for another device.
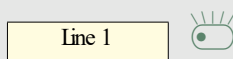
The line-key LED flashes green, indicating assist is possible.
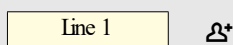
"Assist" softkey icon is displayed.

Press the call-line key to barge-in the call.

NOTE: Transfer and Consult on BCA line will consumpt the next free appearance.
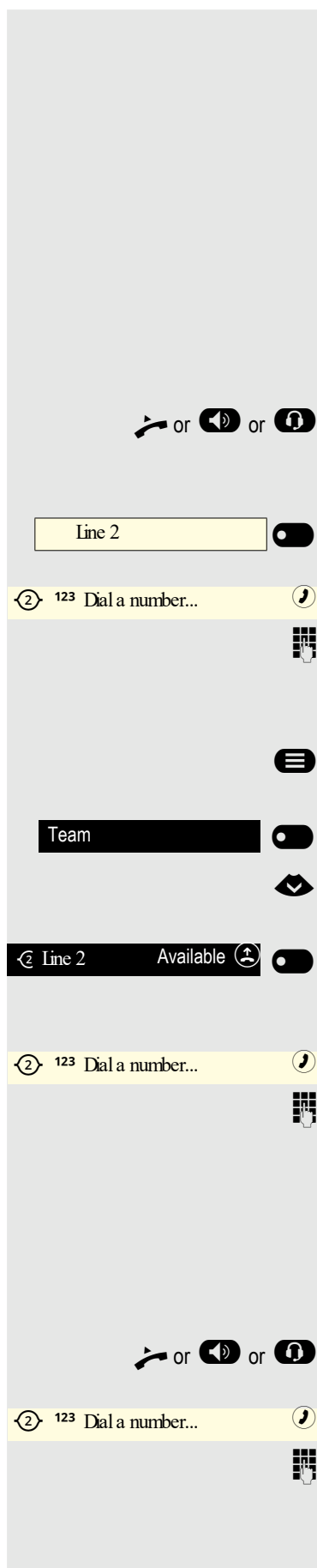
Making calls

You can seize a line before dialing on a MultiLine phone.

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

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

Manual line seizure

➤ or 🔊 or 🎧   Lift the handset or press the speaker key or headset key.

Using function keys

Line 2 ⬤   Press the required line key.

② ¹²³ Dial a number... ✆   The input field in Conversations opens.

⌨ Enter the phone number and confirm. You can also search for and use the contact from the conversation list.

Calling via the Team menu

☰ Press the key to select a different line.

Team ⬤   Open using the Softkey.

❤ Select the required line.

◀ Line 2   Available ⬤   Select and confirm the required line (e.g. line 2).

② ¹²³ Dial a number... ✆   The input field in Conversations opens again.

⌨ Enter the phone number and confirm. You can also search for and use the contact from the conversation list.

Automatic line seizure

🔧 Your administrator has configured automatic line seizure.

➤ or 🔊 or 🎧   Lift the handset or press the speaker key or headset key.

② ¹²³ Dial a number... ✆   The input field for the fixed line opens.

⌨ Enter the phone number and confirm. You can also search for and use the contact from the conversation list.
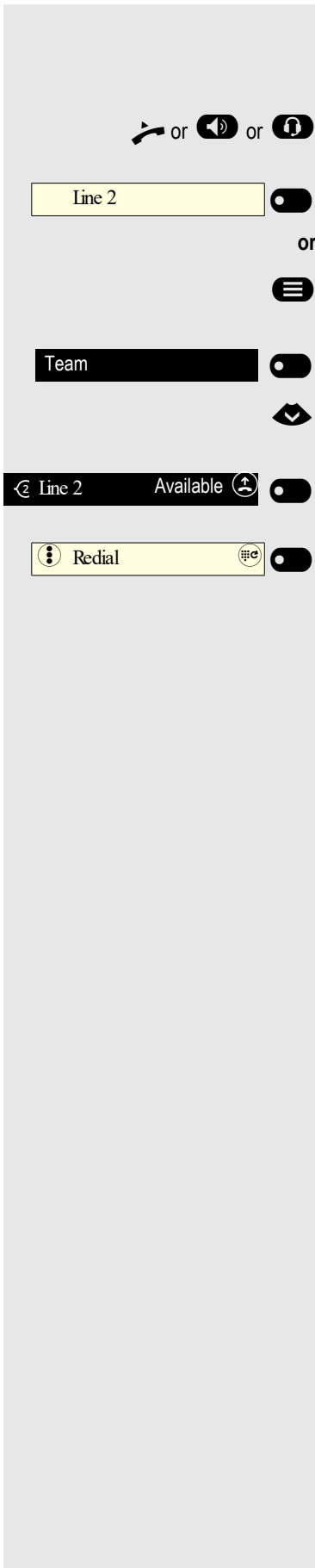
Dialing the last dialed number

The last phone number dialed on your telephone – on the primary line in the case of line keys – is used for redialing.

☎ or 🔊 or 🎧   Lift the handset or press the speaker key or headset key.

| Line 2 | ⬛ |

or

⬛   Press the key to select a line.

| Team | ⬛ | Open using the Softkey.

🔽   Select the required line.

| 📞 Line 2   Available 🔼 | ⬛ | Confirm line 2 for example.

| ⋮ Redial   ⌨ | ⬛ | Press the Function key[1]. The connection is set up.

Press the required line key.

Forwarding calls for the primary line

Call forwarding can only be activated for the primary line. Which call forwards are possible, how they are configured and activated can be found from
→ page 145.

Call forwarding information

🛠 Your administrator has activated "Forwarding shown".

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

   Call from x forwarded to x

Dialing using the hot or warm line function

🛠 Your administrator can configure a hot line or warm line for your phone.

If you lift the phone's handset or press the loudspeaker key, a number specified by the administrator is dialed

- immediately in the case of a hot line or
- after a specific time with a warm line.

Examples:

- The phone in the elevator immediately dials the reception number.
- The phone at a patient's bed dials the ward number after one minute, for example, if no other number is dialed.

During calls

---

1. Please note the information in relation to the call log → page 170.

Making and receiving calls on a single line

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

- Number redial → page 69
- Consultation → page 74
- Toggle/Connect → page 76
- Callback → page 69
- Hold → page 78
- Call waiting (second call) → page 78
- Transfer call → page 80
- Conference→ page 76

Functions available exclusively for the primary line:

- Voicemail → page 87
- Forward calls → page 145
- Do not disturb → page 117

Depending on your individual settings, you will be notified of incoming calls → page 114.

Making and receiving calls with multiple lines

The following description is based on the lines configured on the function keys. The lines in the Team menu are operated in accordance with → page 104.

Accepting a waiting call

Depending on the settings for "Rollover", you will be notified of incoming calls → page 114.

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

Line 1	Conduct call on line 1.
Line 2	Press line key for line 2.
Line 1	The call on line 1 is placed on "Hold".

All multi-line subscribers who share the line on which the call is being held (→ page 105) can now pick up the held call. To prevent other users from answering the held call, you must place the call on "Consultation" hold → page 74.

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

Line 2	Conduct call on line 2.
End	Press the Softkey to end line 2.
Line 1	Press line key for line 1.
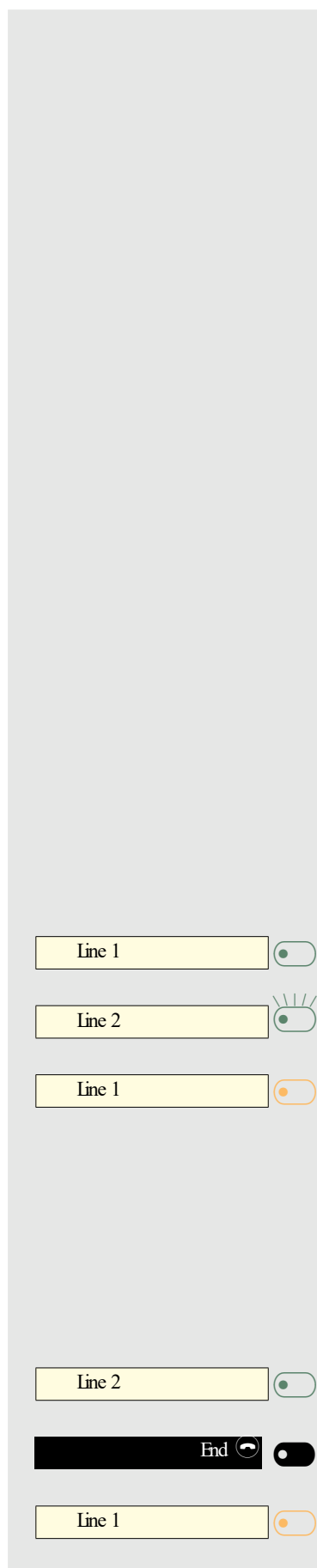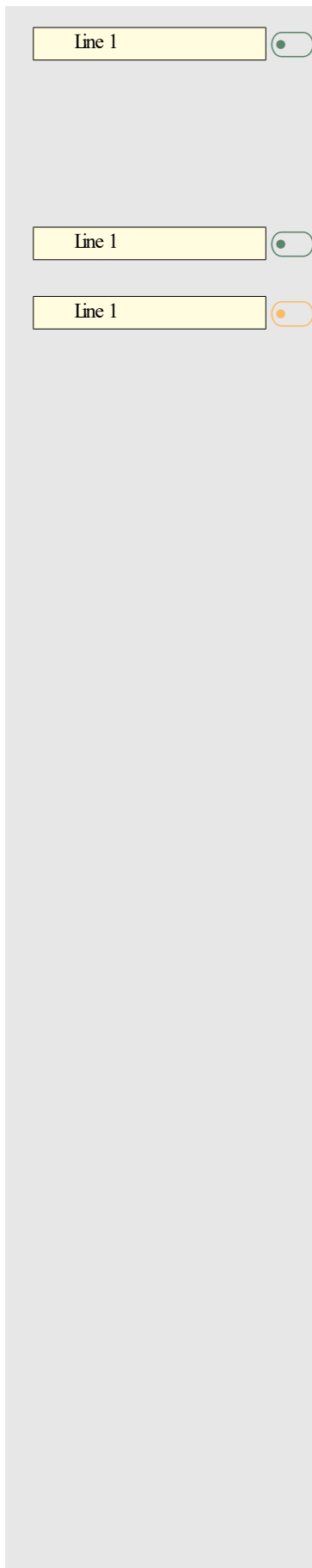
Line 1 ⬤	Retrieve call on line 1.

Putting a line on hold

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

Prerequisite: You are making a call.

Line 1 ⬤	Press line key 1.

Line 1 ⬤	The call on line 1 is placed on "Hold".

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

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

> The LED display → page 105 indicates that the call is on hold to other multi-line telephones where this line is also configured. These phones can then pick up the call.

Lines with hot or warm line function

> Your administrator has configured a hot or warm line for the primary line or for a secondary line.

The function is activated when on
- the primary line
  you lift the phone's handset or press the line or loudspeaker key
- the secondary line
  you press the line key.

A number specified by you is dialed immediately with a hot line and after a specific time with a warm line → page 113.

Examples:
- The phone in the elevator immediately dials the reception number.
- The phone at a patient's bed dials the ward number after one minute, for example, if no other number is dialed.

Settings for MultiLine (keyset)

The details for each keyset line contain supplementary information for the user. The following non-editable fields are displayed:
- Address
  – Displays the phone number for the line
- Ringer on/off
  – Shows whether the ringer is activated for this line
- Selection sequence
  – Displays the priority of each line seizure when the handset is lifted or the loudspeaker key for this line is pressed

You can influence the following options:
- Ring delay
  – The length of time before a held call is signaled on a line.

• Hot/warm dest.
  – The phone number to be dialed if the hotline or warm line function is acti-
    vated.

Example of details for a configured line

Details for keyset line x: Line 1

Ring delay	12
Hot/warm action	Hot line
Hot/Warm line destination	3339

Details for keyset line x: Line 1

	3336
Ring on/off	Hot line
Selection order	1
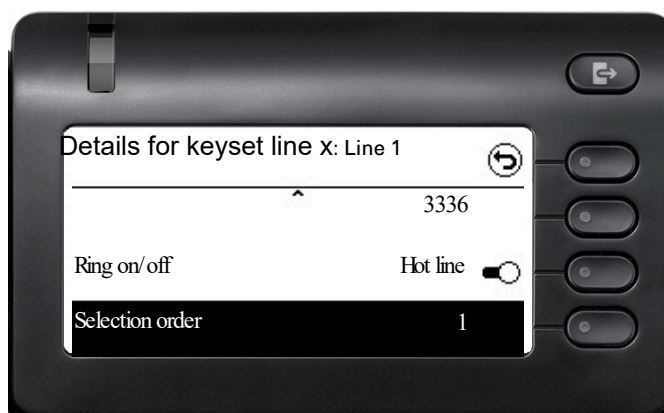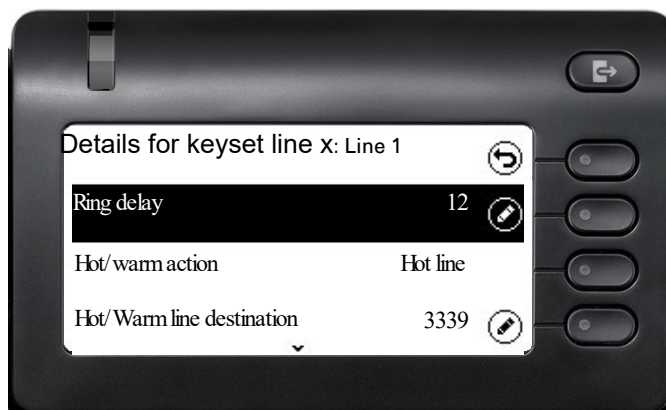
Setting the time for a delayed ringer

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

You can also configure this setting via the web interface → page 180.

Press the key for the main menu if appropriate.

Settings   Open using the Softkey.

+ User settings →   Open using the Softkey.

if nec.   Enter and confirm the User password.

+ Configuration →   Open using the Softkey.

+ Keyset →   Open using the Softkey.

Lines →   Open using the Softkey.

Primary line →   Select the required line (e.g. primary line) and open using the Softkey.
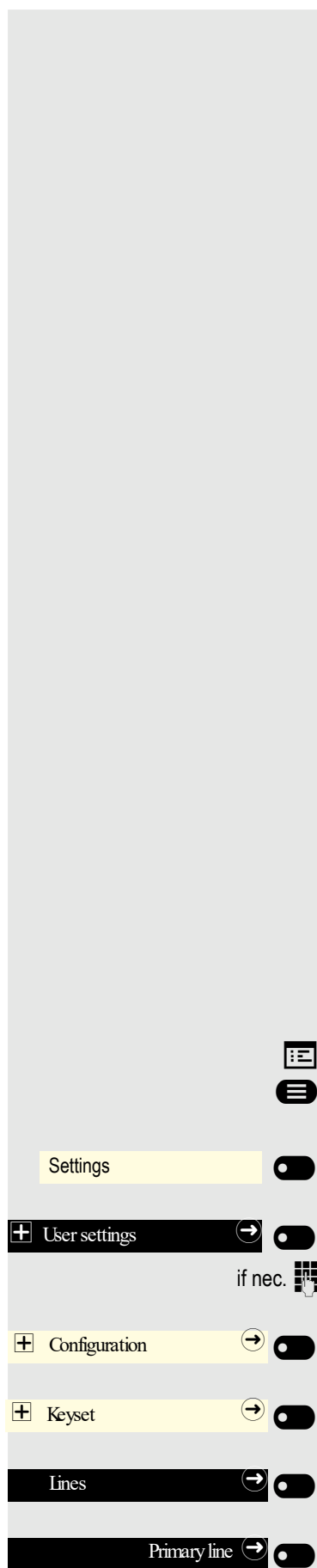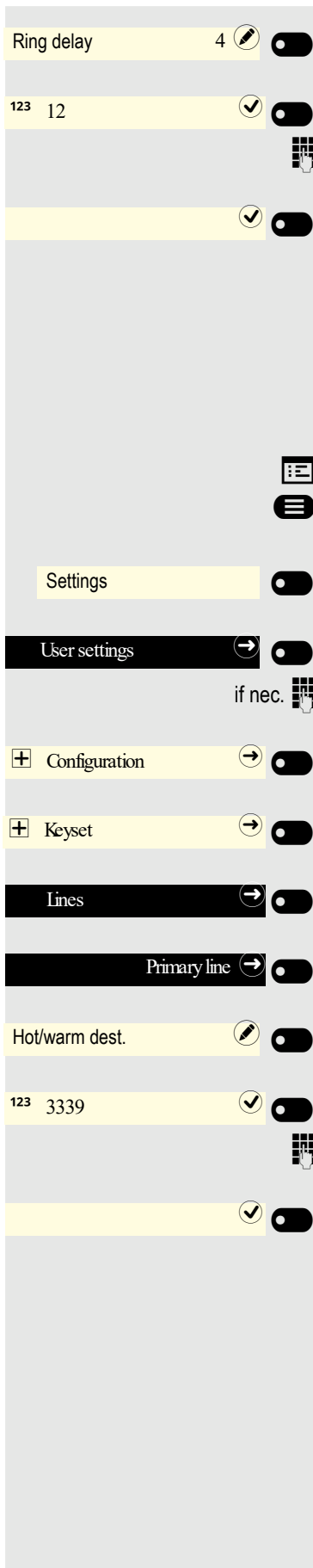
Ring delay 4 ✏ 🔲	Open using the Softkey [1].
123 12 ✓ 🔲	The input field is open.
📟	Enter a value (between 0 and 3600 seconds) and confirm using the Softkey.
✓ 🔲	Save the setting by selecting the Softkey.

You can activate and deactivate the set delay time for all line keys using a function key → page 95.

Entering a number for the hot and warm line function

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

📧 You can also configure this setting via the web interface → page 180.

📃 Press the key for the main menu if appropriate.

Settings 🔲	Open using the Softkey.
User settings ➔ 🔲	Open using the Softkey.
if nec. 📟	Enter and confirm the User password.
⊞ Configuration ➔ 🔲	Open using the Softkey.
⊞ Keyset ➔ 🔲	Open using the Softkey.
Lines ➔ 🔲	Open using the Softkey.
Primary line ➔ 🔲	Select the required line (e.g. primary line) and open using the Softkey.
Hot/warm dest. ✏ 🔲	Open using the Softkey [2].
123 3339 ✓ 🔲	The input field is open.
📟	Enter or change the destination and confirm.
✓ 🔲	Save the setting by selecting the Softkey. The destination phone number is displayed.

---

1. The phone displays the current setting
2. The phone displays the current setting

Rollover for a line

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

Only the relevant line key flashes.

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

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

You hear a short **notification tone**.

▌▌▶ The ringer melody is not played in speakerphone mode.

The phone rings. The corresponding line key flashes and the available information is shown on the display.

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. You will find additional information on this function in the executive/secretary documentation.

▌▌▶ This function is not available to you on an OpenScape 4000, see
→ page 190.

Mobility function

The mobility function allows you to use another telephone as if it were your own. You use your customary phone number and all contacts as well as telephone settings are available to you on the other phone.

Logging on to another telephone

Prerequisite: The mobility function is available on this telephone.

Press the key shown.

Mobility logon

Open using the Softkey.

123 Enter Mobility ID...

You are prompted to enter your Mobility ID.

Enter and confirm your Mobility ID – usually a phone number.

123 Enter Mobility password...

You are prompted to enter your mobility password.

Enter and confirm the mobility password.

Wait until all contacts and telephone settings have been loaded. If you were already logged on to a telephone with the mobility function, you will be logged off from here automatically.

12345

If the mobility function is active on a telephone, this will be indicated by the icon before the phone number in the telephony view.

Ending the mobility function on a telephone (log off)

Prerequisite: You are logged on to a telephone with the mobility function.

Press the key shown.

Mobility logout

Open using the Softkey.

Yes

Confirm with Softkey.

