

# User Manual



## HiPath 8000

optiPoint 410 advance S V7.0

optiPoint 420 advance S V7.0

[www.siemens.com/enterprise](http://www.siemens.com/enterprise)

**SIEMENS**

# Safety Precautions

## For Your Safety

The IP telephone optiPoint 410/420 advance S V7.0 complies with the European standard EN 60 950, which deals with the safety of information technology appliances including electronic office equipment. This device has been designed with safety in mind, thus protecting both individuals and objects.

There is always the danger of small objects being swallowed by young children. In the case of the optiPoint 410/420 advance S V7.0, this applies in particular to the connecting cord clip.

Please make sure that such items are not accessible to children.

- Use only the enclosed power supply together with the special LAN cable.
- Never open the power supply enclosure.

## Protection of the Telephone

- The telephone must not be used in bathrooms, etc. as it is not splash-proof.
- Before connecting or disconnecting the LAN cable, pull the power plug out of the plug receptacle first.
- The device must not come into contact with abrasive liquids or liquids which are liable to discolor it, such as tea, coffee, fruit juices or soft drinks.

## Location of the Telephone

- The telephone should be operated in a controlled environment with an ambient temperature between 5 °C and 40 °C (41 °F and 104 °F).
- To ensure good handsfree talking quality, the area in front of the microphone (front right) should be kept clear. The optimum handsfree distance is 20 inches (50 cm).
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic equipment and the plastic casing.
- Do not operate the telephone in damp environments such as bathrooms.

## Important Notes



Never operate the telephone in an environment where there is a risk of explosion.



Only use Siemens accessories. The use of other manufacturers' accessories may be dangerous and will render the warranty and approval null and void.



Never open the telephone set or an add-on unit. If any problems arise, contact your service personnel.

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.

An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract. The trademarks used are owned by Siemens Enterprise Communications GmbH & Co. KG or their respective owners.

## Labels



The device conforms to the EU guideline 1999/5/EG, as attested by the CE mark.



This device has been manufactured in accordance with our certified environmental management system (ISO 14001). This process ensures that energy consumption and the use of primary raw materials are kept to a minimum, thus reducing waste production.



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

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

For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative. The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may have other regulations regarding the disposal of electrical and electronic equipment.

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# General Information

## About These Operating Instructions

These operating instructions will help you get to know the optiPoint 410/420 advance S V7.0 and to use its functions. The instructions contain important information for safe and proper operation of the optiPoint 410/420 advance S V7.0. Follow them carefully to avoid improper operation and get the most out of your multi-function telephone in a network environment.

Everybody involved in installing, operating or programming the optiPoint 410/420 advance S V7.0 must read these operating instructions.



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

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The layout of this operating manual is extremely user-friendly. You will be guided through operation of the optiPoint 410/420 advance S V7.0 step by step – starting with a description of simple basic functions, through configuration of all operating parameters to a description of the additional features. Administrative tasks are described in a separate manual. The quick reference guide is meant to give you quick and reliable explanations regarding frequently used functions.

## Intended Use

The optiPoint 410/420 advance S V7.0 telephone is a desktop unit designed for voice transmission and for connection to a LAN. Any other use is regarded as not prescribed.

## Product Identification

The characteristics of the telephone – precise product name and serial number – are displayed on the nameplate on the underside of the telephone. Please have these at hand when you contact our service department regarding problems or defects on the unit itself.

## Echo Effect

In some cases, while using the telephone you may hear an echo, which can be quite strong. This is not due to any design defect or other fault with your IP telephone, but caused by the other client. For example, if the echo occurs during a teleconference, it may be that the loudspeakers and microphones need to be repositioned.

## Service



The Siemens service department can only help you with encountered problems or defects on the unit itself.

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

For any questions regarding the telephone connection, please contact your network provider.

In the case of any trouble or defects on the unit itself, please dial the service number of your country.

## Notes and Symbols

### Safety

Information that is important for preventing injury or damages is marked specially, as they are important instructions for correct use of the unit.



This symbol indicates a hazard. Failure to follow the instructions given may result in injury or in damage to the unit.



This symbol indicates the following:

- Key information important for the proper use of the telephone
- Particularly important information about the differences between single- and multiline mode.

## Step by Step

### Symbols in the Manual

You will find a graphic representation of the Telephone menu operating steps in logical sequence in the left column. Below is an explanation of the symbols:



Lift the handset (off-hook).



Replace the handset.



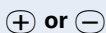
Conduct a call.



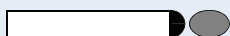
Enter a telephone number or code.



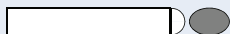
Enter the code.



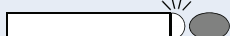
Increase or reduce the value depending on the current operating mode.



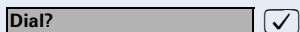
Press key.




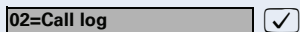
Press the illuminated key.






Press the blinking key.



The option appears on the display.  
Use the  key to confirm your selection.




Search for an option.  
Press the   keys until the option appears on the display.  
Then press the  key to confirm your selection.

# Introduction

## Overview

The **optiPoint 410/420 advance S V7.0** is a modern multi-functional IP telephone. It is designed for connection to data networks and is not directly connected with an ISDN system or to the PSTN.

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 This manual describes how to use the optiPoint 410/420 advance S V7.0 when it is connected to HiPath 8000 from Siemens.

Some of the features described in this manual are only available because they are provided by HiPath 8000. If you are not using the optiPoint 410/420 advance S V7.0 in a HiPath 8000 environment, contact the administrator to obtain the corresponding operating manual.

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The optiPoint 410/420 advance S V7.0 enables voice communication via the standard Internet Protocol (IP). It is compatible with the signaling stack in compliance with the SIP (Session Initiation Protocol) protocol specification.

The optiPoint 410/420 advance S V7.0 can be used just like a conventional telephone – the only difference being that your calls are directed via a data network. The telephone has an Ethernet interface so that when using the TCP/IP protocol, you can make the telephone calls both via your own intranet and via the worldwide Internet.

The optiPoint 410/420 advance S V7.0 also supports other standard protocols, which optimizes the data and voice transmission and simplifies the administration of the unit. For example, the administrator can download updates for equipment software or feature enhancements to the optiPoint 410/420 advance S V7.0 via the FTP server.

The optiPoint 410/420 advance S V7.0 features a four-line display and special dialog keys, which allow user-friendly navigation through the menu structure of the unit's software. A wide variety of features and programmable keys enable you to configure the telephone individually to meet most requirements.

### Secure Voice Transmission

You can set up a secure connection with optiPoint 410/420 advance S V7.0 phones if the receiving phone also has the capability. The voice transmission is encrypted; it is decrypted in the receiving party's telephone. Even the signaling for call setup and the exchange of encryption information occur over a secure connection. The phones must have valid registration on an SIP server.



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During secure voice transmission a lock symbol is displayed on the phone (also see → page 23)

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### Features

- Four-line alphanumeric display
- Time and date indication
- Speakerphone and loudspeaker
- Redial and storage of last 20 numbers
- On-hook dialing
- Menu texts in the national language
- 18 and/or 19 (optiPoint 410 advance S V7.0) function keys which are all programmable on two levels
- 3 dialog keys for menu navigation
- Assignment of selected destination numbers to dialing keys
- Display of the caller's phone number or name
- Call Deflection, Consultation, Call Transfer, Toggle, Call Holding
- Call Forwarding
- Conferencing
- Password-protected user settings
- Variable ringer tone, volume, and sequence
- Simultaneous ringing, which alerts you to incoming calls at more than one location

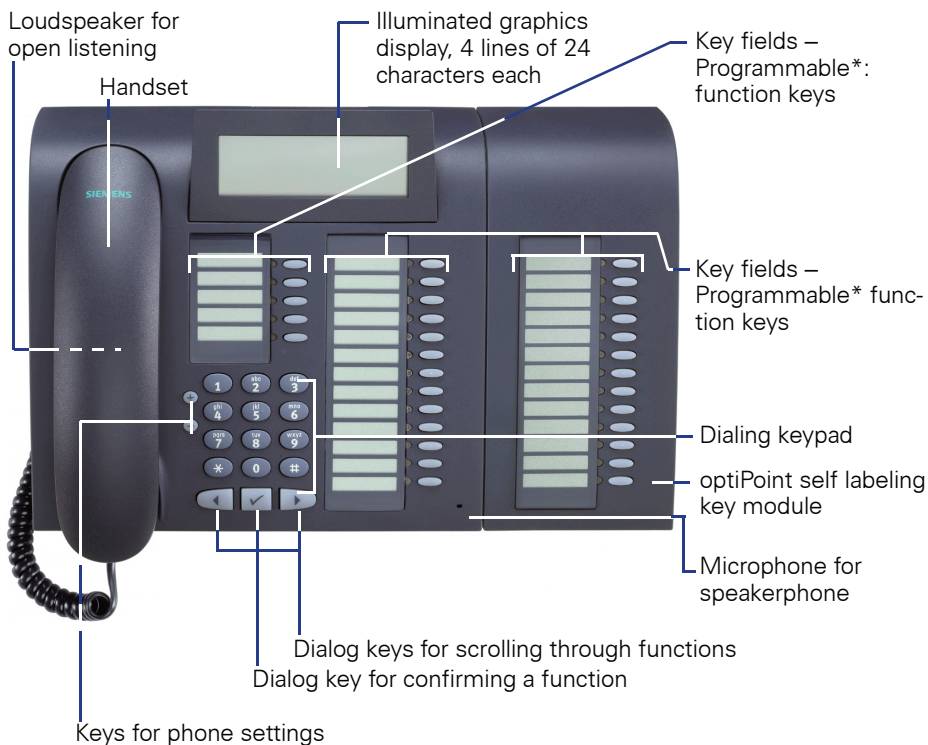
### Telephone Types

The administrator can set up the optiPoint 410/420 advance S V7.0 as:

- a single-line telephone
- a multiline telephone



## Layout of the optiPoint 420 advance S V7.0



\* With automatic key labelling




## Display and Dialog Keys

The optiPoint 410/420 advance S V7.0 features a four-line display. In normal mode the Idle menu appears on the display.

<b>14:15</b>	<b>26.09.04</b>	Time and Date
<b>1228</b>		Telephone Number
<b>User Name</b>		Editable display
<b>Menu</b>	<b>&gt;</b>	Shows telephone menu

<b>14:15</b>	<b>26.09.04</b>	
<b>Smith</b>		Name
<b>User Name</b>		
<b>Menu</b>	<b>&gt;</b>	Status (where applicable)

The idle menu displays the time and date in the first line. The telephone number or name is displayed in the second line. The user can define any name for the third line during configuration, such as the user name or the name of the communication platform. The fourth line provides access to the telephone menu. The arrow icon ">" on the right hand side of the fourth line indicates that additional functions are available. Any status messages are displayed in this line (if necessary, several are displayed alternately).

If you want to define settings, use the three dialog keys , ,  and the function key "Cancel" to navigate within the hierarchically structured menu system. The menu structure is nested into a maximum of four levels. Within this structure, the third line displays the currently selected menu while the fourth line displays a menu option.

## Keypad

The optiPoint 410/420 advance S V7.0 keypad features digits, letters and some special characters. Depending on the selected input mode, you can key in letters and special characters by pressing the relevant key as often as necessary until the required character appears on the display.

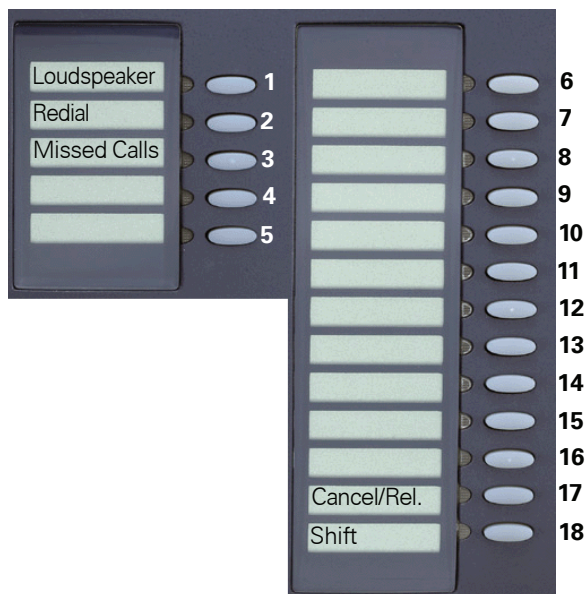
Examples of letter inputs are the password, the user name, or FTP download files and file paths respectively.

For example, if you want to enter the letter "r", press "7" three times as "r" is at the third position. For the letter "u", press "8" twice.



## Programmable Keys

optiPoint 410/420 advance S V7.0 is equipped with 18 and/or 19 (optiPoint 410 advance S V7.0) function keys all of which are user-programmable on two levels (the "Stop/Escape" and "Shift" keys should be retained). Five of these keys are pre-assigned in the first level.



Function Key	Function
1	Switch loudspeaker of the base unit on/off.
2	Redial one of the last 20 numbers dialed.
3	Displays the last 20 missed calls and permits selection, editing and redial functions.
17	Cancel the current action.
18	Shift to the second key level.

Each feature key has a corresponding visual indicator (LED) to indicate the status of the feature.

With the optiPoint 420 advance S V7.0 you also have the option of assigning a name to the key which will then be displayed automatically.



## Control Keys

The control keys ⊖ and ⊕ are located to the left of the dialing keypad. Depending on the operating mode you can modify the following settings:

<b>Mode</b>	<b>⊖ Key</b>	<b>⊕ Key</b>
Incoming call	Reduce ring tone volume	Increase ring tone volume
Speakerphone	Reduce loudspeaker volume on telephone	Increase loudspeaker volume on telephone
Handset-controlled call	Reduce loudspeaker volume on handset	Increase loudspeaker volume on handset
Setting using the configuration menu and "Audio Settings"	Adjust volume of loudspeaker, handset, key click and ring tone as well as ring tone sequence and melody (confirm with <input checked="" type="checkbox"/> )	

# Operating the Telephone with the Display

The optiPoint 410/420 advance S V7.0 offers all functions on the display in dialog menus which are independent of status. With the three dialog keys you can scroll through the individual functions, select the function you require and activate it. You can also assign enhanced functions to the keys such as destination numbers or shortcuts for certain actions.

You can set up a connection to a specified phone number by pressing the  key. Use the  key to edit and correct the phone number.

## Standard Telephone Functions

---



All the features described in this section are available regardless of whether you use a single-line or multiline telephone.

---

The keypad is used for dialing phone numbers. You can choose to dial a normal phone number (E.164 phone number) or a URL. The number of digits in an E.164 number and the log-on number for user mobility is restricted to 20 digits. Other numbers such as phone numbers to be dialed are restricted to 24 digits.

Dialing aids and enhanced functions can be activated using individually programmable function keys.

Examples of dialing aids and enhanced functions:

- Redial
- Selected dialing
- Repertory dialing
- Abbreviated dialing
- Handsfree operation
- Mute
- Speed dialing (**HiPath 8000** function)
- Last number redial
- Callback

You can use dialog menus to perform most other actions. You can activate **HiPath 8000** functions using the feature codes, which consist of an asterisk (\*) combined with a one or two-digit number.

## Secure voice transmission

**Prerequisite:** Technical personnel must activate the secure voice transmission function.

If you call a station or are being called by a station via a secure connection, you will see a flashing lock symbol on the phone's display. Upon request you will hear a short acoustic signal if the connection is unsecure (see → page 112).

## Mobility

If your optiPoint 410/420 advance S V7.0 has been set up "mobility-enabled" by your service personnel, you may already be registered as mobility user on this telephone. You can log off from this telephone and - using your telephone number (which is your Mobility ID) and the user password - log on at another "mobility-enabled" Remote telephone or back at your telephone (basic phone). If you are logged on to a "Remote telephone", your customized settings (e.g. abbreviated dialing, call lists) are available. As soon as you are logged on, you can change the user settings.

For more information about logging on/off as a mobility user please see → page 85.

## Multiline Functions

Some functions and features are only available to you if the administrator configured your telephone to support multiple lines. The following are some examples of special multiline telephone features:





- Line keys
- Manual hold
- Multiline priority
- Visual indicators for line key status






Most features are common to single-line and multiline telephones, but some features function in a slightly different manner depending on the telephone type. In this manual, these differences are described in the same section that describes single-line telephone features.

### Step by Step

## Function Selection

A function is selected with the keys  or  and confirmed with the  key. The arrow icon () in the fourth line indicates that additional functions are available. In idle mode, there are no menu options available (no prompt).

At the end of the menu list the  key goes to the beginning of the list, and at the beginning of the list the  key goes to the end of the list.

When you select a function using the  key, you are led step by step through the call procedure until all parameters have been entered.

## Incoming Calls

The optiPoint 410/420 advance S V7.0 rings giving the set call signal → page 126.

If calling party information (name, number, or both) is transferred, it appears in the display.

If **no** information is transmitted, you will see "Private" or "Unknown" on the phone's display.



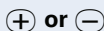
If you are defining settings on the telephone when a call arrives, the process is paused. After the telephone conversation, the telephone automatically returns you to the point in the menu structure you were in before the call.

Refer to → page 60 for information to answer incoming pickup group calls.

## Answering a Call With the Handset

The telephone rings. The caller is displayed on the screen.

Lift the handset.



Set call volume. To raise or lower the volume, press the relevant key until the desired volume is set.



## Step by Step


### Answering a Call Without the Headset (Speakerphone Mode)

The telephone rings. The caller is displayed on the screen.



Answer call? >

Confirm

or

Loudspeaker 

Press key. LED lights up.  
Speakerphone mode.

 or 

Adjust volume. To raise or lower the volume, keep pressing the keys until the desired volume is set.

#### Notes on speakerphone mode:

- Tell the other party that you are using speakerphone mode.
- The speakerphone works best at a low receiving volume.
- The ideal distance between the user and the telephone set in speakerphone mode is about 50 cm (approx. 20 inches).
- If the other party cannot hear you, please check with your service personnel whether your microphone was deactivated via the configuration settings.



On multiline telephones, the line being signalled is automatically selected when you lift the handset. If more than one line is alerting, you are connected to the line that has been ringing the longest.

If you want to override the automatic selection, press the applicable line key before you go off-hook.

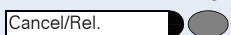


During secure voice transmission a lock symbol is displayed on the phone (also see → page 23)

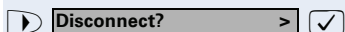
### Step by Step



or



or



### Ending a Call

Press key. LED goes out.

Press Cancel/Rel.

Select and confirm.



If the call has been terminated by the other party, the message "Cleared" appears in the display.



and



Hold down the key while replacing the handset. Then release the key. Proceed with the call.

### Country Options set to US

In case you have set the country options to US, you do not have to hold the loudspeaker key to switch to speakerphone mode while replacing the handset.



Press key.



Replace the handset and proceed with the call in speakerphone mode.

### Switching to the Handset

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



and



Lift the handset. Continue the call.

## Step by Step

### Open Listening During the Call

You can allow other people in the room to join the telephone conversation. Inform the party at the other end of the line that you are switching to loudspeaker.

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

#### Activating this function:



Press key. LED lights up.

#### Deactivating this function:



Press key. LED goes out.

### Refusing a Call

You can refuse an incoming call. If the number of the caller is transmitted, it is stored in the Missed Calls list so you can call that person back at a later date.



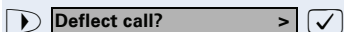
Select "Refuse call" and confirm.

The display returns to the idle menu.

The person calling receives a negative response.

### Deflecting a Call

You can deflect an incoming call to another destination.



Select "Deflect call" and confirm.



Enter the destination number.



Confirm your entry.

A message informing you that the call has been deflected appears in the display.

The deflected call is stored in the Call Log under "Forwarded calls".

### Step by Step

## Second Call

If the "Call waiting" function is activated (→ page 95) and you are currently making a call, you can pick up another call. The caller hears the on-hook signal, you hear the call waiting signal.

## Accepting a Waiting Call

You are conducting a call. A second call is indicated in the display and you hear a call waiting signal.

**Answer call?** >

Confirm query.

You can talk with the second party.  
The connection with the first party is held.

**▶ Disconnect and return?** >

Confirm to end the call and return to the first party. The first party connection is displayed again.



To activate or deactivate the "Call waiting" function, see → page 95.

---

## Refusing a Waiting Call



On multiline telephones, incoming calls can only be refused via the prime line.

---

You can refuse a waiting call.

You hear the call waiting signal and the number of the waiting party is displayed.

**▶ Refuse call?** >

Select "Refuse call" and confirm.

The waiting party receives notification of the refusal and the call with the first party is redisplayed.

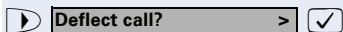
The refused call is stored in the Missed Calls list.

## Step by Step

### Deflecting a Waiting Call

You can deflect a waiting call to another phone number.

You hear the call waiting signal and the number of the waiting party is displayed.



Select "Deflect call" and confirm.



Enter the destination telephone number.



Confirm your entry.

The first party connection is displayed again. The deflected call is stored in the Missed Calls list.

### Connecting a caller

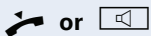
**Prerequisite:** You have answered the second call (→ page 28).



Select and confirm. The party on hold and the second caller are connected. You can now replace the handset or redial.

or **Transfer on hangup**

**Prerequisite:** Transfer on hangup is activated (→ page 112).

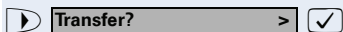


Replace the handset or press the speakerphone key if in speakerphone mode. A connection is established between the other two stations.

### Transfer a second call

You can transfer the second call to a third party.

**Prerequisite:** You have answered the second call (→ page 28).



Select and confirm.



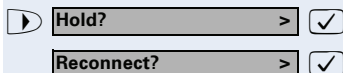
Enter the number of the third party to whom the second call is to be transferred.



Confirm.

The call is transferred immediately to the third party. You are connected to the first party again.

### Step by Step



### Putting second call on hold

If you have taken a second call, you can also place it on hold, e.g. in order to consult with someone in the same room. In this case both parties are put on hold.

**Prerequisite:** You have answered the second call (→ page 28).

Select and confirm. The second call is held.

Confirm in order to return to the second call.

You can also terminate or transfer the second call now or speak to the other parties in turn.

### Answering a Call On Another Line

If you are making a call on a multiline telephone, incoming calls on other lines are signalled by a line key.

The administrator can configure one of the following options for your telephone:

- No ring when active on the telephone
- An advisory tone (a quieter ring tone than usual) while you are conducting a call

To answer a call on another line, you can press the line key that is alerting. The current call is automatically placed on hold. You can also refuse or deflect the call as described on → page 28.

## Step by Step

### Holding a Call

You can use this function to put a current call on "hold" to prevent the party at the other end of the line from hearing an internal consultation for instance.



The "Hold" function must be activated by the administrator.



If you have a multiline telephone and proceed as described in this section, the held party can be picked up by any other multiline user with the same line key. If you do not want the held party to be picked up, you must put the party on "Consultation hold" → page 47.

### Using the Menu

**Prerequisite:** You are in the middle of a call.



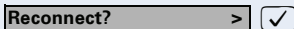
Select and confirm.

The call is placed on hold. The held party's number and the message "On Hold" appear on the display.

After a configurable time interval, a double tone signal reminds you that the party is still on hold and the message "Still on Hold" appears on the display.

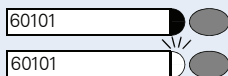


If the held line is displayed on one or two other multiline telephones, the double tone is signalled on all of these telephones.



Confirm this option to resume the held call. You may now either initiate a consultation call or terminate the call.

### Step by Step



## Using the Line Keys

If you have a multiline telephone, you can use the line keys to place calls on manual "hold".

**Prerequisite:** You are in the middle of a call.

Press the key associated with the line that is in use.

- The line key LED blinks.
- The line's LED indicates the hold status on all connected multiline telephones.
- Any user with an appearance of the held line can press that line key and retrieve the call from hold.

Manual hold cannot be used with a consultation hold or after a waiting call has been answered.

## Transferring a Call

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

### Transferring without Consultation



Select and confirm.



Enter the telephone number of the party to whom the call is to be transferred.




Confirm.

The call is transferred with the message "Transferring" and the confirmation "Call transferred" to the second party. You can now replace the handset or dial a new number.



## Step by Step

 **Consultation?** >

### Transferring with Consultation

Proceed as follows to announce the transfer beforehand.

Select and confirm (see also → page 47).



Enter the telephone number of the party to whom the call is to be transferred.

**Dial?** >

Confirm.

The party answers.



Notify user of call transfer.

 **Complete Transfer?** >

Select and confirm (you may also simply replace the handset to connect the parties).

The display indicates that the parties have been connected. Replace the handset.

#### or **Transfer on hangup**

**Prerequisite:** Transfer on hangup is activated (→ page 112).



Replace the handset or press the speakerphone key if in speakerphone mode. A connection is established between the other two stations.

#### **The other party still has not answered**

You do not need to wait until the second party has answered in order to transfer the call (see also → page 111).

**Complete Transfer?** >

Confirm. The call is transferred with the message "Call transferred".

If the second party does not answer, you are recalled by the first party.

## Step by Step

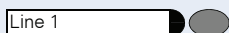
### Making Calls

You can enter a phone number with the handset off- or on-hook.



If you have activated the function **Busy when dialing** (see → page 110), you cannot be interrupted by an incoming call. The caller hears busy tone.

### Dialing Following Line Seizure

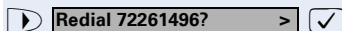


If you have a multiline telephone and want to make a call on a specific line, press the appropriate line key. If you do not do so, the telephone automatically selects an idle line.



Lift the handset.

#### Redial the last number.



Select and confirm. The number is dialed and the connection is set up.

#### or Dial the number.

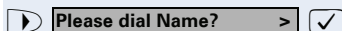


Enter the phone number and



Confirm.

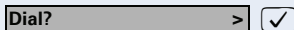
#### or Select name



Select and confirm.



Enter the party's URL (for entering text, see → page 224).



Confirm.

If the telephone is expecting input, you can also press a function key to which a dialing destination has been assigned, such as the Redial, Missed Calls key or a **redial** key. Refer to → page 52 for information about features that simplify dialing.

## Step by Step

Dial?



or

Loudspeaker



or

### Dialing Before Line Seizure

Enter the phone number.

Confirm your entry.

Press the Loudspeaker key.

Wait until the Auto Dial Timer has timed out.

The number is dialed and the connection is set up.



If you are using a dial plan and have set **Hot-Key-pad** (see → page 109), dialing takes place automatically as soon as the character string entered matches an entry in the dial plan.



During secure voice transmission a lock symbol is displayed on the phone (also see → page 23)

### Using DTMF Tone Dialing

During a call, you can use DTMF tone dialing to operate answering machines, voice mailboxes, and so on. Depending on the dialing key pressed, different key sequences are sent out. The keys 0 - 9, the asterisk (\*) key, and the hash (#) key can be used.

Refer to the operating instructions for the answering machine, voice mailbox, or other device for the specific tones needed to operate it correctly.

## Step by Step

### Callback

If the other party is busy, you can place a request for callback. Callback is a HiPath 8000 function and has to be programmed by service personnel. You are requested to confirm callback if "Busy" appears on the display.

**Prerequisite:** The callback function must be activated (see → page 110).



Lift the handset

Enter the number and

confirm.

Dial? >

### Placing a callback request

The other party is busy.

Confirm. The callback request is stored in the system.

Callback? >

### Callback is activated

You are called by the system as soon as the party becomes free. The number of the party who has become available is indicated on the display.

Confirm. The connection to the callback party is set up.

Answer call? >

### Canceling callback requests


If for any reason callback requests are no longer required, you can cancel them.

**Prerequisite:** The telephone is in idle mode.

Confirm.

▶ 14=Cancel callbacks? >

or

Cancel Callbacks 

Press the key "Cancel Callbacks" (this must be programmed (→ page 117)).

All callback requests are then cancelled.

## Step by Step

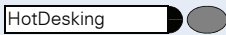
### Reachability

If you want to be reachable within the building or on the premises, you can temporarily forward all calls to your main telephone to a "guest telephone" specifically set up for this purpose.

You can use all HiPath 8000 features set up for your main telephone and available for HotDesking on the guest telephone. In case of outbound calls your main phone number is transferred. The local settings of the guest telephone (e.g. key assignment) are maintained.

### Registering at the guest telephone

**Precondition:** The guest telephone is available and in ready mode.



Press the key "HotDesking" on the guest telephone (must be set up → page 212).

You are asked to enter your user ID (the user ID is usually the number of your main telephone).



Enter and confirm the user ID to be used for registering.

You are asked to enter your PIN.

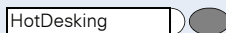


Enter and confirm your PIN.

A tone signal confirms that HotDesking is activated for your user ID. The HotDesking key lights up. The display shows your main telephone number with the prefix "HD" (e.g. HD561923497).

All calls for your main telephone are now forwarded to the guest telephone.

### De-registering at the guest telephone



Press the key "HotDesking" at the guest telephone. A tone signal confirms that HotDesking is deactivated.

### Step by Step

#### De-registering from another telephone

In case you forgot to de-register using the HotDesking key at the guest telephone, you can do so from your main telephone or any other telephone within the system. Proceed as follows:

**Precondition:** The telephone is available and in ready mode.



Lift the handset.



Enter and confirm \*61+user ID (please check with your service personnel regarding the valid code for deactivating HotDesking).

You are asked to enter your PIN.



Enter your PIN + #.

A tone signal confirms that HotDesking is deactivated for your user ID.

## Step by Step

## Call Log

The Call Log menu contains four lists for:

- Missed calls
- Dialed calls
- Received calls
- Forwarded calls

The Call Log contains up to 20 of the last parties stored for the relevant list. The following call details are stored:

- Phone number/name depending on available data
- The number of call attempts from each user (max. 99)
- The date and time of the last call attempt from each user

To ensure that entries can be saved in the "Missed Calls" and "Received Calls" lists, the **Caller ID** must be **displayed** as a name, number or both. If this information is **not** available, "Caller ID unknown" is entered in the list.