Wait until all contacts and telephone settings have been saved.
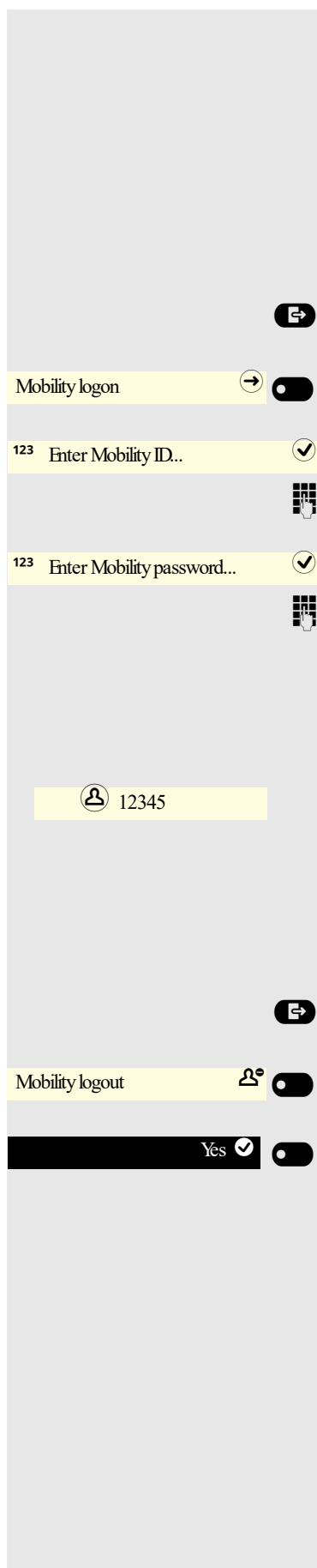
Switching E/A state when logging off

An executive/secretary team is configured and the feature "Mobility logout action" is enabled by your administrator→ page 114.

When starting a mobile logoff, one of the actions can take place and change your personal E/A Cockpit state:

- **None**: no action is taken
- **Unavailable**: an assistant state will be set to "Off desk", an executive state will be set according to the executive mode setting.
- **To voicemail**: state will be set to voicemail, if a voicemail number is configured in the E/A cockpit profile.
- **To mobile**: state will be set to mobile, if a mobile number is configured in the E/A cockpit profile.
- **To number**: state will be set to number, if a to-number is configured by the user.

When starting a mobile login, the state will automatically be set to "Available" again, if the "Mobile logout action" feature is not set to "None".

Privacy/security

Do not disturb

If "Do not disturb" is activated, your telephone will not ring. The caller hears the busy tone or an announcement that the called party cannot accept any calls at present. Do not disturb can be activated/deactivated using a specially programmed key or also from the idle menu.

Enabling do not disturb via the Presence menu

⟶ Press the key shown.

Do not disturb   Enable or disable using the Softkey.

Enabling do not disturb via a key

Prerequisite: To activate "Do not disturb", a key has to be assigned the "Do not disturb" function → page 91 and the "Do not disturb" function has to be allowed → page 117.

Do not disturb   Press the Function key.

Do not disturb   Press the key with the illuminated LED once more to deactivate the function.

Allowing "Do not disturb"

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Settings   Open using the Softkey.

⊞ User settings   Open using the Softkey.

if nec.   Enter and confirm the User password.

⊞ Configuration   Open using the Softkey.

Incoming calls   Open using the Softkey.

Handling   Open using the Softkey.

Allow DND   Activate with the Softkey.

✓   Save the setting by selecting the Softkey.

Security

User password

Your User password protects your individual configurations, including your language settings. You can also use the User password to lock your telephone → page 120.

The administrator may have configured the following settings:

- The password is deactivated: You do not have the option of configuring user settings. The message "Password is disabled" is displayed.
- The password is temporarily locked: You do not have the option of configuring user settings at this time. The message "Password is suspended" is displayed.
- After initially logging on to a user area, you may have to replace the default password with a new password.
- A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Change password (x days left)" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period is over. Confirm "Passwort ändern" and change the password as described in this section.
- If you repeatedly enter the wrong password (2 to 5 times), additional attempts are blocked. You can make another attempt after a predefined time.
- It is possible that you will not be able to re-use a previously used password for a period of time, which means you have to create another "new password".
- Your administrator can tell you about the rules for what and how many characters can or must be used in the password.

> The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password protected (see also → page 119).

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Settings	Open using the Softkey.
User settings	Open using the Softkey.
if nec.	Enter and confirm the User password.
	Select the "Security" function.
Security	Open using the Softkey.
Change user password	Open using the Softkey.
Current password	Open using the Softkey.
123 ******	The input field is displayed.
	Enter the current password and conclude your input with the Softkey.

Neues Passwort   ✎ ⬛

Open using the Softkey.

123 ✳✳✳✳✳   ✔ ⬛
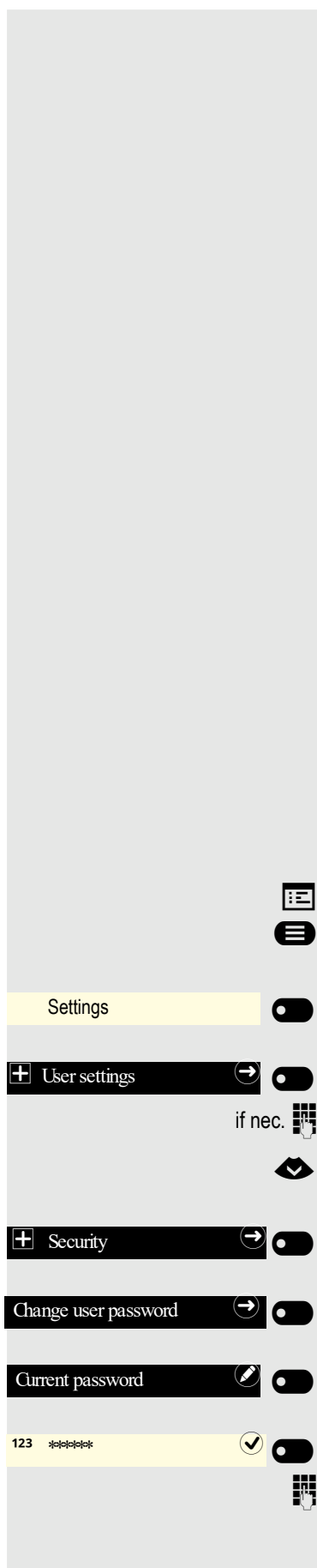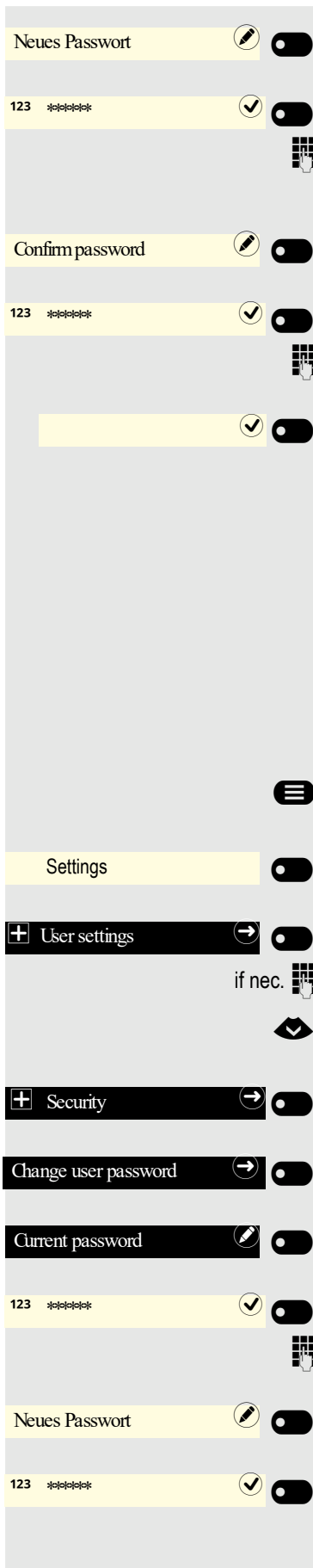
The input field is displayed.

📟 Enter the new password (at least 6 characters) and conclude your input with the Softkey.

Confirm password   ✎ ⬛

Open using the Softkey.

123 ✳✳✳✳✳   ✔ ⬛

The input field is displayed.

📟 Re-enter the new password and conclude your input with the Softkey.

  ✔ ⬛

Save your input. The new password is now valid.

Deactivating the password prompt

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

> The deactivation of the password prompt does not affect the web interface → page 180 or CTI applications that use a password prompt. As long as the password prompt is deactivated, you do not have access to the web interface via the User settings.
>
> If you deactivate the password prompt, you can **no longer** lock the phone → page 120 and the user menu is **not** password protected.

☰ Press the key shown if appropriate.

Settings   ⬛

Open using the Softkey.

➕ User settings   ➔ ⬛

Open using the Softkey.

if nec. 📟 Enter and confirm the User password.

❖ Select the "Security" function.

➕ Security   ➔ ⬛

Open using the Softkey.

Change user password   ➔ ⬛

Open using the Softkey.

Current password   ✎ ⬛

Open using the Softkey.

123 ✳✳✳✳✳   ✔ ⬛

The input field is displayed.

📟 Enter the current password and conclude your input with the Softkey.

Neues Passwort   ✎ ⬛

Open using the Softkey.

123 ✳✳✳✳✳   ✔ ⬛

The input field is displayed.
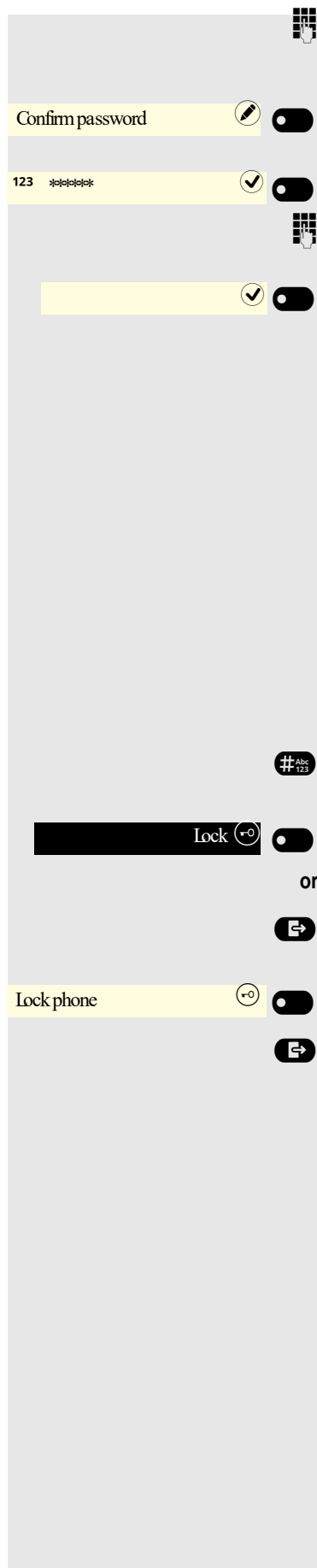
Enter six zeros ("000000") to deactivate the password prompt. Confirm your input with the Softkey.

Confirm password   Open using the Softkey.

123 ******   The input field is displayed.

Enter six zeros ("000000") once again. Confirm your input with the Softkey.

Save your input. The password is now deactivated:

Locking the phone

To protect the phone against unauthorized access, you can lock the phone so that nobody can make calls or change settings without knowing the User password.

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

> You can only lock the phone if you set a User password → page 118. The password for this must **not** be the default setting "000000". Check if necessary whether the telephone lock function has been activated for you by the administrator.

Activating the phone lock

Hold down the key shown until the "Lock phone" message appears.

Lock   Press the Softkey to activate the lock.

or

Press the key shown to open the Presence menu.

Lock phone   Use the Softkey to lock the phone.

Press the key shown to exit the Presence menu.

Dialing emergency numbers

If an emergency number is entered on the phone by the administrator, **Emergency call** appears on the display for selection when you have activated the lock. You can also enter the emergency number via the dialpad.

Emergency call

Press the Softkey. The saved emergency number is dialed.

> The number will be dialed automatically without pressing the OK button. An empty option on the screen will be shown, therefore if you accidentally press the OK button, the call will not be canceled.
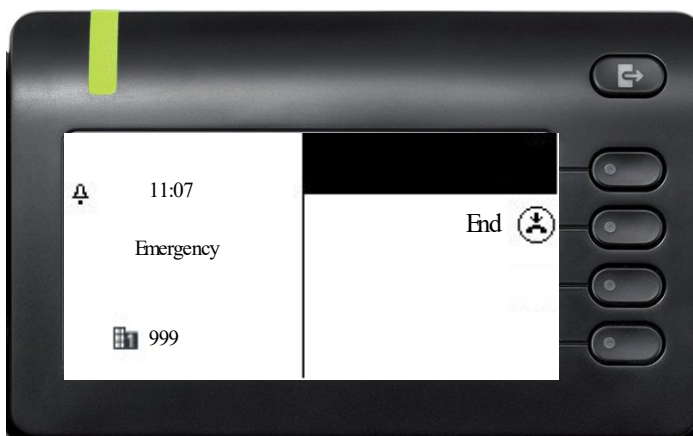
Unlocking the phone

⊶◯ Phone locked

The display shows: Phone locked.

Unlock phone

Press the Softkey.

Enter the User password and confirm. The phone is unlocked if the password is correct.

or

Admin unlock

Press the Softkey.

Enter the administrator password if the User password is not known. Confirm with the Softkey. The phone is unlocked if the password is correct.

> If the telephone is locked, an emergency number entered by the administrator can be dialed using the dialpad or the **Emergency call** option. If the phone is locked, selected dialing keys cannot be used. This also applies even if the emergency number is saved on this key.

Other settings and functions

Audio settings

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

Room character

To ensure that the other party can hear you properly in speakerphone mode, you can adjust the phone to the room acoustics by choosing one of the following room character conditions:

- Normal
- Echoing
- Muffled

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Settings   Open using the Softkey.

➕ User settings ➡️   Open using the Softkey.

if nec. 🔢   Enter and confirm the User password.

➕ Audio ➡️   Open using the Softkey.

Settings ➡️   Open using the Softkey.

Room Character   Normal ✏️   Open using the Softkey [1].

Muffled ⦿   Use the Softkey to set to muffled for example.

✅   Save the setting by selecting the Softkey.

Ringer

Select your preferred ringer from the available audio files. If no individual audio files are available, the "Pattern" ringer is preset. To upload your own files in ".mp3" or ".wav" format, please consult your administrator.

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Settings   Open using the Softkey.

➕ User settings ➡️   Open using the Softkey.

---
1. The phone displays the current setting

if nec. ⌨   Enter and confirm the User password.

⊞ Audio   ➔ ⬛   Open using the Softkey.

    Settings   ➔ ⬛   Open using the Softkey.

             ❤   Switch to Ringer file.

Ringer   Harmonize.mp3 ✎ ⬛   Open using the Softkey [1].

You will be offered the following default options:
• Pattern
• Harmonize.mp3
• Ringer1.mp3
• Ringer2.mp3
• Ringer3.mp3
• Ringer4.mp3
• Ringer5.mp3
• Ringer6.mp3

    Ringer1.mp3 ◉ ⬛   Confirm with the Softkey to switch. You will immediately hear the associated ringer melody.

             ✔ ⬛   Save the setting with the Softkey.

Pattern melody

⊞   You can also configure this setting via the web interface ➔ page 180.

Prerequisite: You have chosen the "Pattern" ringer, see ➔ page 122.

☰   Press the key shown if appropriate.

    Settings   ⬛   Open using the Softkey.

⊞ User settings   ➔ ⬛   Open using the Softkey.

if nec. ⌨   Enter and confirm the User password.

⊞ Audio   ➔ ⬛   Open using the Softkey.

    Settings   ➔ ⬛   Open using the Softkey.

             ❤   Switch to Ringer melody.

Pattern melody   4 ✎ ⬛   Open using the Softkey [2].

             5 ◉ ⬛   Confirm with the Softkey to switch. You will immediately hear the associated Pattern.

1. The phone displays the current setting
2. The phone displays the current setting

Save the setting with the Softkey.

Pattern sequence

You can also configure this setting via the web interface → page 180.

Prerequisite: You have chosen the "Pattern" ringer, see → page 122.

Press the key shown if appropriate.

Settings Open using the Softkey.

+ User settings → Open using the Softkey.

if nec. Enter and confirm the User password.

+ Audio → Open using the Softkey.

Settings → Open using the Softkey.

Switch to Pattern sequence.

Pattern sequence 2 Open using the Softkey [1].

4 Confirm with the Softkey to switch. You hear the set Mustermelodie with the selected Pattern sequence.

Save the setting with the Softkey.

Opening listening mode

Select the mode here that you prefer for open listening → page 71.
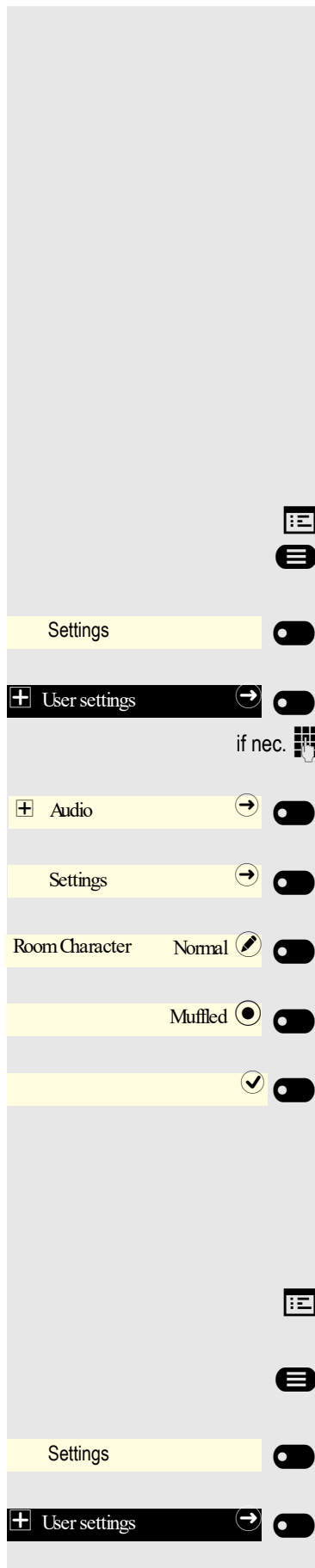
You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Settings Open using the Softkey.

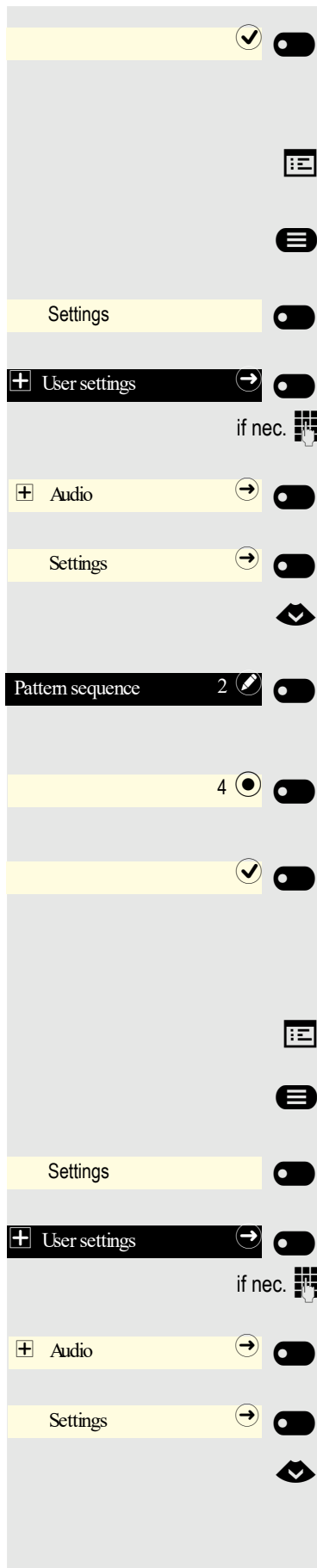+ User settings → Open using the Softkey.

if nec. Enter and confirm the User password.