This is not the case if:

- "No display" is set for "Call display" (→ page 97).
- The caller ID was not transferred.



Entries are only saved in the "**Forwarded calls**" list if the administrator has enabled the save function.

---



On multiline telephones only callers calling the prime line are logged in a missed calls list.

---

### Step by Step

▶ 02=Call Log? > ✓

Select and confirm.

1=Missed calls? > ✓

Confirm.

**or**

▶ 2=Dialled calls? > ✓

Select and confirm.

**or**

▶ 3=Received calls? > ✓

Select and confirm.

**or**

▶ 4=Forwarded calls? > ✓

Select and confirm.

The lists are sorted chronologically, with the most recent entry first.

You can scroll through the lists using the ◀ and ▶ keys. You can also use the letter keys to jump to the first entry that begins with the relevant character.

### Select entry

Select the entry you require from the relevant list.

▶ 3=543219876? > ✓

For example, select the third entry and confirm.

### Display details

You can display details for the selected party.

▶ 2=Details? > ✓

Select and confirm.

The display shows the date and time of the call. If the same call has been entered repeatedly, the date and time of the last call appear in the display.



## Step by Step

▶ 1=Dial? >

▶ Dial? >

▶ 3=Delete? >

▶ 4=Delete ALL? >

▶ 5=Next entry? >

or

▶ 6=Previous entry? >

### Call party

Once you have selected the required party, you can proceed as follows to make the call.

Select and confirm.

Confirm - the call is connected.

### Delete party from list

You can delete the selected party from the list if you no longer require the entry.

Select and confirm. The current entry has been deleted and the numbering of subsequent entries moves up in the list.

### Delete all parties from list

You can delete the entire list for any entry. To do this, select the following option.

Select and confirm. All entries in the current list are deleted.

### Select next/previous entry

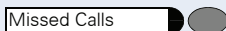
If you have selected a party, you can use the following options to scroll to the next/previous party.

Select and confirm.

Select and confirm.

Press the "Cancel/Rel." key or select **0=End** to quit the Call Log.

### Step by Step

A rectangular key with the text "Missed Calls" on the left and a circular LED indicator on the right.

### "Missed calls" Key

If the "Missed Calls" list contains new entries that have not yet been displayed, the LED for the "Missed calls" key blinks. While you are checking the list, the LED lights continuously. When you exit, the LED only blinks if a new missed call entry has not yet been accessed.

**Prerequisite:** The key has been configured (→ page 117).

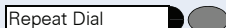
Press key "Missed Calls" to display the "Missed Calls" list immediately (→ page 40).

### Redial Key

You can also use the redial key to display a list of the last 20 numbers dialed.

The last 20 numbers dialed are automatically stored, regardless of which line was used to place the call. If the dialed party was busy or did not answer, you can redial the number without having to re-enter the number for your next attempt. The number dialed last is the first one in the list.

**Prerequisite:** The key has been configured (→ page 117).

A rectangular key with the text "Repeat Dial" on the left and a circular LED indicator on the right.

Press key to display the "Dialed calls" list immediately (→ page 40).

## Step by Step

## Call Forwarding



The HiPath 8000 also provides switch-based call forwarding features. These features are described on → page 72. However:

- **You should not use these phone-based call forwarding features together with the HiPath 8000 call forwarding features.**
- Using the phone-based call forwarding features gives you greater control over your call forwarding.

To manage your telephone, you can have calls forwarded to another telephone.

**Prerequisite:** The call forwarding function is active → page 94.

Three types of call forwarding can be programmed using the Forward menu:

- Unconditional
- On no reply
- On busy

Due to its immediate effect, the unconditional type of forwarding has a higher priority than the no reply and busy types. Calls that are being actively forwarded are displayed in the status list (→ page 91). Please note that a key which has been assigned the call forwarding function provides a shortcut to the number to which calls are currently being forwarded.

If the administrator has activated the function for logging forwarded calls, these calls will be listed in the "Forwarded calls" log (→ page 40).

### Step by Step

## Checking Forwarding Status

The three types of call forwarding can have the following states:

- Not programmed
- Not active
- Active

To check the current state, scroll to the Forward menu.

You will find an overview of the options here from → page 228.

▶ 03=Forward? >

Select and confirm. The status is displayed.

1=Unconditional? >

Confirm.

or

▶ 2=On no reply? >

Select and confirm.

or

▶ 3=On busy? >

Select and confirm.

The following messages may appear:

- "Not set"
  - not programmed
- "Not active"
  - programmed, but deactivated → page 45
- "Active"
  - programmed and activated → page 45

## Activating/Deactivating Call Forwarding

**Prerequisite:** A forwarding destination is programmed (→ page 45).

### Switch off call forwarding

▶ 03=Forward? >

Select and confirm. "Active" displayed.

1=Unconditional? >

Confirm (or select and confirm "2=On no reply" or "3=On busy").

▶ 2=Switch off? >

Select and confirm. Forwarding is "Not active".

## Step by Step

▶ **03=Forward?** >

**1=Unconditional?** >

▶ **3=Switch on?** >

### Activate call forwarding

Select and confirm. "Not active" is displayed.

Confirm (or select and confirm "2=On no reply" or "3=On busy").

Select and confirm. Forwarding is "Active".

### Programming Call Forwarding

If you select a forwarding function that is not programmed, the "New/change target" menu option automatically appears, which permits you to specify a destination address. Currently active or not active forwards can also have their destination addresses changed. To do this you must change default menu option "Switch on" or "Switch off" to "New/change target" using the arrow keys. These scenarios are described below. Note the "Cancel" function key can be used at any time to revert to the previous level.

### Specify and activate forwarding destination

▶ **03=Forward?** >

Select and confirm. "Not active" is displayed.

**1=Unconditional?** >

Confirm (or select and confirm "2=On no reply" or "3=On busy"). "Not set" is displayed.

**1=New/change target?** >

Confirm

**1=Use keypad?** >

Confirm "1=Use keypad" to enter numeric values only (or select and confirm "2=Use editor" to enter alphanumeric text).



Enter the destination telephone number. Delete existing numbers by means of the key, if necessary.


**Complete?** >

If complete, confirm the entry. The forward is set and active.



If unconditional call deflection is active in the idle state, the fourth line of the display toggles between Menu and the programmed forwarding destination, such as ">01928005".

### Step by Step

 **03=Forward?** >

**1=Unconditional?** >

**1=New/change target?** >

**1=Use keypad?** >



**Complete?** >


### Changing the Forwarding Destination

Select and confirm.

Confirm (or select and confirm "2=On no reply" or "3=On busy"). "Active" is displayed for example.

Confirm


Confirm "1=Use keypad" to enter numeric values only (or select and confirm "**2=Use editor**" to enter alphanumeric text).

Change the destination number. If necessary, delete existing numbers beforehand using the  key.

Confirm entry if correct. The new destination is set and the current status of the forward is preserved.

Step by Step

## Consulting with a Second Party

 If you have a multiline telephone, you can also use the manual hold feature to place the call on the active line on hold while you perform other actions → page 31.

- If you have placed a party on "consultation hold", you cannot initiate "manual hold".
- If you are in the "manual hold" state, you cannot initiate a "consultation hold".

During a call, you can consult with a second party while placing the first party on "hold".

You can transfer the call which is on hold to the second party – even if the latter has not yet answered (see → page 33).

### Introducing Consultation

**Prerequisite:** You are in the middle of a call.

Consultation? >

Confirm

Please dial #? >

Confirm.

and/or




Enter the number of the second party to be called.

Dial? >

Confirm to dial the number.

The connection is set up and displayed.

 You can terminate the dialing process with the Cancel key during input of the number and then return to the first party.

### Step by Step

▶ **Disconnect and return?** >

### Canceling Consultation Hold

#### If the other party does not pick up:

Confirm to disconnect the active connection.

You are reconnected with the first party.

#### If the other party picks up:

Conduct your consultation.

Confirm in order to return to the first party.

You can alternate between the two parties → page 48, or set up a conference call → page 49.

▶ **Disconnect and return?** >

### Alternating Between Two Parties

**Prerequisite:** You are conducting a consultation call (→ page 47).

▶ **Alternate?** >

Select and confirm. You are reconnected with the first party.

▶ **Alternate?** >

If necessary, choose "Alternate" and confirm. The second connection is displayed.

### Canceling consultation hold

▶ **Disconnect and return?** >

Select and confirm.



## Step by Step

## Conferencing

This feature is sometimes known as three-way calling.

**Prerequisite:** You are conducting a consultation call (→ page 47).

### Introducing the Conference

**Prerequisite:** You are conducting a consultation call (→ page 47).



Select and confirm. The following appears in the display: "Creating local Conf."

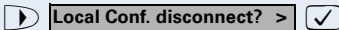
"In Conference" appears on the display.



If you were on a secure call and you initiate a consultation call, the current call is put on hold. The new call from the consultation call can be secure or unsecure. If call three parties then enter a conference call, the initial connection remains secure. As soon as the connection to one partner is not secure, the entire conference is not secure. (see also → page 23)

## Ending the Conference

### Changing back to single-line calls

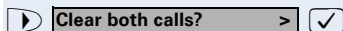


Confirm.

You are reconnected with the first party. The second party is placed on hold. You can now:

- alternate between the two parties;
- connect the two other parties (transfer);
- re-enter the conference call;
- terminate the active call – you are connected to the second party.

### Step by Step



**or End both calls using the menu**

Select and confirm. Both calls are terminated, and the display shows **Cleared**. You can start a new call.

**or End both calls by hanging up**

**Prerequisite:** "Allow Join in conference" was **deactivated** by the service personnel.



Replace the handset or press the loudspeaker key (in in speakerphone mode). The display shows **Cleared**. You can start a new call.

**or Connect the two other parties using the menu**

**Prerequisite:** "Allow Join in conference" was **activated** by the service personnel.



Select and confirm. The display shows **"Transferring"** and then **"Calls joined"**. You can start a new call.

**or Connect the two other parties by hanging up**

**Prerequisite:** "Allow Join in conference" was **activated** by the service personnel.



Replace the handset or press the loudspeaker key (in in speakerphone mode). The display shows **"Transferring"** and then **"Calls joined"**. You can start a new call.

Step by Step

## Recording a Call

You can record important calls to be able to supply evidence about the exact wording of an order (e.g. for banking transactions).

 This function can currently only be used with non-secure voice transmission,

**Prerequisite:** The connection to ASC Call Recording (EVOip) was entered at your telephone by the service personnel → page 112.

### Starting Manually

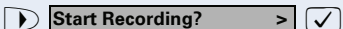
If a technician has not activated **automatic starting**, you need to start the recording manually.

During a call either



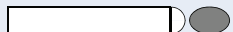
press the **Record** key that was set up

or



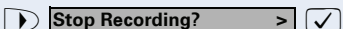
select and confirm. The recording is started, and the display shows "**Recording**" and the number of the other party. The other party is notified via an audio note that the call is being recorded (has to be set up by the service personnel).

### Stop Recording



Press the **Record** key

or



select and confirm. The recording is stopped.

The recording is also stopped if the call is terminated.

Searching for and replaying the calls can e.g. be done using the widely known ASC applications POWERplay, WEBplay, or INSTANT WEBplay.

### Step by Step

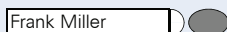
## Dialing Aids

The optiPoint 410/420 advance S V7.0 provides you with a number of dialing aids and memory functions to facilitate you in making calls and administering numbers.

### Dialing with Selected Dialing Key

You can assign frequently dialed numbers to function keys (→ page 117). When you press one of the "selected dialing keys", the stored number is shown in the display, and you can set up a connection.

**Prerequisite:** The idle menu is displayed.



Frank Miller

Press the assigned selected dialing key. The stored number or name is displayed.



Dial? ✓

Confirm the number; The connection is established.


## Step by Step

## Using Auto Dial Timer


Following expiry of a configurable delay interval, auto dialing occurs after the last dialed digit is entered. This can happen in the following circumstances:

- Dialing in idle mode
- Deflecting an incoming call
- Making a consultation call
- Transferring an answered call.

The delay time can be shortened as follows:


- Pressing the  key. This is applicable in all scenarios.
- Lifting the handset. This is only applicable after pre-dialing when the phone is idle or if the user has entered the digits for a consultation call and the handset is on hook.
- Pressing the Loudspeaker key. This is only applicable after pre-dialing when the phone is idle and the loudspeaker LED is off or if the user has entered the digits for a consultation call and the loudspeaker LED is off.

---

 If an emergency number has been programmed by the administrator, the delay time for this number is reduced to 1 second.

The default setting for the delay time is 6 seconds. If necessary, you can change this value → page 98.


---

 The automatic dialing delay does not function if you are using a dial plan and have set **Hot-Key-pad** (see → page 109). Dialing takes place automatically as soon as the character string entered matches an entry in the dialing plan.

---

## Step by Step

Abbrev. dialing 

 1) 08972228596\_? >

or



2) 5618239758? >

Dial? >

## Using Abbreviated Dialing

To simplify the dialing process, you can call twelve abbreviated dial numbers. You can program a user number for each abbreviated dialing number → page 113.

### Using Abbreviated Dialing to Make Calls

Press the "Abbreviated Dialing" function key.

The number for the abbreviated dial number 1 is displayed.

Scroll to the desired abbreviated dialing number and confirm.

Enter the required single-digit abbreviated dialing number

Confirm.

Start the dialing process.



Storage locations for abbreviated dialing numbers that have not yet been programmed are displayed as "Not programmed".

## Step by Step

### Using Notebook Functions

If the last number dialed was busy, or if the called party has not picked up, or if you wish to note down the number of the remote user, then you can store the telephone number electronically and call it again at a suitable time (max. 24 alphanumeric characters). Both parties can store the number of the other party. The notebook can also be used outside a call simply for recording a number to be recalled subsequently. In this case the currently stored number is displayed by default and can be edited using the cursor keys and keypad.

#### Storing a number

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

The current call is displayed.



Press the "Notebook" function key.



The other party's number is displayed. Confirm "Store" to store the number.

or



Enter another number of your choice and confirm.

"Entry stored" confirms that the number has been saved.

#### Calling a stored number

The idle display appears.



Press the "Notebook" function key.

The stored number is displayed.



Start the dialing process.

### Step by Step

### Using Redial Keys

The **Repertory Dialing** function is similar to selected dialing. However, it can also incorporate dialing control functions at any point within the repertory dialing sequence. The HiPath 8000 automatically detects whether the digits represent an IP address, a number, or a URL.

Control Function	Action During Dialing
OK <OK>	Any characters following this control function are sent immediately after the call has been answered, and are sent as DT-MF.
Pause <PA>	Waits 3 seconds before sending any characters following this control function.
Consultation <CS>	Establish a consultation call at this point.
Clear <CL>	Clear the current call at this point.

Procedure for programming **Redial** keys, see → page 119.



## Step by Step

09=Voice messages? >

## Voice Messages

The "Messages" menu displays the number of voice messages that have been recorded in the mailbox.

Confirm.

If any messages are present, the number of messages is shown at the top right of the display.

For example, **3/1 (2/1)** means:

- 3 messages, 2 of which are new
- 1 old message

▶ 1=Call message centre? >

## Retrieving Messages

Select and confirm.

Dial? >

Confirm.

You are connected to the message center and can retrieve your messages.

▶ 2=Details? >

## Viewing Message Details

You are in the "Messages" area.

Select and confirm.

New: 3 Old: 1 >

This is displayed to indicate the number of new and old voice messages for instance.

▶ New: 2 Old: 1 >

This is displayed to indicate the number of new and old urgent messages for instance.

Use the  and  keys to toggle between "Voice Mail" and "Urgent Messages". Use the  key to return to the main menu.

## Step by Step




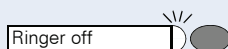
### Deactivating the Ringer

If you do not want to be disturbed by an incoming call ringing, you can deactivate the ringer.

**Prerequisite:** A function key must be configured (see → page 117).

Press the "Ringer off" key.  
The LED is on.

 This setting remains in effect as long as the LED is on.



If there's an incoming call, the ringer sounds one time and then remains mute.

The "Ringer off" LED blinks.


To deactivate the function, press the "Ringer off" key again.



The LED goes out.

### Activating Do Not Disturb

Another way of avoiding disruptive incoming calls is to activate the Do Not Disturb function. When this function is activated, your telephone will not ring for incoming calls. The caller will receive busy treatment (tone or announcement), depending on the system setup.

 If you have a multiline telephone, this function is only available for the prime line.

**Prerequisite:** Do Not Disturb must be permitted, otherwise the menu option will not be available (see → page 101).

### Activating/Deactivating Do Not Disturb

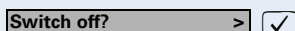


Select and confirm.



Confirm. The new setting is displayed.

**or**



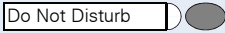
Confirm. The new setting is displayed.

If the word "or" is blinking in the idle display, the message "Do not Disturb - set" is displayed.

## Step by Step

### Using a Key to Activate/Deactivate Do Not Disturb

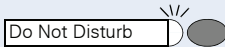
**Prerequisite:** A function key must be configured (see → page 117).



Press the "Do Not Disturb" key.  
The LED is on.

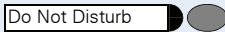


This setting remains in effect as long as the LED is on.



The Do Not Disturb LED blinks.

To deactivate the function, press the "Do Not Disturb" key again.



The LED goes out.



Do Not Disturb can also be switched on or off by pressing the Do Not Disturb key during a call.

### Using Group Features

To help with handling certain types of calls, your telephone can be part of a pickup group, a hunt group, or both.

#### Call Pickup Groups

The administrator can combine several telephones to form a pickup group. If your telephone belongs to a pickup group, you can pick up calls for another group member. You can only belong to one pickup group at a time.

If you want another group member to handle a call, you can also ignore the call. After you do so, your telephone stops ringing and returns to idle state.

The administrator can set up a pickup group as follows:

- **Notification service:** calls for a pickup group are signaled in the same way as other calls. The only difference is that the "Pickup Call?" menu option is displayed instead of the "Answer call?" option. Apart from that the caller and the calling target are displayed. Prompts for pickup group calls override forwarding or DND settings.
- **User-initiated service:** you can use this function to answer calls for the pickup group. If there is a call for the pickup group, you can answer it in the same way as calls that are signalled by notification. If there are no calls to be picked up a pop-up message indicates that a call pickup is not possible.

## Step by Step

### Answering a Pickup Group Call

A call for a pickup group is displayed as follows:

- Line 2: Caller
- Line 3: Calling Target
- Line 4: Option "Pickup Call".

Pickup Call? >

Confirm the query to pick up the call.

or

Group pickup

Press the Group Pickup key if you have one.

### Ignoring a Pickup Group Call

Pickup Call? >

The display shows a pickup group call.

Ignore? >

Scroll through the display until "Ignore?" appears. Confirm this option.

### Hunt Groups

The administrator can merge several telephones to form a hunt group. If your telephone belongs to a hunt group, the HiPath 8000 routes calls for members of your group according to rules defined by the administrator. Hunt groups provide a simple way to distribute calls among a group of stations.

If you want another group member to handle a call, you can also make your telephone appear busy to the hunt group. After you do so, your telephone does not receive hunt group calls.

This feature is configured using the **Toggle** function key, see → page 71.

### Surviveability

If a HiPath 3000 fallback system was set up for your HiPath 8000, you will still be able to use your telephone and the functions of the outage system in case of e.g. a power outage.

If your telephone has no connection to the HiPath 8000, it will automatically connect to the HiPath 3000 fallback system. The message "Temporary limited mode" is displayed.

While you are using the fallback system, the following functions are **not** available:

- Call Forwarding (→ page 43)
- Deflecting a Call (→ page 27)
- Conferencing (→ page 49)
- Voice Messages (→ page 57)
- Reachability (→ page 37)
- Callback (→ page 36)
- Using Group Features (→ page 60)
- Multiline Telephone – Introduction (→ page 63)
- Call Display (→ page 97)
- Transferring without Consultation (→ page 32)
- Lock Phone with Forward (→ page 115)
- Delay for Call Forward on No Reply (→ page 99)
- HiPath 8000 Functions (→ page 71)

### Hot- and Warmline Function

Your service personnel can set up a hot or warm line for your or a specific telephone.

If you pick up the receiver or press the loudspeaker key on this telephone, the preset number is dialled

- immediately in case of a hot line;
- after a preset period of time in case of a warm line.

Examples:

- The elevator telephone is set to immediately dial the front desk's telephone number.
- The telephone next to an in-patient's bed is set to dial the ward's telephone number after e.g. 1 minute if no other number is dialled.

## Multiline Telephone – Introduction

The following sections provide an overview of the concepts and features specific to your telephone if the administrator has configured it as a multiline phone — a telephone that supports more than one line.

Most features are common to single-line and multiline telephones, but some features function in a slightly different manner depending on the telephone type. In this manual, these differences are explained in more detail with the relevant function.

### Lines and Line Keys

A line is the representation of a valid SIP address of record (AoR) and the context for establishing SIP connections. Multiline telephones permit the connection of more than one line. The term "line key" refers to lines that are connected to more than telephone.

Although only one call at a time can be connected to the handset or loudspeaker, several calls may be assigned to the multiline telephone. These calls are either placed in a queue or signalled as incoming calls on the telephone.

Line keys are used to select different lines. Lines should not be assigned to the **Cancel** or **Shift** keys because these keys are required for other purposes. This means that each multiline telephone can have **up to ten line keys**.

If a **Direct Station Select** key is set up, you can immediately establish a connection to the set up target using this key. This line cannot be used to dial another target. You can answer calls for the target telephone using the **Direct Station Select** key; in this case the call is forwarded to your own main line.

You can use the LED associated with the line key to determine the state of the line—for example, ringing, hold, consultation. The LED shines, blinks, flickers or flickers weakly to indicate the relevant line status. For further information on line key status indications, see → page 235.

### Types of Lines

The following are the types of lines:

- **Private line:** A line that is only accessible to one telephone.
- **Shared line:** A line that is accessible to multiple telephones.
- **Direct Station line:** A line with a direct connection to another telephone.

The LED associated with the line key indicates the status of a call on the line regardless of whether the call is conducted on this particular multiline phone or on another multiline phone on which the shared line is also displayed. The LED associated with the Direct Station Select key indicates 3 different states (→ page 235).

### Line Types

The available lines can be used as described below. Regardless of the line usage, all of these lines can be either private or shared.

- **Prime line:** Every multiline telephone has one prime line. This line generally uses your public number, which means that you receive your incoming calls on this line. A prime line can be private or shared. Some features are only applicable to the prime line to ensure that conflicting feature settings between different multiline telephones on the same shared line cannot occur.
- **Secondary line:** Every multiline telephone can have additional lines, which are prime lines of other multiline telephones.
- **Phantom line:** The difference between a phantom line and other line types is that it is not the prime line on any telephone. Phantom lines are particularly useful for deflecting calls. The administrator can configure your prime line so that it switches to a phantom line if a second call is incoming. If you are speaking with a second party, this configuration allows you to hold, transfer or deflect the call.



## Lines

Basically every line in a multiline telephone functions as an individual telephone (except lines on **Direct Station Select key**) so that all features on "single-line" telephones can be transferred to each individual line. As soon as a line is active, the relevant details are displayed.

Although a multiline telephone supports simultaneous use of several lines, it functions in almost the same way as a single-line telephone. The difference with a multiline telephone is that the line is selected automatically.

With multiline telephones, however, you can also manually select the line using the line key that has been assigned to it. For an explanation of the line key status indication please see page → page 235.

## Line Seizure

A multiline telephone line is seized if the line key LED is lit, blinking or flickering and information about the line appears in the display.

You can change the mode as follows:

- Pressing a line key to seize the line.
- A line is seized with an incoming call.
- A line is free when it becomes idle or is put on hold manually.
- The multiline telephone selects another suitable line for seizure. If a suitable line is not available, a line is not seized.
- A line remains seized even when a connection is released following consultation.

All procedures that were initiated via the menu or the function keys refer to the line that is seized. All audio functions (for example when toggling between handset and speakerphone mode) apply to the active line.



If you have seized a secondary line, this line remains reserved for you to dial for a period of time programmed by administrator. During this time the line cannot be seized by another party whose telephone is also programmed to use the secondary line.

---

## Step by Step

### Using a Multiline Setup

#### Incoming Call (Ringer or Call Waiting Tone)

The optiPoint 410/420 advance S V7.0 rings with the set ring tone → page 126.

If information about the calling party is transferred (name, number or both), it appears on the display.



You can now lift the handset and talk with the person calling.



On multiline telephones, the line being signaled is automatically selected when you lift the handset. If more than one line is alerting, you are connected to the line that has been ringing the longest.

or



Confirm Answer call and then lift the handset or use the speakerphone.

or



Press the blinking line key before you lift the handset or before using the speakerphone.

### Outgoing Calls

#### Off-hook dialing

Initiate a call by:

- Pressing a **free line key** on the multiline telephone
- Pressing the **Loudspeaker** key
- Lifting the **handset**

#### On-hook dialing

You can start entering the number immediately. The connection is established via the next available line.

## Step by Step

### Existing Connection

The following options are available when you answer a call on a line (see → page 66):

- Use the line in the same way as a single-line telephone
- Place the line on hold manually

### Using the line in the same way as a single-line telephone

#### Example:

Consultation? >

If you have answered the call on one line, you can now use all of the functions that are available for a call on a single-line telephone:

- Place the call on consultation hold and pick it up on another phone
- Deflect the call (see → page 27)
- Transfer the call (see → page 33)
- Consult with another party (see → page 47)
- Pick up a waiting call (see → page 28)
- Alternate between two calls (see → page 48)
- Join a conference call (see → page 49)

### Placing a call on hold manually

You can put an active call on hold using the line key.

Line 

Press the illuminated line key.

Holding? >

Confirm.

**Only** the two following options are available:

Line 

- Press the line key to reconnect the call.

Line 

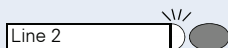
- Press another line key to call another party for example.

## Step by Step

### Making Calls with Multiple Lines

#### Accepting a second call on the same line

While you are on a call, an incoming call is indicated by ringing or blinking on another line key.



Press blinking line key 2. The first line switches to "manual hold" mode and you are connected with the caller.

When you have finished the call on the second line, you can pick up the first call by pressing Line 1.

or



Press the relevant line key to put the current line on "manual hold". Details about the caller on the second line are displayed and you are prompted to answer this call.

When you have finished the call on the second line, you can pick up the first call by pressing the appropriate line key.

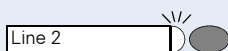
#### Incoming call on another line while dialing

You are dialing a number.



Another line key rings or blinks to indicate an incoming call.

You now have the following options:



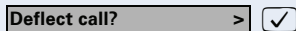
or



- Press the key or confirm "Answer call" to accept the call – the line on which the number is being dialed is put on hold. Then:
  - Hold the call – you revert automatically to dialing.
  - End the call – you revert automatically to dialing.



- Refuse the call – you revert automatically to dialing.



- Deflect the call – you revert automatically to dialing.

## Step by Step

## Advanced Cancel Key Function

For multiline telephones, the **Cancel** key function applies to the relevant active connection.

Generally when the **Cancel** key is pressed, the call being conducted by the party is terminated. With the exception of the situations described below, the relevant line then becomes free.

- In consultation hold: the party is reconnected with the original party.
- When using the handset: the user hears the dial tone.

The following then applies:

- In the case of a simple connection between two parties: if one of the parties presses the **Cancel** key, the connection is terminated and the line reverts to idle state (on-hook) and the dial tone is heard (off-hook).
- If a holding party whose call has been put on hold presses **Cancel**, the call on hold is terminated and the line reverts to idle state (on-hook) and the dial tone is heard (off-hook).
- If a party that is calling another party, presses **Cancel** during the course of the outgoing call, the outgoing call is terminated and the line reverts to idle state (on-hook) and the dial tone is heard (off-hook).
- If a party presses **Cancel** during call waiting, the call is terminated and the line reverts to idle state (on-hook) and the dial tone is heard (off-hook).



---

An incoming call cannot be refused by pressing the **Cancel** key.

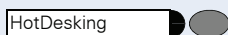
---

### Step by Step

#### Using the Direct Station Select key

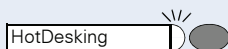
Using a set up Direct Station Select key (DSS) you can call the target telephone directly or pick up a call for the target telephone.

##### Direct Station Select – Call other party



Press the **Direct Station Select key** to call the other party. The other party's telephone rings.

##### Pick up a call for a Direct Station Select User



Press the blinking **Direct Station Select key**. The call is forwarded to the main line of your telephone. You are connected to the caller. On the display, a small arrow is displayed in front of the caller's number or name.

---

 You cannot use the **Direct Station Select key** if the optiPoint display module is in call control view. The **Direct Station Select key** line is also not displayed in the MultiLine Line Overview (→ page 183).

---

## Step by Step

## HiPath 8000 Functions

The HiPath 8000 system supports a number of functions, which you can activate or deactivate via the telephone. With a multiline telephone each function relates to the prime line. The functions can also be invoked via optiPoint display module call control → page 148 .

### Toggle Key

To invoke the functions "make line busy" and "stop hunt" one of the function keys can be defined and programmed as feature toggle key (see also → page 83).

By pressing the function key, you can activate or deactivate the corresponding HiPath 8000 function on the server.

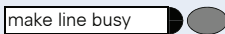
You can only assign function keys on the first level because the LED associated with the key is used to indicate the function's status as either **On** (LED on) or **Off** (LED off). The LED indicates the status of a function on the server. It can therefore change regardless of whether a function key is pressed or not.

If a function key is pressed, the display will indicate the resultant status of the function.

#### Example:

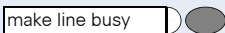
Switching between "Line busy" and "Line free".

**Precondition:** Your service personnel has set up a key for the function "Busy" (switch line "Busy" for the hunt group).



Press the toggle key.

The message "Line busy" appears in the display and the LED lights up.



Press the toggle key again to switch back to "Line free".

The message "Line free" appears in the display and the LED goes out.

## Step by Step

### Using Call Forwarding

This section describes the call forwarding functions supported by the HiPath 8000. These functions can be called up using the feature code. You can also assign a frequently used function to a programmable key or a selected redial key.



**You should not use the phone-based call forwarding function together with the HiPath 8000 call forwarding function.**

### Call Forwarding - Busy Line

The HiPath 8000 function Call Forwarding - Busy Line (CFBL) allows you to enter a feature code to forward calls when your line is busy. The administrator specifies the forwarding destination.

#### Switch on



Lift the handset.



To activate forwarding, enter the code, e.g. \*90 (consult the administrator) or the code and a number e.g. \*901234567. You will hear a confirmation tone.

#### Switch off



Lift the handset.



To deactivate forwarding, enter the code, e.g. \*91 (consult the administrator). You will hear a confirmation tone.



## Step by Step

### Call Forward on No Reply

The HiPath 8000 function **Call Forward - No Reply** (CFNR) allows you to enter a feature code to forward calls to another number if the handset is not lifted after a certain number of rings (between 2 and 7). The administrator specifies the forwarding destination.

#### Switch on



Lift the handset.



To activate forwarding, enter the code, e.g. \*92 (consult the administrator) or the code and a number e.g. \*901234567. You will hear a confirmation tone.

#### Switch off



Lift the handset.



To deactivate forwarding, enter the code, e.g. \*93 (consult the administrator). You will hear a confirmation tone.

### Unconditional Call Forwarding

The HiPath 8000 function **unconditional call forwarding** allows you to enter a feature code to forward all incoming calls to another destination. You also specify the forwarding destination.

#### Activating call forwarding

You can activate unconditional call forwarding as follows:



Lift the handset.



Enter the code, e.g. \*72 (consult the administrator) to activate **unconditional call forwarding**.



Wait until you hear the confirmation tone.



Enter the DN of the station to which calls are to be forwarded.



Wait until you hear the confirmation tone. HiPath 8000 has received the request.

### Step by Step

The HiPath 8000 rings the telephone to which you want to forward your calls.



- If the party answers, you can notify the party that your calls are being forwarded.
- If the forwarded-to party does not answer or is busy, repeat the activation procedure. As long as you do so within two minutes, you hear the confirmation tone followed by dial tone. The HiPath 8000 does not attempt to alert the party at the forwarding destination that the feature has been reactivated.

While **unconditional call forwarding** is activated, calls forwarded while the line is in idle state are signaled by a brief ring on the phone to which they are forwarded (approx. 0.5 seconds). This serves as a reminder that this particular feature is activated.

#### Switch off call forwarding



Lift the handset.



Enter the code, e. g. \*73 (consult the administrator) to switch **unconditional call forwarding** off.

## Step by Step

### Selectively Forwarding Calls

The function **Selective Call Forwarding** allows you to generate a list of telephone numbers (screening list) that should be forwarded automatically. When a caller's number matches a number on the forwarding list, the call is forwarded to the re-direct number. The redirect number can be:

- A different telephone or subscriber
- A voice mailbox
- An announcement service.

When the caller's number is not on the forwarding list, the call rings at your telephone as usual.

#### Switch on call forwarding



Lift the handset.



Enter the code, e. g. \*63 (consult the administrator). You are prompted to add members to the list and to switch on the feature accordingly. The list can also be administered by the administrator.

#### Deactivating Call Forwarding



Lift the handset.



Enter the code, e.g. \*63 (consult the administrator). You will hear a confirmation tone.

## Step by Step

## Caller ID Suppression

The administrator stipulates whether or not your caller ID (name and phone number) is displayed on the called party's telephone. If your data is not transferred, the call is initiated **anonymously**. However, you can override the configured settings for specific calls.



- If your caller ID is transferred: "Private" is displayed.
- If your caller ID is suppressed: your caller ID is displayed.

## Deactivating Caller ID Suppression

If the administrator has permanently configured **Caller ID Suppression** for your telephone, you can cancel this setting as follows:



Lift the handset.



Enter the code for transferring caller information, e.g. \*64 (consult the administrator). You will hear a confirmation tone.

## Activating Caller ID Suppression

If the administrator has permitted the transfer of your caller ID, you can override this setting as follows:



Lift the handset.



To suppress caller ID, enter the code e.g. \*66 (consult the administrator).



Wait until you hear the confirmation tone.

The transfer of your caller ID will be suppressed. Instead of your caller ID, "Private/Anonymous" will appear in the called party's telephone display.

**Step by Step****Activating Caller ID Suppression Temporarily for Next Call**

If the administrator has permitted the transfer of your caller ID, you can override this setting for the next call as follows:



Lift the handset.



Enter the code, e.g. \*68 (consult the administrator).



Wait until you hear the confirmation tone.



Dial the destination you want to call.

The transfer of your caller ID is permitted again after this call.

**Deactivating Caller ID Suppression Temporarily for Next Call**

If the administrator has suppressed the transfer of your caller ID, you can override this setting for the next call:



Lift the handset.



Enter the code, e.g. \*67 (consult the administrator).



Wait until you hear the confirmation tone.



Dial the destination you want to call. Once you have finished the call, transfer of your caller ID is suppressed again for subsequent calls.

## Step by Step

## Creating a Screening List For Call Acceptance



Selective call acceptance is only available for the prime line on multiline telephones.

You can create a list of numbers, also known as a screening list, from which you want to accept incoming calls. The administrator knows how extensive this list may be in the HiPath 8000 that you are operating on site.

When a caller's number matches a number on the acceptance list, the call is completed. If the caller number appears,

- an announcement informs the caller that the subscriber does not accept calls from this number or
- the call is forwarded to an external phone number.

The administrator can tell you how your HiPath 8000 is configured at your location.



Lift the handset.



Enter the code, e.g. \*27 (consult the administrator).

You hear announcements that provide the following information:

- The name of the service (selective call acceptance)
- Its current status (active or inactive)
- The current size of your screening list

After you hear those announcements, you hear prompts that guide you to:

- Add entries to the screening list
- Delete entries from the screening list
- Review the screening list
- Activate or deactivate the feature

## Step by Step

## For Rejecting Calls



On multiline telephones, call rejection is available for the prime line only.

Comparably to selectively accepting calls, you can create a screening list for calls you want to accept incoming calls. The administrator knows how extensive this list may be in the HiPath 8000 that you are operating on site.

If a caller's number matches one of the numbers in the screening list, the call is not put through and the caller is informed by an announcement that the called party does not accept calls from this number. If the caller's number is not listed, the call is transferred to you as normal.



Lift the handset.

Enter the code, e.g. \*60 (consult the administrator).

You hear announcements that provide the following information:

- The name of the service (selective call rejection)
- Its current status (active or inactive)
- The current size of your screening list

After you hear those announcements, you hear prompts that guide you to:

- Add entries to the screening list
- Delete entries from the screening list
- Review the screening list
- Activate or deactivate the feature

## Step by Step

### Anonymous Calls

#### Rejecting Anonymous Calls

You can reject all calls from parties who have a privacy feature active (such as Caller ID blocking) that prevents the delivery of their calling number. When you do so, you receive no alerting for a rejected call.



Lift the handset.



Enter the code, e.g. \*77 (consult the administrator).

#### Accepting Anonymous Calls

You can also choose to accept calls from parties who have a privacy feature active (such as Caller ID blocking) that prevents the delivery of their calling number.



Lift the handset.



Enter the code, e.g. \*87 (consult the administrator).



**Step by Step**

## Using Speed Dialing

The speed dialing feature allows you to call up a centralized list of frequently dialed telephone numbers.

### Single-Digit Speed Dialing

This feature lets you easily place calls to frequently-dialed numbers by dialing a 1-digit speed dialing code. Eight numbers can be placed in the list. The administrator maintains this list.



Lift the handset.



Enter the code, e.g. \*74 (consult the administrator), followed by the digit (between 2 and 9) for the phone number.

The number is automatically dialed.

### Double-Digit Speed Dialing

This feature also lets you easily place calls to frequently-dialed numbers. Because the list uses a 2-digit speed dialing code, it can contain up to 30 numbers. The administrator maintains this list.



Lift the handset.



Enter the code, e.g. \*75 (consult the administrator), followed by a digit (between 20 and 49) for the phone number you want to dial.

The number is automatically dialed.

## Step by Step

### Using Callback

Using the function "Callback" you can re-establish a connection with the last number dialed from your telephone.



Use the call log and missed calls list to view a list of answered and unanswered incoming calls from external destinations.



Lift the handset.



Enter the code (consult the administrator).

The number is automatically dialed.

**or**



Press the "Callback" key.

HiPath 8000 checks the called party's status. If the line is busy, HiPath 8000 redials the number at regular intervals. As soon as HiPath 8000 establishes that both parties are free, it redials the number.

### Tracing a Call

You can generate an automatic call trace of the last call received. This is useful in response to malicious, harassing or nuisance calls.



Lift the handset.



Enter access code, e.g. \*57 (consult the administrator). You hear a confirmation tone and the phone number of the last call received is displayed.

**Step by Step**

## Functions in a Hunt Group

### Make line busy

This function prevents that calls in a hunt group are switched to this line.

#### Switch on "Busy"



Lift the handset.



Enter the access code, e.g. \*96 (consult your administrator) to make the line "busy" for the hunt group.



Wait for the confirmation tone.

#### Switch "Busy" off again

Make the line "free" for the hunt group.



Lift the handset.



Enter the access code, e.g. \*96 (consult your administrator), to make the line "free" again.



Wait for the confirmation tone.

## Step by Step

### Mark a line as the End of a Hunt Group

Switches this line as the end of a Hunt Group. If this line is reached, the system stops looking for a free line according to the sequence defined for the Hunt Group.

#### Switch to End of Hunt Group



Lift the handset.



Enter the access code, e.g. \*97 (consult your administrator) to mark this line as "End of Hunt Group" (stop hunt).



Wait for the confirmation tone.

#### Cancel End of Hunt Group

Unmarks this line as End of Hunt Group".



Lift the handset.



Enter the access code, e.g. \*97 (consult your administrator) to unmark this line as "End of Hunt Group" (stop hunt).



Wait for the confirmation tone.

**Step by Step**

## DLS Mobility Function

**Prerequisite:** Your optiPoint 410/420 advance S V7.0 was set up "mobility-enabled" by the service personnel. A DLS server is available in the LAN, and its address is stored in the telephone.

### Mobility Scenarios

If you log on to your own or another "mobility-enabled" telephone, the following scenarios are possible:

#### Logging on and off at the same telephone

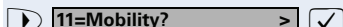
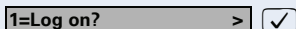
- Logging on as a Mobility User → page 86
- Logging off as a Mobility User → page 87

#### Logging on and off at different telephones

The service personnel may have provided the following settings for these cases:

- Logging on at another "mobility-enabled" telephone without additional settings → page 88
- Logging on with forced logoff at a remote telephone if the user is still logged on there → page 88.
- Logging on with immediate forced logoff at a remote telephone if the user is still logged on there and this telephone is busy → page 88.
- Logging on with delayed immediate forced logoff at a remote telephone if the user is still logged on there and this telephone is busy → page 89.

## Step by Step


## Logging on and off at the Same Telephone

### Logging on at the Telephone

No other mobility user is logged on.

#### Logging on using the key

One of the function keys was set up as logon key for the mobility function.

Press the "Mobility" logon key. You are asked to enter your "**Mobility ID**".

#### or Logging on using the menu

Select and confirm.

Confirm to start the logon procedure.

Enter your **Mobility ID** (in general, this is the same as your official telephone number).


Enter your User password (default value: "000000").

The following messages appear on the display:

- "Mobility logon: Validating request"
- "Mobility logon: Registering..."
- "Downloading user data"

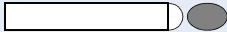
When the logon procedure is completed, the LED of the "**Mobility**" key is on, and **MOB** is shown on the display. If you press the "**Mobility**" key again, you are logged off (→ page 87). If an optiPoint display module is connected, a tent-like symbol is displayed in the top symbol bar (→ page 132).

---

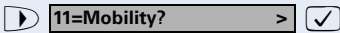
 If an optiPoint display module is connected and you use a different language setting as "mobility user", you are asked to **Restart** → page 130) the telephone so that the change of language setting can also be done for the optiPoint display module.

---

## Step by Step



or



If the DLS server is not available in the LAN or an incorrect server address was stored in the telephone, your logon request is rejected with the message "DLS Server not available". Please contact your service personnel in this case.

## Logging off at the Telephone

**Prerequisite:** You are logged on as a mobility user.

If available, press the "Mobility" key. The logoff procedure is started.

Select and confirm.

Confirm to start the logoff procedure.

If requested, enter your User password (default value: "000000").



If you entered an incorrect User password, the message "**Logoff failed**" is displayed until

- you entered the correct User password and thus logged off successfully, or
- your service personnel cleared the message.

The following messages appear on the display:

- "Mobility logoff: Uploading user data"
- "Mobility logoff: Registering..."
- "Downloading user data" (base user)



You can also log off using the web interface. For this feature, please see the Chapter „Web Interface (→ page 206).



If an optiPoint display module is connected and you use a different language setting as "base user", you are asked to **Restart** → page 130) the telephone so that the change of language setting can also be done for the optiPoint display module.

As soon as the telephone has returned to the "base user", **MOB** disappears from the display.

## Step by Step

## Logging on and off at Different Telephones

If the user is not logged on at another telephone, the logon procedure is the same as described under "Logon on and off at the same telephone" → page 86

If the user is already logged on to another telephone and "Logon with Forced Logoff" is switched off for the mobility user, the logon request is rejected.

## Logon with Forced Logoff at the Remote Telephone

If the user is already logged on at another telephone and the remote telephone is busy, the logon request is rejected.

If, however, the service personnel has set "Forced Logoff During Call" without any delay time, the logoff takes place regardless whether the remote telephone is busy or not.

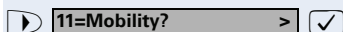
### Logging on using the key

One of the function keys was set up as logon key for the mobility function.

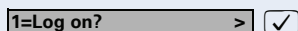


Press the "Mobility" logon key. You are asked to enter your "**Mobility ID**"

### or Logging on using the menu



Select and confirm.



Confirm to start the logon procedure.



Enter your Mobility ID (in general this is the same as your official telephone number).



Enter your User password (default value: "000000").

The following messages appear on the display:

- "Mobility logon: Validating request"
- "Mobility logon: Logging off elsewhere"
- "Mobility logon: Registering..."
- "Downloading user data"



## Step by Step

The logoff is shown simultaneously at the remote telephone, and as soon as the logon procedure is successfully completed, **MOB** is shown on the display of your telephone.

### Logon with Delayed Forced Logoff at the Remote Telephone

If the remote telephone is busy and the service personnel has set "Forced Logoff During Call" with a delay time, the logoff at the remote telephone only takes place after this delay time has expired.

#### Logging on using the key

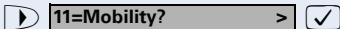
One of the function keys was set up as logon key for the mobility function.



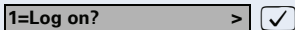
Press the "Mobility" logon key. You are asked to enter your "**Mobility ID**".

or

#### Logging on using the menu



Select and confirm.



Confirm to start the logon procedure.



Enter your Mobility ID (in general this is the same as your official telephone number).



Enter your User password (default value: "000000").

The following messages appear on the display:

- „Mobility logon: Validating request“

On the busy remote telephone the message "Forced Logoff in Preparation". After the delay time set by the service personnel the remote logoff is executed.

- "Mobility logon: Logging off elsewhere"
- "Mobility logon: Registering..."
- "Downloading user data"

The logoff is shown simultaneously at the remote telephone, and as soon as the logon procedure is successfully completed, **MOB** is shown on the display of your telephone.

### Step by Step

## Customizing the Telephone

This chapter describes the settings for the optiPoint 410/420 advance S V7.0 - including the language used for menu guidance, date and time, dialing mode and audio settings for instance.

### Accessing the Setup Menu

All settings are performed in the "Setup" menu, which you can access as follows:

**Prerequisite:** The idle menu is displayed.

▶ 05=Setup? > ✓

Select and confirm.

▶ 2=Configuration? > ✓

Select and confirm.

You will find an overview of the options here from → page 228.

▶ 0=End? > ✓

Select and confirm to quit the menu.

As soon as you lift the handset, you exit the "05=Setup" menu automatically.



All menus and menu items are preceded by a number. If you use the menu structure given at the end of this chapter, you can navigate within the menus faster by entering the numbers.

The sub-menus "2=Configuration" and "3=Local functions" in the "05=Setup" menu can be protected by a user password → page 114.

The individual menus are described in the following sections:

- Settings → page 91
- Configuration → page 91
- Local Function → page 113
- Assigning Function Keys → page 117
- Audio Settings → page 124
- Restarting the Telephone

## Step by Step

## Settings

The **Settings** menu is dynamic, i.e. it only appears with specific information on the status of the telephone, such as:

- Call forwarding active
- User status set


**Prerequisite:** You are in the "Setup" menu → page 90.

Confirm in order to view the details of the current status of the telephone.

1=Settings? >

## Configuration

You can use the **Configuration** menu to customize the settings on your optiPoint 410/420 advance S V7.0.

 This menu can be protected using a user password → page 114.

**Prerequisite:** You are in the "Setup" menu → page 90.


Select and confirm.

You will find an overview of the options here from → page 228.

 2=Configuration? >

## Country Options

These settings adapt your telephone to country-specific characteristics (for example, the display format for the date and time of day or transfer-technical parameters).

 The default screen for the display depends on the installed language package.

**Prerequisite:** You are in the "Configuration" menu → page 91.

Confirm

01=Country options? >

Select and confirm to configure the required country settings, such as Germany in our example.

 2=DE? >

## Step by Step

▶ 02=Language? > ✓

▶ 1=German? > ✓

### Language

Use this menu option to define the language for operator prompting.

**Prerequisite:** You are in the "Configuration" menu → page 91.

Select and confirm; the set language is displayed.

Select language and confirm.



If an optiPoint display module is connected, you are asked to **Restart** the telephone after a change of language so that the change of language setting can also be done for the optiPoint display module.

If the telephone goes back to idle mode without a confirmation of the **Restart**, the message "Restart required" blinks on the display and you have to **Restart** the telephone manually (→ page 130).

### Date/Time

This function allows you to select one of three different display modes for the date and manually set the time of day.



You must manually set the date and time of day if your telephone is not connected to an SNTP server.

### Selecting the Display Mode

The currently configured format is shown on the display as the first option.

The following display modes are available:

Option	Example
1=DD.MM.YY	22.05.03
2=YY-MM-DD	03-05-22
3=MM/DD/YY	05/22/03

**Prerequisite:** You are in the "Configuration" menu → page 91.

▶ 03=Date/time? > ✓

▶ 1=DD.MM.YY? > ✓

Select and confirm.



Select required display format and confirm.

## Step by Step

### Setting the Date and Time

After the display format is selected, the date field appears.

Day:20 Month:09 Year:05?>

The field to be edited can be changed by using the  and  keys to scroll to the next or previous field.

Hour:15 Minute:10? >

Enter the proper digits using the keypad.



Confirm the entered date.




If the date and time is invalid, the phone beeps and the cursor returns to the first item in the entry field when you attempt to confirm the entry.


or



Press the "Stop/Escape" key to return to the "Configuration" menu without changing the setting.

### Call Deflection

This option permits you to configure call deflection to a destination. You can also predefine a destination for the deflection (see  page 106).

**Prerequisite:** You are in the "Configuration" menu  page 91.



04=Call deflection? >



Select and confirm.

Switch on? >



Confirm. Calls can be deflected.

or


Switch off? >




Confirm. Call deflection is not available in this menu.  
The new setting is displayed.

## Step by Step

### Call Forwarding

 This function only affects phone-based call forwarding. The administrator controls call forwarding from the HiPath 8000.

You can use this option to define whether phone-based call forwarding can be configured or not.

 This option is only available if it has been activated by the administrator.

**Prerequisite:** You are in the "Configuration" menu → page 91.

Select and confirm.

Confirm. Call forwarding can be configured.


or

Confirm. Call forwarding cannot be accessed.

The new setting is displayed.

### Call Duration

You can use this menu option to activate and deactivate the Call duration function.

 This menu option is only available if it has been activated by the administrator.

**Prerequisite:** You are in the "Configuration" menu → page 91.


Select and confirm.

Confirm. The call duration is displayed.

or

Confirm. Display is suppressed.

The new setting is displayed.

 05=Call forwarding? >

Switch on? >

Switch off? >

 07=Call duration? >


Switch on? >

Switch off? >

## Step by Step

## Call Waiting

You can use this option to enable call waiting during an active call.

 This menu option is only available if it has been activated by the administrator.

**Prerequisite:** You are in the "Configuration" menu → page 91.

 **08=Call waiting?** >

Select and confirm.

**Switch on?** >

Confirm. Second call is permitted.

or


**Switch off?** >

Confirm. Second caller hears busy signal.

The new setting is displayed.

## Call Transfer

Use this menu option to activate/deactivate the feature for deflecting a current call to another party.

 This menu option is only available if it has been activated by the administrator.

**Prerequisite:** You are in the "Configuration" menu → page 91.

 **09=Call transfer?** >

Select and confirm.

**Switch on?** >

Confirm. Call can be transferred.

or

**Switch off?** >


Confirm. Call transfer not permitted.

The new setting is displayed.


## Step by Step

### Call Join

You can use this menu option to activate or deactivate the feature for joining an active and a held call.

 This menu option is only available if it has been activated by the administrator.

**Prerequisite:** You are in the "Configuration" menu → page 91.

 10=Call join? >

Select and confirm.

Switch on? >

Confirm. Call parties can join the call.

or

Switch off? >


Confirm. Call join not permitted.

The new setting is displayed.

### Contrast

You can use this menu option to adjust the contrast of your display. There is a scale of 1 (low contrast) through 4 (high contrast).

**Prerequisite:** You are in the "Configuration" menu → page 91.


 11=Contrast? >

Select and confirm.

 1=Display? >

Select and confirm.

or

 2=Key Labels? >

Select and confirm.

Configure the contrast using



the control keys on the telephone or



the arrow keys or



the keypad keys.

000 >

Confirm the setting. The value for the new setting, for the display contrast for example, is displayed.



Step by Step

### Dialing Mode

You can use this option to determine whether only a number or a number and a name can be entered when dialing a call destination.

**Prerequisite:** You are in the "Configuration" menu → page 91.

▶ 12=Dialing mode? >

Select and confirm.

▶ 1=Name? >

Select and confirm. Alphanumeric input.

or

▶ 02=Number? >

Select and confirm. Numeric input.

or.

▶ 3=Name and Number? >

Select and confirm for both options.

Specify which input you prefer.

▶ 1=Name? >

Select alphanumeric input.

▶ 2=Number? >

Select numeric input.

The new setting is displayed.

### Call Display

This function allows you to define what kind of caller information (Calling Line Identification) is displayed for incoming calls.

Possible options are:


1=Name

2=Number

4=No display

5=Name and Number

If the appropriate data is not available, the next available ID is displayed.

 Please note that when you select the "No display" option, **no** "missed calls", "received calls" or "forwarded calls" are **saved** in the Missed Calls list (see → page 39).

**Prerequisite:** You are in the "Configuration" menu → page 91.

▶ 13=Call display? >

Select and confirm.

▶ 1=Name? >

Select the required option and confirm. The new setting is displayed.

## Step by Step

▶ **14=Daylight Saving?** >

**Switch on?** >

or

**Switch off?** >

### Daylight Saving

You can use this function to stipulate that the clock on your telephone switches to summertime and wintertime automatically.

**Prerequisite:** You are in the "Configuration" menu → page 91.

Select and confirm.

Confirm. Daylight saving activated.

Confirm. Daylight saving deactivated.

The new setting is displayed.

### Auto Dial Timer

You can use this menu option to specify the time delay following input of the phone number before the phone automatically dials the number without you having to press the  key.

The valid range is 1 (automatic dialing after 1 second) to 9 (automatic dialing after 9 seconds).



This does not affect automatic dialing of the designated emergency number.

**Prerequisite:** You are in the "Configuration" menu → page 91.

▶ **15=Auto Dial Timer?** >

+ -

◀ ▶



1 to 9

■■■■■■■■

Select and confirm.

Configure the number of seconds using

the control keys on the telephone or

the arrow keys or

the keypad keys.

Confirm the setting. The value for the new setting is displayed.

## Step by Step

## Delay for Call Forward on No Reply



This function only affects phone-based call forwarding. The administrator controls call forwarding from the HiPath 8000.

You can use this menu option to change the time after which an unanswered call is forwarded if **Call Forwarding on No Reply** (CFNR, → page 43) is enabled.

The minimum value is 1 meaning forward after 1 second. The maximum value is 21 meaning forward after 21 seconds. The default value is 15.

**Prerequisite:** You are in the "Configuration" menu → page 91.

▶ 16=CFNR Timer? > ✓

 1 to 9

Select and confirm. The current value is displayed.

Enter new value.

11? ✓

For example, confirm the input value of 11. The new setting is displayed.


## Step by Step

### Hold Ringback Timer

Use the option **Hold Ringback Timer** to change the time after which you are reminded that you still have a call on hold.

The minimum value is 3, which provides ringback after 3 minutes. The maximum value is 15, which provides ringback after 15 minutes.

**Prerequisite:** You are in the "Configuration" menu → page 91.

 **17=Hold Ringback Timer?>**

Select and confirm. The current time is displayed.



Configure the number of minutes using




the control keys on the telephone or



the arrow keys or

the keypad keys.



Confirm the setting. The value for the new setting is displayed.


### Music On Hold

You can use this option to activate and deactivate the music that a caller hears when put on hold.

**Prerequisite:** You are in the "Configuration" menu → page 91.



This menu option is only available if it has been activated by the administrator.

 **18=Music on hold? >**

Select and confirm.

**Switch on? >**

Confirm.

or

**Switch off? >**

Confirm.

The new setting is displayed.

## Step by Step

## Do Not Disturb

You can use this option to permit or prohibit the user from activating the Do Not Disturb feature. If Do Not Disturb is deactivated, the "04=Do Not Disturb" option is not available on the telephone.



This menu option is only available if it has been activated by the administrator.

**Prerequisite:** You are in the "Configuration" menu → page 91.

▶ 19=Do Not Disturb? >

Select and confirm.

Switch on? >

Confirm.

or

Switch off? >

Confirm.

The new setting is displayed.

## Message Waiting

You can use this option to activate and deactivate the "Message Waiting" function.



This menu option is only available if it has been activated by the administrator.

**Prerequisite:** You are in the "Configuration" menu → page 91.

▶ 20=Message Waiting? >

Select and confirm.

Switch on? >

Confirm.

or

Switch off? >

Confirm.

The new setting is displayed.

### Step by Step

▶ **21=Hold Ring Back?** >

**Switch on?** >

**or**

**Switch off?** >

## Hold Ringback

You can use this option to activate and deactivate the Hold Ringback function, which reminds you that a call is still being held.

**Prerequisite:** You are in the "Configuration" menu  
→ page 91.

Select and confirm.

Confirm.

The new setting is displayed.

## Local Conferencing

This option permits and/or prohibits use of the "Local Conferencing" function. The conference is initiated as a "three-party conference" from a consultation call.



This menu option is only available if it has been activated by the administrator.

**Prerequisite:** You are in the "Configuration" menu  
→ page 91.

▶ **23=Local Conferencing?** >

**Switch on?** >

**or**

**Switch off?** >

Select and confirm.

Confirm. Local conferencing can be established.

Confirm. Local conferencing is not available.


The new setting is displayed.

Step by Step

### Auto Answer

You can use this option to activate and deactivate automatic call answering for CTI applications.

When you dial a number using the CTI application while "Auto Answer" is activated, the telephone automatically switches to handsfree mode. If "Auto Answer" is deactivated, the telephone will ring first and you must then press the loudspeaker key or lift the handset to dial the number and set up the connection to the other station.

 This menu option is only available if it has been activated by the administrator.

If you have a multiline telephone, this function is only available for the prime line.

**Prerequisite:** You are in the "Configuration" menu → page 91.

Select and confirm.

Confirm. The new setting is displayed.

▶  >

>

### Beep on Auto Answer

Use this option to specify whether you hear a beep when a call is automatically answered.

**Prerequisite:** You are in the "Configuration" menu → page 91.

Select and confirm.


Confirm. The new setting is displayed.

▶  >

>

### Auto Reconnect

You can use this option to activate and deactivate the options for placing a call on hold and for retrieving it again using both a CTI application and the telephone.

 This menu option is only available if it has been activated by the administrator.

If you have a multiline telephone, this function is only available for the prime line.

**Prerequisite:** You are in the "Configuration" menu → page 91.

Select and confirm.

Confirm. The new setting is displayed.

▶  >

>

## Step by Step

### Beep on Auto Reconnect

You can use this option to specify whether you will hear a beep when a call is automatically reconnected.

**Prerequisite:** You are in the "Configuration" menu  
→ page 91.

▶ 35=Auto Reconnect Beep? >

Select and confirm.

Switch on? >

Confirm. The new setting is displayed.

### Idle State Options

System messages are displayed in the fourth line of the optiPoint 410/420 advance S V7.0.

**Prerequisite:** You are in the "Configuration" menu  
→ page 91.

▶ 36=Idle display static? >

Select and confirm.