+ Audio → Open using the Softkey.

Settings → Open using the Softkey.

Select Open listening.

1. The phone displays the current setting

Open listen- US mode ✎ ⬭	Open using the Softkey [1].
Standard mode ◉ ⬭	Confirm with the Softkey to switch.
✓ ⬭	Save the setting with the Softkey.

Setting headset port use

▤   You can also configure this setting via the web interface → page 180.

☰   Press the key shown if appropriate.

Settings ⬭	Open using the Softkey.
⊞ User settings → ⬭	Open using the Softkey.
if nec. ⌨	Enter and confirm the User password.
⊞ Audio → ⬭	Open using the Softkey.
Settings → ⬭	Open using the Softkey.
⬦	Select the headset port.
Headset socket ✎ ⬭	Open using the Softkey [2].

You will be offered the following options:
• Wired headset
• Cordless headset
• Conference unit

Wired headset ◉ ⬭	Confirm with the Softkey to switch.
✓ ⬭	Save the setting with the Softkey.

1. The phone displays the current setting
2. The phone displays the current setting

Special ringers

You can assign a special individual ringer to the following incoming calls or events to allow faster identification:

- Internal
- External
- Recall (Callback)
- Special 1
- Special 2
- Special 3

Prerequisite: The administrator has activated the special ringers.

Please note, that you, as User, cannot change the Ringer sound, Pattern melody and/or Pattern sequence of Emergency call type. This can be set only by an Administrator. Emergency ringer is always played (regardless of ringer settings) at maximum volume.

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Settings

Open using the Softkey.

+ User settings →
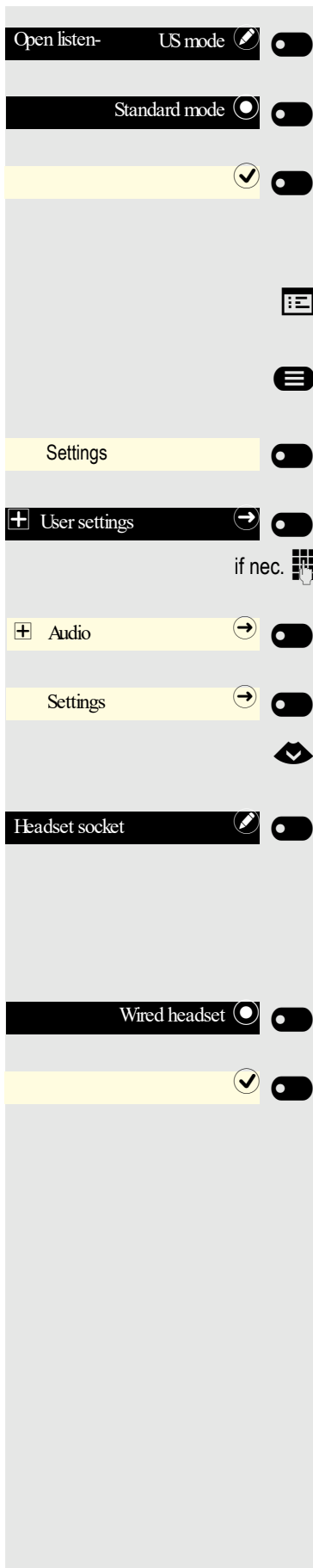
Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Audio →

Open using the Softkey.

Special ringers →

Open using the Softkey.

Internal →

Open using the Softkey.

Available

If this setting is activated, it indicates that the special ringer has been enabled.

Ringer   Ringer1

Open using the Softkey [1].

Selecting the ringer

Harmonize.mp3

Confirm with the Softkey to switch the ringer.

Save the setting with the Softkey.

Settings for the „Pattern"

Ringer file   Pattern

If you selected "Pattern" as the ringer, you can make further settings for the pattern Melody and pattern Sequence:

Melody   4

Open using the Softkey [2].

1. The phone displays the current setting
2. The phone displays the current setting
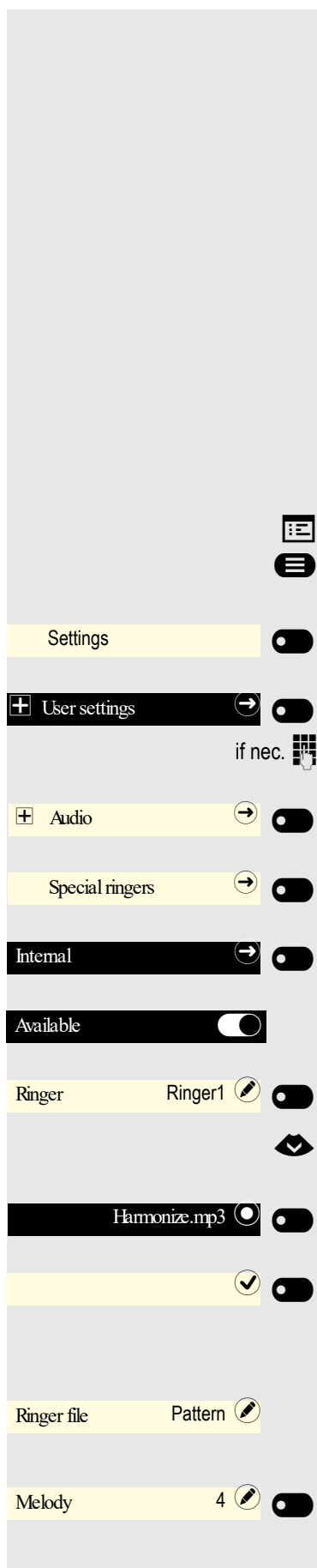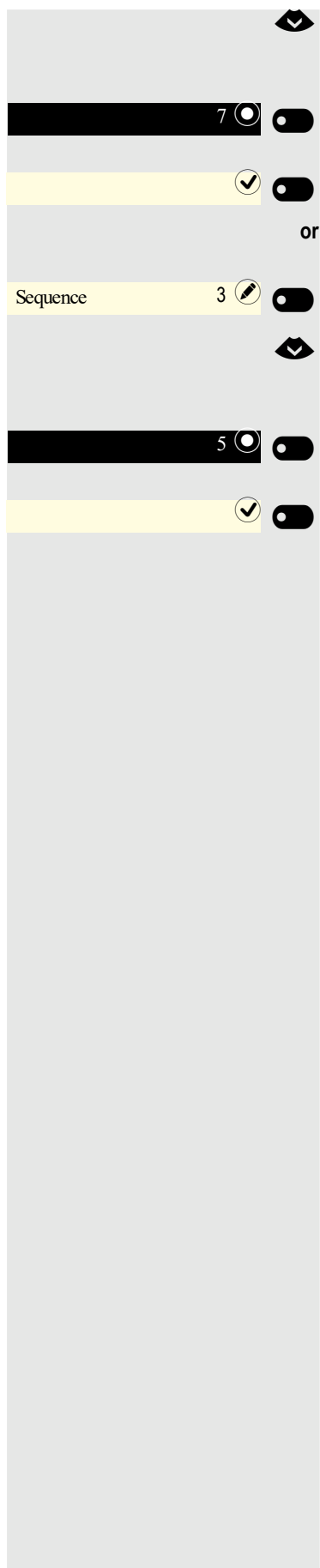
Choose a Melody between 1 and 8. You will immediately hear the associated melody.

Confirm with the Softkey to switch the Ringer melody.

Save the setting if necessary with the Softkey.

or

Sequence   3 ✎   Open using the Softkey[1].

Choose a Sequence between 1 and 6. You hear the set Melody with the selected Sequence.

Confirm with the Softkey to switch the Sequence.

Save the setting with the Softkey.

Activating/deactivating the ringer

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → page 26.

⁕🔔 Hold down the key shown.

Tone and indication with an unsecured voice connection

Use this option to activate an alert tone that you hear when a secure voice connection with the party you are currently talking to ceases to be secure. The message "Nonsecure connection" also appears.

🔧 Secure connection setup is the preference set by your administrator.

📧 You can also configure this setting via the web interface → page 180.

☰ Press the key shown if appropriate.

Settings ▭ Open using the Softkey.

➕ User settings ➔ ▭ Open using the Softkey.

if nec. ⌨ Enter and confirm the User password.

➕ Configuration ➔ ▭ Open using the Softkey.

Connected calls ➔ ▭ Open using the Softkey.

❖ Select the "Immediate dialling" function.

Insecure call alert ⬤ ▭ Activate with the Softkey.

✓ ▭ Save the setting by selecting the Softkey.
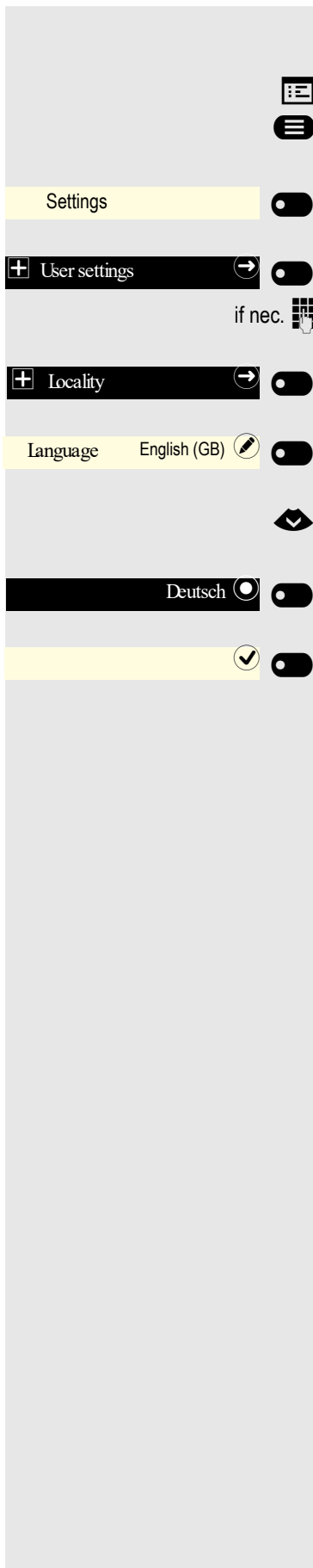
Display language

📋

📧   You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

| Settings | ⬤ | Open using the Softkey. |

➕ User settings ➡ ⬤   Open using the Softkey.

if nec. ⌨   Enter and confirm the User password.

➕ Locality ➡ ⬤   Open using the Softkey. The current language is displayed.

Language   English (GB) ✏ ⬤   Open using the Softkey.

◈   Select a language.

Deutsch ◉ ⬤   Confirm with the Softkey to switch.

✅ ⬤   Save the settings with the Softkey.

You may choose from the following languages:

1. Bahasa Indonesia
2. Bahasa Malaysia
3. Brasileiro
4. Català
5. Ceština
6. Cymraeg
7. Dansk
8. Deutsch
9. Eesti keel
10. English (GB)
11. English(US)
12. Español
13. Français
14. Hrvatski
15. Italiano
16. Latviešu Valoda
17. LietuviɎŠ Kalba
18. Magyar
19. Nederlands
20. Norsk
21. Polski
22. Português
23. RomânƒÉ
24. SlovenƒÇina
25. Slovenski Jezik
26. Srpski Jezik
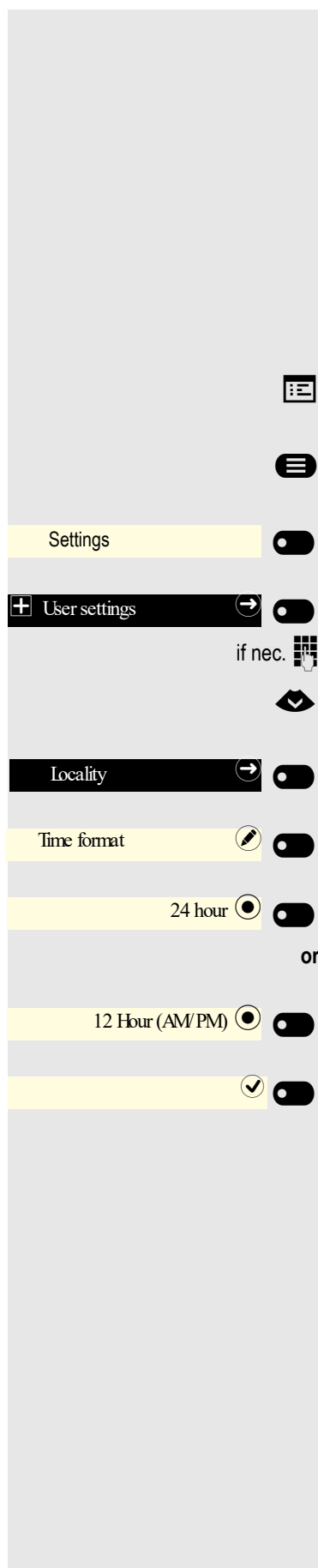
27. Suomi
28. Svenska
29. Türkçe
30. Ελληνικά
31. Български
32. Македонски Јазик
33.   Русс
34. Српски Језик
35. 中文

Time display format

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Settings   Open using the Softkey.

⊞ User settings →   Open using the Softkey.

if nec.   Enter and confirm the User password.

                                        Switch to Locality.

Locality →   Open using the Softkey.

Time format ✎   Open using the Softkey [1].

24 hour ◉   Use the Softkey to set 24-hour format for example.

or

12 Hour (AM/ PM) ◉   Use the Softkey to set 12-hour format for example.

✓   Save the setting by selecting the Softkey.

---

1. The phone displays the current setting

Date display format

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Settings   Open using the Softkey.

＋ User settings →   Open using the Softkey.

if nec.   Enter and confirm the User password.

   Switch to Locality.

Locality →   Open using the Softkey.

Date format ✎   Open using the Softkey [1].
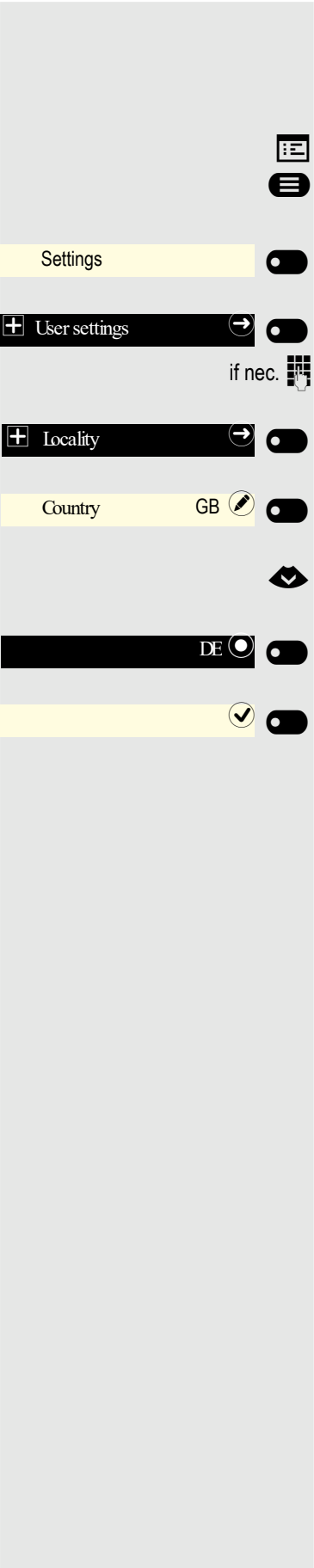
dd.mm.yy ⦿   Use the Softkey to set European format for example.

Other options include:
- yy-mm-dd
- MM/TT/JJ
- dd/mm/yy

✓   Save the setting by selecting the Softkey.

---

1. The phone displays the current setting

Country-specific setting

Adapt your phone settings to suit the country-specific conditions (for example, transmission parameters).

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Open using the Softkey.

Settings

Open using the Softkey.

User settings

Enter and confirm the User password. | if nec.

Open using the Softkey. The current language is displayed.

Locality

Open using the Softkey.

Country GB

Select a language.

Confirm with the Softkey to switch.

DE

Save the settings with the Softkey.

You may choose from the following countries:

1.	ArgentinaAR		20. Luxembourg	LU
2.	Australia	AT	21. Mexico	MX
3.	Austria	AU	22. Netherlands	NL
4.	Belgium	BE	23. New Zealand	NZ
5.	Brazil	BR	24. Norway	NO
6.	Canada	CA	25. Poland	PL
7.	China	CN	26. Portugal	PT
8.	Chile	CL	27. Russian Federation	RU
9.	Croatia	HR	28. Singapore	SG
10.	Czech Republic	CZ	29. Slovakia	SK
11.	Denmark	DK	30. South Africa	ZA
12.	Finland	FI	31. Spain	ES
13.	France	FR	32. Sweden	SE
14.	Germany	DE	33. Switzerland	CH
15.	Hungary	HU	34. Thailand	TH
16.	India	IN	35. Turkey	TR
17.	Ireland	IE	36. United Kingdom	GB
18.	Italy	IT	37. United States	US
19.	Japan	JP	38. Vietnam	VN
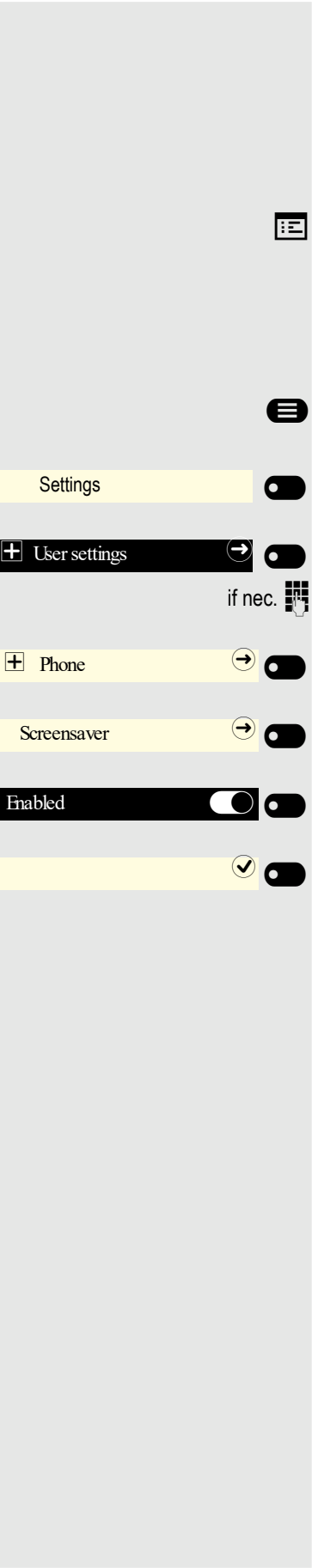
Screensaver

Activate a screensaver for the telephone idle state.

> Your administrator can set a time of between two and eight hours defining how long the phone should be idle before display backlighting deactivates completely.

📋   You can also configure this setting via the web interface → page 180.

Activating the screensaver

The current time and date are displayed to you in the screensaver.

≡   Press the key shown if appropriate.

Settings   Open using the Softkey.

➕ **User settings** →   Open using the Softkey.

if nec. 📱   Enter and confirm the User password.

➕ **Phone** →   Open using the Softkey.

Screensaver →   Open using the Softkey.

Enabled   Activate with the Softkey.

✓   Save the setting by selecting the Softkey.

Automatic screensaver activation

Set how long OpenScape CP 400 should be idle before the screensaver automatically activates.

You can choose from the following settings:

- 0 minutes (deactivated)
- 1 minute (default)
- 5 minutes
- 10 minutes
- 20 minutes
- 30 minutes
- 60 minutes
- 120 minutes

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Settings	Open using the Softkey.
⊞ User settings →	Open using the Softkey.
if nec.	Enter and confirm the User password.
⊞ Phone →	Open using the Softkey.
Screensaver →	Open using the Softkey.
Idle time (mins) 20 ✎	Open using the Softkey [1].
	Select the new time in the list.
30 ◉	Confirm with the Softkey to set the new time.
✓	Save the setting with the Softkey.

1. The phone displays the current setting
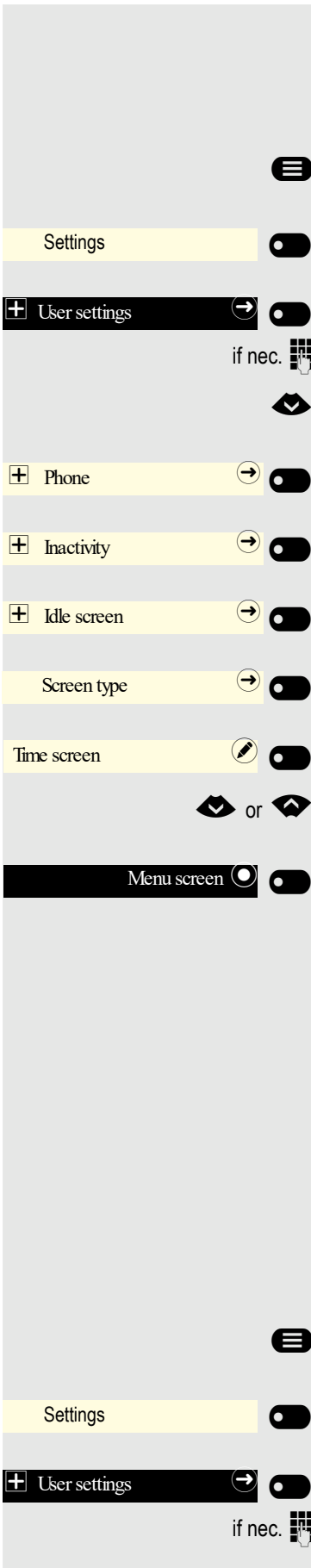
Return to main menu after timeout

You can choose between screensaver or menu screen that the phone will switch to after a period of idle state has passed. The timer for this idle period will be the same as the existing screensaver timer → page 134.

Press the key for the main menu if appropriate.

Settings

Open using the Softkey.

+ User settings →

Open using the Softkey.

if nec. Enter and confirm the User password.

Select "Phone".

+ Phone →

Open using the Softkey.

+ Inactivity →

Open using the Softkey.

+ Idle screen →

Open using the Softkey.

Screen type →

Open using the Softkey.

Time screen ✎

Open using the Softkey [1].

or Select the Menu screen in the list.

Menu screen ⊙

Confirm with the Softkey to set the new screen type.

Setting the landing screen

You can see the landing screen when:
• startup is complete (e.g. following a restart/upgrade)
• you will return to via repeated use of the "back" key
• "waking" from slideshow or from energy saver
• ending a locally connected call (or going off-hook then on-hook again)

You can choose from three different landing screens:
• Conversations
• Team
• Main menu

Press the key for the main menu if appropriate.

Settings

Open using the Softkey.

+ User settings →

Open using the Softkey.

if nec. Enter and confirm the User password.

1. The phone displays the current setting

	❤		Select "Phone".
⊞ Phone	→ ▭		Open using the Softkey.
⊞ Display	→ ▭		Open using the Softkey.
⊞ Landing screen	→ ▭		Open using the Softkey.
Conversations	◉ ▭		Open using the Softkey.
	❤ or ❤		Select the type of the Landing screen in the list.
Team	◉ ▭		Confirm with the Softkey to set the new Landing screen.
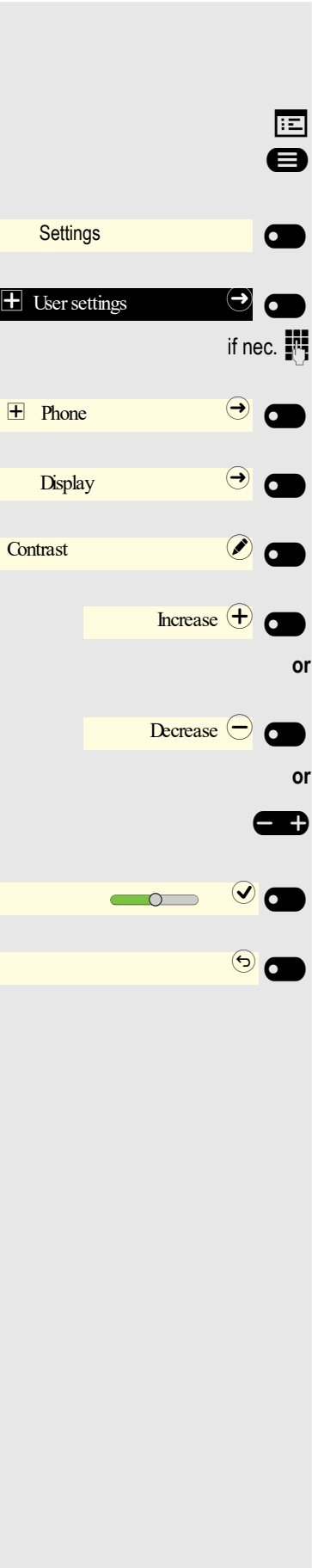
Display contrast

You can adjust the contrast of the display to suit your ambient lighting.

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Open using the Softkey.

Settings

Open using the Softkey.

+ User settings →

if nec. ▦   Enter and confirm the User password.

+ Phone →   Open using the Softkey.

Display →   Open using the Softkey.

Contrast ✎   Open using the Softkey [1].

Increase ⊕   Use the Softkey to increase the contrast.

or

Decrease ⊖   Use the Softkey to reduce the contrast.

or

⊖ ⊕   Adjust using the toggle key.

✓   Save the setting by selecting the Softkey.

↩   Exit the display menu if appropriate.

---

1. The phone displays the current setting

Energy saving mode

Set how long OpenScape CP 400 should be idle before the background lighting automatically switches off.

You can choose from the following settings:

- 1 minute
- 5 minutes
- 30 minutes
- 60 minutes
- 2 hours
- 4 hours
- 8 hours

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Settings

Open using the Softkey.

+ User settings →

Open using the Softkey.

if nec. Enter and confirm the User password.

+ Phone →

Open using the Softkey.

Energy saving →

Open using the Softkey.

Activate after: 5 minutes ✎

Open using the Softkey [1].

Select the new time in the list.

30 minutes ◉

Confirm with the Softkey to set the new time.

✓

Save the setting with the Softkey.dej

---
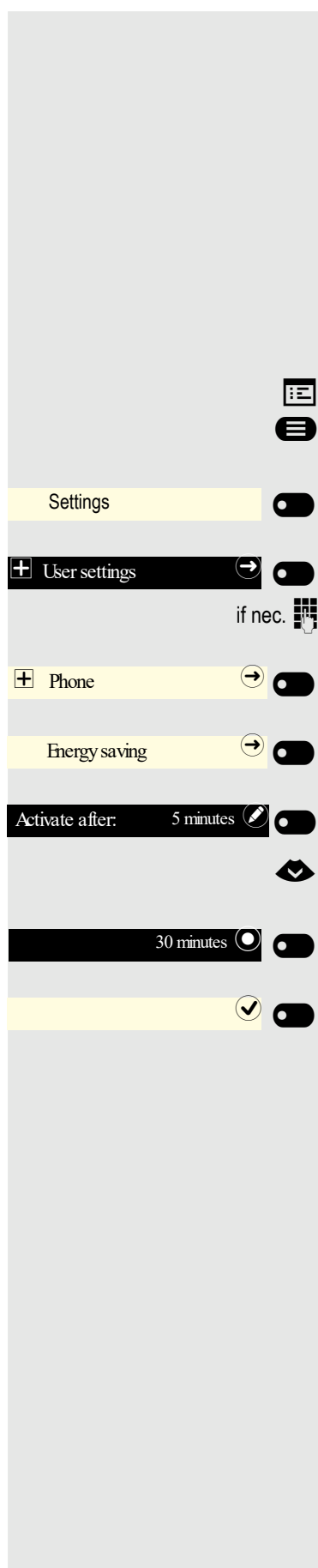
1. The phone displays the current setting
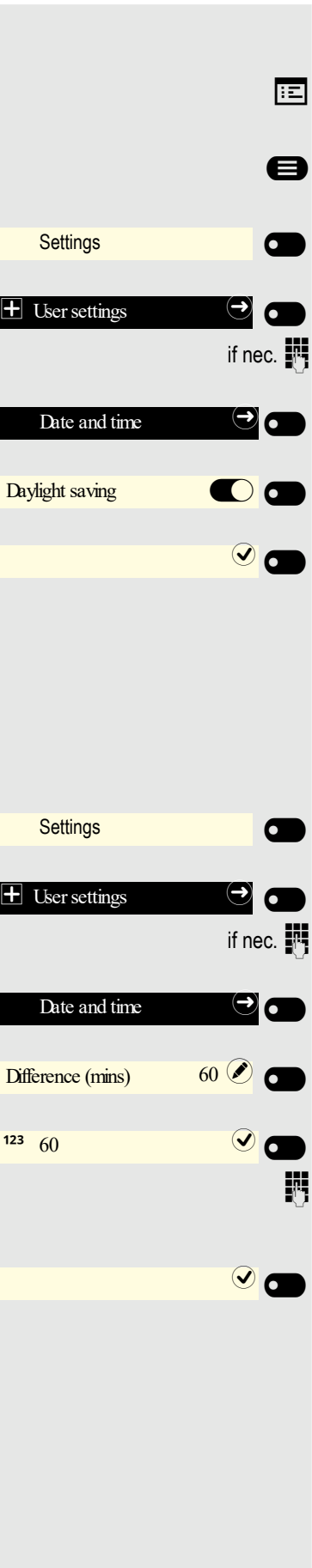
Setting daylight saving time

You can also configure this setting via the web interface → page 180.

Prerequisite: **Auto DST** is deactivated → page 140.

Press the key shown if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Date and time

Open using the Softkey.

Daylight saving

Activate with the Softkey.

Save the setting by selecting the Softkey.

Setting the difference between daylight saving and standard time

Prerequisite: Daylight saving mode is activated.

Enter the difference to be used for daylight saving time.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

Date and time

Open using the Softkey.

Difference (mins)   60

Open using the Softkey [1].

123 60

The input field is open.

Enter the difference between daylight and standard time in minutes and confirm with the Softkey.

Save the setting by selecting the Softkey.

---

1. The phone displays the current setting

Automatic daylight saving time

The **Auto DST** setting is provided for information purposes and can only be changed by your administrator.

📧 You can also access this information via the web interface → page 180.

🗐 Press the key shown if appropriate.

Settings ▢ Open using the Softkey.

⊞ User settings ➜ ▢ Open using the Softkey.

if nec. 📱 Enter and confirm the User password.

Date and time ➜ ▢ Open using the Softkey.

❤ Switch to Auto DST.

Auto DST 🔘 ▢ Provided for information purposes. Cannot be changed.

✅ ▢ Save the setting by selecting the Softkey.
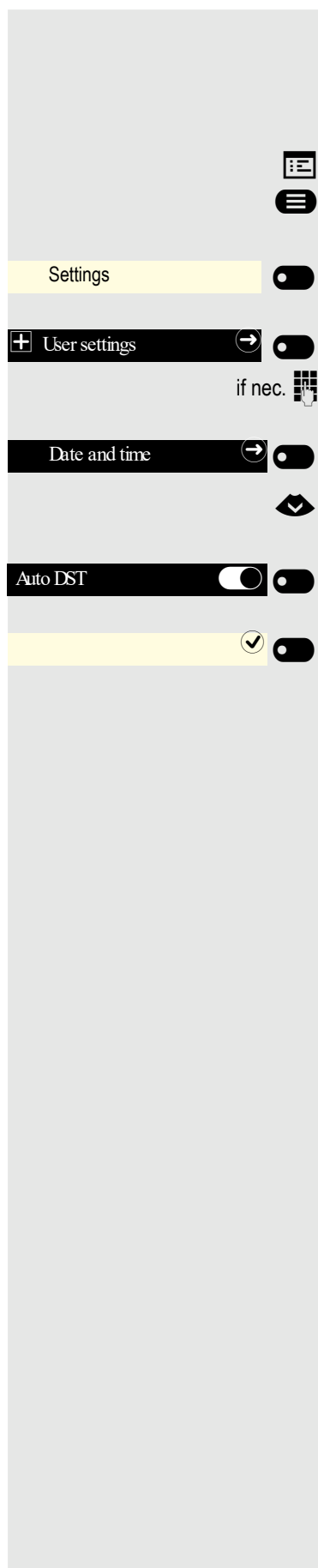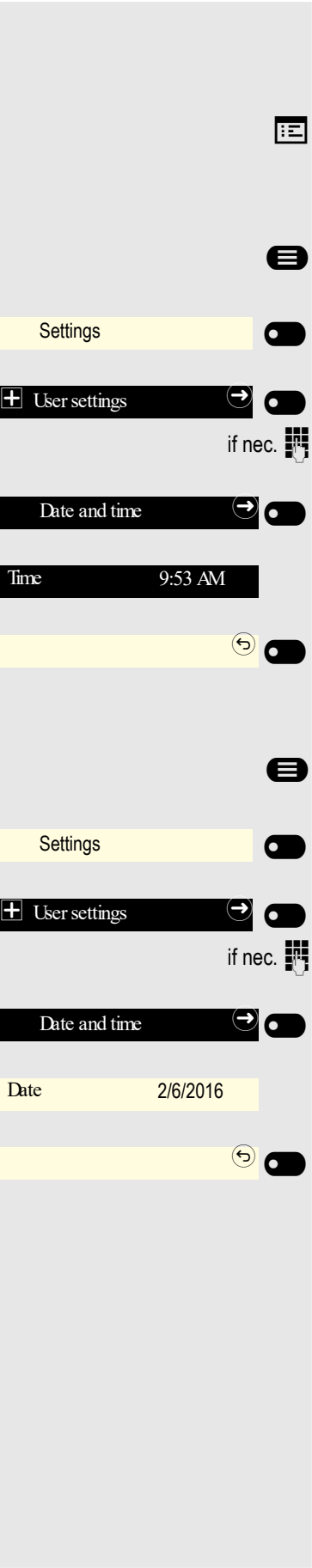
Displaying the date and time

You can read the date and time display here if necessary.

You can also check this setting via the web interface → page 180.

Checking the time

Press the key shown if appropriate.

Settings

Open using the Softkey.

＋ User settings

Open using the Softkey.

if nec. ⌨ Enter and confirm the User password.

Date and time

Open using the Softkey.

| Time | 9:53 AM |

The set time is displayed.

Exit the display menu if appropriate.

Checking the date

Press the key shown if appropriate.

Settings

Open using the Softkey.

＋ User settings

Open using the Softkey.

if nec. ⌨ Enter and confirm the User password.

Date and time

Open using the Softkey.

| Date | 2/6/2016 |

The set time is displayed.

Exit the display menu if appropriate.

Displaying network information

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

Press the key shown if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.   Enter and confirm the User password.

Select the "Network information" menu.

Network information

Open using the Softkey.

You can browse the following overview:

Scroll
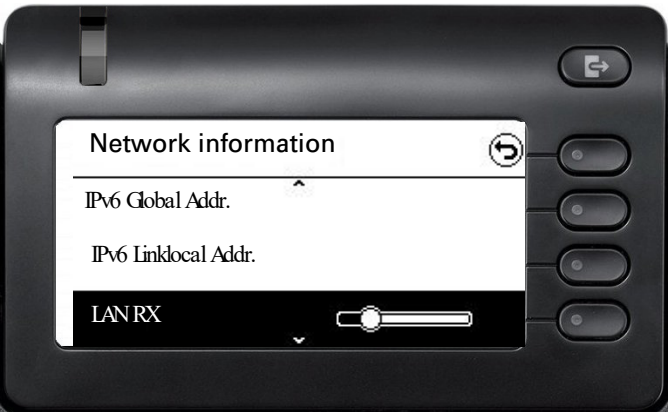
Scroll
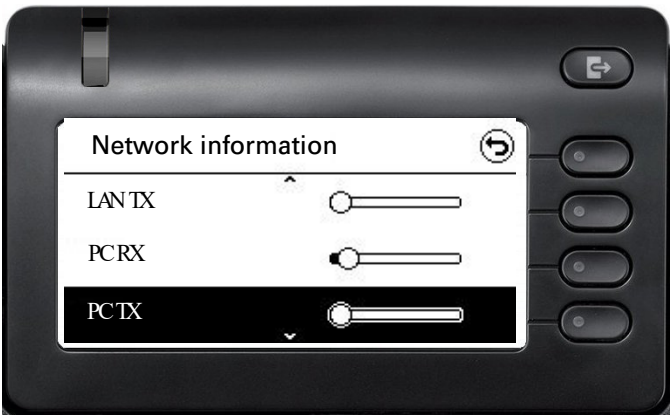
❤ **Scroll**
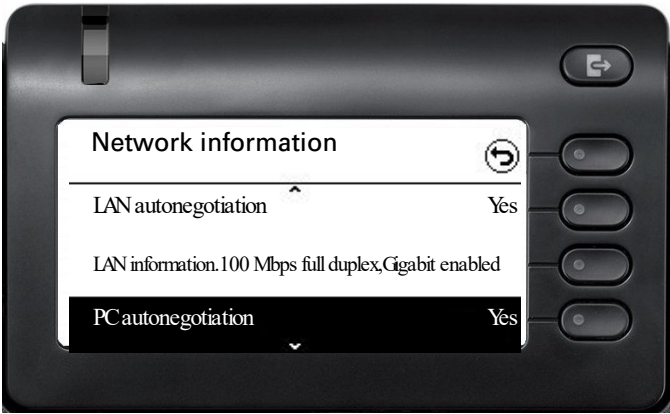
❤ **Scroll**
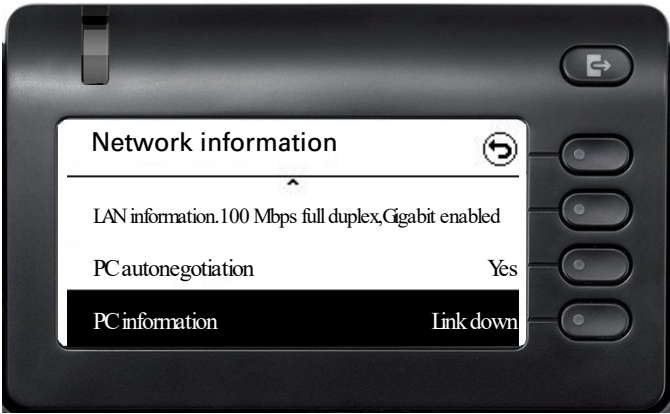
DNS name**:** Name or number of telephone.

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

IPv4 address: Displays the IP address or name that was assigned to the phone in the network.

IPv6 Global Addr.: Displays the global IPv6 address

IPv6 Linklocal Addr.: Displays the local IPv6 address
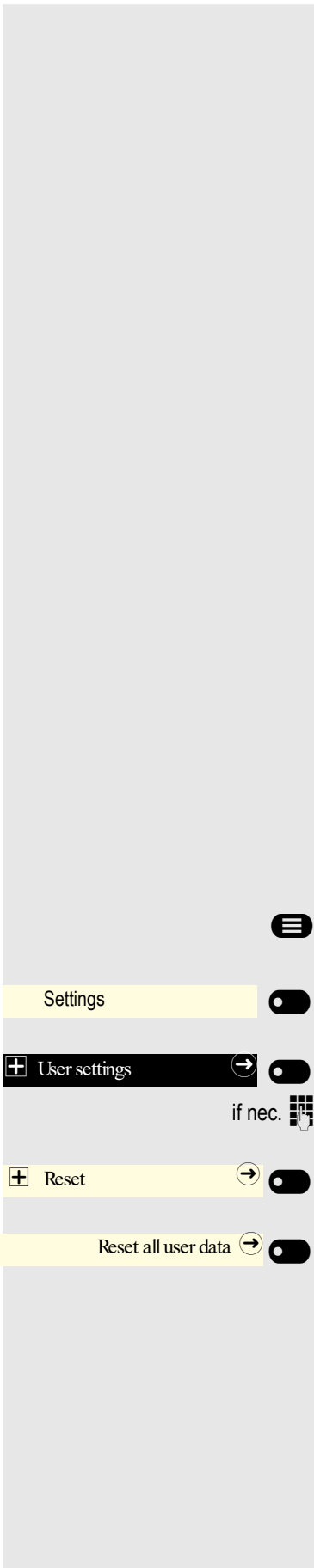
LAN RX/PC RX: The network or PC interface data packets received are illustrated dynamically in graphical form.