1=Cycle/Flash? >

Confirm. If multiple messages are received, they are displayed alternately.

or

▶ 2=Static? >

Select and confirm. The message with the highest priority is displayed even if multiple messages have been received. If there are several messages, a plus sign is visible behind the current message. You can switch between messages using the plus/minus key.

### Inactivity Timeout

Use the timeout setting to specify the period of inactivity after which the telephone will automatically revert to the idle state.

**Prerequisite:** You are in the "Configuration" menu  
→ page 91.

▶ 38=Inactivity timeout? >

Select and confirm.

1=No timeout? >

Confirm.

or

▶ 2=30 seconds? >

Select and confirm.

or

▶ 3=1 minute? >

Select and confirm.



## Step by Step

or

▶ 4=2 minutes? >



Select and confirm.

or

▶ 5=5 minutes? >



Select and confirm.

or

▶ 6=10 minutes? >



Select and confirm.

or

▶ 7=15 minutes? >



Select and confirm.

## Display Module Call View

This function is only available if an optiPoint display module has been connected to your optiPoint 410/420 advance S V7.0. You can use this option to specify whether call view is on the telephone display or on the optiPoint display module following a system restart.

**Prerequisite:** You are in the "Configuration" menu → page 91.

▶ 39=DSM call view? >



Select and confirm.

Switch on? >



Confirm. Call view appears on the optiPoint display module.

or

Switch off? >



Confirm. Call view appears on the telephone display. The new setting is displayed.

## Step by Step

### USB Keyboard Type

You can use this option to specify the language for an external USB keyboard.

The following languages are available:

- 1=English
- 2=English US
- 3=German
- 4=Spanish
- 5=Italian
- 6=French

**Prerequisite:** You are in the "Configuration" menu  
→ page 91.

▶ 40=USB Keyboard Type? > ✓

Select and confirm. The set language is displayed, e.g. US.

▶ 3=German? > ✓

Select the required language and confirm your selection. The new setting is displayed.

### Programming/Modifying the Deflect Address

Specify a default destination here for calls that are to be deflected. You will no longer need to enter a destination number when deflecting calls.

**Prerequisite:** You are in the "Configuration" menu  
→ page 91.

▶ 43=Deflect Address? > ✓

Select and confirm. An existing destination is displayed.

1=New/Change Target? > ✓

Confirm.

Change? > ✓

Confirm.



Enter a destination or modify an existing destination.

#### Clear target

This is only available if a destination has already been programmed.

▶ 43=Deflect Address? > ✓

Select and confirm. An existing destination is displayed.

▶ 2=Clear Target? > ✓

Select and confirm.

Clear? > ✓

Confirm. The destination is cleared.

## Step by Step

### Line Settings

This option can only be selected if line keys have been configured (multiline).

**Prerequisite:** You are in the "Configuration" menu  
→ page 91.

▶ **44=Line settings?** >

Select and confirm. The name of the first line is displayed.

▶ **02=1234567890?** >

Select the lined to be **configured**.

### Activate/Deactivate "Show in Overview" for Multiline Display Module

Specify here whether or not the individual line should be shown in the multiline overview display module (→ page 183).

▶ **1=Show in overview?** >

Select and confirm.

**Switch on?** >

Confirm. The line appears in the overview.

or

**Switch off?** >

Confirm. Line display is suppressed.

The new setting is displayed.

### Position of Line in Multiline Overview Display Module

Specify the position of the selected line in the multiline overview display module (→ page 183).

▶ **2=Position in overview?** >

Select and confirm.



Enter the required value for the position and confirm your entry.

The set position is displayed.

### Showing Line Status in Call Information Box

Specify here whether or not the selected line's status should be shown in a call information box in the optiPoint display module call view.

▶ **3=Show interline state?** >

Select and confirm.

### Step by Step

Switch on?

Confirm. Status is shown when call information box is displayed.

or

Switch off?

Confirm. Status is suppressed.

The new setting is displayed.

### Displaying Icons Instead of Text

If an icon is to be displayed on the **display module** instead of message text such as "missed calls" for example, then activate this option.

**Prerequisite:** You are in the "Configuration" menu → page 91.

▶ 45=Call view icons?

Select and confirm.

Switch on?

Confirm. Icons appear on the **display module**.

or

Switch off?

Confirm. Text appears on the **display module**.

The new setting is displayed.

### Parking and Picking Up Parked Calls

These functions allow users to park a call on a server that supports call parking and/or pick up calls parked on this server. These options are only available if they have been activated by the administrator.

Open the "Configuration" menu (see → page 91).

### Switching Call Park On and Off

▶ 46=Call park?

Select and confirm.

Switch on?

Confirm. It is possible to park calls.

or

Switch off?

Confirm. It is not possible to park calls.

The new setting is displayed.

## Step by Step

▶ 47=Call Park Pickup? >

Switch on? >

or.

Switch off? >

### Switching Call Park Pickup On and Off

Select and confirm.

Confirm. It is possible to pick up parked calls.

Confirm. It is not possible to pick up parked calls.  
The new setting is displayed.

### Options for on-hook dialing

You should only change this function if you are using a dial plan (programmed by administrator). If the function is activated, you have the choice of two settings:

- Context
- Hot-Keypad

**Context** is the default setting. When on-hook dialing with this setting you must either confirm the option "Dial", press the loudspeaker key or wait until the Auto Dial Timer has timed out in order to set up the connection. If **Hot-Keypad** has been set, dialing takes place automatically as soon as the character string entered matches an entry in the dial plan.

Using the "Configuration" menu (see → page 91).

#### Context

▶ 48=Idle dialing mode? >

1=Context? >

Select and confirm.

Confirm.

or **Hot-Keypad**

▶ 2=Hot-keypad? >

Select and confirm.

## Step by Step

### Activating/deactivating callback

If the other party is busy, you can place a request for callback. Callback is a HiPath 8000 function and has to be programmed by the administrator. You are requested to confirm callback if "Busy" appears on the display. The callback function can be activated or deactivated.

Using the "Configuration" menu (see → page 91).

▶ **49=Callback-busy?** >

Select and confirm.

**Switch on?** >

Confirm in order to activate.

**or**

**Switch off?** >

Select and confirm in order to deactivate.

### Suppressing message about missed calls

If this function is activated, calls which have been missed are indicated on the display of the telephone in idle mode. If the function has been deactivated, new calls which have been missed are indicated only by the blinking of the relevant function key. This function does not apply to an **optiPoint display module** which is in use with your telephone.

▶ **51=Idle missed calls?** >

Select and confirm.

**Switch on?** >

Confirm in order to activate

**or**

**Switch off?** >

Select and confirm in order to deactivate.

### Rejecting a call during dialing

If this function is activated, any calls which you receive while dialing will be rejected. The caller receives busy tone.

▶ **52=Busy when dialing?** >

Select and confirm.

**Switch on?** >

Confirm in order to activate

**or**

**Switch off?** >

Select and confirm in order to deactivate.

## Step by Step

▶ **53=Hangup while ringing?>**

**Switch on? >**

**or**

**Switch off? >**

### Hangup while ringing

If this function is activated, you can hang up when transferring a call, although the called party has not answered yet.

Select and confirm.

Confirm in order to activate

Select and confirm in order to deactivate.

▶ **54=Mobility-Flash-LED? >**

**Switch on? >**

**or**

**Switch off? >**

### Mobility flash LED

If this function is activated, the LED of the mobility key is flashing during logon and while the telephone and the DLS server are exchanging data.

Select and confirm.

Confirm in order to activate.

Confirm in order to deactivate.

### Step by Step

#### Call Recording

If this function is activated, you can start recording the current call → page 51. Your service personnel must have enabled activation and deactivation of this function by the user.



This function can currently only be used with non-secure voice transmission,

▶ 55=Call Recording? >

Switch on? >

or

Switch off? >

Select and confirm.

Confirm in order to activate.

Confirm in order to deactivate.

#### Secure Call Ind.

If the function is activated, you hear an acoustic signal if the voice connection is not secure.

▶ 56=Secure Call Ind.? >

Switch on? >

or

Switch off? >

Select and confirm.

Confirm to activate.

confirm to deactivate.

#### Transfer on hangup

**Prerequisite:** The function is released by service personnel.

▶ 57=Transfer on hangup? >

Switch on? >

or

Switch off? >

Select and confirm.

Confirm in order to activate.

Confirm in order to deactivate.



Step by Step

## Local Functions

You can use the "Local Functions" menu to configure phone-based functions such as password definition or memory assignment for example.



This menu can be protected using a user password → page 114.

▶ **3=Local functions?** >

**Prerequisite:** You are in the "Setup" menu → page 90.

Select and confirm. Enter a password if necessary.

You will find an overview of the options from → page 228.

## Abbreviated Dialing

You can use this option to program up to 12 abbreviated dialing entries.

**Prerequisite:** You are in the "Local Functions" menu → page 113.

**1=Abbrev. dialing?** >

Confirm.

Note the index of the current abbreviated dial entry is displayed to the left of the number itself. Entries that are not currently configured are shown as "Not programmed".

▶ **1) 23456176?** >

Scroll through the programmed entries.

▶ **5)Not programmed?** >

Stop scrolling when the display indicates an entry that is not programmed and confirm.

**Program destination #?** >

Confirm.

or

**1** to **9**

Start entering digits immediately.

or



Use the arrow keys to select a different dialing mode before entering digits.

If the abbreviated number is already programmed and you press , these digits are moved to the third line in the display. When you enter the first digit, the original content is deleted and the new digit is displayed.

### Step by Step

**Program destination #?** >



Confirm to enter digits.



Enter digits

and confirm.

**5) 0451524486?** >

The stored number is displayed.

You may now use the arrow keys to browse or program other abbreviated numbers.

### User Password

You can use this option to modify or enter your user password. Your password will protect all your user-specific settings including the language settings.

**Prerequisite:** You are in the "Local Functions" menu → page 113.

**2=User password?** >

Select and confirm.

**Change?** >

Confirm



Enter a new password (exactly 6 numbers) and confirm. The new password should be different from the default "000000".



Enter the password again and confirm. Correct entry acknowledged with "Password accepted".




The user password can also be changed remotely over the web server → page 209.

Step by Step

### Lock Phone

You can use this option to lock your phone so that unauthorized persons cannot make calls from or change your user settings.


Emergency numbers and predefined numbers from the dialing plan can be dialed.

 The telephone can only be locked if you have defined a user password. The new password must be different from the default password "000000" → page 114.

**Prerequisite:** You are in the "Local Functions" menu → page 113.

 **3=Lock Phone?** >

Select and confirm.

 **02=Lock Only?** >

### Lock Only

Select and confirm. "Phone Locked" appears in the display.

If you now try to dial a number or open the menu, you are requested to enter the user password.

 **3=Lock Phone?** >


### Lock Phone with Forward

#### Set/Change Target

This must be programmed in order to use the "01=Lock with Forward" function.

 **03=Set/Change Target?** >


Select and confirm.

 **1=Use keypad?** >

Select and confirm.

Confirm


or

 **2=Use editor?** >

Select and confirm.




Enter a destination phone number or change the existing number. Confirm your entry.

 **3=Lock Phone?** >

### Lock Phone

Select and confirm.

 **01=Lock with Forward?** >

Select and confirm. "Fwd Phone Locked" appears in the display.

Incoming calls are immediately forwarded to the configured forwarding destinations.

## Step by Step

▶ 3=Lock Phone? > ✓

▶ 04=Clear Target? > ✓

▶ Clear? > ✓

### Clear Target

If you do not require the "01=Lock with Forward" function, you can clear the forwarding target. In this case only "02=Lock Only" will be available.

Select and confirm.

Select and confirm.

Select and confirm.

### Clear Phone Lock



Open the menu on the telephone. You will be asked for your User password. As soon as you enter your User password, the lock is cancelled.

## Memory

You can use this option to clear abbreviated dialing numbers or to reset the phone to the factory default.

### Clearing Abbreviated Dialing Numbers

You can use this option to clear all programmed abbreviated dialing numbers.

**Prerequisite:** You are in the "Local Functions" menu → page 113.

▶ 4=Memory? > ✓

▶ 1=Clear abbrev List? > ✓

▶ Clear? > ✓

Select and confirm.

Confirm.

Select and confirm. All abbreviated dialing numbers have been cleared.

### Resetting Memory to Factory Default Settings

You can use this option to reset the phone settings to the factory default values.



This menu option only resets user-configurable data. Settings made by the administrator are not changed.

Open the "Local Functions" menu → page 113.

▶ 4=Memory? > ✓

▶ 02=Delivery status? > ✓

▶ Clear? > ✓

Select and confirm.

Select and confirm.

Select and confirm. All user data has been reset to the factory default settings.

## Step by Step

## Assigning Function Keys

The optiPoint 410/420 advance S V7.0 features a number of functions which you can assign to function keys as required.

You will find an overview of the options from → page 228.

The optiPoint 410/420 advance S V7.0 is equipped with 18 and/or 19 function keys all of which are user-programmable on two levels.

Five of these keys are preassigned on the first level. These keys are listed and illustrated on → page 20. Even these five preassigned keys can be reprogrammed.



The possibility of programming a key may be blocked by your service personnel. In this case you get the message "Locked by administrator" if you try to assign a function to this key.

---

If possible, do not change the **Cancel** and **Shift** keys. These enable you to cancel procedures and/or program shifted keys.


The **optiPoint 420 advance S V7.0** or **optiPoint SLK modules** provide an electronic self-labelling function for programming keys.

The programming procedure using the telephone menu is described below with examples. However, you can also program keys using the web interface (→ page 206).

## Step by Step

### Example 1: Assigning the Mute Function to a Function Key

You would like to switch the microphone on or off while making a telephone call. This function should be assigned to one of the function keys.

 Functions are only programmable on the first key level. On the second level only numbers/names are programmable.

 05=Setup? >

Select and confirm.

 4=Function keys? >

Select and confirm.

1=Non shifted keys? >

Confirm. You are prompted to press a key.



Press the function key to be programmed (the associated LED blinks).

 09=Mute? >

Select and confirm.

When programming function keys on an **optiPoint 420 advance S V7.0** or **optiPoint self labeling key module**, the electronic labeling function **Label** is displayed with the following prompt:

 Continue? >

Select and confirm to retain the preset label.

or

Change?


Confirm to adapt the electronic key labeling.



Enter or modify key label and confirm. The relevant key is labelled automatically.

The new function is assigned to the function key.

If you want to program another key (or key level of the same key), you can select the level again.

 If you are using an optiPoint 410 advance S V7.0, note the function you have assigned to the key on the label card to identify it → page 237.

## Step by Step

## Example 2: Assigning Repertory Dialing to a Function Key

There are two ways of assigning the **Repertory dialing** function to a function key:

- Define a new key called **Repertory dialing** and enter the repertory dialing sequence.
- Edit the repertory dialing sequence of a **Repertory dialing** key that has already been programmed.

The **Repertory dialing** function is similar to the selected dialing function, but it also allows you to enter dialing control functions at any point in the repertory dialing sequence. As with every function used to initiate an outgoing call, the line is dialed automatically where possible.

The digits are entered as text and automatically interpreted as one of the following address forms:

- Sequence of digits
- URL

Dialing control functions can be selected and inserted.

Control Function	Action During Dialing
OK <OK>	Any characters following this control function are sent immediately after the call has been answered, and are sent as DTMF.
Pause <PA>	Waits 3 seconds before sending any characters following this control function.
Consultation <CS>	Establish a consultation call at this point.
Clear <CL>	Clear the current call at this point.

The characters for representing the dialing control functions can be combined in the same repertory dialing sequence. However, there are restrictions with certain characters.

When processing the dialing string for **Repertory dialing** the data is interpreted in the same way as dialed digits. The rules for interpreting each character are determined by the current status of the telephone and the content of the **Repertory dialing** character string.

Step by Step

- The **Clear** control function within a string causes each active call to be cleared down; any remaining characters are processed in a new context (normally "idle").
- The **Consult** control function within a string causes the current call to be held and the remaining characters to be interpreted as dialing digits.
- The **Pause** control function at the beginning of the string means that the string should only be sent as DTMF digits. If another call is not connected, this key is ignored. The length of the pause is then zero.
- The **Pause** control function after the dialing digits ensures that once the connection has been established, a wait time of at least three seconds will be set.
- The **Pause** control function after DTMF digits causes a wait time of at least three seconds plus 0.2 seconds for each digit sent in the previous block.
- If a string concludes with **OK**, the digits are sent without having to wait for the user to press OK or until a timeout occurs.

With the **Repertory dialing** function multiple function keys can each be programmed with a specific repertory dialing sequence.

▶ 05=Setup? > ✓

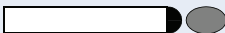
Select and confirm.

▶ 4=Function keys? > ✓

Select and confirm.

1=Non shifted keys? > ✓

Confirm. You are prompted to press a key.



Press the function key to be programmed (the associated LED blinks).

▶ 31=Repertory dialing? > ✓

Select and confirm.



Enter the selection sequence to be saved.

+ CL CS OK PA - ✓

You can use the + and - keys to insert a function.



Confirm if the destination is complete.

When programming function keys on an **optiPoint 420 advance S V7.0** or **optiPoint self labeling key module** the electronic labeling function Label is displayed with the following prompt:



## Step by Step

Change?



Confirm to adapt the electronic key labeling.



Enter or modify name or number and confirm. The relevant key is labelled automatically.

or



Continue?



Select and confirm to retain the existing label.

Selected dialing



The phone is now ready to dial with this function key in the programmed level.



If you are using an optiPoint 410 advance S V7.0 write the number on the label card → page 237.

### Example 3: Assigning a Number or Name to a Function Key

You can assign frequently dialed numbers to a function key. When you press the key, the stored telephone number is shown in the display, and you can set up the connection.



05=Setup?



Select and confirm.



4=Function keys?



Select and confirm.

1=Non shifted keys?



Confirm. You are prompted to press a key.



Press the function key to be programmed (the associated LED blinks).

02=Selected dialing?



Confirm.



Program destination #?



Select and confirm.

or



Program dest. Name?



Select and confirm.



Enter the telephone number or name to be stored and confirm.

When programming function keys on an **optiPoint 420 advance S V7.0** or **optiPoint self labeling key module** the electronic labeling function **Label** is displayed with the following prompt:

Change?



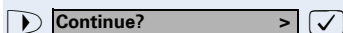
Confirm to adapt the electronic key labeling.

## Step by Step



Enter or modify name or number and confirm. The relevant key is labelled automatically.

or



Select and confirm to keep the existing label.

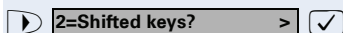
The phone is now ready to dial with this function key in the programmed level.

If you want to program another key (or key level of the same key), you can select the level again.



If you are using an optiPoint 410 advance S V7.0 write the function that you have assigned to the key on the label card to identify it → page 237.

### For programming the second level:



Confirm. You are prompted to press a key.



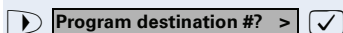
On the second level, only phone numbers and names, including **repertory dialing** can be programmed.



Press the function key to be programmed (the associated LED blinks).

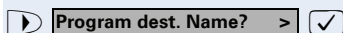


Confirm.



Select and confirm.

or



Select and confirm.



Enter the telephone number or name to be stored and confirm.

When programming function keys on an

**optiPoint 420 advance S V7.0** or **optiPoint self labeling key module** the electronic labeling function **Label** is displayed with the following prompt:



Confirm to adapt the electronic key labeling.



Enter or modify name or number and confirm. The relevant key is labelled automatically.

or



Select and confirm to keep the existing label.

## Step by Step

The phone is now ready to dial with this function key in the programmed level.

If you want to program another key (or key level of the same key), you can select the level again.



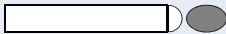
If you are using an optiPoint 410 advance S V7.0 write the function that you have assigned to the key on the label card to identify it → page 237.

## Using Function Keys

You can call the programmed functions depending on the current status of the telephone. The corresponding display appears after a function key has been pressed.

### Example 1: Activating the Notebook function

**Prerequisite:** The Idle menu or an active call is displayed.



Press the "Notebook" function key.



Enter the number to be stored and confirm

or



Confirm.

Storage of the number is confirmed with "Entry stored".

### Example 2: Switching off the ringer for incoming calls on the telephone



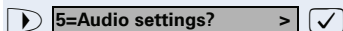
Press the "Ringer off" function key.



The "Ringer off" LED lights up.

The ringer is deactivated. In the event of an incoming call, the LED blinks instead.

## Step by Step



### Audio Settings

Use this menu to adjust the volume of the ringer tone with which your telephone signals incoming calls, the volume of the loudspeaker and the handset volume, and set the room acoustics for handsfree talking.

**Prerequisite:** You are in the "Setup" menu → page 90.

Select and confirm.

You will find an overview of the options from → page 228.

### Loudspeaker Volume

#### In Idle Mode

Adjust the volume of the loudspeaker, the handset loudspeaker, and the ringer tone when the telephone is in idle mode. The lowest loudspeaker volume is 1 and the highest volume is 8.

Open the Audio Settings menu (see above).

**Prerequisite:** You are in the "Audio Settings" menu → page 124.



Confirm. The current volume is displayed.

The value can be increased or reduced by using either the control keys on the telephone or



the arrow keys or



the keypad keys.



Confirm the setting. The new setting is displayed as a value.

#### During a Call

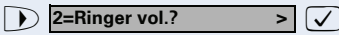
You can adjust the volume of the loudspeaker, or the handset loudspeaker using the ⊕ and ⊖ keys during a phone call. Then press the ☑ key to save the setting. Otherwise the setting will only apply to the current call. The "Loudspeaker volume" menu disappears after five seconds if you do not make any entries.

## Step by Step

### Ringer Volume

**Prerequisite:** You are in the "Audio Settings" menu  
→ page 124.

#### In Case of a SingleLine Telephone



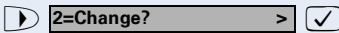
Select and confirm. The current ringer volume is displayed.

#### In Case of a MultiLine Telephone

You can set the ringer volume individually for every line set up.



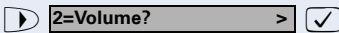
Select and confirm.



Select and confirm.



Press the desired line key. The number or name of the line and the current ringer volume setting are displayed.



Select and confirm. The current ringer volume setting are displayed.

#### Setting

The lowest ringer volume is 1 and the highest volume is 5. The value can be increased or reduced by using either



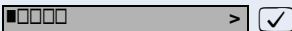
the control keys on the telephone or



the arrow keys or



the keypad keys.



Confirm the setting. The value of the new setting is displayed.

#### During an Incoming Call

When your telephone rings at an incoming call, you can vary the volume of the ringer tone by means of the keys **+** and **-**. Then press the **☑** key to save the setting. Otherwise the setting will only apply to the current telephone call.

The "Ringer volume" menu disappears after five seconds if you do not make any entries.

## Step by Step



### Ringer

**Prerequisite:** You are in the "Audio Settings" menu  
→ page 124.

#### In Case of a SingleLine Telephone

Select and confirm. The current setting is displayed.



#### In Case of a MultiLine Telephone

You can set the ringer (tone sequence and melody) individually for every line set up.

Select and confirm.



Select and confirm.



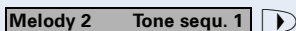
Press the desired line key. The number or name of the line and the current ringer setting are displayed.



Select and confirm.

### Setting

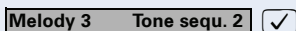
The tone sequence can be varied in 3 steps, the melody in 8 steps. During programming you may switch between the tone sequence and melody input fields using the arrow keys ◀ and ▶.



Use the arrow keys to select the input field for melody or tone sequence.



Use the keys 1-5 on the keypad to change the values as required.



Confirm to change. The new setting is displayed.

## Step by Step


### Resetting Ringer Settings

In case of a MultiLine telephone you can reset the ringer (tone sequence and melody) and volume to the factory default either individually or for all lines set up.

**Prerequisite:** You are in the "Audio Settings" menu → page 124.

 **10=Line Specific Ringer? >** 

Select and confirm.



**! =Reset All? >** 

Confirm. All settings are reset.

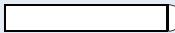

#### For all Lines

#### For a Specific Line


**Prerequisite:** You have previously selected a setting different from the factory default for this line.

 **2=Change? >** 

Select and confirm.

Press the desired line key. The number or name of the line and the current setting are displayed.


 **3=Reset? >** 

Select and confirm. The setting is reset to the factory default.

### Handset Volume

You can adjust the handset volume as follows:

**Prerequisite:** You are in the "Audio Settings" → page 124.

 **05=Handset vol.? >** 

Select and confirm. The current setting is displayed.

The value can be increased or reduced by using either the control keys on the telephone or





the arrow keys or



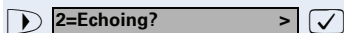
the keypad keys.



 **>** 

Confirm the setting. The new setting is displayed as a value.

## Step by Step



## Headset Volume

You can adjust the volume of the headset loudspeaker as follows:

**Prerequisite:** You are in the "Audio Settings" → page 124 menu.

Select and confirm. The current setting is displayed.

The value can be increased or reduced by using either the control keys on the telephone or

the arrow keys or

the keypad keys.

Confirm the setting. The new setting is displayed as a value.

## Room Acoustics

The room acoustics for the handsfree talking equipment can be adapted to the room conditions with this setting. Settings for normal, echoing or muffled rooms are available for selection.

**Prerequisite:** You are in the "Audio Settings" → page 124 menu.

Select and confirm. The current setting is displayed, for example "Normal".

Select and confirm another setting. The new setting is displayed

## Setting Room Character During a Call

If you are talking in "handsfree" mode, you can only adjust the room character only if you have assigned the functions "2=Echoing" and "3=Muffled" to function keys. Please read the section "Using Function Keys Menu" in the chapter "Customizing the Telephone" on → page 117.



Please note that the setting for room acoustics is reset to "1=Normal" if you deactivate the function keys "2=Echoing" or "3=Muffled".



## Step by Step

### Key Clicks

You can decide whether or not to have key clicks to provide feedback when a key has been pressed. Three volume levels are available and can be adjusted as indicated below.

Key clicks are only audible when the phone is in a call state. You do not hear key clicks when you configuring the telephone.

**Prerequisite:** You are in the "Audio Settings" → page 124 menu.



Select and confirm. The current setting is displayed.

You can increase or decrease this value with:



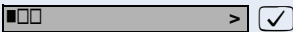
the control keys on the telephone or



the arrow keys or



the keypad keys.



Confirm the setting. The new setting is displayed as a value.

### Rollover Volume

You can adapt the volume for rollover as follows:

**Prerequisite:** You are in the "Audio Settings" menu → page 124.



Select and confirm. The current setting is displayed.

You can increase or decrease this value with:



the control keys on the telephone, or



the arrow keys, or



the keypad keys.



Confirm the setting. The value of the new setting is displayed.

### Step by Step

## Restarting the Telephone


If an optiPoint display module is connected and you request a change of language (either through the language menu option or by changing from a mobility user to base user or vice versa), you are asked to **Restart** the telephone.



Press the keys one after the other. The Restart is executed after a few seconds.

Step by Step

## Operating the Telephone with the optiPoint display module

 Product support for the optiPoint display module by Siemens Service was discontinued at the end of 2006.

### Using the Display

To select the control elements on the display, use the stylus provided or a similar object that will not damage the display surface.

Please read the instructions on → page 203.

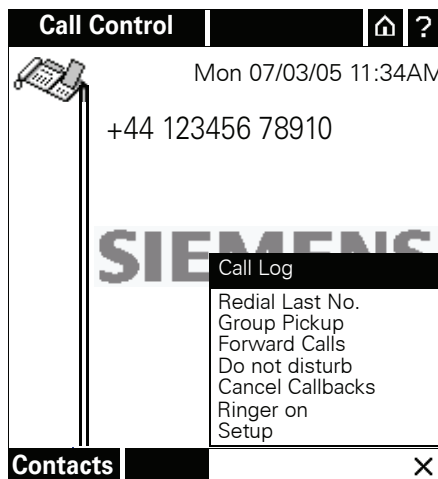
### Call View Start Display

**Prerequisite:** "Use DSM" is enabled (→ page 105) and the telephone is **not** locked (→ page 115).

When you connect the telephone for the first time or restart it a message appears prompting you to press the display to start Call Control. The idle display appears.



Press the Menu icon to see which menu options are available when the telephone is in the idle state.



## Step by Step

For further information, please refer to the section:

- Call Log → page 168
- Redial Last No. → page 167
- Group Pickup → page 178
- Forward Calls → page 174
- Do not disturb → page 177
- Ringer on → page 136
- Setup → page 205

## Mobility Display

As soon as a Mobility User is logged on, this is shown by a tent-like symbol in the top symbol bar.



## Swap Display

You should configure a key to enable you to quickly swap from the telephone display to the Display Module Call Control and vice versa (→ page 117).

Swp Display

Press this ""Swp Display"" key to swap displays quickly.

Step by Step

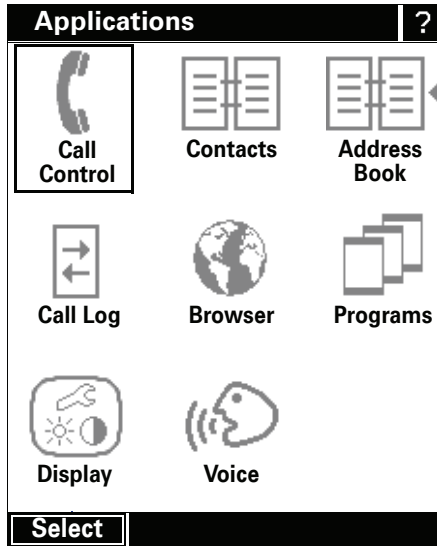
## Applications Display



Press the Cancel icon in Call Control (→ page 131) if you want to cancel Call Control and use other applications.



Press the Home icon in Call Control (→ page 131) if you want to continue running Call Control in the background, but want to use other applications as well.