LAN TX/PC TX: The network or PC interface data packets sent are illustrated dynamically in graphical form.

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

LAN information/PC information: [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.

Resetting user data

The following user-specific settings, which you changed via the phone menu or the web interface, can be reset to factory settings.

• Display settings
• Language setting
• Screensaver
• Audio settings
   – Volumes
   – Settings

Some ringer files will be deleted or deleted default ringer files will be restored.

• Keys
   – All personalized programming is deleted (see also → page 97).

Important: All listed data is reset **without** a warning tone.

Initiating the reset

Press the key shown if appropriate.

| Settings | Open using the Softkey. |

| ☐ User settings → | Open using the Softkey. |

if nec. ⌨ Enter and confirm the User password.

| ☐ Reset → | Open using the Softkey. |

| Reset all user data → | Perform the reset **immediately** with the Softkey. The user data is reset to factory settings. |

Programming call forwarding

You can forward calls for your phone to another phone. You can also change,
activate and deactivate call forwarding during a call. The **Forwarding** function
must be approved by the administrator.

> On multi-line telephones → page 104, you can only configure call forward-
> ing for the primary line.

Three forwarding conditions can be programmed in the forwarding menu:

• Unconditional
• On Busy
• On No reply (after xs)

Because of its direct impact, "Unconditional" call forwarding has the highest pri-
ority followed by "No reply (after xs)" and then "Busy".

Active call forwarding for "Unconditional" is indicated in the main menu on the
graphic display.

The **Forwarding** menu offers you three types of call forwarding.

Unconditional	➔	Destination phone number
Busy	➔	Destination phone number
No reply (after xs)	➔	Destination phone number

A phone number may already be assigned to each call forwarding type. For ex-
ample, a Destination could then be Destination 12345. Call forwarding cannot
be activated if the phone number is not registered.

> Alternatively, call forwarding can be programmed on one or more keys with
> a fixed destination and a predefined forwarding or call type → page 94.

Using call forwarding

The following functions are available for activating and deactivating call forward-
ing and configuring it in accordance with your requirements:

• "Activating or deactivating immediate call forwarding" → page 146
• "Saving destination phone numbers for call forwarding" → page 146
• "Copying and pasting destination phone numbers" → page 147
• "Activating/deactivating call forwarding" → page 149
• "Defining the ring duration before call forwarding on no reply" → page 150

Activating or deactivating immediate call forwarding

All calls are forwarded regardless of other settings. The prerequisite for forwarding is that a forwarding destination has been entered. If no destination has been entered, you will be forwarded automatically to enter a destination when you attempt to activate forwarding.

⊟ Press the key shown to open the Presence menu.

Activating forwarding for all calls to one destination

Forward all calls ⇨◯ ⬤   Activate with the Softkey.

Forward all calls ⇨⬤ ⬤   All calls are forwarded.

⊟ Exit the menu.

Saving destination phone numbers for call forwarding

You can alternatively enter the call forwarding settings via the user menu (→ page 82) or also using the web interface→ page 180. If a number was entered first, it can no longer be deleted via the local telephone settings rather can only be overwritten.

Entering a destination for Forward all calls

⊟ Open the Presence menu.

Forward all calls ⇨◯ ⬤

⬥ Open the Forward to menu.

Destination ✎ ⬤   Use the Softkey to open the editor for the destination phone number.
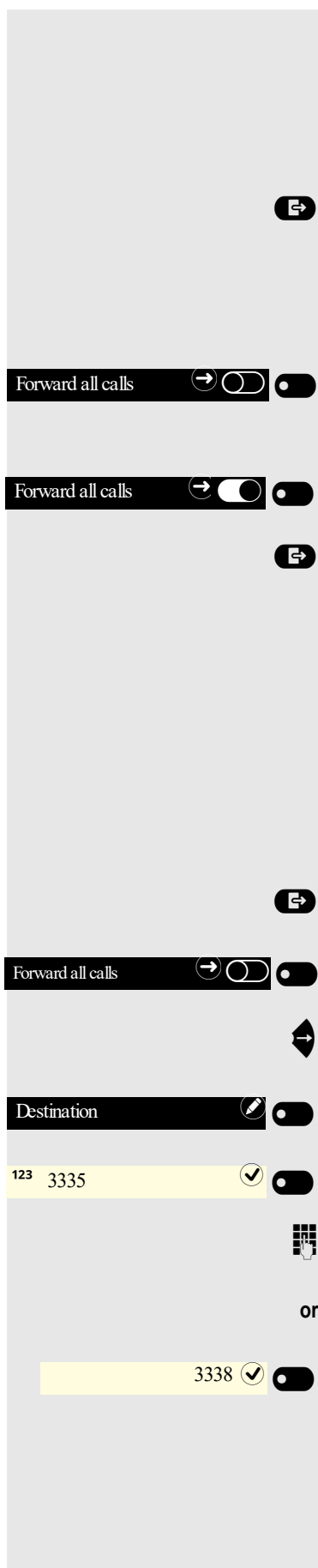
123 3335 ✓ ⬤   If no destination or your desired destination has not been preset, enter the destination number using the dialpad.
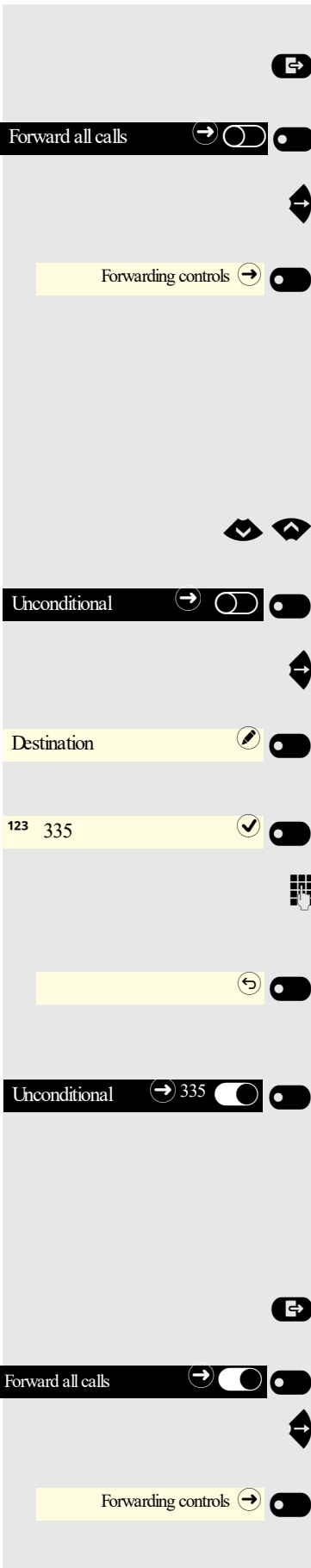
▦ Enter/change the destination phone number. Confirm your input with the Softkey.

or

3338 ✓ ⬤   Confirm a preset destination with the Softkey.

Managing call forwarding

↪   Open the Presence menu.

Forward all calls   **→ ◯ ○**

◆   Open the Forward to menu.

Forwarding controls **→ ○**   Open the Forwarding controls menu.

Three types of call forwarding are offered in the Forwarding menu:
• Unconditional
• Busy
• No reply (after xs)

> You can check at this point whether a call forwarding type is already activated.

❤ ❤   Select the forwarding type.

Unconditional   **→ ◯ ○**   Here for instance Unconditional.

◆   And open it.

Destination   **✎ ○**   Open the editor (→ page 24).

123 335   **✓ ○**   The input field is displayed.

⌨   Enter/change the destination phone number and conclude your input by selecting the Softkey.

↺ ○   Exit the menu for entering the destination.

Unconditional   **→ 335 ● ○**   Activate call forwarding if appropriate with the Softkey.

Copying and pasting destination phone numbers

The current destination phone number for a call forwarding type is copied. For example, the current destination phone number for All Calls should also become the current destination phone number for No reply.

↪   Open the Presence menu.

Forward all calls   **→ ● ○**

◆   Open the Forward to menu.

Forwarding controls **→ ○**   Open the Forwarding controls menu.

❖ ❖	Select the forwarding type.
Unconditional ➡ 33 ⬤ ◼	Here for instance Unconditional.
➡	And open it.
Destination ✏ ◼	Open the input field with the Softkey (→ page 24).
123 335 ✔ ◼	The input field is displayed.
Copy ☰ ◼	Copy the content of the input field with the Softkey.
✗ ◼	Exit the editor with the Softkey.
↩ ◼	Return to the Forwarding menu with the Softkey.
❖ ❖	Select the forwarding type.
Busy ➡ ◼	Here for instance Busy.
➡	And open it.
Destination ✏ ◼	Open the input field with the Softkey (→ page 24).
123 ✔ ◼	The input field is displayed.
❖ ❖	Select Paste.
Paste ☰ ◼	Paste the contents of the clipboard using the Softkey.
123 335 ✔ ◼	Conclude your input with the Softkey.
✔ ◼	Save the changes with the Softkey and switch to the Forwarding menu.

Activating/deactivating call forwarding

Prerequisite: A destination has to be entered first in order to activate the forwarding type.

⏏   Open the Presence menu.

All calls   ⟶⬤

The forwarding type "All calls" should be disabled if you want to use the call type "Busy".

◆   Open the Forward to menu.

Forwarding controls ⟶ ⬤

Open the Forwarding controls menu.

Three types of call forwarding are offered in the Forwarding menu:
• Unconditional
• Busy
• No reply (after xs)

◆ ◆   Select the forwarding type.

Busy   ⟶ 336 ⬤

Forwarding type Busy is disabled.

Busy   ⟶ 336 ⬤

Activate with the Softkey.

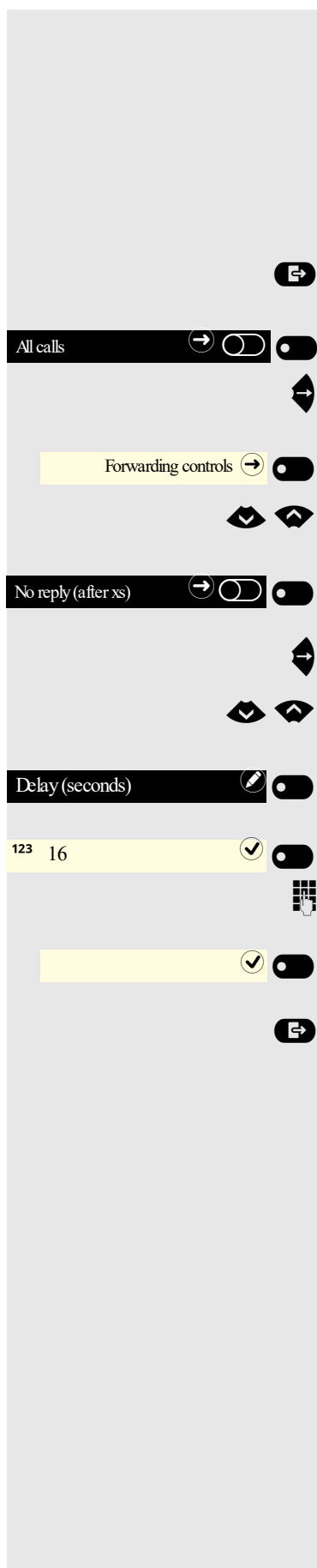**⏏**   Exit the Presence menu.
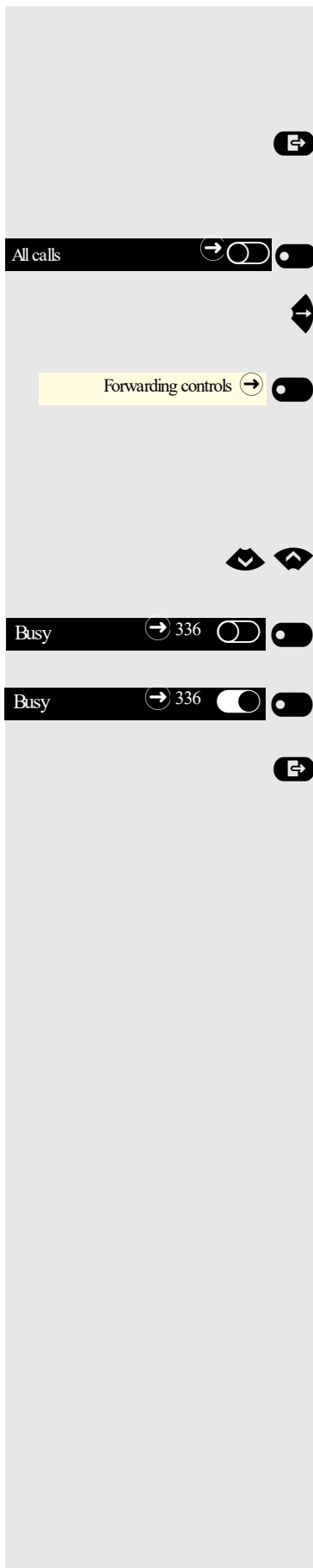
Defining the ring duration before call forwarding on no reply

You can define how long the phone should ring before "No reply (after xs)" call forwarding activates.

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

▣ Open the Presence menu.

All calls   → ⬭ ⬤

◆ Open the Forward to menu.

Forwarding controls → ⬤   Open the Forwarding controls menu.

◈ ◈ Select the forwarding type.

Here for instance No reply (after xs).

No reply (after xs)   → ⬭ ⬤

◆ And open it.

◈ ◈ Select Set delay (seconds).

Delay (seconds)   ✎ ⬤   Open the input field with the Softkey (→ page 24).

123 16   ✓ ⬤   The input field is displayed.

▦ Enter the required time in seconds and confirm your entry with the Softkey.

✓ ⬤   Save your input. The new time is displayed.

▣ Exit the Presence menu if appropriate.

Call forwarding chain

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

The following forwarding information is shown on your telephone's display:
- Who is calling.
- Who forwarded first or last.
- The reason for the forwarding is displayed by an icon.

You can set whether the subscriber who forwarded first or last is displayed (see → page 83).

CTI calls
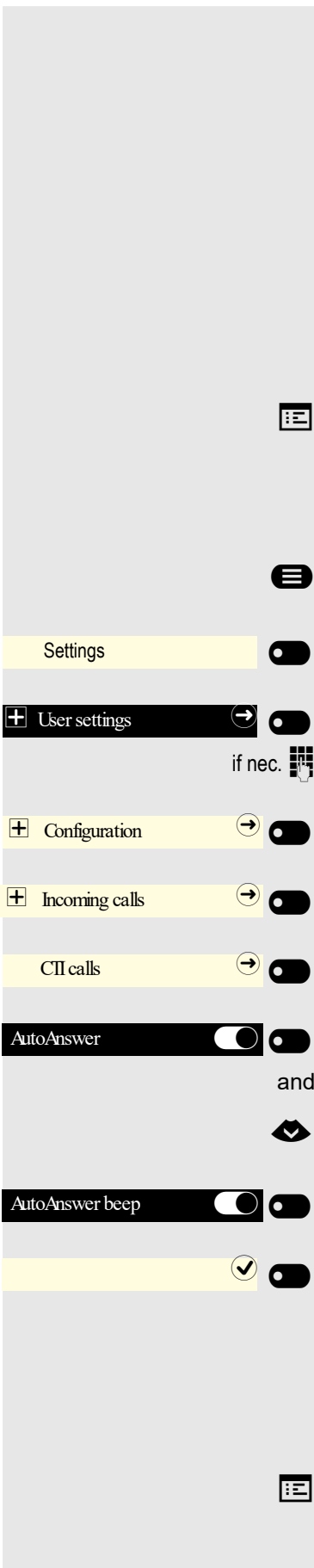
Beep on auto-answer

When you dial a number with a CTI application (e.g. Outlook) and auto-answer is activated, the phone switches automatically to speakerphone mode. If auto-answer is deactivated, the phone first rings and you have to press the loud-speaker key or lift the handset in order to set up the call. This setting also defines whether or not incoming calls are automatically accepted. If the function is active, an alert beep sounds when a call is automatically accepted.

Information on the operation of the configured CTI application can be found in the corresponding operating instructions.

📧 You can also configure this setting via the web interface → page 180.

🔧 The option was programmed by your administrator.

☰ Press the key shown if appropriate.

Settings	Open using the Softkey.
⊞ User settings →	Open using the Softkey.
if nec. ⌨	Enter and confirm the User password.
⊞ Configuration →	Open using the Softkey.
⊞ Incoming calls →	Open using the Softkey.
CTI calls →	Open using the Softkey.
AutoAnswer ⬤	Enable or disable using the Softkey.
and	
❤	Switch to AutoAnswer beep.
AutoAnswer beep ⬤	Enable or disable using the Softkey.
✓	Save the setting with the Softkey.

Beep on auto-reconnect

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

📧 You can also configure this setting via the web interface → page 180.

🛠 The option was programmed by your administrator.

⊜ Press the key shown if appropriate.

| Settings | ⬤ | Open using the Softkey. |

| ⊞ User settings → | ⬤ | Open using the Softkey. |

if nec. ⌨ Enter and confirm the User password.

| ⊞ Configuration → | ⬤ | Open using the Softkey. |

| ⊞ Incoming calls → | ⬤ | Open using the Softkey. |

| CTI calls → | ⬤ | Open using the Softkey. |

❤ Switch to AutoReconnect beep.

| AutoReconnect beep ⬤ | ⬤ | Enable or disable using the Softkey. |

| ✓ | ⬤ | Save the setting with the Softkey. |

Activating/deactivating the hold reminder tone

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Settings

Open using the Softkey.

⊞ User settings →

Open using the Softkey.

if nec.

Enter and confirm the User password.

⊞ Configuration →

Open using the Softkey.

Connected calls →

Open using the Softkey.

Allow hold reminder

Enable or disable using the Softkey.

✓

Save the setting with the Softkey.

Setting the hold reminder time

Use "Hold reminder" to specify when you want to receive an automatic reminder about a held call. The minimum time value is 1, in other words the reminder is output after one minute. The maximum value is 15 minutes.

You can also configure this setting via the web interface → page 180.

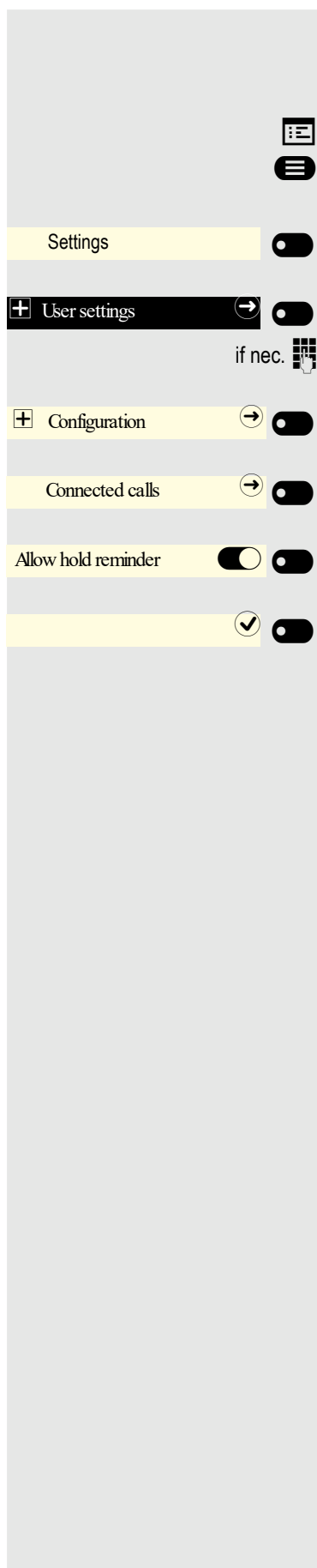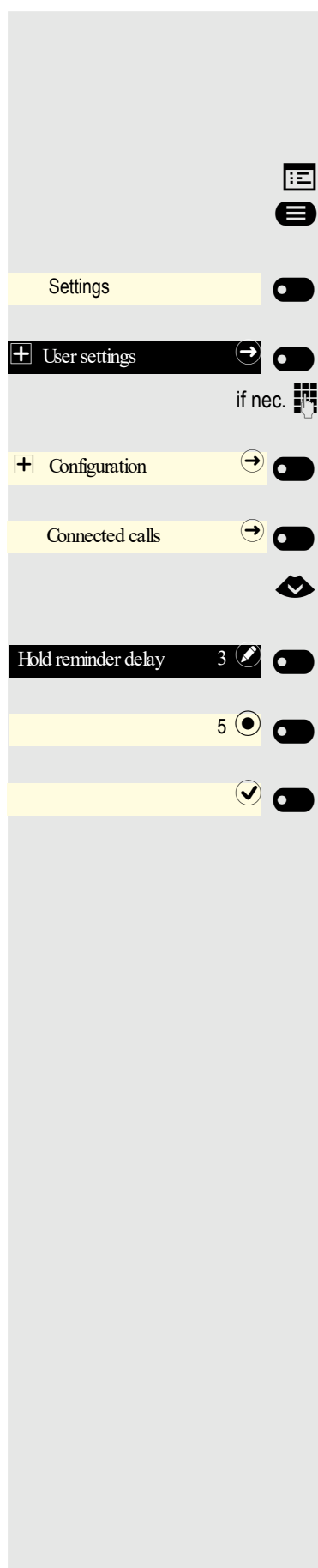Press the key shown if appropriate.

Open using the Softkey.

Settings

Open using the Softkey.

+ User settings

if nec. Enter and confirm the User password.

Open using the Softkey.

+ Configuration

Open using the Softkey.

Connected calls

Switch to Hold reminder delay. The current setting is displayed.

Open using the Softkey.

Hold reminder delay 3

Confirm with the Softkey to set the new time.

5

Save the setting with the Softkey.

Activating/deactivating Hold and hang-up

This function works in the following call scenarios:

• You have placed a call on hold and hang up.
• You are making a consultation call and the second party hangs up.
• You have answered a second call and you or the second party hangs up.

You can use "Hold and hang-up" to determine whether you will be prompted immediately or after a defined time to retrieve the held call.

▌▌▶ This function **cannot** be used on multi-line phones.

📧 You can also configure this setting via the web interface → page 180.

🖹 Press the key shown if appropriate.

Settings   ▢ Open using the Softkey.

➕ **User settings** → ▢ Open using the Softkey.
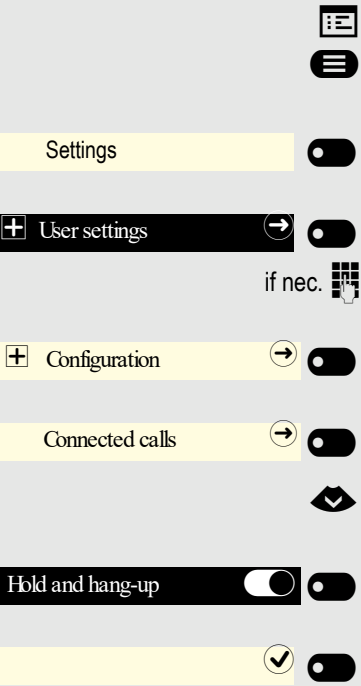
if nec. 🎛 Enter and confirm the User password.

➕ **Configuration** → ▢ Open using the Softkey.

Connected calls → ▢ Open using the Softkey.

❤ Switch to Hold and hang-up.

Hold and hang-up ⬤ ▢ Enable or disable using the Softkey.
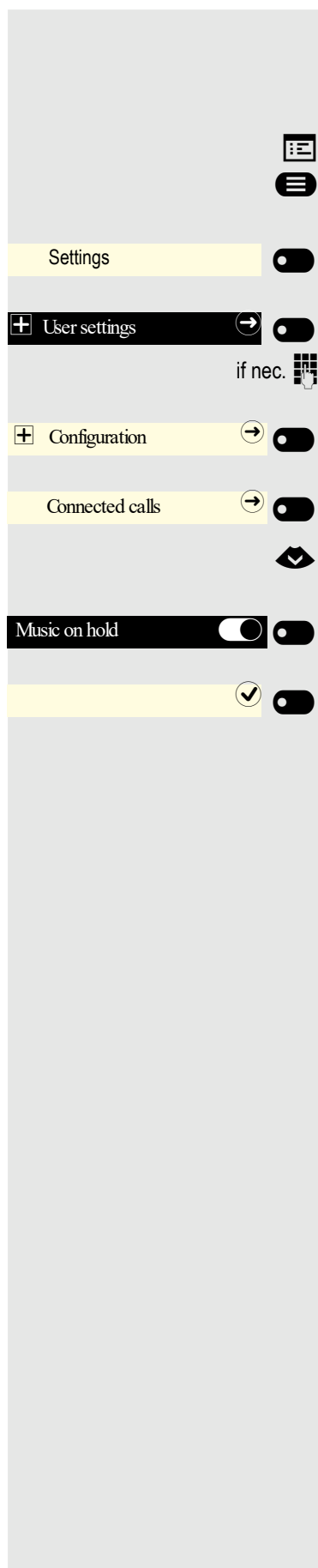
✓ ▢ Save the setting with the Softkey.

Music on hold

If the Music on hold option is active, music is played back when you are placed on hold by another party.

You can also configure this setting via the web interface → page 180.

📧 Press the key shown if appropriate.

Settings Open using the Softkey.

➕ User settings Open using the Softkey.

if nec. 🔡 Enter and confirm the User password.

➕ Configuration Open using the Softkey.

Connected calls Open using the Softkey.

❖ Switch to Music on hold.

Music on hold Enable or disable using the Softkey.

✓ Save the setting with the Softkey.

Allowing call joining

You can also configure this setting via the web interface → page 180.

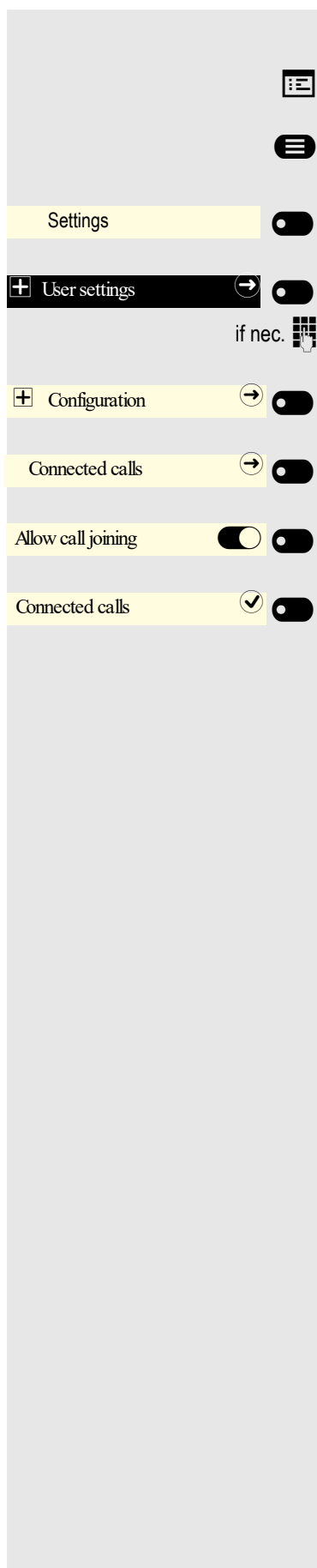Press the key shown if appropriate.

Settings

Open using the Softkey.

+ User settings   →

Open using the Softkey.

if nec.

Enter and confirm the User password.

+ Configuration   →

Open using the Softkey.

Connected calls   →

Open using the Softkey.

Allow call joining

Activate with the Softkey.

Connected calls   ✓

Save the setting by selecting the Softkey.
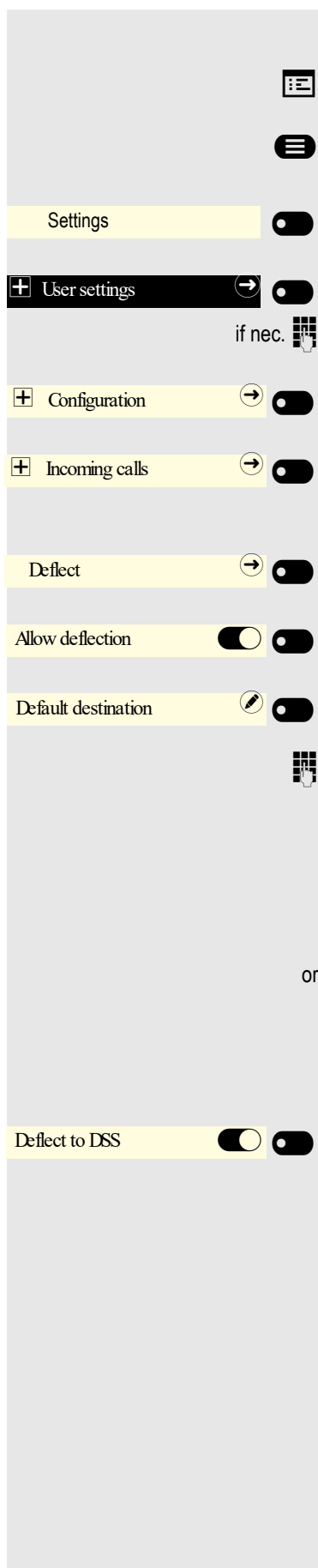
Permitting call deflection

:≡ You can also configure this setting via the web interface → page 180.

🖰 Press the key shown if appropriate.

Settings   Open using the Softkey.

⊞ User settings →   Open using the Softkey.

if nec. 🖰 Enter and confirm the User password.

⊞ Configuration →   Open using the Softkey.

⊞ Incoming calls →   Open using the Softkey.

Deflect →   Open using the Softkey.

Allow deflection ⬤   Activate with the Softkey.

Default destination ✎   Open the setting by selecting the Softkey.

🖰 Enter the phone number to which the subscriber is to be deflected and confirm (see → page 24).

> ⫸ Entering a destination phone number is not mandatory when call deflection is active. To forward a call, you will be prompted in the case of the unsaved destination phone number to enter a destination number or select a corresponding subscriber from the conversations list.

or ## Deflecting to a DSS number

A call can be deflected to a direct station selection (DSS) subscriber using the DSS key, if the key is configured and the deflect function is activated by your administrator → page 102.

Deflect to DSS ⬤   ⚒ Information only, as set by the administrator: On or off.
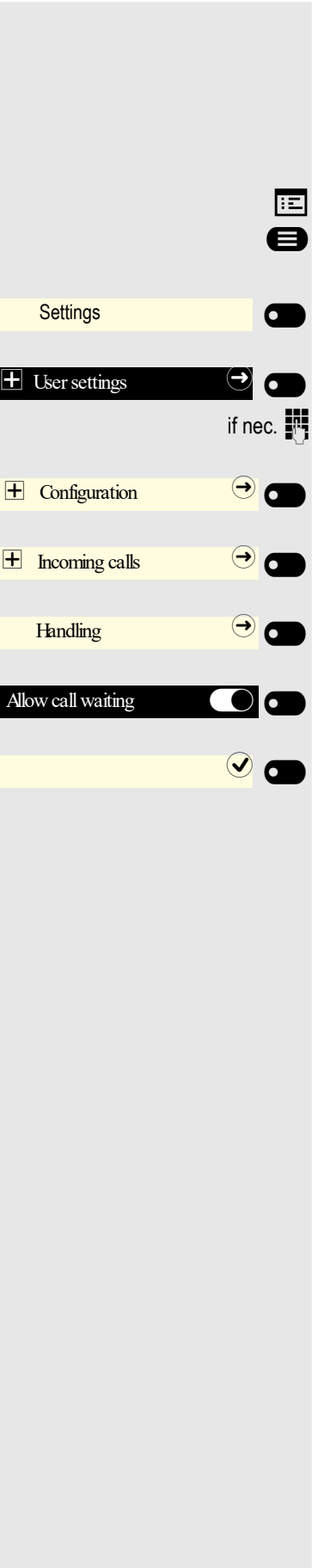
Allowing call waiting

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

Prerequisite: The option was programmed by your administrator.

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Open using the Softkey.

Settings

Open using the Softkey.

+ **User settings** →

if nec. ▦   Enter and confirm the User password.

+ **Configuration** →   Open using the Softkey.

+ **Incoming calls** →   Open using the Softkey.

Handling →   Open using the Softkey.

Allow call waiting ⬤   Enable or disable using the Softkey.

☑   Save the setting with the Softkey.

Assuming **Allow call waiting** is activated, you can toggle a configured key to switch call waiting on/off (→ page 95).

Connecting subscribers by hanging up

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

▤ You can also configure this setting via the web interface → page 180.

▤ Press the key shown if appropriate.

Settings — Open using the Softkey.

➕ **User settings** → Open using the Softkey.

if nec. ▥ Enter and confirm the User password.

➕ **Configuration** → Open using the Softkey.

Connected calls → Open using the Softkey.

◆ Switch to "Toggle associate".

Toggle associate — Enable or disable using the Softkey.

✓ Save the setting with the Softkey.

Allowing call transfer

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Settings

Open using the Softkey.

+ User settings

Open using the Softkey.

if nec.   Enter and confirm the User password.

+ Configuration

Open using the Softkey.

Connected calls
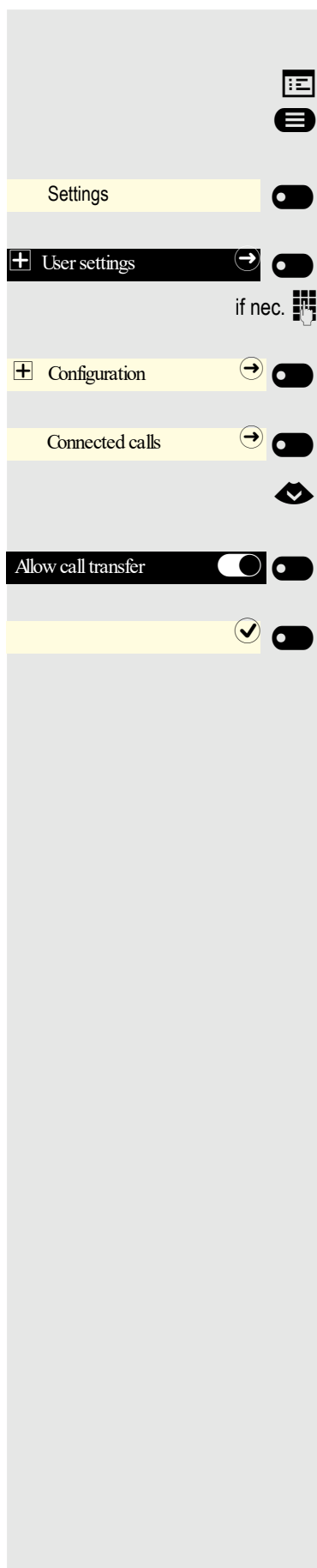
Open using the Softkey.

Switch to Allow call transfer.

Allow call transfer

Enable or disable using the Softkey.

Save the setting with the Softkey.

Settings for autodial delay

⊞ You can also configure this setting via the web interface → page 180.

▐▐▶ The setting does not affect automatic emergency number dialing.

If you select **Autodial delay (s)**, you must either confirm with the Softkey or wait until the autodial delay expires to set up a call when dialing with the handset on hook.

⊜ Press the key shown if appropriate.

Settings ⬛ Open using the Softkey.

⊞ **User settings** → ⬛ Open using the Softkey.

if nec. ⌨ Enter and confirm the User password.

⊞ **Configuration** → ⬛ Open using the Softkey.

Outgoing calls → ⬛ Open using the Softkey.

Autodial delay (s) 3 ✎ ⬛ The current setting is displayed. Open using the Softkey.

⬥ Select a new time.

5 ◉ ⬛ Confirm with the Softkey to set the new time.

✓ ⬛ Save the setting by selecting the Softkey.

▐▐▶ Automatic dial delay does not work if you are using a dial plan and Sofort-wahl is configured (see → page 165). The number is automatically dialed as soon as the string entered matches an entry in the dial plan.
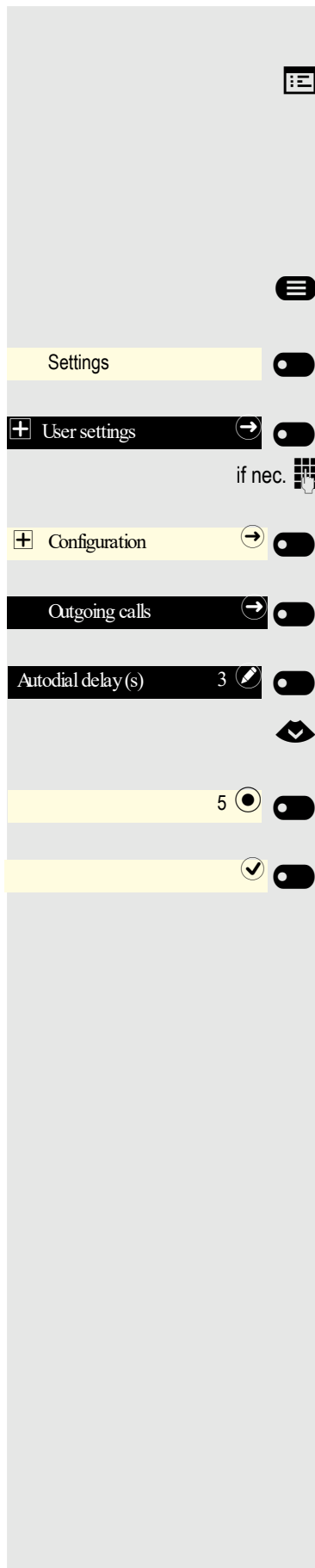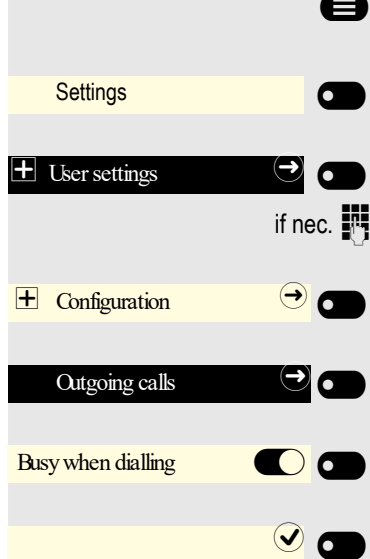
Allowing Busy when dialling

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

📇 You can also configure this setting via the web interface → page 180.

🗐 Press the key shown if appropriate.

Settings

Open using the Softkey.

+ User settings →

Open using the Softkey.

if nec. ⌨ Enter and confirm the User password.

+ Configuration →

Open using the Softkey.

Outgoing calls →

Open using the Softkey.

Busy when dialling ⬤

Enable or disable using the Softkey.

✓ Save the setting with the Softkey.

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

Allowing Transfer on ring

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

⊞ You can also configure this setting via the web interface → page 180.

≡ Press the key shown if appropriate.

Settings　Open using the Softkey.

⊞ User settings → Open using the Softkey.
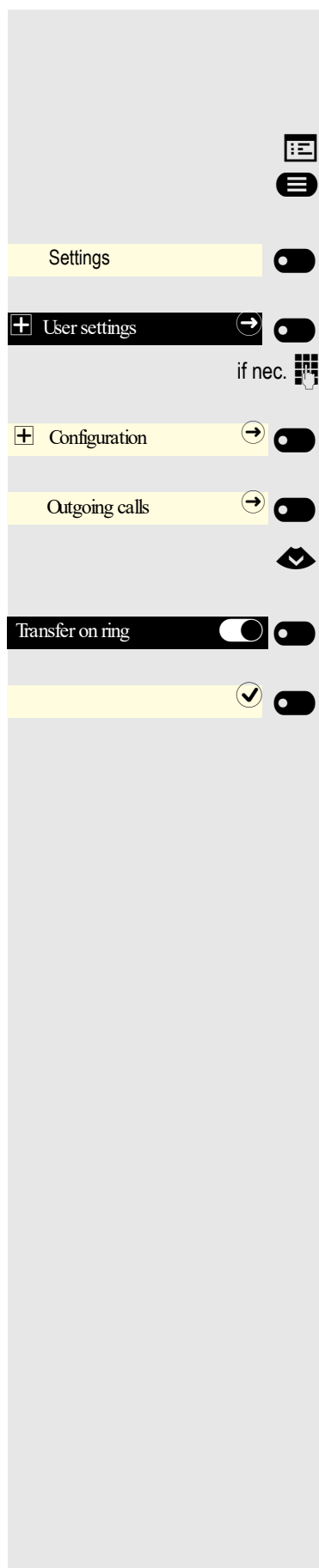
if nec. 🔢 Enter and confirm the User password.