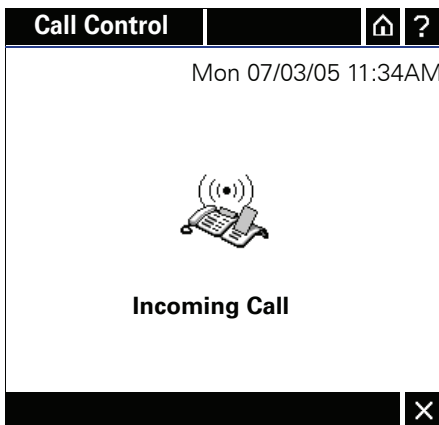
To return to Call Control, select the appropriate icon and then press the **Select** display key.


Step by Step

## Incoming call

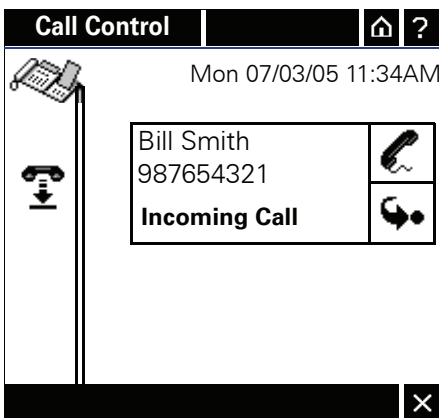
### Incoming Call in Idle Mode

For incoming calls, you will hear the telephone ringing and see the display change as shown below.



 If you are in the process of making settings on the phone during a call → page 205, the display will change to Call Control.

A **Caller Box** is then opened and if the caller's telephone number is transferred it appears in the box. If **no** information is transmitted, you will see "Private" or "Unknown" in the caller box.



Step by Step

## Answering a Call



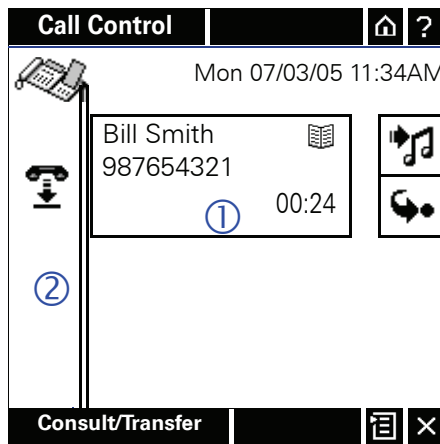
You can now lift the handset to speak with the calling party

or



press the **Connection** icon in the **Caller Box** to answer the call.

The display changes and **Caller Box** ① appears closer to line ②.



During secure voice transmission you will see a lock symbol in the caller box (also see → page 23)

## Adding Callers to the "Contacts" Phone Book

When you answer a call, the caller ID is generally displayed (→ page 97). The caller ID can consist of the following transferred values:

- Phone number
- Name
- Phone number and name

You can use any of these details to create a new entry in the phone book.



Press the **Phone Book** icon in the **Caller Box** to open the phone book. Please refer to the operating instructions for the optiPoint display module for information on how to create entries in the phone book.

## Step by Step

### Reject Call

Additionally you can refuse an incoming call. This call is then stored in the list of "Missed Calls" (→ page 168) and you can initiate a callback at a later stage.



To reject a call, press the "Refuse" icon. The caller hears an appropriate message.

The telephone reverts to idle mode.

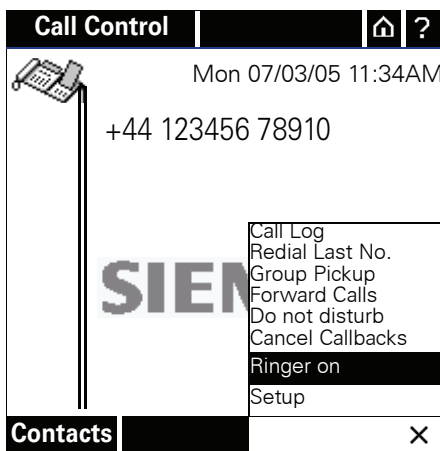
If forwarding has been set up, the call will be forwarded to the destination for Call forward on busy.

### Ringer

If you do not want to be disturbed by the ringing of an incoming call, you can deactivate the ringer.



If your telephone is in idle mode, select the option **Ringer on** or **Ringer Off** from the menu. You can also assign the on/off function to a function key (→ page 117).

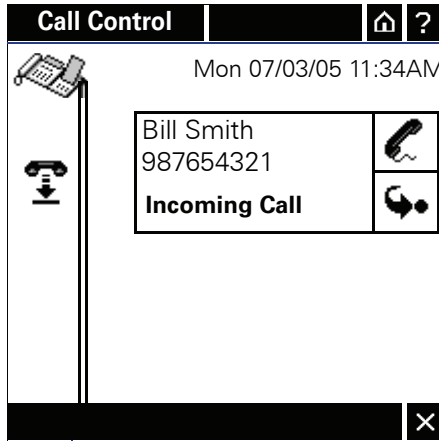




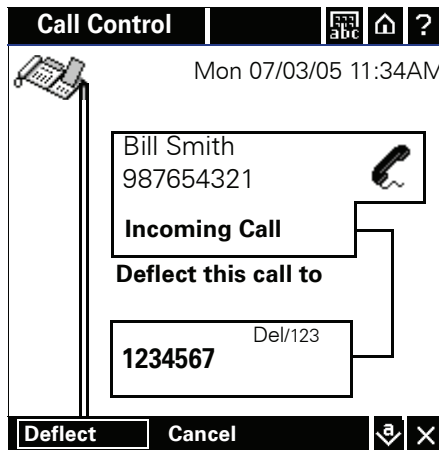
Step by Step

## Deflect Call

Follow these steps to deflect a call to another destination without answering it:



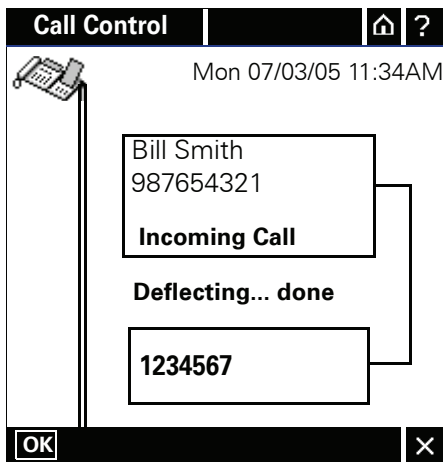
Press the **Deflect** icon.



Enter the destination or modify an existing destination and then press the **Deflect** display key.

## Step by Step

The incoming call is saved in the "Missed Calls" list. You can also predefine the deflect address (→ page 106).

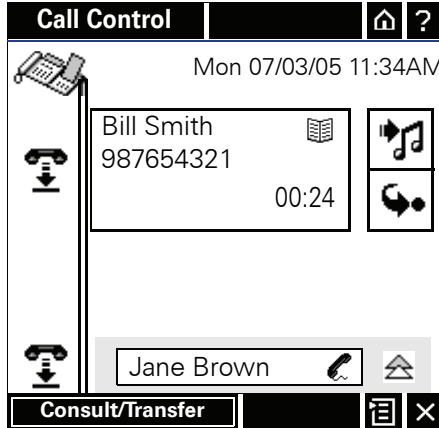


Step by Step

## Second Call

You can answer a second incoming call while already on a call or while you are still dialing. The caller hears the ringing tone while you hear a call waiting tone.

### Accepting a Waiting Call



During a call, a **call information box** (→ page 107) is displayed to notify you of a second caller.



Press the maximize icon to enlarge the call information box and obtain more information about the caller.



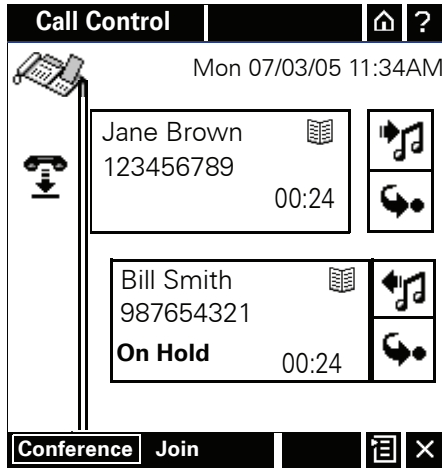
To answer the call, press the Connect icon in the Caller Box. You can also press the Loudspeaker key or lift the handset. The first call is put on hold and the second call is answered.



If you are using speakerphone mode for the current call, press the Loudspeaker key to end it. You are then asked if you would like to resume the waiting call.

Lifting the handset does not affect the call status. You are not asked if you would like to resume the second call.

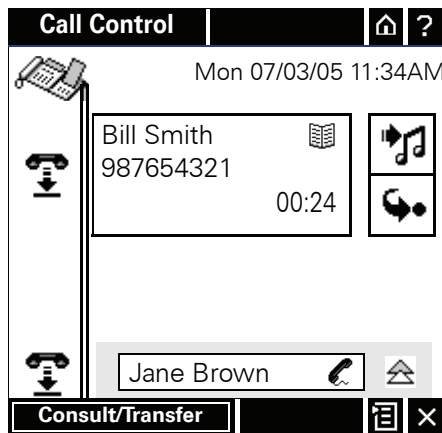
Step by Step



You can now alternate between the two calls (→ page 162), initiate a conference with the two callers (→ page 164), join the two parties (→ page 141) or connect a held party with a different party (→ page 143).

**Refusing a Waiting Call**

If permitted by the administrator, you can also refuse a waiting call.



During a call, a call or while you are still dialing information box is displayed to notify you of a second call.

Step by Step



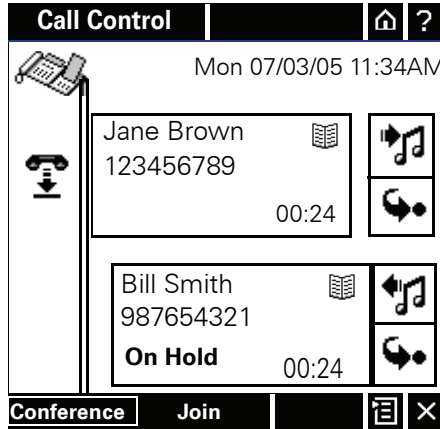
Press the maximize icon to enlarge the call information box and obtain more information about the caller.



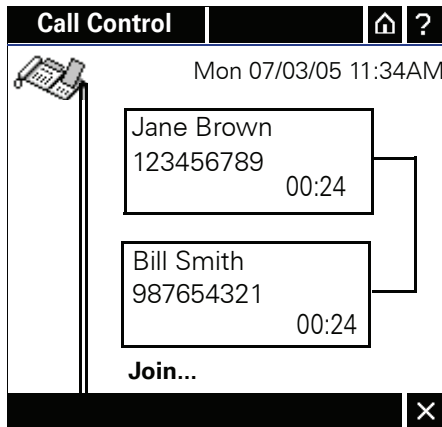
Press the Clear icon to refuse the waiting call. The caller hears an appropriate message.

Connecting a party

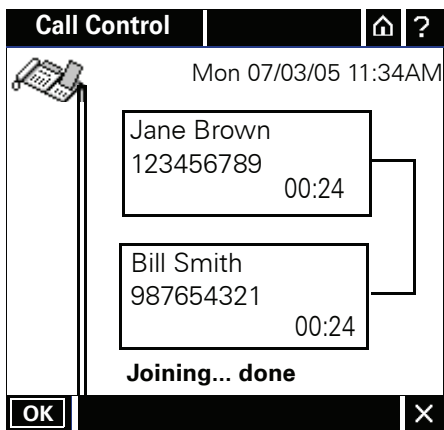
**Prerequisite:** You have answered the second call (→ page 139)..



Press the display key **Join** in order to connect the two parties.



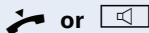
Step by Step



Press the display key **OK** to terminate the process immediately. You can then replace the handset or redial.

**or Transfer on hangup**

**Prerequisite:** Transfer on hangup is activated (→ page 112).



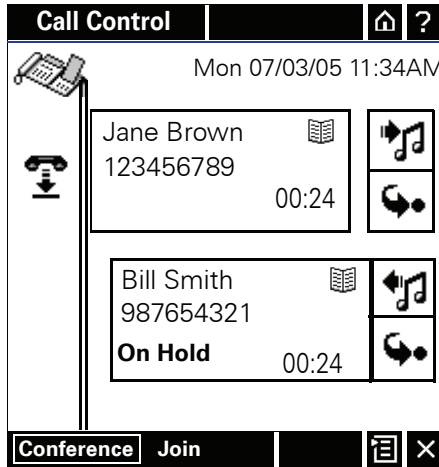
Replace the handset or press the speakerphone key if in speakerphone mode. A connection is established between the other two stations.

Step by Step

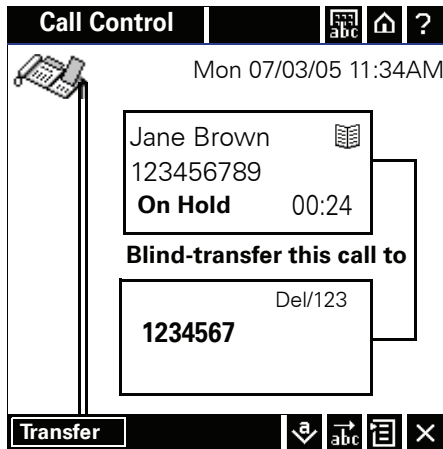
**Transferring a second call**

You can transfer the second call to a third party.

**Prerequisite:** You have answered the second call (→ page 139).



Press the symbol for "Blind transfer".

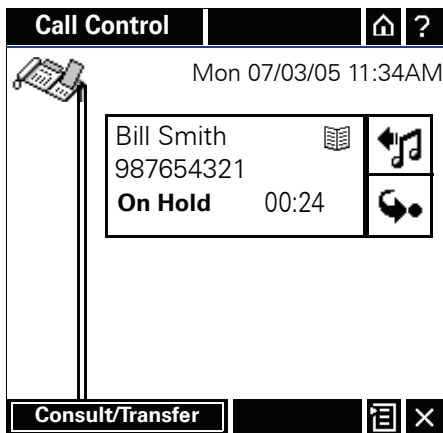


Enter the destination number and press the display key **Transfer**. You are informed when the transfer process has been completed.

## Step by Step

### Placing a Call on Hold


You can use this function to place an active call on hold. The other party is informed that they are being placed on hold.



**Prerequisite:** You are in the middle of a call.

Press the Hold icon to place the call on hold. The Caller Box now appears further from the **Line**.

Press the Reconnect icon to reconnect the call. The Caller Box now appears closer to the **Line**.

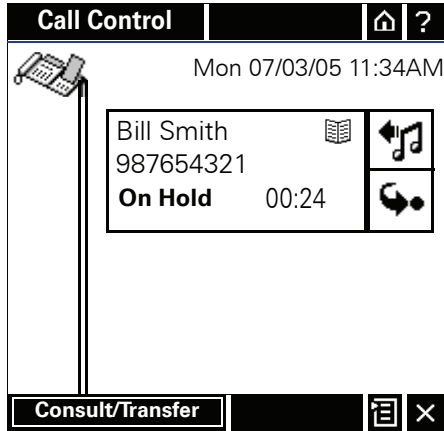
 You can place two calls on hold at the same time.

### Transferring a Call

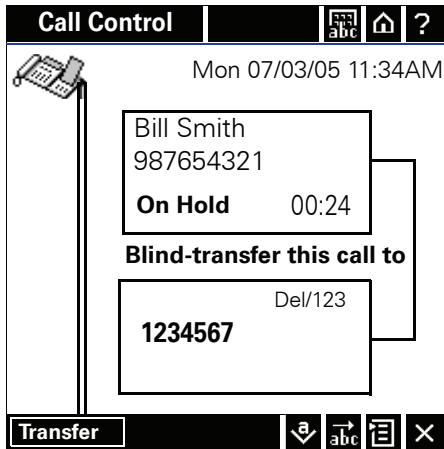
You can call another party and connect them with the current or held call party without consultation.



Step by Step



Press the "Blind Transfer" icon.



Enter the destination numbers and press the **Transfer** display key. You will be notified when transfer is complete. You can then replace the handset or redial.

To cancel the procedure before transfer is complete, press the **Cancel display key**.

## Step by Step

### Ending a Call

During a call you can use the following options to end the call immediately:



Press the "Clear" icon.

or

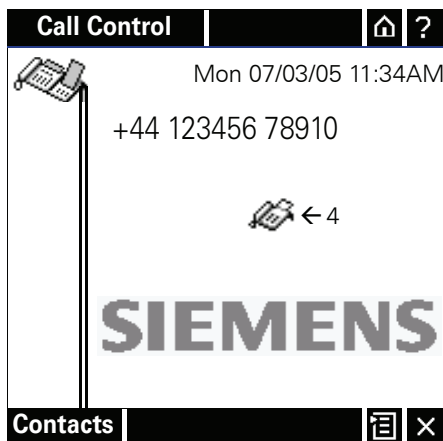


Replace the handset.

### Displaying Missed Calls

If you do not answer a call, the call data is logged to the Missed Calls list.

The icon for missed calls and the number of missed calls only appears if entries have been stored in the list of missed calls (→ page 169).



Press the Missed Calls icon to open the list (→ page 169).

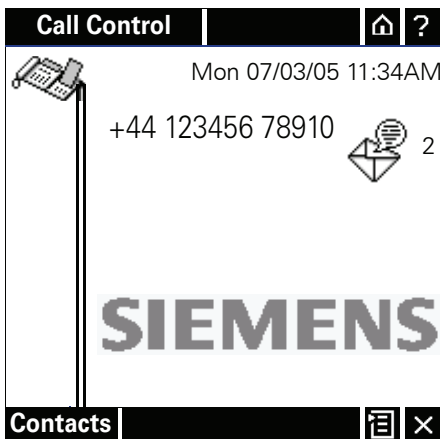


The icon is only displayed if the **Call view icons** option is activated, otherwise the appropriate text is displayed here. The function is deactivated by default. (→ page 108).


Step by Step

## Voice Messages

If you have received voice messages, an icon to this effect appears on the idle display. The icon also indicates the number of messages to be displayed. This function is only available if the administrator has configured a server address for voice messages.



Press the icon for voice messages to call up the mail system and to display the voice messages.

 The icon is only displayed if the **Call view icons** option is activated, otherwise the appropriate text is displayed here. The function is deactivated by default. (→ page 108).

## Step by Step

### Making Calls

You can dial a telephone number both on and off-hook.



If you have activated the function **Busy when dialing** (see → page 110), you cannot be interrupted by an incoming call. The caller hears busy tone.

### Off-Hook Dialing



Lift the handset.

or



Press.



Enter a phone number using the keypad.

or



Enter the number using the display keyboard. (The display keyboard is described in the operating instructions for the optiPoint display module).

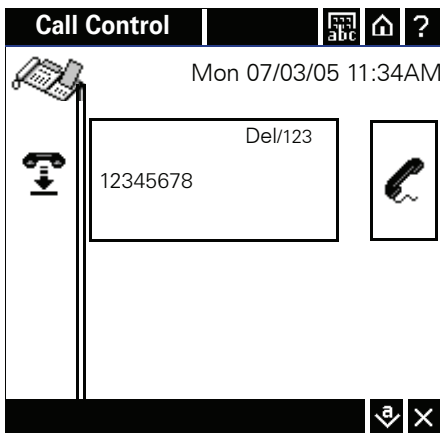


During secure voice transmission you will see a lock symbol in the caller box (also see → page 23)

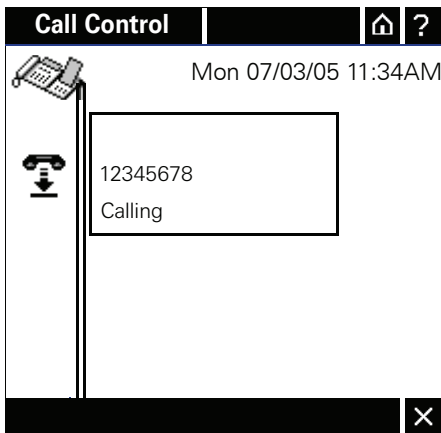
Step by Step



You can also use phone numbers that are stored in **Contacts** (→ page 155), in **Redial Last No.** (→ page 167) or in a **Call Log** (→ page 168).



Confirm dialing as soon as you have finished entering the number.



The number is dialed.

As soon as the party answers, the **Call Control** switches to display an active connection.

### Step by Step

#### Voice Dialing

Dial the phone number by simply speaking a name.

**Prerequisite:** Entries in the "Contacts" phone book must be supplemented/configured for voice dialing.

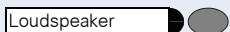


Please refer to the operating instructions for the optiPoint display module for information on how to program entries for voice dialing.



Lift the handset.

or



Press.



Press the "Voice Dial" key on the display module.

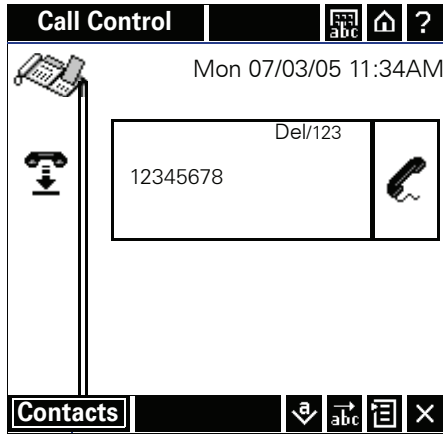
The display switches to "Voice Recognition" mode.



Speak the name of the person you want to call into the handset or the microphone. Repeat if necessary. If the name of the party is recognized, the number is dialed.

Step by Step

## On-Hook Dialing



Enter a telephone number using the keypad.

or



Enter the phone number using the display keyboard (the display keyboard is described in the operating instructions for the optiPoint display module).



You can also use telephone numbers that are stored in **Contacts** (→ page 155), in **Redial Last No.** (→ page 167) or in a **Call Log** (→ page 168).



Press the off-hook icon to dial the phone number.

or



Press the Loudspeaker key to dial the phone number.

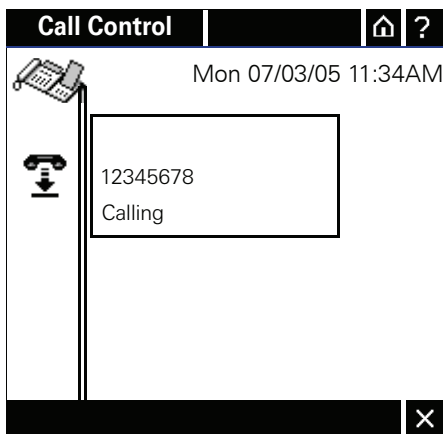
or

Wait until the Auto Dial Timer has timed out.



If you are using a dial plan and have set **Hot-Keypad** (see → page 109), dialing takes place automatically as soon as the character string entered matches an entry in the dialing plan.

## Step by Step

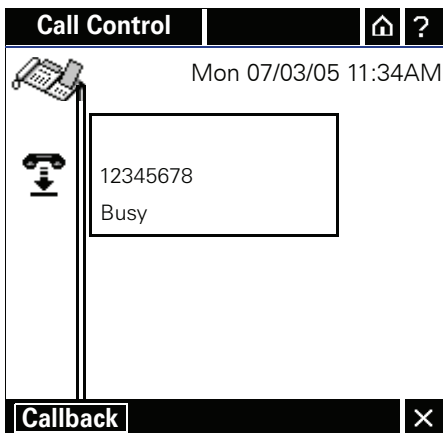


The number is dialed.  
As soon as the party answers, **Call Control** switches to display an active connection.

### Callback

If the other party is busy, you can place a request for callback. Callback is a HiPath 8000 function and has to be programmed by the administrator. You are requested to confirm callback if "Busy" appears on the display.

**Prerequisite:** The callback function must be activated (see → page 110).





## Step by Step

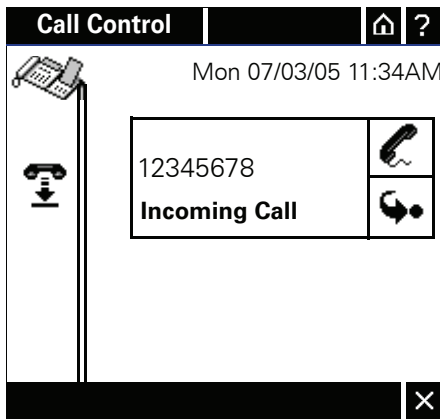
### Placing a callback request

The other party is busy.

Press the display key **Callback**. The callback request is stored in the system.

### Callback is activated

You are called by the system as soon as the party becomes free. The number of the party who has become available is indicated on the display.



Press the **connection symbol** in the **Caller Box**. The connection to the callback party is set up.

## Step by Step

### Canceling callback requests

If for any reason callback requests are no longer required, you can cancel them

**Prerequisite:** The telephone is in idle mode.



Open the menu and select the option **Cancel Callbacks**. All callback requests are cancelled.

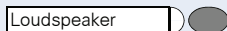
### Ending a Call

To end a call simply:



replace the **handset**

or



press the **Loudspeaker** key if you are in speakerphone mode,

or




press the **Replace Handset** icon.

If **another call** is waiting, the telephone rings as it would for a normal incoming call. If the connection is interrupted by another party, you will be informed of this via the telephone display.

Step by Step

## Dialing from Contacts

If you have stored contacts in the local "Contacts" phone book, you can use them anytime you want to dial a number.

 Please refer to the operating instructions for the optiPoint display module for information on how to create entries in the phone book.

## Calling Contacts



To call a party from "Contacts", press the **Contacts** display key either before or after you have seized the line (→ page 151 and/or → page 148).



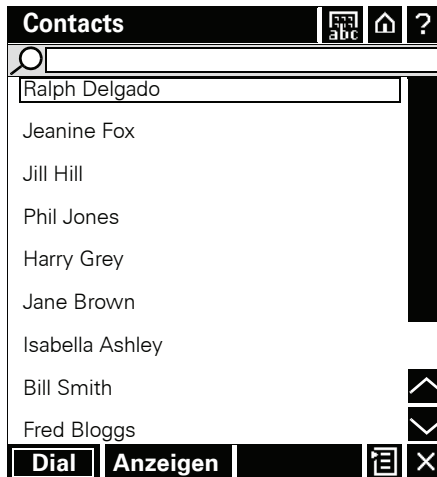
To consult (→ page 157) with a party from "Contacts" you can also press the **Contacts** display key.



To transfer a call (→ page 144) to a party in "Contacts", open the menu and select the option **Contacts**.



In all cases a display similar to the one shown below appears:



Find and select the relevant party in the list and then press the display key **Dial**. The phone number is used for this procedure.

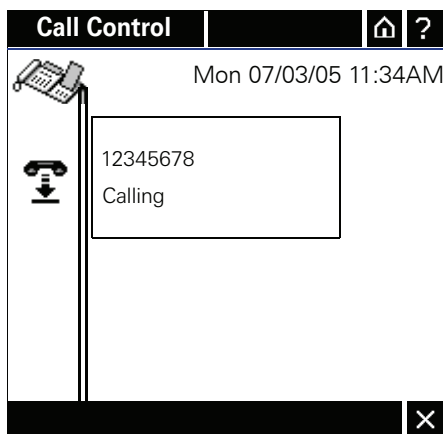
## Step by Step

Frank Miller

### Using Redial Keys

If you press a selected dialing key with a stored number (see → page 121), the number appears in the Caller Box.

Press the programmed function key.



The stored number is displayed and dialed. When the connection is established, you are in speakerphone mode.

### Repertory Dialing

With repertory dialing, you can enter dial control functions at any point in the repertory dialing sequence. HiPath 8000 automatically detects whether the digits represent an IP address, a number, or a URL.

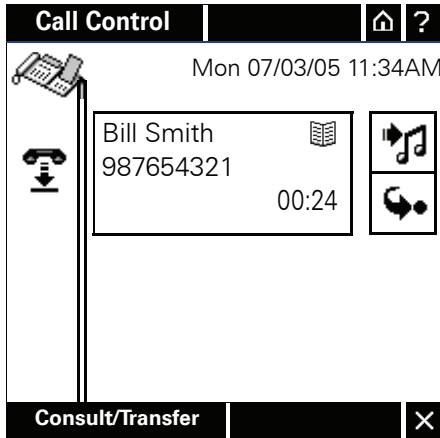
Control Function	Action During Dialing
OK	Any characters following this control function are sent immediately after the call has been answered, and are sent as DTMF.
Pause	Waits 3 seconds before sending any characters following this control function.
Consult	Establish a consultation call at this point.
Clear	Clear the current call at this point.

For information on programming a redial key see → page 119.

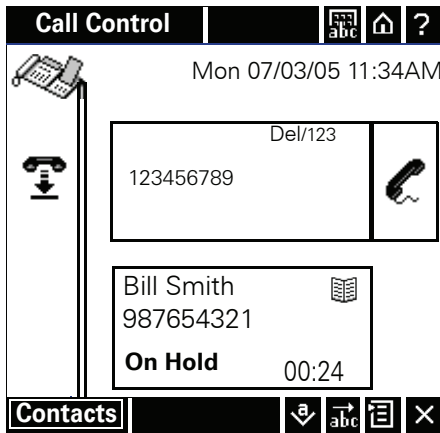
Step by Step

## Conducting Two Calls Simultaneously Consultation

During a call you can call another party and initiate consultation while the call with the first party is **On Hold**.



Press **Consult/Transfer** and dial the second party. The current call switches to **On Hold** status.



Enter the phone number using the display keyboard (the display keyboard is described in the operating instructions for the optiPoint 600 office SIP).

## Step by Step

or



Enter a phone number using the keypad.