⊞ Configuration → Open using the Softkey.

Outgoing calls → Open using the Softkey.

❖ Switch to Transfer on ring.

Transfer on ring Enable or disable using the Softkey.

✓ Save the setting with the Softkey.

Activating or deactivating immediate dialing

Sofortwahl should only be activated if your administrator has configured and approved a dial plan.

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

▤   You can also configure this setting via the web interface → page 180.

▤   Press the key shown if appropriate.

Settings   Open using the Softkey.

⊞ **User settings** →   Open using the Softkey.

if nec. ▥   Enter and confirm the User password.

⊞ **Configuration**   Open using the Softkey.

Outgoing calls →   Open using the Softkey.

❤   Select the "Immediate dialling" function.

Immediate dialling   Activate with the Softkey.

✓   Save the setting by selecting the Softkey.
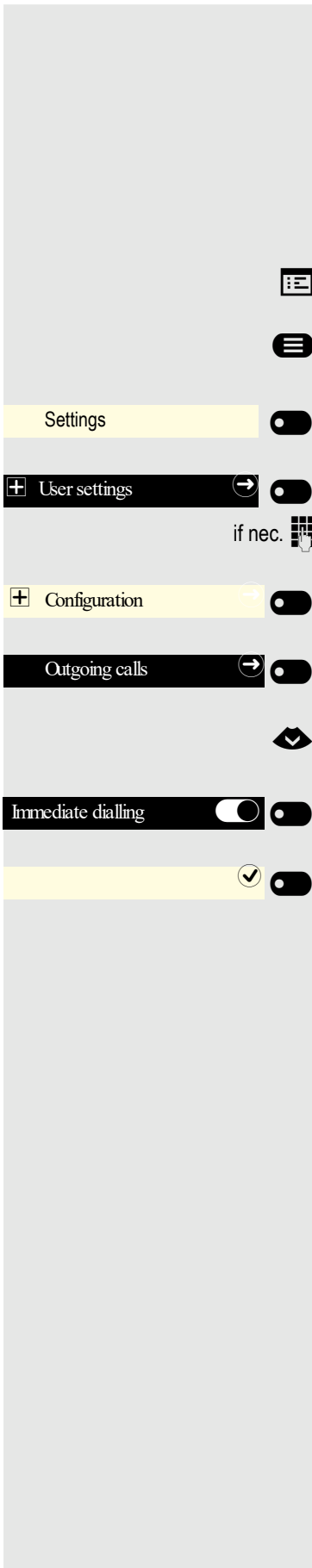
Permitting a callback

Prerequisite: The Callback function is approved by the administrator. You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Settings

Open using the Softkey.

＋ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

＋ Configuration

Open using the Softkey.

Outgoing calls

Open using the Softkey.

Callback

Activate with the Softkey.

Save the setting by selecting the Softkey.

Allowing a conference

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

📧 You can also configure this setting via the web interface → page 180.

☰ Press the key shown if appropriate.

Settings ▢ Open using the Softkey.

➕ User settings ⟶ ▢ Open using the Softkey.
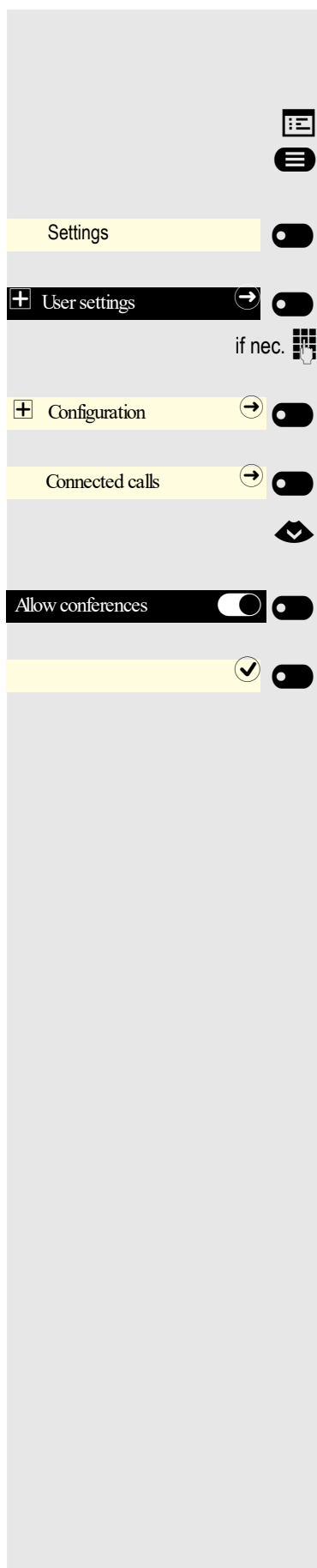
if nec. 📱 Enter and confirm the User password.

➕ Configuration ⟶ ▢ Open using the Softkey.

Connected calls ⟶ ▢ Open using the Softkey.

❖ Switch to Allow conferences.

Allow conferences ▢ Enable or disable using the Softkey.

☑ ▢ Save the setting with the Softkey.

Allow joining in a conference

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

You can also configure this setting via the web interface → page 180.

Press the key shown if appropriate.

Settings

Open using the Softkey.

⊞ User settings

Open using the Softkey.

if nec.

Enter and confirm the User password.

⊞ Configuration

Open using the Softkey.

Connected calls

Open using the Softkey.

Join in conferences
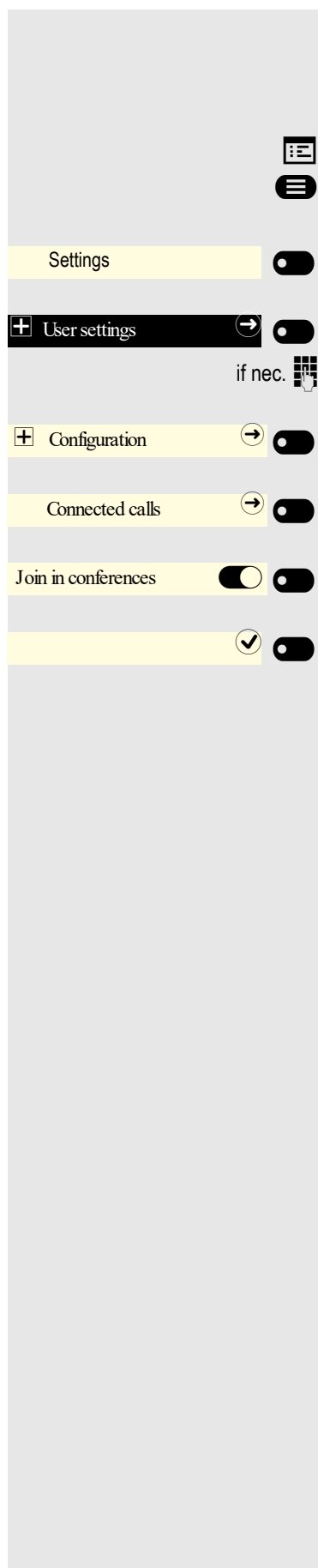
Enable or disable using the Softkey.

Save the setting with the Softkey.
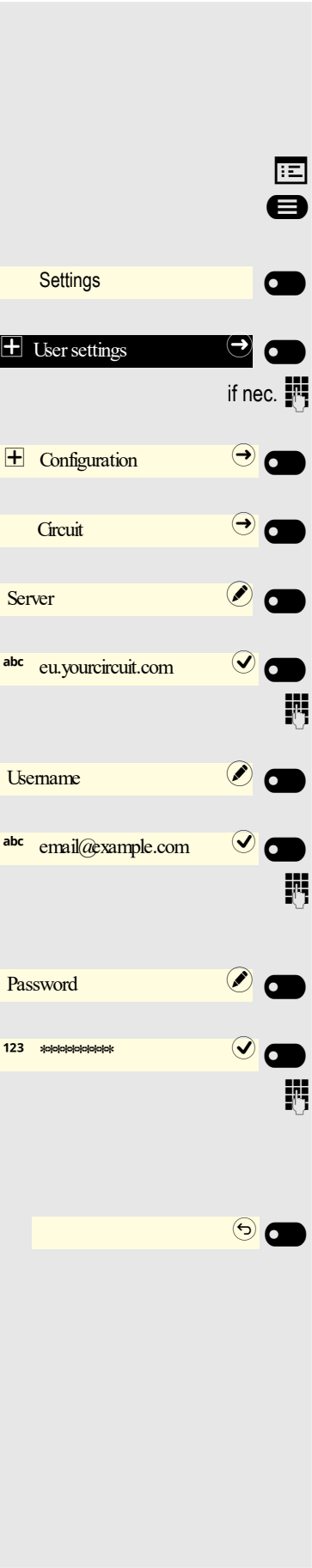
Activating Circuit

To use your Circuit account in conversations, you have to enter the server address and your access details. Activating Circuit excludes other corporate directories and the local caller list → page 85.

📋 You can also configure this setting via the web interface → page 180.

🖹 Press the key shown if appropriate.

Settings   Open using the Softkey.

⊞ **User settings** →   Open using the Softkey.

if nec. 🎲   Enter and confirm the User password.

⊞ **Configuration** →   Open using the Softkey.

Circuit →   Open using the Softkey.

Server 🖊   Open using the Softkey.

abc **eu.yourcircuit.com** ✔   The input field is displayed.

🎲   Enter the URL for the Circuit server and conclude your input with the Softkey.

Username 🖊   Open using the Softkey.

abc **email@example.com** ✔   The input field is displayed.

🎲   Enter your e-mail address used for Circuit and conclude your input with the Softkey.

Password 🖊   Open using the Softkey.

123 ************** ✔   The input field is displayed.

🎲   Enter your password used for Circuit and conclude your input with the Softkey.

If your details are correct, conversations are switched immediately to the Circuit subscriber list.

↩   Exit the menu.

Call logging

Deactivating Logging

The function can be disabled in order to prevent unauthorized third parties gaining information on the other party involved in the call. No further calls or conversations are then logged in conversations. The function is always activated by default.

> When you deactivate the call journal, please note that the customary last number redial function will also be affected by this. You can then no longer redial the last number dialed → page 67.

📧   You can also configure this setting via the web interface → page 180.

☰   Press the key shown if appropriate.

Settings   Open using the Softkey.

User settings   Open using the Softkey.

if nec.   Enter and confirm the User password.

Configuration   Open using the Softkey.

Call logging   Open using the Softkey.

Call logging - General   Open using the Softkey.

Logging   Activate or deactivate with the Softkey.

   Save the setting with the Softkey.

> If the function is deactivated, all corresponding call log entries in conversations are deleted. LEDs and the call display are no longer lighting.

Logging missed calls

All missed called intended for this line are logged and new missed calls are displayed. If the "No" option is selected for "Include calls answered elsewhere", missed calls for this line that were answered either by other subscribers in the group or with "Directed pickup" are neither displayed nor logged (see also → page 98). The "No" setting is recommended if groups are set up.

> Operation of the "Call logging - Missed calls" logging function in relation to the setting for "Include calls answered elsewhere" is dependent on support by the SIP server.

📧   You can also configure this setting via the web interface → page 180.

☰   Press the key shown if appropriate.
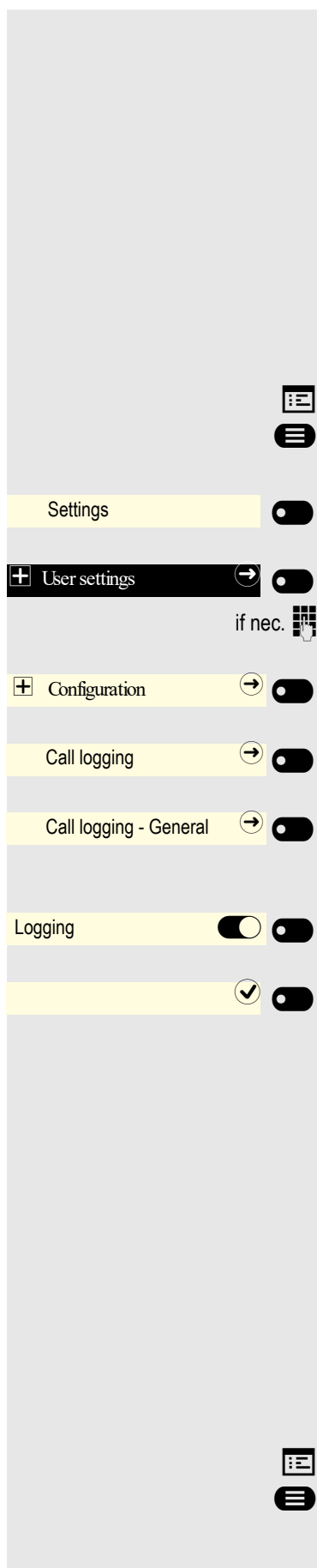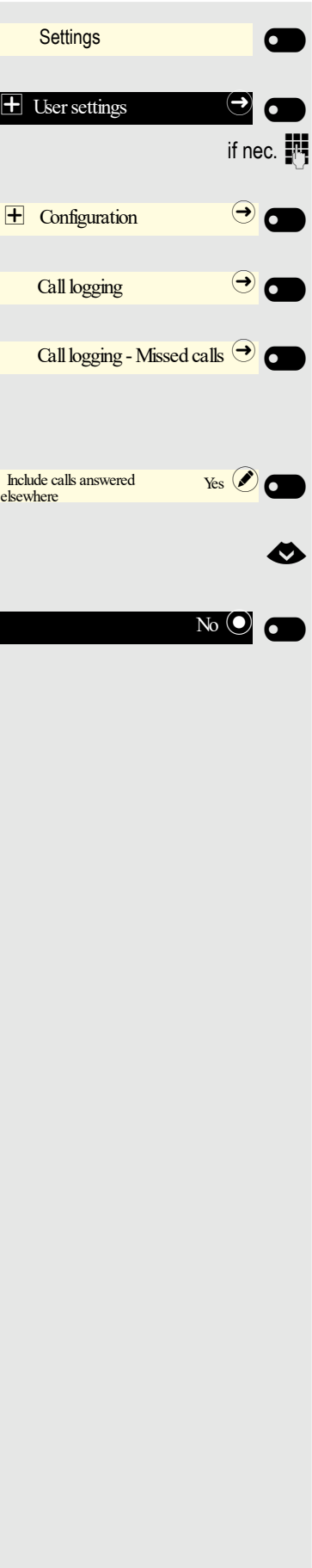
Settings	Open using the Softkey.
⊞ User settings →	Open using the Softkey.
if nec.	Enter and confirm the User password.
⊞ Configuration →	Open using the Softkey.
Call logging →	Open using the Softkey.
Call logging - Missed calls →	Open using the Softkey.

Displaying missed calls that were answered elsewhere

Include calls answered elsewhere   Yes ✎   Open using the Softkey [1]. Missed calls that have been answered by other subscribers are indicated with a checkmark.

❤   Select the next option.

No ◉   Confirm with the Softkey to set No. Calls answered by other subscribers are not displayed in the list.

---

1. The phone displays the current setting

Call recording

A central voice recorder (voice recorder from <u>ASC</u>) is installed in the network for recording calls to which your telephone connects in order to record the current voice traffic. The recorder records the entire voice flow of two or more participants.

You should configure a recording button (CP400 or Key Module) in order to simplify handling of manual call recording → page 91. It is assumed in the description below that a corresponding key has been configured.

Recording modes

The administrator can configure the following operating modes for call recording:

- Manual
- AutoStart
- All Calls
- Disabled

The following settings are possible to audibly signal the recording:

- Repeated
- Single Shot
- Off

Check with your administrator as to which settings were made for your phone.

Mode: ALL CALLS

The telephone starts and stops the recorder automatically in order to ensure that all calls are being recorded.

Mode: MANUAL

You decide when the recorder is started and stopped or paused. If the recorder is switched on, all further calls will be recorded. If you pause the recorder then nothing will be recorded. If there are no calls, then the recorder likewise pauses.

Mode: AUTOSTART

The telephone starts the recorder automatically. You can stop or pause the recorder yourself however and restart it. If a call has already been recorded, new incoming and outgoing calls will also be recorded. If you pause the recorder during a call, special calls such as consultation calls, call pickups and second calls will not be recorded as long as the recorder is paused. If the telephone reverts to idle status, the AutoStart process is set up again for the next call.

Explanations of recording

Recordable calls

A recordable call is any call that has a call connection status on the telephone. This can be any incoming or outgoing call. It is immaterial here whether a call is set up directly via the telephone or via an application.

• Outgoing
• Incoming
• Consultation
• Pickup
• Reconnect
• Second call
• Connected call
• Conference
• Automatic call acceptance
• Secured or unsecured line

Non-recordable calls

• Outgoing calls that have not yet reached full connection status, such as a ringing call.
• Calls on hold.

Enhanced functions

1. A conference can be set up or cleared down during recording.
2. A consultation can be performed during recording.
3. Call transfer is also available during recording.
4. A second call can be accepted during recording.

The following features are not supported

1. Playing back recordings over the telephone.
2. Deleting recordings over the telephone.
3. Functions for editing recordings over the telephone.

Recording tips

You will receive the following advisories while a call is being recorded:

• The recording symbol ꝏ on the display (permanent)
• Beep (repeated at intervals for you and your call partner)
• Beep (single at the start of recording for you and your call partner)

The audible advisory can also be switched off. Consult your administrator.

Recording calls

Automatic call recording

This is the simplest mode. If you have accepted a call or called a subscriber and the subscriber answers, the call is recorded automatically. Refer to → page 173 to check which calls this can be.

As soon as the recording starts, you will see the recording symbol ∞ on the display and hear a beep (see also → page 173).

You cannot pause the recording manually in this mode.

Manual call recording

Activating or deactivating call recording when the telephone is in idle mode.

Prerequisite: Manual mode is selected. The recording button is configured and indicates the status.

Recording	

Press the Function key to activate – the LED lights up.

Recording	

Or press the Function key shown to disable the option - the LED turns off.

The recording button also indicates the status change if you activated or deactivated call recording using the Softkey.

Call recording with AutoStart

Standby mode is activated in principle in idle mode. The recording button LED lights up. You cannot switch off the recorder. As soon as a call is set up, call recording starts automatically.

☎ Lift the handset.

or

◀️ Press the key shown.

☎ The subscriber answers. You hear a beep, the recording symbol ∞ is shown on the display and the recording button LED remains lighting. The call is now being recorded. (see also → page 173)

You can pause the recording at any time and continue it again.

☎ or ◀️ If you end the call, the AutoStart process is set up again for the next call.

Controlling call recording

Starting call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are making a call. Recording has not started. The recording button LED is not lighting.

☎ You are making a call (see also → page 173).

Call recording ◯	

Press the Softkey to activate – the LED lights up.

You hear a beep and the recording symbol ∞ is shown on the display. The call is now being recorded. (see also → page 173)
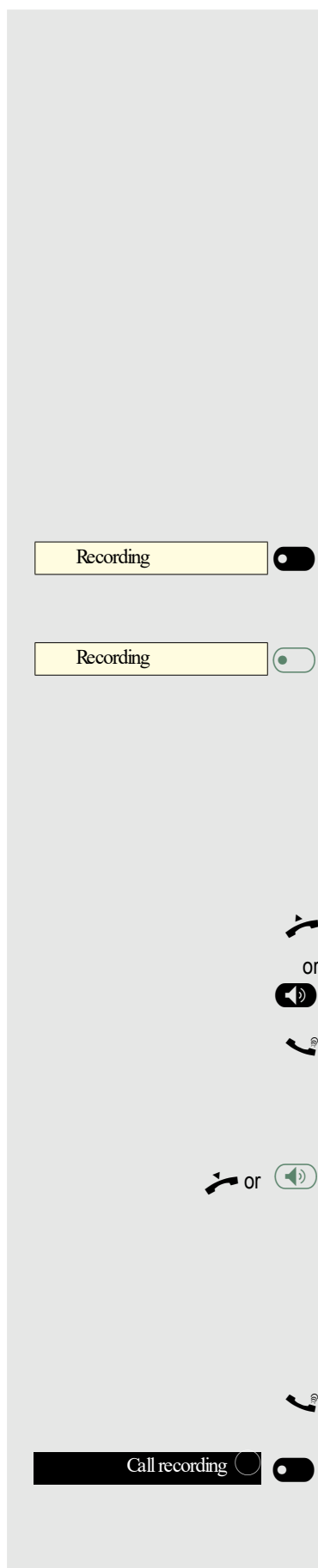
Pausing call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are making a call. Recording has started. The recording button LED lights up.

☎   You are making a call (see also → page 173).

Call recording ⬤ ⬤   Press the Softkey to pause the recording - the LED extinguishes and the recording symbol ᴑᴑ on the display disappears.

You can start the recording again at any time, for example to continue recording the current call.

Ending call recording automatically

Prerequisite: You are making a call. Recording has started. The recording button LED lights up.

➝ or 🔊   The recording is ended automatically as soon as the call is ended or if the call status changes so that the call is no longer being recorded.

The LED extinguishes and the recording symbol ᴑᴑ on the display disappears.

Consultation during call recording

Prerequisite: You are making a call. Recording has started. The recording button LED is lighting.

You initiate a consultation – your main call is placed on hold as a result while the consultation is being performed.

⌨   The recording is paused while you initiate the consultation. The recording symbol ᴑᴑ on the display disappears.

☎   If the consultation partner answers, the consultation call is recorded. You hear a beep and the recording symbol ᴑᴑ is shown on the display again.

You can now terminate the consultation call or for example switch back to the first call party (alternate) while the consultation call is placed on hold.

Second call during call recording

Prerequisite: You are making a call. Recording has started. The recording button LED is lighting.

☎   You are making a call. You hear a beep and the recording symbol ᴑᴑ is shown on the display. The call is now being recorded.

A second call party camps on → page 79.

Accept 📞 ⬛   Press the Softkey. You are connected with the second party. You hear a beep and the recording symbol ᴑᴑ is shown in the line for the second call – this call is now being recorded. The first party is placed on hold.

Call recording while alternating

Prerequisite: You have an active or held consultation or second call. Recording has started. The recording button LED is lighting.

☎   You are connected with the second party. You hear a beep and the recording symbol ᴑᴑ is shown in the line for the second call.

Alternate ⟳ ⬛   Press the Softkey.

📞 You are switched to the main call. You hear a beep and the recording symbol ᴑᴑ is shown in the line for the main call – this call is now being recorded.

You can pause and restart the recording at any time in manual and autostart modes.

Your call is paused and reconnected during the recording.

Prerequisite: You are making a call that is being recorded.

♪ Your call partner has placed the call on hold. You hear the music on hold. The recording is paused and the recording symbol ᴑᴑ has disappeared from the display.

📞 Your call partner resumes the call. You hear a beep and the recording symbol ᴑᴑ is shown on the display.

Setting up a conference during recording

Prerequisite: You are making a consultation call → page 74 or have accepted a second call → page 78. Recording has started. The main call is placed on hold. The recording button LED is lighting.

Conference ⓐ ⬤ Press the Softkey. You are connected to both parties at once. The conference is displayed with the current participants.

You hear a beep and the recording symbol ᴑᴑ is shown in the line for the conference call.

Adding conference participants during the recording

Prerequisite: You have set up a conference. The conference call is now being recorded.

📞 You have performed a consultation or accepted a second call (→ page 74 or → page 78). The conference call is placed on hold.

You hear a beep and the recording symbol ᴑᴑ is shown in the line for the consultation or second call. The call is now being recorded.

Conference ⓐ ⬤ Press the Softkey to add the new subscriber to the conference. The conference is displayed with all current participants.

You hear a beep and the recording symbol ᴑᴑ is shown again in the line for the conference call.

Your call is included in a conference during the recording.

Prerequisite: You are making a call that is being recorded. Your call partner is to include you in a conference. You are placed on hold while the conference is being set up.

♪ You hear the music on hold while your call partner is setting up the conference. The recording is paused and the recording symbol ᴑᴑ has disappeared from the display.

📞 Your call partner answers again and you are connected to the conference. You hear a beep and the recording symbol ᴑᴑ is shown in the "Conference" line. The conference call is now being recorded.
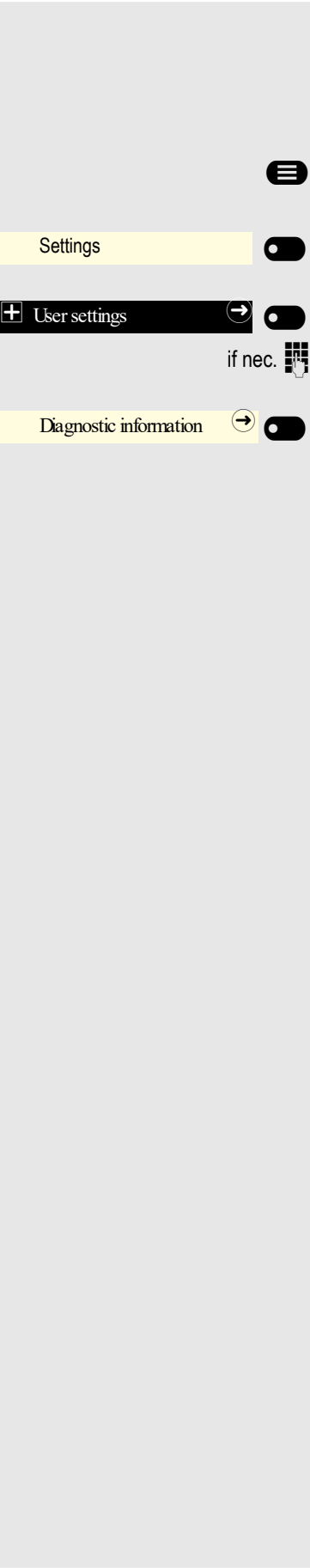
Diagnostic data

This information overview in the user area of the service menu provides you with information on the current configuration of the telephone:

Press the key shown if appropriate.

Settings

Open using the Softkey.

+ User settings →

Open using the Softkey.

if nec. ⌨

Enter and confirm the User password.

Diagnostic information →

Open using the Softkey. You see a numbered list of telephone parameters with the current settings.

You can see a more structured view of the list via the web interface → page 180:

Example:

Diagnostic data		
5/11/2011 8:23:40 AM		
00	terminal.number:	3339
01	sip.server:	192.168.1,240
02	sip.port:	5060
03	sip.registrar:	192.168.1,240
04	sip.registrar.port:	5060
05	sip.gateway:	192.168.1,240
06	sip.transport:	UDP
07	sip.gateway.port:	5060
08	server.features:	No
09	dns.results:	5060
10	multiline:	No
11	registered.lines:	5060
12	backup.active:	Yes
13	backup.proxy:	
14	software.version:	V3 R0.22.0 SIP 110502
15	display.message:	None
16	last.restart:	2011-05-11T08:00:34
17	memory.free:	60696K free
18	ip.address:	192.168.1,235
19	subnet.mask:	255.255.255.0
20	default.route:	192.168.1.2
21	primary.dns:	192.168.1,105
22	secondary.dns:	192.168.1.2
23	route.1.ip:	
24	route.1.gateway:	None
25	route.1.mask:	None
26	route.2.ip:	None

Diagnostic data		
27	route.2.gateway:	None
28	route.2.mask:	None
29	mac-address:	0001e325eaca
30	discovery.mode:	Manual
31	dhcp.reuse:	No
32	lan.port.type:	0
33	pc.port.status:	None
34	pc.port.type:	0
35	pc.port.autoMDIX:	No
36	vlan.id:	
37	qos.layer.2:	
38	qos.layer.2.voice:	5
39	qos.layer.2.signaling:	None
40	qos.layer.2.default:	0
41	qos.layer.3:	Yes
42	qos.layer.3.voice:	13
43	qos.layer.3.signaling:	7
44	lldp.med.operation:	

Individual settings that impact energy efficiency

You can actively reduce energy consumption by making the following settings on your telephone and therefore contribute in an important way to protecting the environment.

You can reduce the ringer volume, display brightness and contrast – the default settings on delivery are 50%.

Web interface (WBM)

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 on the IP address, the web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → page 142.

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 the first time you call up the web interface → page 118. You must log in with this password in future every time you want to open the Benutzerseiten.

Administrator Settings

This area lets you configure settings for administering your phone and the network environment. Access to the Administrator Settings 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 values (for example, under "Bluetooth" - "Last connected device")
- "Logout": Log out from the phone

Licenses

This area provides you with the information about EULA (End User License Agreement) and Open Source licenses. For further information, consult your administrator or refer to the administration manual.

User menu

All settings that you can make via the web interface's user menu can also be made via the phone's user menu → page 52.

Benutzerseiten

User login

    User login ☎ → page 118

Date and time

   – Time ☎ → page 141
   – Date (day, month, year) ☎ → page 141
   – Daylight saving ☎ → page 139
   – Difference (minutes) ☎ → page 139
   – Auto time change ☎ → page 140

Audio

   – Standard Ringer
     – Ringer melody ☎ → page 123
     – Ringer sequence ☎ → page 124
     – Ringer ☎ → page 122)
     – Room Character ☎ → page 122
     – Open listening ☎ → page 124
     – Headset port ☎ → page 125
   – Special ringers
     – Internal ☎ → page 126
     – External ☎ → page 126
     – Recall ☎ → page 126
     – Emergency ☎ → page 126
     – Special 1
     – Special 2
     – Special 3

User Configuration

   – Outgoing calls
     – Autodial delay (seconds) ☎ → page 162
     – Rückruf zulassen ☎ → page 166
     – Busy when dialling ☎ → page 163
     – Transfer on ring → page 164
     – Immediate dialling → page 165
   – Incoming calls
     – Deflecting
       – Allow deflection ☎ → page 158
       – Default destination ☎ → page 158
       – Deflect to DSS ☎ → page 158
     – Forwarding
       – Settings
        – Umleitungsfavoriten: Destination 1 to Destination 5 ☎ → page 146
        – All calls ☎ → page 149
        – Busy ☎ → page 149
        – No reply ☎ → page 149
        – Set delay (seconds)[1] ☎ → page 150
       – Alerts
        – Visual ☎ → page 83
        – Audible ☎ → page 83
        – Forwarding party ☎ → page 83

1. Only if "Server features" was deactivated by your administrator

– Handling
  – Allow call waiting ☎ → page 159
  – Allow DND ☎ → page 117
  – Busy when dialling ☎ → page 163
– CTI calls
  – Auto-answer ☎ → page 151
  – Beep on auto-answer ☎ → page 151
  – Beep on auto-reconnect ☎ → page 151
– Connected calls
  – Allow call transfer ☎ → page 161
  – Allow call joining ☎ → page 157
  – Allow exit conference ☎ → page 168
  – Allow hold reminder ☎ → page 153
  – Hold reminder delay (minutes) ☎ → page 154
  – Hold and hang-up ☎ → page 155
  – Music on hold ☎ → page 156
  – Allow conferences ☎ → page 167
  – Insecure call alert ☎ → page 128
  – Toggle associate ☎ → page 160
– Keyset
  – Lines
    – Ring delay (seconds) ☎ → page 112
    – Address[1]
    – Primary line[1]
    – Ring on/off[1]
    – Selection order[1]
    – Hot/warm line[1]
    – Hot/warm line destination ☎ → page 113
– BLF: **not** for System
– Circuit Einstellungen
  – Server address → page 169
  – Username → page 169
  – Password → page 169
– Microsoft¬Æ Exchange
  – Server address → page 85
  – Username → page 85
  – Password → page 85
  – Folder to sync (optional) → page 85
– Call logging
  – Call logging - General
    – Logging ☎ → page 170
  – Call logging - Missed calls[2] ☎ → page 170
    – Include calls answered elsewhere

1. Information - read only
2. The functionality of the call log function "Missed calls" or the setting for
   "Answered elsewhere" depends on the support provided by the SIP server.

Phone
- – Screensaver
  - – Enabled ☏ → page 133
  - – Idle time (mins) ☏ → page 134
- – Display
  - – Display settings
    - – Brightness ☏ → page 59
    - – Contrast. ☏ → page 137
- – Phone keys
  - – Normal
    - – Edit ☏ → page 92
  - – Shifted
    - – Edit ☏ → page 92
- – Download label strips
- – Key module 1 (if available, such as User Pages/Phone/Program keys)
- – Key module 2 (if available, such as User Pages/Phone/Program keys)
- – Key click ☏ → page 60
  - – Volumes
    - – Off
    - – Low
    - – Medium
    - – High
  - – Active for:
    - – Dialpad only
    - – All keys
- – Energy saving ☏ → page 138
  - – Activate after:

Locality
- – Country ☏ → page 132
- – Language ☏ → page 129
- – Date format ☏ → page 131
- – Time format ☏ → page 130

Security
- – Password
  - – Current password
  - – New password ☏ → page 118
  - – Confirm password

File transfer
- – Slideshow images
- – Ringtones
- – Contacts ☏ → page 88

Diagnostic information ☏ → page 177

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:

If the phone is locked, selected dialing keys on the telephone and the OpenScape Key Module 400 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.

The phone does not ring on call:

Check whether the ringer is deactivated (see icon in the status bar on the display → page 26). If it is deactivated, activate the ringer.

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.

Messages during Fernkonfiguration

If an error occurs during Fernkonfiguration, it will be reported on the display. For example:

> Ladefehler AU

The following error codes are possible:

Code	Priority	Description
AU	1	Canceled by user Appears if the PIN entry was rejected
RS	1	The IP address of the **Unify** Vermittlungrechner cannot be retrieved. DNS query failed.
RN	3	A connection cannot be established to the **Unify** Vermittlungrechner – No response
RR	2	A connection cannot be established to the **Unify** Vermittlungrechner – Rejected
RU	1	A connection cannot be established to the **Unify** Vermittlungrechner – Not authorized
RO	3	A connection cannot be established to the **Unify** Vermittlungrechner – No or invalid OCSP response
RV	2	A connection cannot be established to the **Unify** Vermittlungrechner – Certificate invalid
DS	1	The IP address of the deployment server cannot be retrieved. DNS query failed.
DN	3	A connection cannot be established to the deployment server. – No response
DR	2	A connection cannot be established to the deployment server. – Rejected

In such cases, please contact your administrator and specify the error code.

To correct any other problems:

Contact your administrator first if a fault persists for more than five minutes, for example. Pass on the message displayed in the red field, if appropriate, as shown in the next example. Problems that cannot be corrected should be referred to Customer Service.
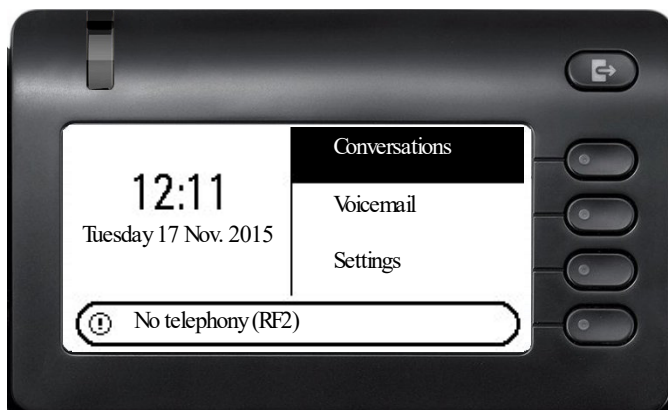
Labeling keys

You have the following options to label the keys of the OpenScape Desk Phone CP400 and Open-Scape Key Module 400 with the functions assigned to them or the phone numbers saved to them:

Labeling

- With a computer via the Internet:
  You can find the online labeling tool with the user interface at
  http://wiki.unify.com/wiki/Key_Labelling_Tool .
  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.
- With the computer via the web interface → page 180.
  You will see the following line below the list of key assignments for the telephone or the key module: "Download label strips". Clicking this generates an XML file that you can open with Microsoft Word (Version 2007 or later) and print.

Repair and recycling concept, extending performance capability

This section includes additional user instructions in accordance with the basic award criteria for the eco-label pursuant to RAL-UZ 150. Obligations for Unify arising from this section are only valid in Germany.

Recycling and disposal of equipment in the OpenScape Desk Phone family

Return of OpenScape Desk Phone waste equipment.

a) Legal and other foundations

The take-back of equipment and spare parts is based on

- EU Directive 2002/96/EC (WEEE),
- the German "Act Governing the Sale, Return and Environmentally Sound Disposal of Electrical and Electronic Equipment" (ElektroG),
- the criteria of RAL UZ 150 for "Corded Voice-Over IP Telephones".

b) Separate collection according to ElektroG

Users of electrical and electronic equipment are obliged to collect waste equipment separately and supply for proper disposal.

This waste equipment must not be disposed of together with unsorted municipal waste (normal household waste). Separate collection is a condition for reuse, recycling and efficient recovery of waste equipment and the basis for the recovery of materials.

c) Take-back according to the criteria of RAL UZ 150

In addition to the legal requirements governing take-back of electrical and electronic equipment, Unify Software and Solutions GmbH & Co. KG takes back the OpenScape Desk Phone CP200 SIP, OpenScape Desk Phone CP400 SIP and OpenScape Desk Phone CP600 SIP telephones introduced on the market in Germany and manufactured after March 2014. Insofar as no direct collection of this waste equipment has been agreed, the OpenScape Desk Phone end-of-life telephones can be returned free of charge to the following address:

eds-r gmbh //
rücknahmesysteme
Maybachstr. 18
90441 Nuremberg, Germany

d) Reuse, recycling and recovery

Attention is paid to ease of disassembly/recycling of the OpenScape Desk Phone waste equipment as early as the product development stage.

Reuse:

The waste equipment is repaired and refurbished and introduced into the spare parts cycle where it is then reused.

Recycling and recovery of OpenStage equipment that is no longer usable:

the equipment is roughly disassembled and introduced into various recovery operations prior to further treatment. The various metals are separated using special shredder equipment for electronic scrap. Copper and precious metals are processed by refining. Aluminum and iron are separated and supplied for melting.

Repair reliability and spare part supply

Unify Software and Solutions GmbH & Co. KG guarantees repair support and spare part supply for up to 5 years following product discontinuation of the OpenScape Desk Phone telephones.

Extending performance capability

The functionality of all OpenScape Desk Phone telephones can be extended fundamentally by means of software updates.

Please contact your administrator/system support if necessary in this respect or your sales partner at Unify Software and Solutions GmbH & Co. KG.

Special features for operation on an OpenScape 4000

Not all functions are supported fully when operating an OpenScape Desk Phone CP400 on an OpenScape 4000, as is the case on an OpenScape Voice.

Passively supported functions

Some of the functions are only available to you as a passive user. The restrictions are listed below:

- An OpenScape Desk Phone CP400 on an OpenScape 4000 cannot actively park a user in the system. The OpenScape Desk Phone CP400 can be parked by a different user however.
- If an OpenScape Desk Phone CP400 is called on an OpenScape 4000 and a call is already being conducted or the user does not answer, the caller can enter a callback. Such a callback request in the case of busy or no reply cannot be entered from the OpenScape Desk Phone CP400. To initiate a callback, see → page 69.
- The telephone can only be the passive user in the case of third-party monitoring.
- The telephone can be captured but cannot capture a connection itself.

Unsupported functions

The functions that are not available to you with your OpenScape Desk Phone CP400 on an OpenScape 4000 are listed below.

- Direct station selection keys cannot be configured → page 100.
- Line keys cannot be configured → page 104.
- The telephone cannot be configured as an executive/secretary team member → page 114.

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