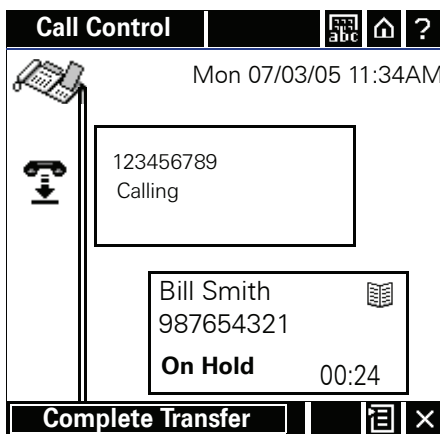


You can also use phone numbers that are stored in **Contacts** (→ page 155), in **Redial Last No.** (→ page 167) or in a **Call Log** (→ page 168).

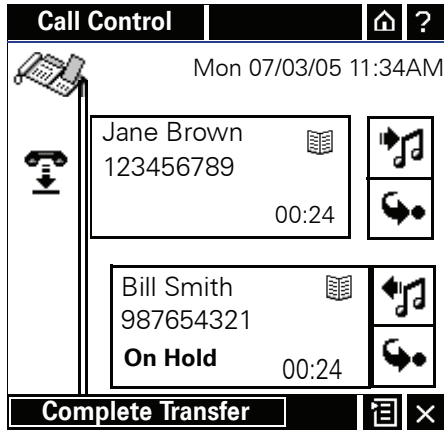
You can terminate the dialing process with the Cancel key during input of the number and then return to the first party.



Press the off-hook icon to dial the telephone number.



Step by Step



You can now alternate between the two parties (→ page 162) or set up a conference call (→ page 164).

You also have the option of placing both parties on hold. In this case the "alternating" option is not available.

Step by Step

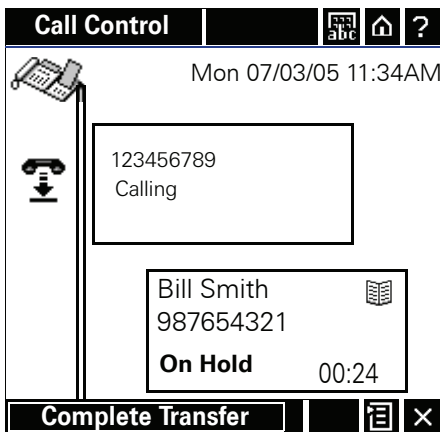
### Call transfer

During consultation you can connect the other two parties to each other.

**Prerequisite:** You have set up a consultation call.  
 → page 157.

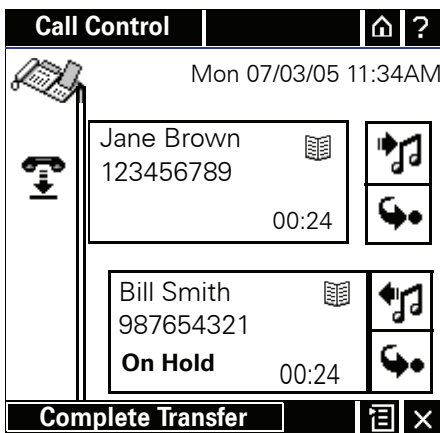
#### The other party has not answered yet

The second party is called



Press **Complete Transfer** in order to transfer the held call to the second party (although the latter has not lifted the handset yet).

or **The other party answers**

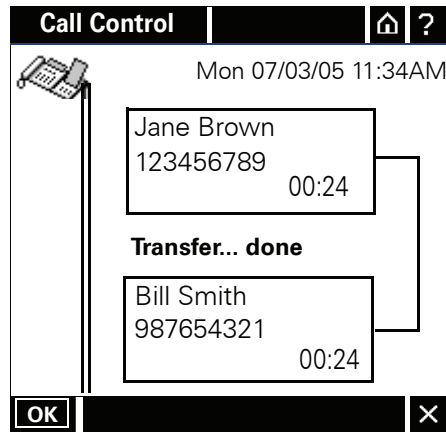
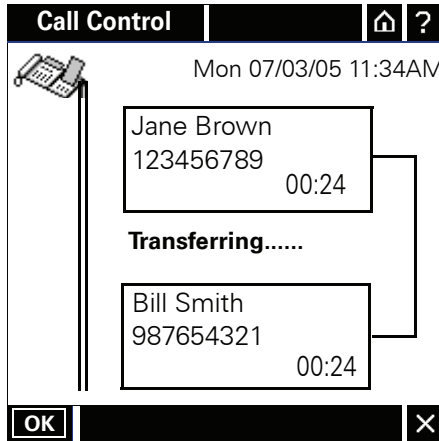




Step by Step



Press **Complete Transfer** in order to transfer the held call to the second party.



Press the display key **OK** to terminate the process immediately. You can then replace the handset or redial.

Step by Step

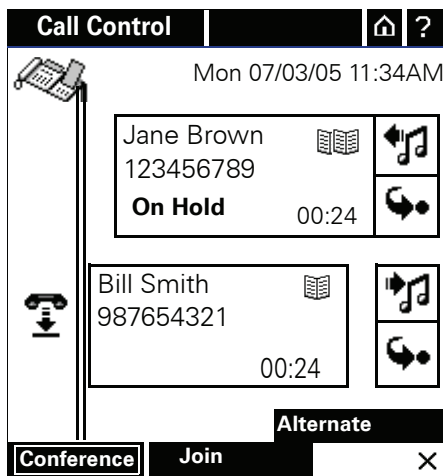
## Alternate – Alternating Between Two Parties

You can alternate between two parties to whom you are connected after answering a second call or in consultation mode.


### Alternating: second call



To switch to the other party, open the menu and select the option **Alternate**. The current call switches to the **On Hold** status.



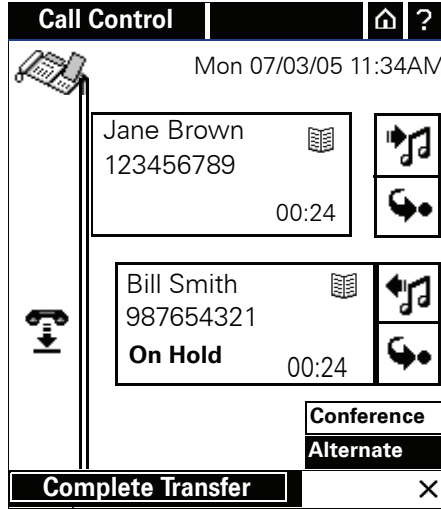
You are reconnected with the first party.

 Note that the active Caller Box is closer to the line and the Caller Box **On Hold** is further away from it. The **On Hold** icon changes to the **Reconnect** icon and vice versa.

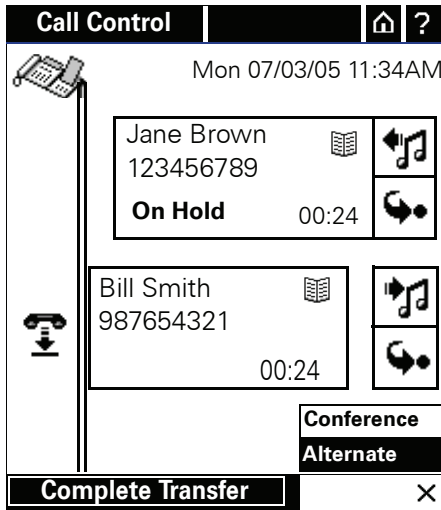
When you have finished the consultation call, you can clear down the connection with the active party by pressing the "Clear" icon. You can then return to the party who was **On Hold**.

Step by Step

Alternating: consultation call



Open the menu and select the option **Alternate** in order to switch to the other party. The active connection changes to the **On Hold** status.



Step by Step

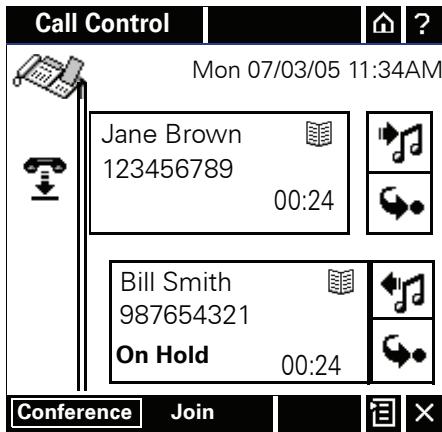
## Conferencing



If you were on a secure call and receive a second call or you initiate a consultation call, the current call is put on hold. The new call can be secure or unsecure. If call three parties then enter a conference call, the initial connection remains secure. As soon as the connection to one partner is not secure, the entire conference is not secure. (see also → page 23)

### Setting up from a second call

**Prerequisite:** You are conducting a consultation call. (→ page 157).

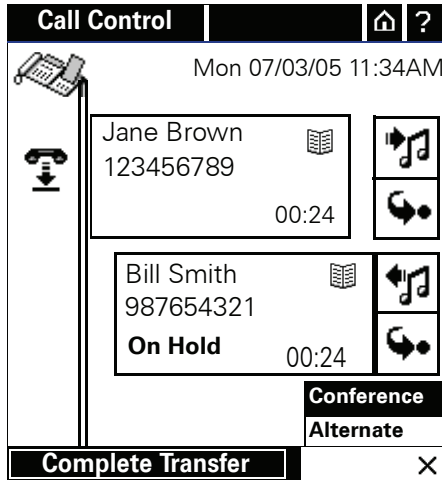


Press **Conference** to initiate the conference call.

Step by Step

## Setting up from a consultation call

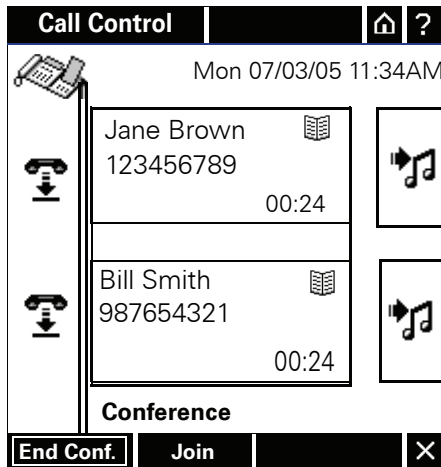
**Prerequisite:** You are engaged in a consultation call (→ page 157).



Open the menu and select the option **Conference** in order to initiate the conference.

## Hold the conference

The conference call is set up and you are simultaneously connected with the two other parties.



### Step by Step

The display shows that the conference is set up. Other parties cannot be added to this conference.



Note that both active caller boxes are the same distance from the line and that only the **Hold** icon is available.

## Ending the Conference

### Changing back to single-line calls



Press the Hold symbol for one of the parties to place this call on hold. The conference is ended. You can now:

- alternate between the parties;
- connect the other parties (Complete Transfer);
- re-enter the conference call;
- terminate the active call – you are connected to the second party.

### or End both calls using the display key



Press the **End Conf.** display key to terminate the conference. You are disconnected from both parties.

### or End both calls by hanging up

**Prerequisite:** "Allow Join in conference" was **deactivated** by the service personnel.



Replace the handset or press the loudspeaker key (in in speakerphone mode). You are disconnected from both parties.

### or Connect the other parties using the display key

**Prerequisite:** "Allow Join in conference" was **activated** by the service personnel.



Press the **Join** display key to connect the other parties.

### or Connect the other parties by hanging up

**Prerequisite:** "Allow Join in conference" was **activated** by the service personnel.

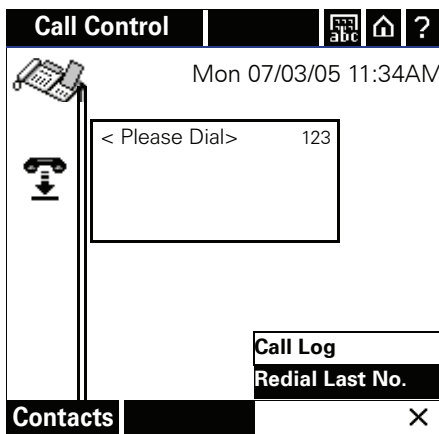


Replace the handset or press the loudspeaker key (in in speakerphone mode). The other two parties are connected. You can start a new call.


Step by Step

## Redial Last Number

You can use this option to immediately redial the last number.



To redial the last number dialed, open the menu and select the option **Redial Last No.** You can also select the menu option from the menu in idle mode.

 **Redial Last No.** is only available if the "Dialed calls" list contains entries (→ page 168).

## Step by Step

### Call Log

To call or clear a party, select the relevant name from the **Call Log**. You can display call details or store caller data in the phone book.

The following call logs are created:

- Dialed calls
- Missed calls
- Received calls
- Forwarded calls

You will find more information in this regard in the description of the Telephone menu → page 39.



To ensure that caller data for incoming calls is stored, you must make sure that the caller ID is transferred (→ page 97).

### Dialed Calls

The last 20 numbers dialed are automatically stored. If a line is busy or if there is no reply, you can use the **Dialed calls** list to redial the number.

The numbers dialed are sorted in descending order according to date and time. The number dialed last appears first in the list.



Open the menu in idle mode or when prompted to dial and select the **Call Log** option.



## Step by Step

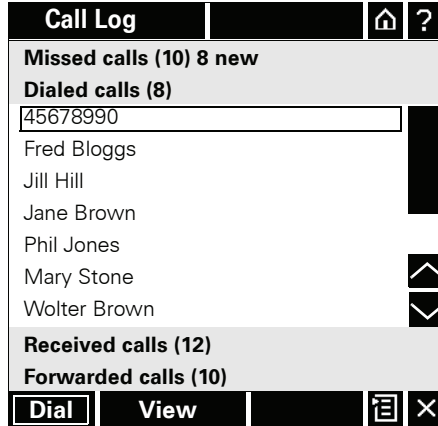


Select **Dialed calls**.

or



Press the Redial key to open the **Dialed calls** list.



Select a party and press the **Dial** display key to dial the number.

## Missed Calls

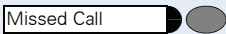


Open the menu in idle mode and select **Call Log**. (→ page 131).



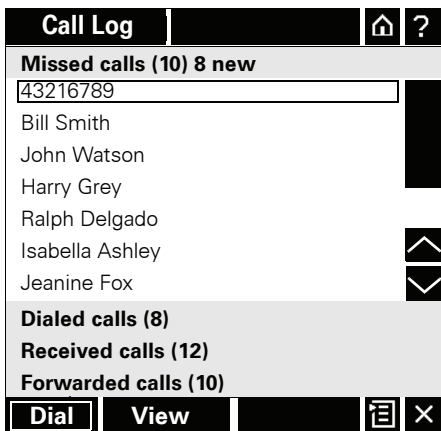
Select **Missed calls**. This list contains the calls that were not answered on this telephone. It is sorted chronologically with the last call received appearing first.

or



Press the "Missed Call" key to open the **Missed calls** list.

## Step by Step



If a party dials a number, forwards a call or does not answer an incoming call, the caller's details are stored in the relevant **Call Log**. Depending on the available data, the name or the number of the telephone is displayed. If this information is not available, "Caller ID unknown" is entered in the list.. You can use the stylus to select the required entry.



Press the relevant display key to:

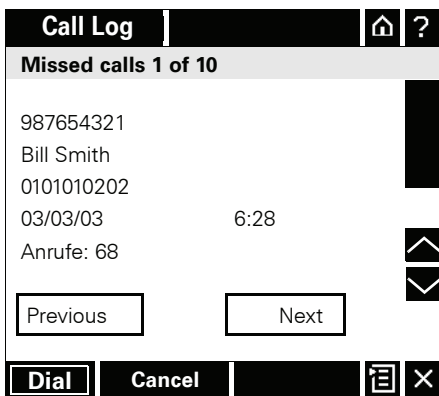
- display the caller's details (→ page 171)
- clear the entry
- dial the number
- store the number in your phone book (opens the phone book).

## Step by Step

### Details

The following is displayed when you press **Details**:

- The number of call attempts from each user (max. 99)
- The date and time of the last call attempt.



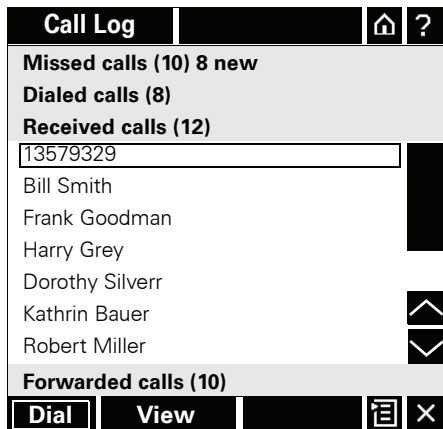
Step by Step



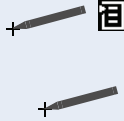
### Received Calls

Open the menu in idle mode and select **Call Log** (→ page 131).

Select **Received calls**. This list contains the calls that were not answered on this telephone. It is sorted chronologically with the last call answered appearing first. If no caller information is transmitted, "Caller ID unknown" is entered in the list.



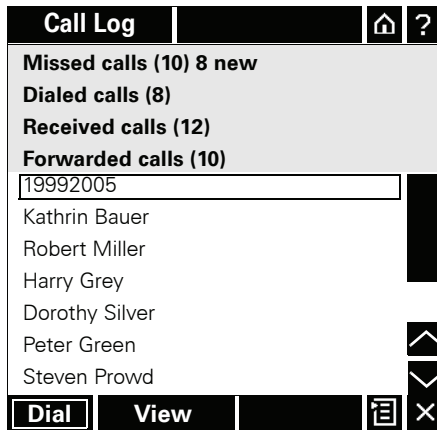
Step by Step



## Forwarded Calls

Open the menu in idle mode and select **Call Log** (→ page 131).

Select **Forwarded calls**. The list contains the calls forwarded and deflected by this telephone. This means that the calls forwarded to the voice mailbox are also listed. The list is sorted chronologically whereby the last entry appears first. If no caller information is transmitted, "Caller ID unknown" is entered in the list.



Step by Step

## Call Forwarding

### Editing the Destination and Enabling Call Forwarding

You can forward all calls for your telephone **immediately** to another telephone. You can define or modify the forwarding target here.



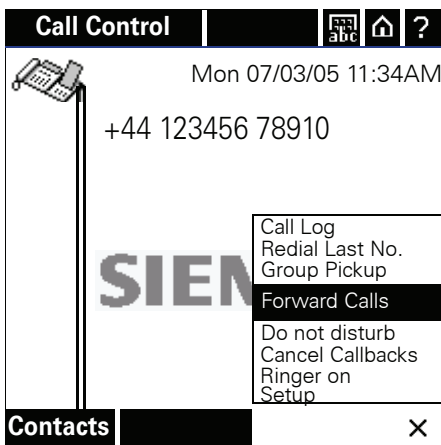
The HiPath 8000 also provides switch-based call forwarding features (→ page 72).

**You should not use the phone-based call forwarding features together with HiPath 8000 Call Forwarding.**



The different kinds of call forwarding "**when no reply**" and "**when busy**" can only be programmed and activated using the Telephone menu → page 45.

**Prerequisite:** Call forwarding must be configured (→ page 94).

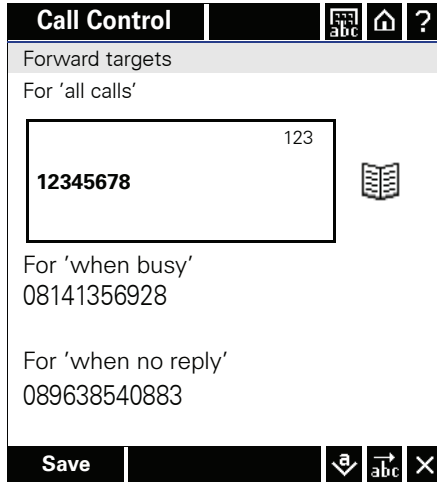


Open the menu in idle mode and select **Forward Calls**(→ page 131).

Step by Step

Editing the Call Forwarding Target

**Prerequisite:** The call forwarding function is active but a destination has not been specified for immediate call forwarding.



Enter the telephone number using the display keyboard (the display keyboard is described in the operating instructions for the optiPoint display module).

or



Enter a phone number using the keypad.



You can also use telephone numbers from the **Phone Book** for the target.

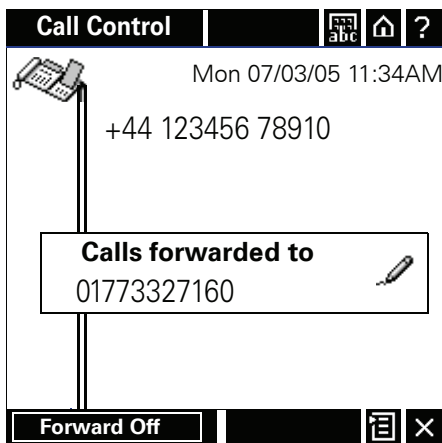





Press the **Save** display key to store the target numbers for immediate call forwarding. Forwarding is enabled.

## Step by Step

### Changing the Forwarding Destination

**Prerequisite:** The call forwarding function is active and a target has not been specified for immediate call forwarding.



Press the **Calls forwarded to** box to change the destination. You can also use the   and  keys to select the box (the border around the box expands). For input see [page 175](#).



### Deactivating Call Forwarding

To deactivate call forwarding, press the **Forward Off** display key.

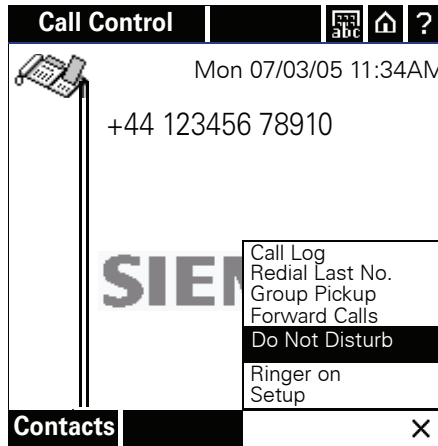


Step by Step

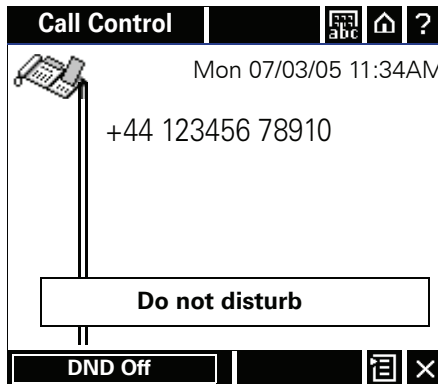
## Do Not Disturb

When **Do not disturb** is enabled, incoming calls are forwarded if call forwarding on busy is configured → page 174 otherwise the caller will receive busy treatment (tone or announcement), depending on the system setup. These calls are stored in the Call Log so that they can be called back later on.

**Prerequisite:** Do Not Disturb must be configured (→ page 101).



Open the menu in idle mode and select **Do not disturb**.



Press the **DND Off** display key to deactivate Do not disturb.

## Step by Step

### Using Group Features

Your telephone can be assigned to a pickup group to ensure optimum handling of specific calls.

#### Call Pickup Groups

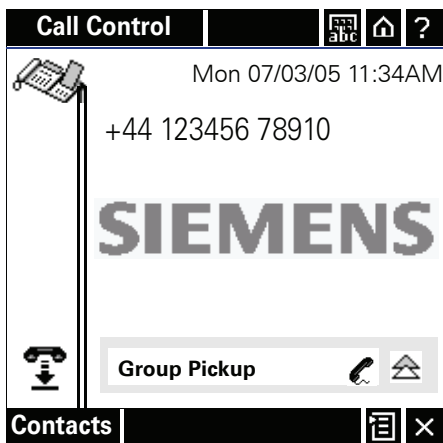
The administrator can combine several telephones to form a pickup group. If your telephone is in a pickup group, you can answer calls on behalf of another group member. You can only belong to one pickup group at a time.

The administrator can set up your pickup group as follows:

- **Notification service:** you are notified of pickup group calls in exactly the same way as other **incoming calls**.
- **User-initiated service:** if there is a call for the pickup group, you can answer it by pressing **Group Pickup**.

#### Answering Group Pickup Calls

There is a call for a pickup group at:



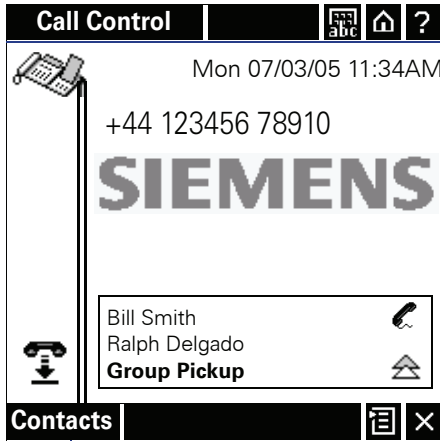
Press the call information box **Group Pickup** to answer the call.

Step by Step

or



Press the maximize icon to enlarge the call information box for more information about the group call. The following example shows that Bill Smith is calling Ralph Delgado.



**Ignoring Group Pickup Calls**



Press the Clear icon if you would like an incoming call to be answered by another member of the group. Your telephone stops ringing and returns to idle mode.

## Step by Step

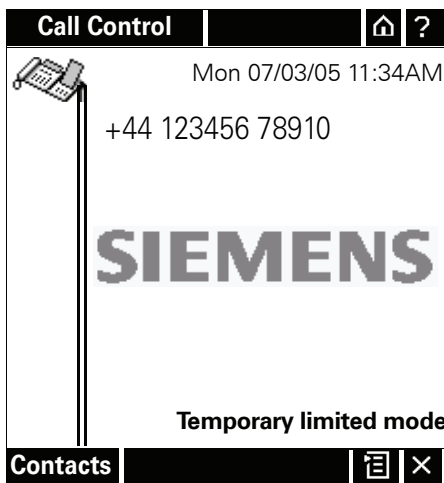
### Survivability

If a HiPath 3000 backup system was set up for your HiPath 8000, you will still be able to use your telephone and the functions of the outage system in case of e.g. a power outage.

If your telephone has no connection to the HiPath 8000, it will automatically connect to the HiPath 3000 fallback system. The message "Temporary limited mode" is displayed.

While you are using the fallback system, the following functions are **not** available:

- Call Forwarding (→ page 174)
- Deflect Call (→ page 137)
- Conferencing (→ page 164)
- Voice Messages (→ page 147)
- Callback (→ page 152)
- Using Group Features (→ page 178)
- Transferring a Call (→ page 144)
- Multiline Telephone Application (→ page 181)

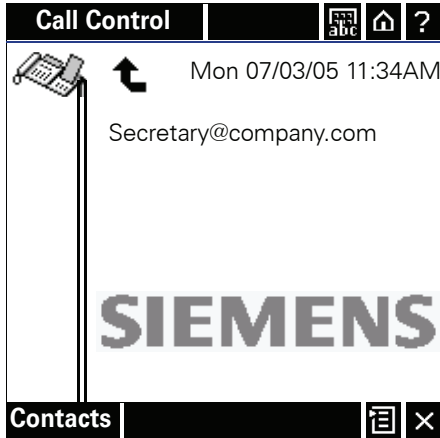


Step by Step

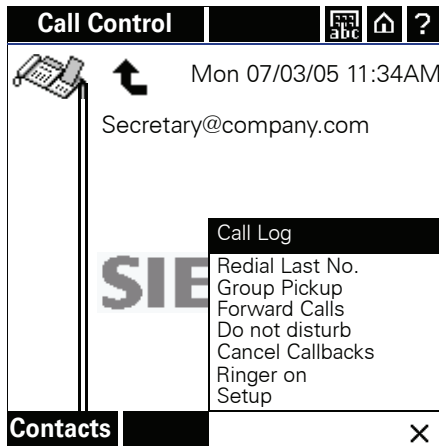
## Multiline Telephone Application

### Call View for Multiline Telephones

Normally the telephone's prime line or a preset line is dialed in idle mode. This is dependent on the line configuration set up by the administrator.



The following options are available when you press the Menu icon:



### Step by Step

#### Rules for Selecting a Preferred Line

- If there are calls on multiple lines – up to 10 lines possible – (ringer or call waiting signal), the Start display shows the line with the highest priority in accordance with the preset terminal line preference.
- As soon as the terminal line with the highest priority is seized (call answered from another phone), the next terminal line (where a call is ringing/waiting the longest) is displayed.
- If there are no incoming calls, the Start display shows the line with the highest priority in accordance with the lines preferred by the administrator for outgoing calls.
- If the line for outgoing calls with the highest priority is busy (in use by another telephone), the next available line for outgoing calls is displayed.
- If all available lines for outgoing calls are busy, the line overview is displayed.
- If no preferences have been defined, the line overview is displayed.



A configured line is **only displayed** in the line overview if the display for this line is activated → page 107. Display is **activated by default**.

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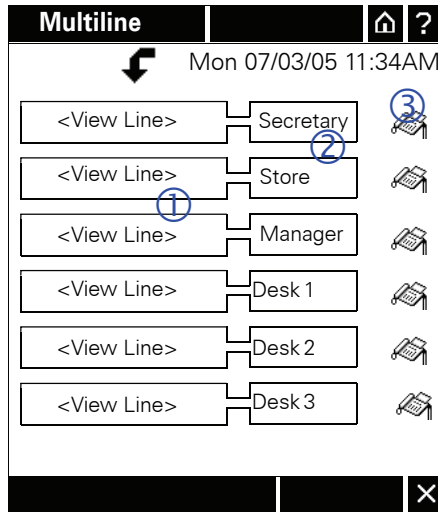
You cannot use the Direct Station Select key (→ page 70) if the optiPoint display module is in call control view. The Direct Station Select key line is also not displayed in the Line Overview (→ page 183).

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Step by Step

Line Overview

When you press the Overview icon in the idle display a view like the one below is displayed:



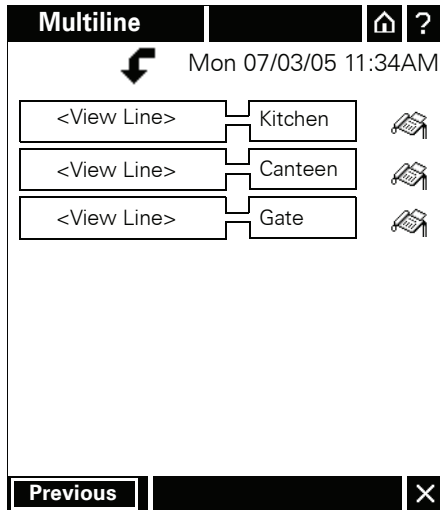
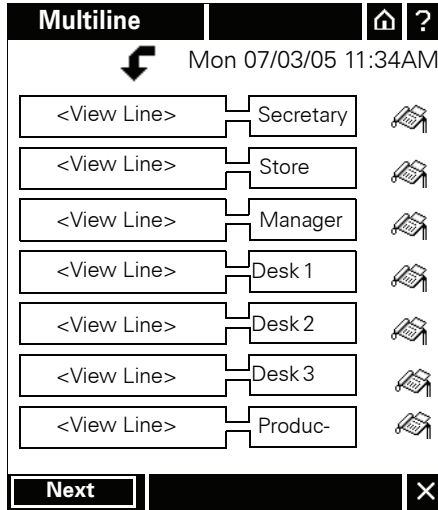
①	<b>View Line Box:</b> button with prompt to display a line.
②	<b>Line Box:</b> Button with user-defined line name.
③	Status display icons
	Idle
	Ringing. Icon blinking.
	Call waiting mode. Blinking rapidly.
	On hold on another line.
	Busy
	Active
	Out of order
	"Call view" Icon: Press here to access the last call view displayed.

Press the **Call view** icon to return to **Call Control** with the preset line (→ page 181).

Step by Step

View with More Than Seven Lines

If more than seven lines have been configured, use the display keys **Next** and **Previous** to scroll through all of the hidden lines.

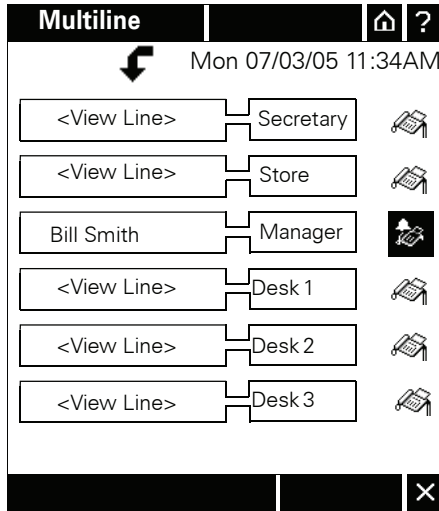




Step by Step

### Incoming Call (Ringer or Call Waiting Tone)

If a line has been configured so that a call is signalled with a ring **or** call waiting tone, and there is an incoming call in View Line mode, a display similar to the one below appears:



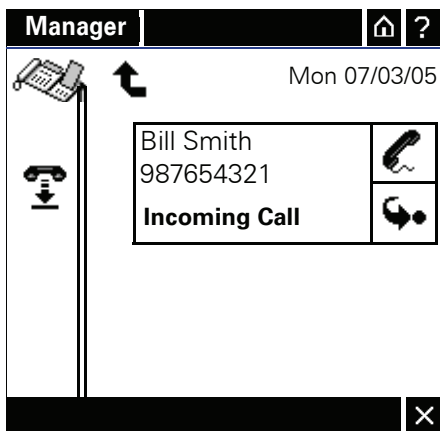
An icon for the ring **or** call waiting tone blinks.

### Step by Step



#### View Line

Press the **View Line Box** (see → page 183); the display switches to Call Control as shown in the figure below:



If a call is coming in on the prime line, the display switches immediately to Call Control without you having to press the **View Line Box** beforehand.

You now have the following options:

- Answer the call
- Deflect the call
- Transfer the call

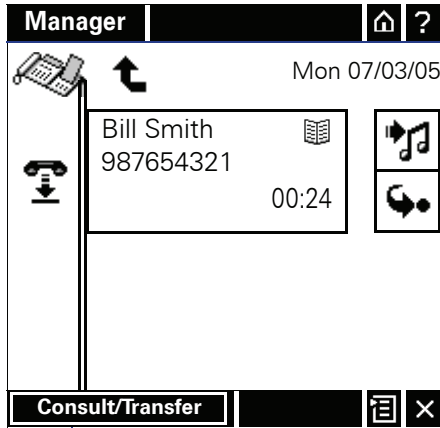
If a call comes in on the **selected line** in idle mode (e.g. **Store**) with a ring or call waiting signal, Call Control is displayed as illustrated above.

Step by Step

Line Box



Press the **Line Box** (→ page 183). You are connected with the caller immediately. The display changes to **Call Control** as shown in the figure below:



## Step by Step

### Initiating Calls via Line Overview

#### Off-hook dialing

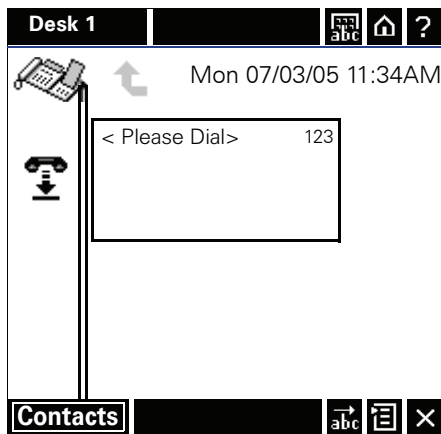
In line overview, seize a line by:

- pressing a **free line box** (→ page 183).



- pressing a **free line key** on the multiline telephone.
- pressing the **Loudspeaker/Headset** key
- lifting the **handset**

The first available line is seized and Call Control appears as shown in the following figure:



#### On-Hook Dialing

You can dial a number by entering it without:

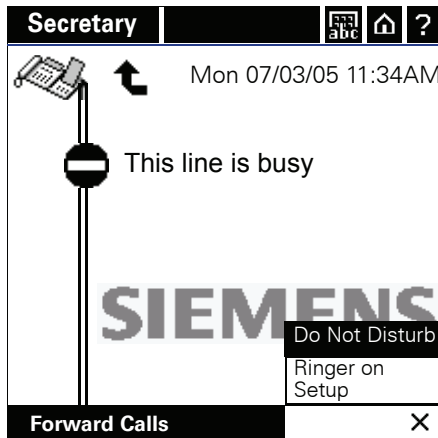
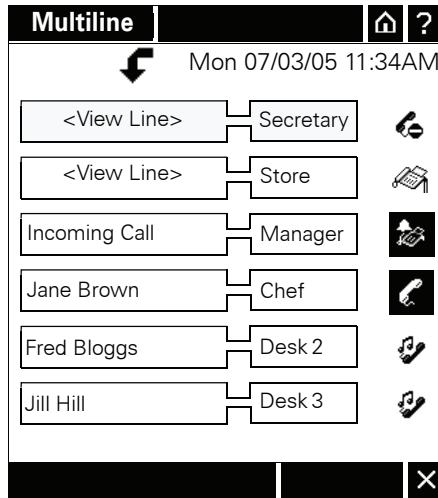
- pressing a **free line box** beforehand
- pressing a **line key** beforehand
- pressing the **Loudspeaker/Headset** key beforehand
- lifting the **handset** beforehand

The first available line in accordance with the line preferences for outgoing calls and Call Control appears as illustrated above.

Step by Step

**When Prime Line is Seized**

If the prime line "Chef" is busy for example, you can still use **<View Line>** to switch to Call Control but you cannot dial. You can only perform functions such as **Call Forwarding**, **Do Not Disturb** or **Ringer On**. All other functions are deactivated.



Only Forward Calls and the options in the menu are available.

## Step by Step

### With An Active Call

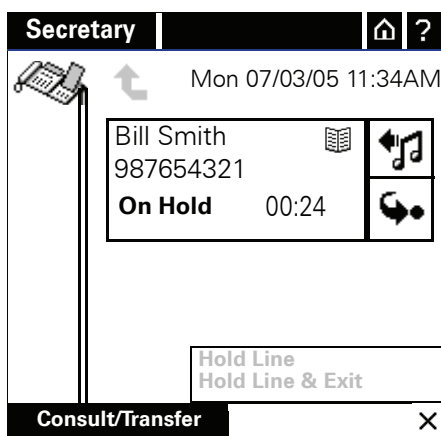
Once you answer a call (→ page 187) you have the following options:

- Use the telephone in single-line mode
- Put the line on hold manually
- Put line on hold manually and switch to **line overview**

### Using selected line as a single-line telephone

#### Example:

If a call is placed on consultation hold:



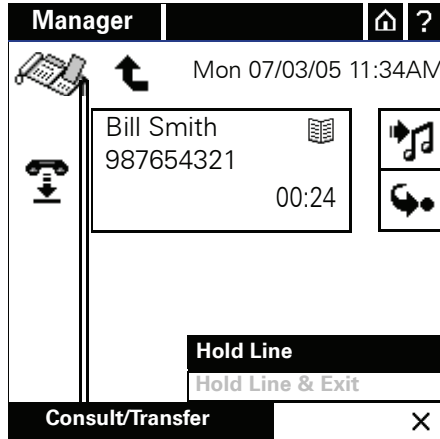
In this case – or after a consultation call has been initiated or a call transferred – you cannot hold the line manually (→ page 191) or switch to **line overview**.

When you use this line as a single-line telephone, you have the following options:

- Put the call on consultation hold and pick it up on another phone
- Deflect the call (→ page 137)
- Transfer the call (see (→ page 144)
- Place call on consultation hold (→ page 157)
- Refuse a waiting call (→ page 139)
- Alternate between two calls (see (→ page 162)
- Set up a conference (→ page 164)

Step by Step

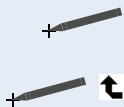
Manual hold



When you press the **Hold Line** option, a display similar to the one below appears:

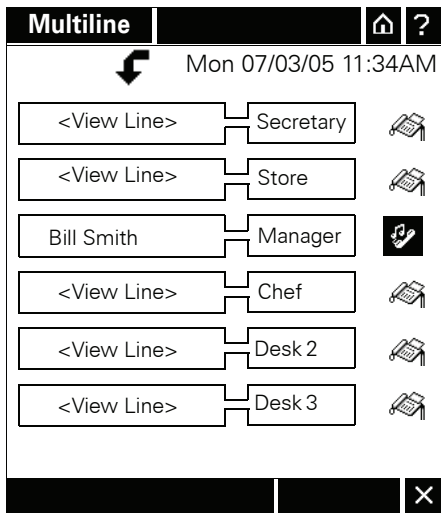


If the call is put on hold, you have the following two options:



- Transfer the call (see **Retrieve**: Your call is reactivated (→ page 187)
- Switch to **line overview**: See the following example.

## Step by Step



You can now select a different line for an outgoing call for example.



## Step by Step

### Multiline Calls

#### Display of Line Information in Call Control

This section describes how the multiline Call Control provides information about the current status of other lines. This should enable users to toggle between various **Call Controls** and to obtain an overview of important operating states of lines that are currently not visible.

This is enabled by the display of lines that have the following states:

- Active
- Ringing
- Held by own phone
- Call Waiting mode
- Held by another phone

In the lower part of **Call Control a line information box** appears; it displays the line with the most important status in accordance with the following priorities:

- Active and signalling (for second incoming call) – displayed as "Ringing" or "Call waiting".
- Active
- Ringing (incoming call, hold ringback or hold ringback for pickup group), in the order established by the rules for selecting the preferred terminal line (see → page 182).
- On Hold (manual hold) on your own telephone in the order **last on hold, displayed first**
- On Hold (manual hold) on a different telephone in the order **last on hold, displayed first**.
- Advisory tone for
  - incoming call
  - on hold too long (Hold Ringback)
  - on hold too long in pickup group (Hold Ringback) in the order defined by the rules for selecting the preferred terminal line (see → page 182)



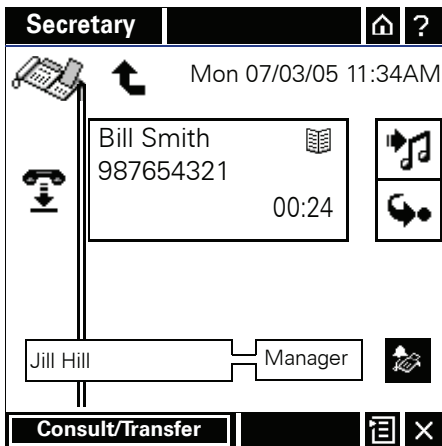
The states **Ringing**, **Call Waiting** and **On Hold** are only shown for those lines for which the user has activated **Line information** in **Line settings**.

## Step by Step

### Answering a Call on Another Line

**Prerequisite:** The **Show interline state** function must be activated (see → page 107).

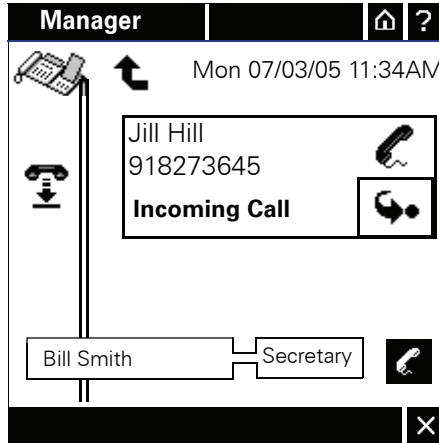
An incoming call on another line in Call Control (Ringer or Call Waiting signal) is displayed in a **line information box**.



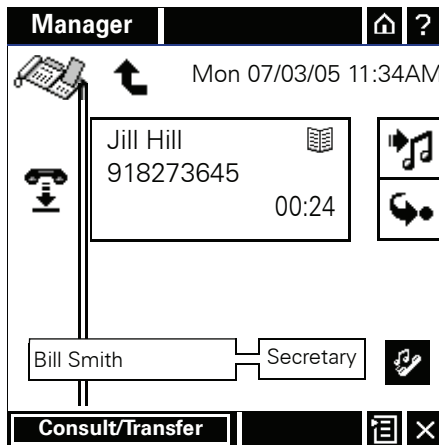
Consequently, the line information box has the same function as the line control keys in the line overview. In this example, an incoming call is ringing on a **Manager** line.

Step by Step

When you press the **line information box** (→ page 183), the **Secretary** line is placed on hold and details about the incoming call on the **Manager** line are displayed:



When you accept the call, the **Secretary** line is put on hold and you are connected with the caller on the **Manager** line.

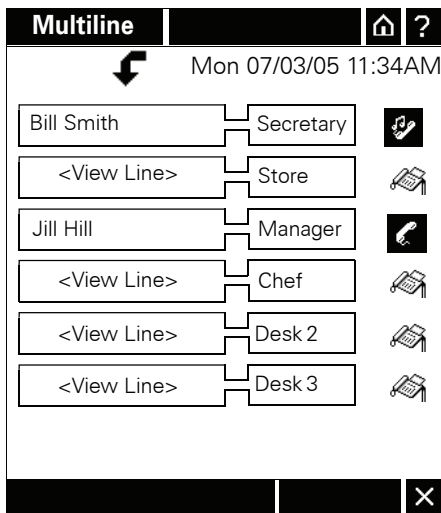


➡ Call information boxes (→ page 139) for notification of incoming calls on the same line always have priority over line status messages.

Step by Step



When you switch to **line overview**, a display like the one below appears:



The sample displays on → page 194 are standard Call Controls for an existing connection. However, the line information boxes can appear in all call views and all scenarios in which the line overview can be called up. They do not appear in a Call Control in which a caller can be put on consultation hold (→ page 157) or two calls are handled (→ page 162).

Step by Step

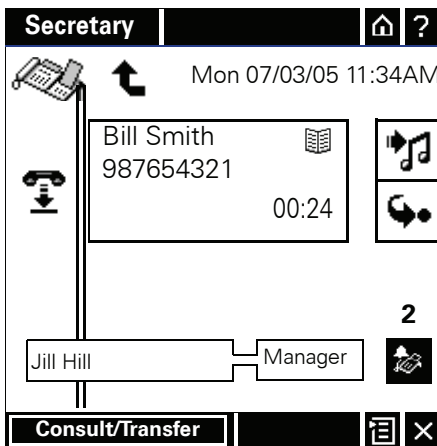
## Status Message for Multiple Lines

### Display of Line Information for a Ringing Line During a Call

**Prerequisite:** The **Show interline state** function must be activated (see → page 107).

If more than one line is required for line status messages, the following rules apply for the display:

- The lines are combined according to status and, depending on priority, are displayed in accordance with the rules described on → page 182.
- Each status that applies to a line is represented solely by the status icon (→ page 183).
- Each status that applies to more than one line is represented by both the appropriate status icon (→ page 183) and the number of lines for this status.



In the above example, two lines are ringing (including the one currently displayed); lines with lower priority status are only displayed if the calls are answered (by another telephone) or cleared down.

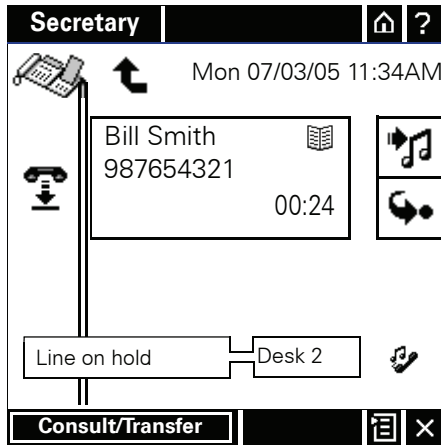
You can answer the ringing line currently being displayed or switch to line overview mode and select a different line that is in call waiting mode, ringing or on hold.

## Step by Step

### Display of Line Information for a Held Line During a Call

**Prerequisite:** The **Show interline state** function must be activated (see → page 107)

If a line was placed on manual hold by another telephone while you are in Call Control, it is displayed in a **line information box**. Example:



## Step by Step

### Ringing/Call Waiting Tone on the Line when Dialing

**Prerequisite:** The **Show interline state** function must be activated (see → page 107)

If you are dialing an outgoing call on one line and a call is incoming on the line not currently visible, a display similar to the one below appears:



You now have the following options:

- Ignore the line that is ringing or on which a call is waiting and continue operation in call view.
- Press the **line view** in the "**Ringing/Call Waiting**" **display** to view the incoming call while dialing.
- Press the **line box** in the "**Ringing/Call Waiting**" **display** to answer the incoming call; this automatically interrupts dialing and the view switches to the status for the other lines.

## Step by Step

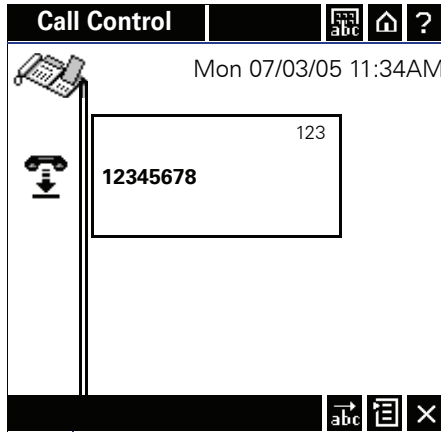


## Character Input

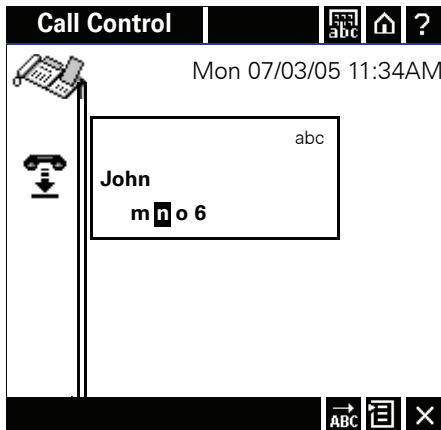
### Changing Character Mode

Press this icon to switch keyboard input from numeric to alphanumeric (lowercase) and/or alphanumeric (uppercase).

### Numeric input



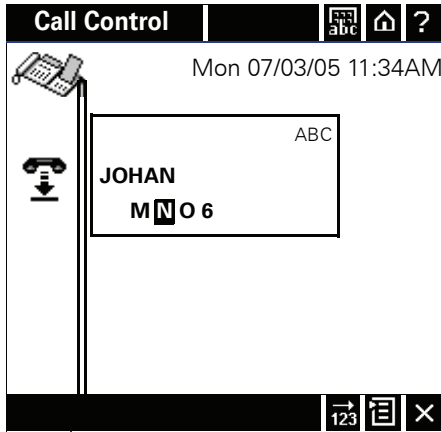
### Alphanumeric input (lowercase)






Step by Step

Alphanumeric input (uppercase)

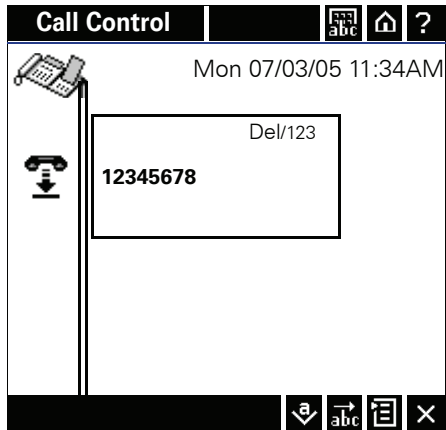


Switching Between Overwrite and Insert Mode

Switching to Insert Mode

If the  icon appears in the bottom system display row, you are currently in **overwrite mode**, i.e. input characters overwrite existing characters.


Press this button to switch to insert mode.



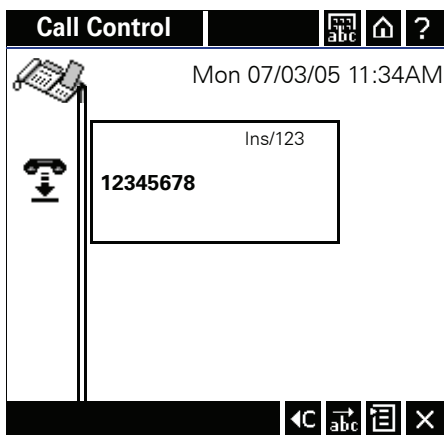
## Step by Step





### Switching to overwrite mode

If the  icon appears in the bottom system display row, you are currently in **insert mode**, i.e. input characters are inserted in between existing characters.

Press this button to switch to overwrite mode.



### Additional Keys

-  Clears individual characters from right to left.
-  Confirms input (e.g. for dialing).

Step by Step

## Navigating on the Display Module






### Selecting and Activating Control Elements

To select the control elements on the display use the stylus provided or a similar object that will not damage the display surface.

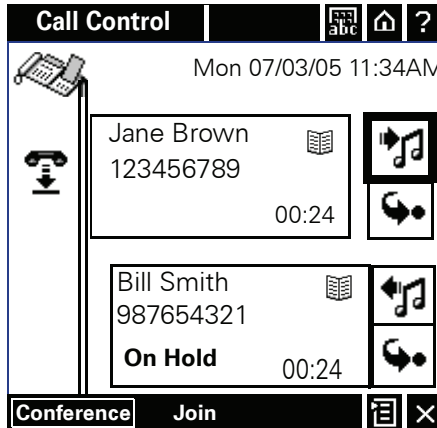
The display features the following control elements:


e.g.  or  or   
 e.g. **Conference** or **Join**

- Icons
- Display keys
- Caller box with phone number, name and status information if applicable

All control elements that you can select using the stylus and/or request input, can also be selected using the ,  ,  and  keys and activated using the  key.

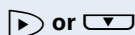
Selected control elements are highlighted with a bold frame. Light frames are used for dark backgrounds.



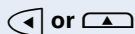
**Example:** The Hold icon  is selected - indicated by bold frame - and can now be activated.

### Step by Step

The keys for the Display Module are used as follows:



Select next control element for activation.



Select previous control element for activation.



Activate control element by opening a menu at the same time for example.

### Edit Fields

If the activated control element is an edit field, the control keys must be used as described here – depending on the input mode selected (→ page 200):



- Overwrite mode: Proceeds with a control element from the edit field.
- Insert mode: Moves cursor one character to the right and after the last character, jumps one control element forward.



- Overwrite mode: clear key (clears characters in reverse starting from the cursor position).
- Insert mode: moves cursor one character to the left and with the first character, skips back one control element.



Confirms input (e.g. for dialing).



Proceeds to the next control element from the edit field.



Returns to the previous control element from the edit field.

### Control Keys on the Telephone

The control keys  and  and the confirm key  on the telephone have the same function as the corresponding keys on the Display Module (→ page 203).

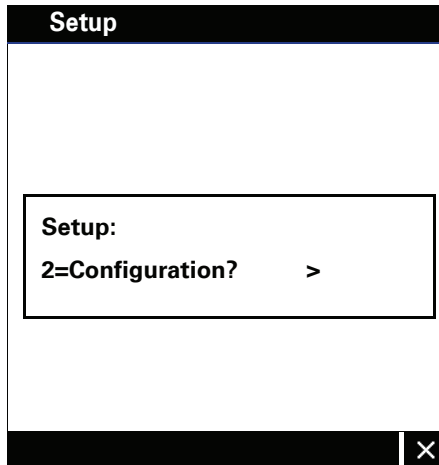
Step by Step

## Setup Menu in the Display Module

You can also call up the Setup menu (→ page 90) in the optiPoint display module. To do this, use the keypad on the telephone.



In idle mode open **Setup** in the menu to call up the telephone's Setup menu. You will see the following view:



Use the keypad on the telephone to enter the letters **1** to **9** and the keys to scroll and confirm.


Step by Step

# Web Interface

## General Information

optiPoint 410/420 advance S V7.0 is equipped with a HTTP web server, which permits the mapping of information from the telephone to a web browser on a PC integrated into the LAN ("Web-based Management Tool").

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 The IP data for the optiPoint 410/420 advance S V7.0 and the PC must be configured correctly for this.

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The web interface contains the following form elements:

User

Click this link to access the relevant page.

Submit

Click this button to incorporate the changes into the current form. This transfers the changes to the optiPoint 410/420 advance S V7.0.

Reset

Click this button to reset the changes in the current form to the former optiPoint 410/420 advance S V7.0 values.


Login

Click this button to perform an action (such as "Save", "Download", "Invoke" and "Restart"). A message is displayed in the event of an error.

United Kingdom ▼

Select an option from the List field.

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 Click a field in one of the interface images to obtain more information about the field.

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## Preparatory Steps

### Open Web Interface

**Precondition:** The web interface must be activated.

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

**http://[IP of the telephone]**

Where [IP of the telephone] stands for the IP address of the optiPoint 410/420 advance S V7.0 that you want to map.

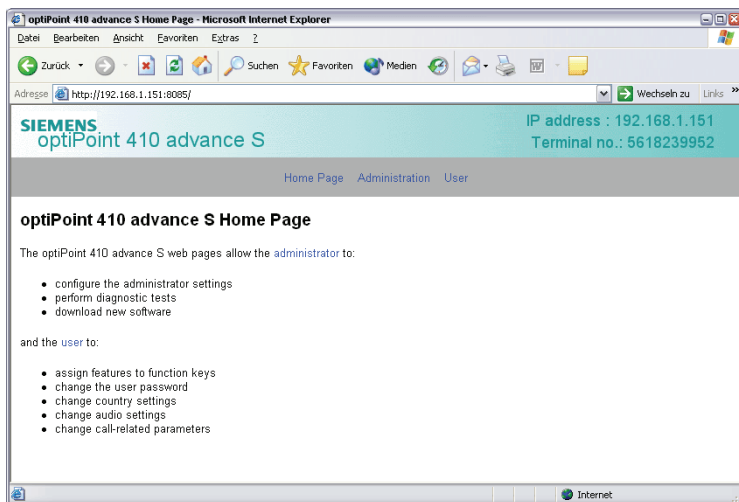
A host name has been assigned to your telephone; you can evoke the web interface using this host name in the browser. Please check the name with your service personnel. You can then access the web interface for your telephone e.g. in the following format:

**https://hostname.domainname**

If applicable, confirm the following advisory message with "Yes":



The homepage appears:



### Call up the user interface

User Click here to access the user area.

The image shows a 'Local User login' dialog box. It has a red title bar with the text 'Local User login'. Below the title bar is a text input field labeled 'Password:'. At the bottom of the dialog are two buttons: 'Login' and 'Cancel'.

Enter the user ID for the optiPoint 410/420 advance S V7.0 telephone (maximum length: 24) and click "Login". If a user ID has not been specified, enter the default value "000000".



The administrator can set a minimum length (between 6 and 24 characters) for the user password. If the minimum length was changed in the meantime so that your password is too short now, you are asked to change your password (→ page 209). Only after you have changed your password you can log on to the user interface.



## Menu Structure



Click a field in one of the interface images to obtain more information on the field.

### User menu

- Change user password
- Function keys
  - Phone
  - Key module 1
  - Key module 2
  - Key module SLK 1
  - Key module SLK 2
- Country Settings
- Language Settings
- Audio Settings
- Call-related parameters
- Secure Call setting
- Mobile User Logoff

[Home](#)

## Change User Password

Enter your current password and your new password and confirm the new password. The minimum length set by the administrator is shown in the dialog.

For a description on how to change the user password in the Telephone menu, see → page 114.

**Change user password**

Current password:


New password:

Confirm new password:

**Note:** To be valid the password must consist of exactly 6 numeric digits

## Function Keys

For a description on how to change the user password in the Telephone menu, see → page 117.


 Click a field in one of the interface images to obtain more information on the field.

### Phone

Phone function key assignments

Key	Normal function		Shifted function
1:	<input type="text" value="Loudspeaker"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
2:	<input type="text" value="Selected dialing"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
3:	<input type="text" value="Phone lock"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
4:	<input type="text" value="Repertory dial"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
5:	<input type="text" value="Feature toggle"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
6:	<input type="text" value="State Key"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
7:	<input type="text"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
8:	<input type="text"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
9:	<input type="text"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
10:	<input type="text"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
11:	<input type="text"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
12:	<input type="text"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
13:	<input type="text"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
14:	<input type="text"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
15:	<input type="text"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
16:	<input type="text"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
17:	<input type="text" value="Cancel/Release"/> <input type="button" value="Edit"/>		<input type="text"/> <input type="button" value="Edit"/>
18:	<input type="text" value="Shift"/> <input type="button" value="Edit"/>		<input type="text" value="Shift"/> <input type="button" value="Edit"/>

Unsaved changes




**WARNING** There are unsaved changes to the function key assignments. If you want to save them, click on the **Save changes** button.

Parameters

Key 8 has no function assigned to it

Name	Value

 The possibility of programming a key may be blocked by your service personnel. In this case the "Edit" button is deactivated.

## Select Function Key

A list of all possible functions that can be assigned to a key is shown on page → page 221



The possibility of programming a key may be blocked by your service personnel. In this case you get the message "Locked by administrator" if you try to assign a function to this key.

### "Loudspeaker" function key

Assign a function to key 8

Select a function: Loudspeaker ▼

Key Label:

### "Selected dialing" function key

Assign a function to key 8

Select a function: Selected dialing ▼

**Parameter for function 'Selected dialing'**

Key Label:

Dial string:  30 chars left

### "Phone lock" function key

Assign a function to key 8

Select a function: Phone lock ▼

**Parameter for function 'Phone lock'**

Key Label:

Dial string:  35 chars left

### "Repertory dial" function key

**Assign a function to key 8**

Select a function: Repertory dial

**Parameter for function 'Repertory dial'**

Key Label: Mueller

Dial string: <PA> 54321 <PA> 09876 88 chars left

Append codes:

### "Feature toggle" function key

**Assign a function to key 10**

Select a function: Feature toggle

**Parameters for function 'Feature toggle'**

Key Label: Busy

Feature Code: \*96 45 chars left

Description: Busy

### "HotDesking" function key

This key can only be set up if your service personnel has set up the telephone as a guest telephone in the HiPath 8000.

**Assign a function to key 11**

Select a function: State Key

**Parameters for function 'State Key'**

Key Label: HotDesking

Feature Code: #60 45 chars left

Feature URI: HDLogonToggle

Description: HotDesking

## Info Message



The function keys have been assigned the selected functions.

## Country Settings

For a description of the country setting in the Telephone menu, see → page 91.

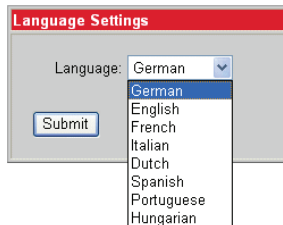
Click a field in one of the interface images to obtain more information about the field.



## Language Settings

Setting the language → page 92.


Click a field in one of the interface images to obtain more information about the field.



If an optiPoint display module is connected, you are asked to **Re-start** the telephone after a change of language so that the change of language setting can also be done for the optiPoint display module (→ page 130).

## Audio Settings

For a description of how to change the Audio Settings in the Telephone menu, see → page 124.

 Click a field in one of the interface images to obtain more information about the field.

**Audio Settings**

**Volume settings**

Handset Volume:

Loudspeaker Volume:

Key Click Volume:

Rollover Volume:

---

**Ringer settings**

	Ringer Volume:	Melody:	Tone Sequence:
<input type="text" value="Standard"/>	<input type="text" value="3"/>	<input type="text" value="2"/>	<input type="text" value="2"/>
<input type="text" value="1234"/>	<input type="text" value="2"/>	<input type="text" value="5"/>	<input type="text" value="3"/>
<input type="text" value="5618239953"/>	<input type="text" value="1"/>	<input type="text" value="7"/>	<input type="text" value="3"/>
<input type="text" value="9770"/>	<input type="text" value="4"/>	<input type="text" value="8"/>	<input type="text" value="3"/>

NOTE: To customise the ringing for a Line or DSS key, all three parameters must be set to non-zero values. To use standard ringing, set all three parameters to zero. If there is a combination of zero and non-zero values on a row, the Submit button will be disabled.

## Call-Related Parameters

For a description of the parameters in the Telephone menu, see the following pages:

- Auto Dial Timer → page 98
- Call forwarding locked destination → page 115
- Default deflect address → page 106
- Call forwarding on no reply (CFNR) timer → page 99.
- DND feature enabled on phone → page 101
- Options for on-hook dialing → page 109

**Call-related parameters**

Auto-dial timer:  seconds

Call forwarding locked destination:

Default deflect destination:

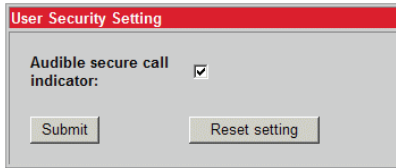
Call forwarding on no reply (CFNR) timer:  seconds (1 to 60)

DND feature enabled on phone:

Idle dialing mode:

## User Security Setting

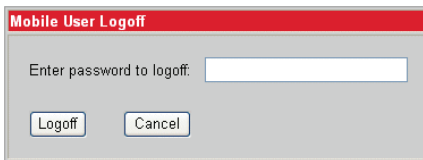
A description of this setting can be found on → page 112



The dialog box has a red title bar with the text "User Security Setting". Below the title bar, the text "Audible secure call indicator:" is followed by a checked checkbox. At the bottom of the dialog, there are two buttons: "Submit" and "Reset setting".

## Mobile User Logoff

Logging off as a Mobility User. In general, the logoff is done using the Mobility key. You can also log off using the Mobility key or the telephone menu → page 87. If a password is needed for logoff, the following dialog is displayed:





The dialog box has a red title bar with the text "Mobile User Logoff". Below the title bar, the text "Enter password to logoff:" is followed by a text input field. At the bottom of the dialog, there are two buttons: "Logoff" and "Cancel".

- ➡ If you entered an incorrect User password, the message "**Logoff failed**" is displayed on the phone until
- you entered the correct User password and thus logged off successfully, or
  - your service personnel cleared the message.

## Alphabetic Reference

This glossary provides basic information required for performing configuration tasks on the optiPoint 410/420 advance S V7.0.

- The section "Alphabetic Reference" explains terms found in the menus in alphabetic order.
- Clicking the icons will bring you to the relevant function descriptions:
  -  Using the icons on the optiPoint 410/420 advance S V7.0
  -  Using the icons via the web interface

### Append Codes

Append codes are control functions that are accepted at any position within the repertory dialing sequence.

The following options are available for selection:

Function	Status Indication
OK	Any characters following this function are sent immediately as DTMF signals after the call has been answered.
Clear	Clear the current call at this point.
Consult	Establish a consultation call at this point.
Pause	Any characters following this function are sent after three seconds.

 → page 212  → page 119

### Audible secure call indicator

If the function is activated, you hear an acoustic signal if the voice connection is not secure.

 → page 215  → page 112

### Auto-Dial Timer

Timeslot (in seconds) between the last digit input and the start of the dialing procedure.

- Minimum value: 1
- Maximum value: 8
- Default value: 6

 → page 214  → page 98

### Call Forwarding Locked Destination

Enter the destination to which calls are to be forwarded when the telephone is locked (see also → page 220).

 → page 214  → page 115



## Call Forwarding On No Reply (CFNR) Timer

Time (in seconds) after which an incoming call is automatically forwarded to the forwarding destination if there is no reply.

- Minimum value: 1
- Maximum value: 60
- Default value: 15

 → page 214  → page 99

## Country

From the list field, select the country where you would like to install the optiPoint 410/420 advance S V7.0. Country-specific settings such as ringer or busy tone for example are performed with this option.

The following options are available for selection:

- United States
- Germany
- France
- Italy
- Spain
- Austria
- Switzerland
- Belgium
- United Kingdom
- Argentina
- Brazil
- Luxembourg
- Netherlands
- Portugal
- Poland
- Czech Republic

 → page 213  → page 91

## Default Deflect Address

Enter a preset destination for call deflection.

 → page 214  → page 106

## Description

Enter a description for the relevant HiPath 8000 feature here.

 → page 212  → page 71

## DND feature enabled on phone

Users are permitted to switch Do Not Disturb on and off on their telephone.

 → page 214  → page 101

### Feature Code

**For Feature Toggle:** Enter the code for the required HiPath 8000 feature, which you would like to assign to the function key. HiPath 8000 supports the following features for example:

- Make line busy: the phone number is treated as busy for the hunt group.
- Stop hunt: the phone number is removed from the hunt group.

 → page 212  → page 83

**For State Key:** Enter the code for the HiPath 8000 feature which you want to assign to this function key. For this key the following function is supported:

- HotDesking on: Your main telephone's number is assigned to this guest telephone. HotDesing is activated.
- HotDesking off: Your main telephone's number is no longer assigned to this guest telephone. HotDesing is deactivated.

 → page 212  → page 37

### Feature URI

Enter the fixed term "HDLogonToggle" for the HotDesking feature here.

 → page 212  → page 37

### Handset Volume

Handset volume setting.

- Minimum value: 1 (quiet)
- Maximum value: 8 (loud)
- Default value: 4

 → page 214  → page 127

### Idle dialing mode

You should only change this function if you are using a dial plan (programmed by administrator). If the function is activated, you have the choice of two settings:

- Context
- Hot-Keypad

 → page 214  → page 109

## Key Click Volume

Key click volume setting on the dialing keypad.

- Minimum value: 0 (no sound)
- Maximum value: 3 (loud)
- Default value: 2

 → page 214  → page 129

## Key Label

Specify the name for automatic key labelling here.

- Only applies to optiPoint 420 telephones and **optiPoint self labeling key module**
- Value: 0 to 12 characters

 → page 211  → page 117

## Language

Select your language setting:

- German
- English
- French
- Italian
- Dutch
- Spanish
- Portuguese
- Hungarian

 → page 213  → page 92

## Loudspeaker Volume

Setting the loudspeaker volume for optiPoint 410/420 advance S V7.0.

- Minimum value: 1 (quiet)
- Maximum value: 8 (loud)
- Default value: 2

 → page 214  → page 124

## Melody

Setting the ringer melody for incoming calls.

- Minimum value: 1 (Melody 1)
- Maximum value: 8 (Melody 8)
- Default value: 2

In case of a multiline telephone, this setting can be set individually for each line. Please note the message shown on the display.

 → page 214  → page 126

### Mobility logoff

Enter the user password to log off as a Mobility user. Default value: "000000".

 → page 215  → page 87

### Parameters for "Phone lock"

Enter the destination to which calls are to be forwarded when the telephone is locked (see also → page 216).

 → page 211  → page 115

### Parameters for "Repertory dial"

Enter the control functions that are accepted at any position within the repertory dialing sequence, see → page 216.

 → page 212  → page 119

### Parameters for "Selected dialing"

Enter the phone number for direct inward dialing.

 → page 211  → page 52

### Ringer Volume

Setting the ringer volume.

- Minimum value: 1 (quiet)
- Maximum value: 5 (loud)
- Default value: 3

In case of a multiline telephone, this setting can be set individually for each line. Please note the message shown on the display.

 → page 214  → page 125

### Rollover Volume

While you are busy on one line of a multiline telephone, the "Rollover" function shows you whether another call is coming in on another line. You can set the volume level using the following values (1-5):

- Minimum value: 1 (quiet)
- Maximum value: 5 (loud)
- Default value: 3

 → page 214  → page 129

## Selecting a Function

Select the required functions for both first and second level function keys.

The following options are available for selection:

Function Key	Explanation
Clear definition <sup>1</sup> (Clear)	Clear current definition.
Selected dialing <sup>1</sup>	Configure function key as a selected dialing key and program telephone number.
Abbreviated dialing	Configure a function key as an abbreviated dialing key.
Repeat dialing	Configure a function key as a redial key.
Missed calls	Configure a function key to display missed calls list.
Voice Messages	Assign a function key for displaying voice messages.
Forwarding	Assign the "Call Forwarding" function to a function key.
Loudspeaker	Configure a function key as a loudspeaker key.
Mute	Assign a function key for muting the microphone.
Ringer off	Define a function key to switch ringer on/off.
Hold	Assign a function key for holding calls.
Alternate	Define a function key for alternating between two callers.
Transfer call	Assign the "Transfer" function to a function key.
Join	Assign a function key for call connection.
Deflect	Define a function key for deflecting calls.
Setup menu	Assign a function key for evoking the "Setup" menu.
Room echoing	Define a function key for setting the room acoustics to echoing.
Room muffled	Define a function key for setting the room acoustics to muffled.
Shift	Define a function key for accessing the second level of function keys.
Notebook	Define a function key for the "Notebook" function.
Settings	Define a function key for checking the current status (such as active call forwarding settings).

Function Key	Explanation
Phone lock	Define a function key for locking and unlocking the telephone.
Mobility	Function key to log on a user as Mobile User.
Local conference	Define a function key for initiating a local conference.
Headset	Function key for activating/deactivating the headset.
Do Not Disturb	Define a function key for activating/deactivating Do Not Disturb.
Group pickup	Assign a function key for answering calls for your pickup group.
Repertory dial <sup>1</sup>	Assign the "Repertory dial" function to a function key.
Feature toggle	Special functions HiPath 8000.
Swap screens	Switches the telephone display from line display to optiPoint display module (DSM) and vice versa.
Call park <sup>1</sup>	Function key for parking calls (only for Sylanro servers).
Call pickup <sup>1</sup>	Function key for accepting parked calls (only for Sylanro servers).
Call Recording	Function key for recording a call, e.g. via EVOip.
Quit	Function key for ending calls.
Confirm	Represents the confirm key " <input type="checkbox"/> ".
Callback	Callback
Cancel Callbacks	Cancel Callback
State Key	HotDesking toggle key

<sup>1</sup> Function keys are also available on the second level.

 → page 210  → page 117

### Tone Sequence

Setting the ringer sequence for incoming calls.

- Minimum value: 1 (Sequence 1)
- Maximum value: 3 (Sequence 3)
- Default value: 2

In case of a multiline telephone, this setting can be set individually for each line. Please note the message shown on the display.

 → page 214  → page 126

## User Password

Password input for the web interface user area.

- Current password: enter currently valid password here.
- New password: enter new password here. The new password should be different from the default "000000".
- Confirm new password: confirm new password here.
- Default: 000000

 → page 209  → page 114

## Step by Step

## Using Editors

### Entering Text

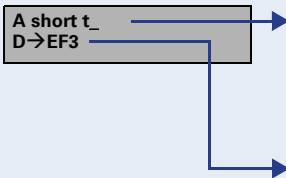
The text editor permits you to use the keypad on your optiPoint 410/420 advance S V7.0 to enter text (letters, numerals and special characters).

The editor is automatically activated when the optiPoint 410/420 advance S V7.0 requests you to enter text.

Using the editor, you can not only enter characters, but also navigate within text and conveniently delete characters.

Because text can be scrolled to the left or the right, the maximum length of a text item is not limited by the number of characters shown on the display. The upper limit is 200 characters per text item.

### Entering Characters



The text that you wish to generate or modify is shown in the first line of the display. The position for entering, modifying or deleting characters in the text (the cursor) is marked by an underscore "\_".

The second line shows the characters that can be selected using a particular key of the keypad. In certain situations, additional information is also shown here.

The currently selected character is marked by an arrow. In the example shown here, the **3** key has been pressed twice to select the character "e".

The following table shows all of the characters that can be entered. When you press a key more than once, the characters associated with the key are called up in sequence. If you stop pressing the key for longer than a second, the relevant character is entered.

➡ The precise character assignment is determined by the language setting on the optiPoint 410/420 advance S V7.0.



## Step by Step

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	15x
	@	(1)	1							
	a	b	c	2						
	d	e	f	3						
	g	h	l	4						
	j	k	l	5						
	m	n	o	6						
	p	q	r	s	7					
	t	u	v	8						
	w	x	y	z	9					
	/	(	)	[	]	*	<	=	>	%
	.	(1)	,	?	0	!	:	;	'	"
	#	@	_	&	+	-	^			

(1) Space

Shift

Use Shift to switch between upper and lower case when entering letters (shown with a light blue background in the table).

The state of the Shift key (overwrite or insert mode) is shown on the right-hand side of the fourth line:

A short text. \_ **DEL**

Shift key not active.

A short text. \_ **INS**

Shift key active

Step by Step

## Navigating During Text Entry

The following keys can be used for navigation during text entry:



"Shift key" off: delete character to the left of the cursor.  
 "Shift key" on: move the cursor to the left or shift the text to the right.



At the right-hand end of the text: enter one space character.  
 Otherwise:  
 "Shift key" off: delete character to the right of the cursor.  
 "Shift key" on: move the cursor to the right or shift the text to the left.



When navigating, switch between "move cursor" and "delete character".



Terminate entry and accept changes.



Terminate entry and discard changes.

If the text is too long to be shown in the display, arrows in the second line show the direction in which the text can be scrolled:

A long text that is being en  
>

Long text extending past the end of the display to the right: right-pointing arrow.

at is being entered here.\_  
<

Long text extending past the end of the display to the left: left-pointing arrow.

A long text that is being en  
< >

Long text extending past the end of the display to the left and right: left-pointing and right-pointing arrow.

A short text.\_

Short text: no arrow.

## Appendix

This appendix contains an overview of the optiPoint 410/420 advance S V7.0 menus as well as any messages that are displayed and their explanations.

It also contains tables for the default assignment of function keys.

### Idle Mode Display

Priority	Category	Description
1	Download	The telephone's configuration or software is being updated
2	System	Shows information pertaining to the lack of connection or registration failure with the server
3	Restart	Reminder that the telephone needs to be restarted
4	Call Forwarding	Provides the destination of the active unconditional forwarding
5	Do not disturb	Indicates that with certain exceptions, incoming callers will hear busy tone
6	MWI	Indicates the number of voice messages waiting at the message center
7	Missed calls	Indicates if any new missed calls have been received
8	Default	Shows the local identification information.

## User Menu

Telephone Menu	Default
--- ...	
--- <b>02=Call Log?</b>	
--- 1=Incoming calls?	0
--- 2=Dialed calls?	0
--- 3=Received calls?	0
--- 4=Forwarded calls?	
--- 0=End?	
--- <b>03=Forward?</b>	Not set
--- 1=Unconditional?	
--- 1=New/change target?	
--- 1=Use keypad?	
--- 2=Use editor?	
--- 0=End?	
--- 2=Switch on?	
--- 3=Switch off?	
--- 0=End?	
--- 2=On no reply?	
--- 1=New/change target?	
--- 1=Use keypad?	
--- 2=Use editor?	
--- 0=End?	
--- 2=Switch on/off?	
--- 0=End?	
--- 3=On busy?	
--- 1=New/change target?	
--- 1=Use keypad?	
--- 2=Use editor?	
--- 0=End?	
--- 0=End?	
--- 0=End?	
--- <b>04=Do Not Disturb?</b>	Not activated
--- Switch on/off?	
--- Continue?	
--- <b>05=Setup?</b>	
--- <b>1=Settings?</b>	
--- <b>2=Configuration?</b>	
--- 01=Country options?	
--- 1=US?	●
--- 2=DE?	
--- 3=FR?	
--- 4=IT?	
--- 5=ES?	
--- 6=AT?	
--- 7=CH?	
--- 8=BE?	
--- 9=UK?	
--- 0=End?	
--- 02=Language?	
--- 1=German?	
--- 2=English?	●
--- 3=French?	
--- 4=Italian?	
--- 5=Dutch?	
--- 6=Spanish?	
--- 7=Portuguese?	
--- 0=End?	
--- 03=Date/time?	
--- 1=DD.MM.YY?	●
--- 2=YY-MM-DD?	
--- 3=MM/DD/YY?	
--- 0=End?	
--- 04=Call deflection?	

Telephone Menu	Default	
-- 05=Call forwarding?	On	
-- 07=Call duration?	On	
-- 08=Call waiting?	On	
-- 09=Call transfer?	On	
-- 10=Call join?	On	
-- 11=Contrast?		
-- 1=Display?	2	
-- 2=Key labels?	2	
-- 0=End?		
-- 12=Dialing mode?		
-- 1=Name?		●
-- 2=Number?		
-- 3=Name and Number?		
-- 0=End?		
-- 13=Call display?		
-- 1=Name?		
-- 2=Number?		
-- 4=No display?		
-- 5=Name and Number?		●
-- 0=End?		
-- 14=Daylight Saving?	Off	
-- 15=Auto Dial Timer?	6	
-- 16=CFNR Timer?	16	
-- 17=Hold Ringback Timer?	3	
-- 18=Music on hold?	On	
-- 19=Do Not Disturb?	Off	
-- 20=Message Waiting?	On	
-- 21=Hold Ring Back?	On	
-- 22=Conferencing?	On	
-- 23=Local Conferencing?	On	
-- 32=Auto answer?	Off	
-- 33=Autoanswer beep?	On	
-- 34=Auto reconnect?	Off	
-- 35=Autoreconnect beep?	On	
-- 36=Idle display static?		
-- 1=Cycle/Flash?		●
-- 2=Static?		
-- 0=End?		
-- 38=Inactivity timeout?		
-- 1=No timeout?		●
-- 2=30 seconds?		
-- 3=1 minute?		
-- 4=2 minutes?		
-- 5=5 minutes?		
-- 6=10 minutes?		
-- 7=15 minutes?		
-- 0=End?		
-- 39=DSM call view?	On	
-- 40=USB Keyboard type?		
-- 1=English?		
-- 2=English US?		●
-- 3=German?		
-- 4=Spanish?		
-- 5=Italian?		
-- 6=French?		
-- 0=End?		
-- 43=Deflect address?		
-- 01=New/Change Target?		
-- 00=End?		
-- 44=Line settings?		
-- 45=Call view icons?	Off	
-- 46=Call park?	On	
-- 47=Call Park pickup?	Off	

Telephone Menu	Default
--- 48=Idle dialing mode?	
--- 1=Contextl?	●
--- 2=Hot-keypad?	
--- 00=End?	
--- 49=Callback-busy?	OFF
--- 50=Callback-no reply?	OFF
--- 51=Idle missed calls?	ON
--- 52=Busy when dialing?	ON
--- 53=Hangup while ringing?	ON
--- 54=Mobility-Flasch-LED?	
--- 55=Call Recording?	
--- 56=Secure Call Ind?	
--- 57=Transfer on hangup?	
--- 00=End?	
--- <b>3=Local functions?</b>	
--- 1=Abbrev. dialing?	not programmed
--- 2=User password?	000000
--- 3=Lock Phone?	Off
--- 02=Lock Only?	
--- 03=Set/Change Target?	
--- 00=End?	
--- 4=Memory?	
--- 1=Clear abbrv List?	
--- 2=Delivery status?	
--- 0=End?	
--- 0=End?	
--- <b>4=Function keys?</b>	
--- 1=Non shifted keys?	
--- 01=Clear?	
--- 02=Selected dialing?	
--- Abbrev. dialing	
--- 04=Repeat dialing?	●
--- 05=Missed Calls?	●
--- 06=Messages?	
--- 07=Forwarding?	
--- 08=Loudspeaker?	●
--- 09=Mute?	
--- 10=Ringer Off?	
--- 11=Hold?	
--- 12=Alternate?	
--- 13=Transfer call?	
--- 14=Call join?	
--- 15=Deflect?	
--- 16=Setup menu?	
--- 17=Room echoing?	
--- 18=Room muffled?	
--- 19=Shift key?	●
--- 20=Notebook?	
--- 21=Settings?	
--- 22=Lock Phone?	
--- 23=Conference?	
--- 24=Local Conferencing?	
--- 25=Headset?	
--- 26=Do not disturb?	
--- 30=Group pickup?	
--- 31=Repertory dialing?	
--- 32=Line?	
--- 33=Feature Toggle?	
--- 34=Park?	
--- 35=Pickup?	
--- 36=Swap Display?	
--- 37=Cancel/Release?	●
--- 38=Confirm?	

Telephone Menu	Default	
39=DSS?		
-- 40=Consult/Transfer?		
-- 41=Callback?		
-- 42=Cancel Callbacks?		
-- 43=State Key?		
-- 44=Mobility?		
-- 45=Call Recording?		
-- 00=End?		
-- 2=Shifted keys?		
-- 1=Clear?		
-- 2=Selected dialing?		
-- 3=Repertory dialing?		
-- 4=Park?		
5=Call Park Pickup?		
-- 0=End?		
-- 0=End?		
-- <b>5=Audio settings?</b>		
-- 01=Loudspeaker vol.?	2	
-- 02=Ringer volume?	3	
-- 03=Ringer?	2/2	
-- 05=Handset volume?	4	
-- 06=Room character?		●
-- 1=Normal?		
-- 2=Echoing?		
-- 3=Muffled?		
-- 0=End?		
-- 07=Key click volume?	0	
-- 08=Headset vol.?	2	
-- 09=Rollover vol.?	2	
-- 10=Line Specific Ringer.?	0/0	
-- 1=Reset All?		●
-- 2=Change?		
-- 0=End?		
-- <b>09=Voice messages?</b>		
-- 1=Message Centre?		
-- 0=End?		
-- <b>11=Mobility?</b>		
-- 1=Logon?		
-- 0=End?		

## Telephone Menu

### Dialing

<b>Menu Option</b>	<b>Action</b>	<b>Next Step</b>
Please dial #?	Dial by number	Dialing via the keypad
Program dest. Name?	Dial by name	Name dialing via the keypad via the text editor
Dial editor?	Open the "Address" menu	Dialing via the "Address" menu
Redial?	Redial last number dialed	Dialing the stored number

### Connection Status

<b>Menu Option</b>	<b>Action</b>	<b>Next Step</b>
Consultation?	Hold user 1, call user 2	Consultation call" menu
Hold?	Place call on hold	Basic call" menu
Transfer?	Transfer call to user 2 and clear connection without consultation	Idle menu
Disconnect?	Clear the current call	Idle menu



## Consultation Call

Menu Option	Action	Next Step
Alternate?	Hold connected user and call up user on hold	Consultation call" menu
Create local Conf.?	Connect held and connected parties to local conference	Consultation call" menu
Transfer?	Transfer connected call to user 2 and return to held party	Basic call" menu
Join?	Transfer call with consultation to the two parties in contact and withdraw from the conversation	Idle menu
Hold?	(DFT only) Place connected call on hold	
Disconnect and return?	Disconnect connected user and call up user on hold	Basic call" menu

## Incoming Calls

Menu Option	Action	Next Step
Refuse call?	Do not accept incoming call	Idle menu
Answer call?	Answer incoming call	"Call join" menu, if first call "Consultation" menu if second call
Deflect call?	Redirect incoming call to another destination	Idle menu

## Using Group Features

Menu Option	Action	Next Step
Pickup Call?	Answer a call to your pickup group	Basic call" menu → page 232
Ignore?	Ignore a call to your pickup group	Idle menu

## Messages and Alarms

### Status Messages

Status messages are generally displayed in the top display line. They remain there (static) until they are replaced by a new status.

User Display (2nd line)	Explanation
Connection refused	A connection to the specified destination cannot be established
Connection refused	The remote terminal is alerting
Busy	The remote terminal is busy
Rejected	The remote user rejected the call
"Call join" menu	The call is connected
Cleared	The remote user cleared the call
Cleared - unknown	The call was cleared for an unknown reason
Still on Hold	The call xxxxxxxxx is in the held state
Cannot Be Held	It was not possible to place the connected terminal on hold
Cannot Be Transferred	It was not possible to effect a transfer
"Call waiting" menu	There is an unanswered call outstanding
Cannot Be Deflected	It was not possible to deflect the incoming call

## Line Key Status Indication

LED	Line status	Description
OFF	Idle	No connected calls.
BLINKING RAPIDLY	Call waiting mode.	A new incoming call/possible callback is waiting. <sup>(1)or (2)</sup>
FLICKERING	Held.	A call held in a queue that can be answered by the multiline telephone.
BLINKING SLOWLY	Idle (forwarded)	The line is forwarded immediately (prime line only) <sup>(3)</sup>
BLINKS SLOWLY	Idle (forwarded)	A secondary line is forwarded immediately (HiPath 8000 forwarding) <sup>(4)</sup>
ON	Busy (local) <sup>(5)</sup>	The line is seized by a connection to the multiline telephone.
	Busy (remote station) <sup>(4)</sup>	The line is seized by a connection to another multiline telephone.
FLICKERING WEAKLY	All	The line appears on the display, i. e. it is busy.

- (1) In the case of a line for which a call is waiting, call waiting mode is maintained so that information on the waiting call remains displayed.
- (2) A call may already be connected to the line for which a new call is waiting. This is referred to as "Call Waiting". The connection can be active or held
- (3) The LED indicator on the prime line key indicates immediate forwarding instead of an idle line.
- (4) Only if activated by administrator.
- (5) An active call is connected to the multiline telephone. A call is connected to the other telephone.

## Direct Station Select key Status Indication

LED	Line status	Description
OFF	Idle	The line assigned is not used.
ON	Busy	The main line of the target telephone is busy.
BLINKING	Incoming call	An incoming call is waiting on the main line of the target telephone.

### Error Messages

The error display on the telephone is limited to one display output and acoustic signals possibly generated from the network.

As a rule, error messages are shown in the bottom line of the display. This means that the connection between the original action and the error which has occurred is retained.

Example:

It is not possible to deflect the incoming call:

**08972261485**  
Cannot Be Deflected

Press the  or Cancel  
key

In special cases, the third display line may also be used for display outputs so that the cause of the error can be clearly described.

Error messages can be "cleared" and confirmed manually either with the  or the Cancel key.

## Labeling the Keys

You can choose from the following options to label the keys on the optiPoint 410 advance S V6.0 with the functions or telephone numbers saved:

### Labeling

- By hand:  
Labeling strips are delivered with your optiPoint. Write the function or a name on the matching strips within the white field and attach them to your optiPoint.
- With a computer via the Internet:  
You will find the "Online Key Labelling Tool" along with the user interface at <http://www.siemens.com/enterprise> → "Downloads" → "Software".

Place the strip next to the keys, then place the transparent cover over it (**matte side facing up**).



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