HiPath 500
HiPath 3000
HiPath 5000

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

Operating Instructions

SIEMENS

Global network of innovation

Before You Begin

These operating instructions describe the optiPoint 500 economy, optiPoint 500 basic, optiPoint 500 standard and optiPoint 500 advance telephones on your HiPath 500 and HiPath 3000 / 5000.
They describe all functions you can use from your telephone. You may find that some functions you wish to use are not available on your telephone. This may be due to one of the following reasons:

- The function has not been configured for your telephone - address any questions to your service personnel.
- Your communications platform does not supp ort this function - contact your service personnel to upgrade your system.

Important Notes

	Do not operate the telephone in environments where there is a danger of explosions.
	Use only original Siemens accessories → Page 122. Using other accessories may cause a hazard and will invalidate the warranty and the CE mark.
	Never open the telephone or a key module. If you encounter any problems, contact your service personnel.

CE (customer equipment) does not continue to support emergency dialing after loss of mains power, if battery back up and power fail switchover to emergency analogue phones is not available.

Never allow the telephone to come into contact with staining or aggressive liquids such as coffee, tea, juice, or soft drinks. For information on telephone maintenance → Page 125.

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.

Marks

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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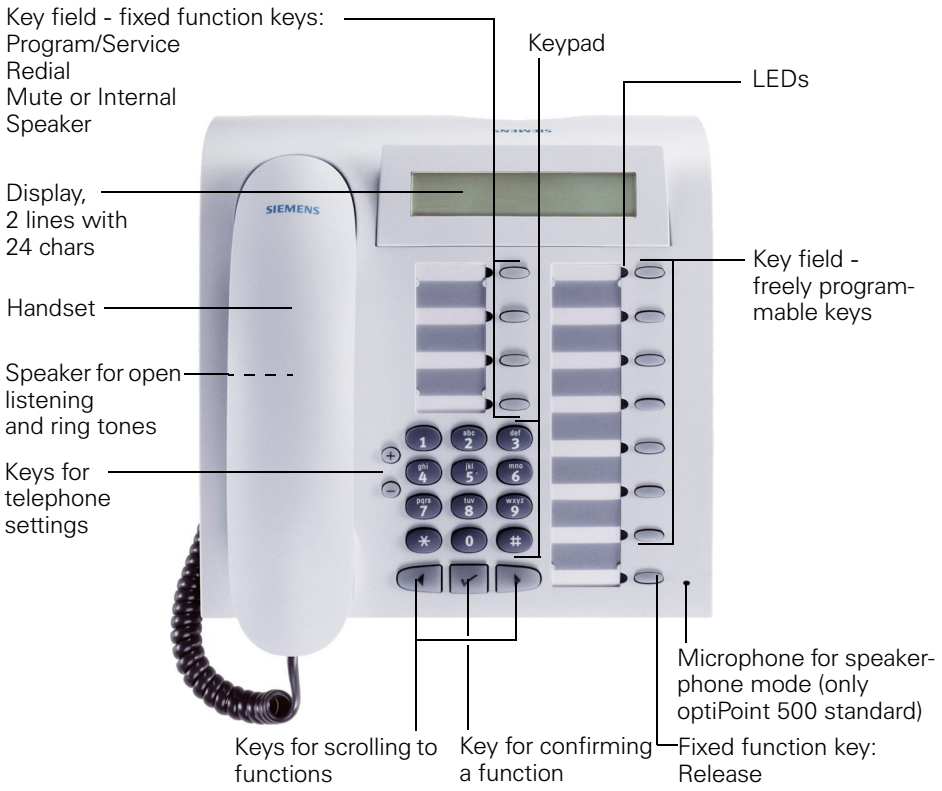
Basic operating instructions

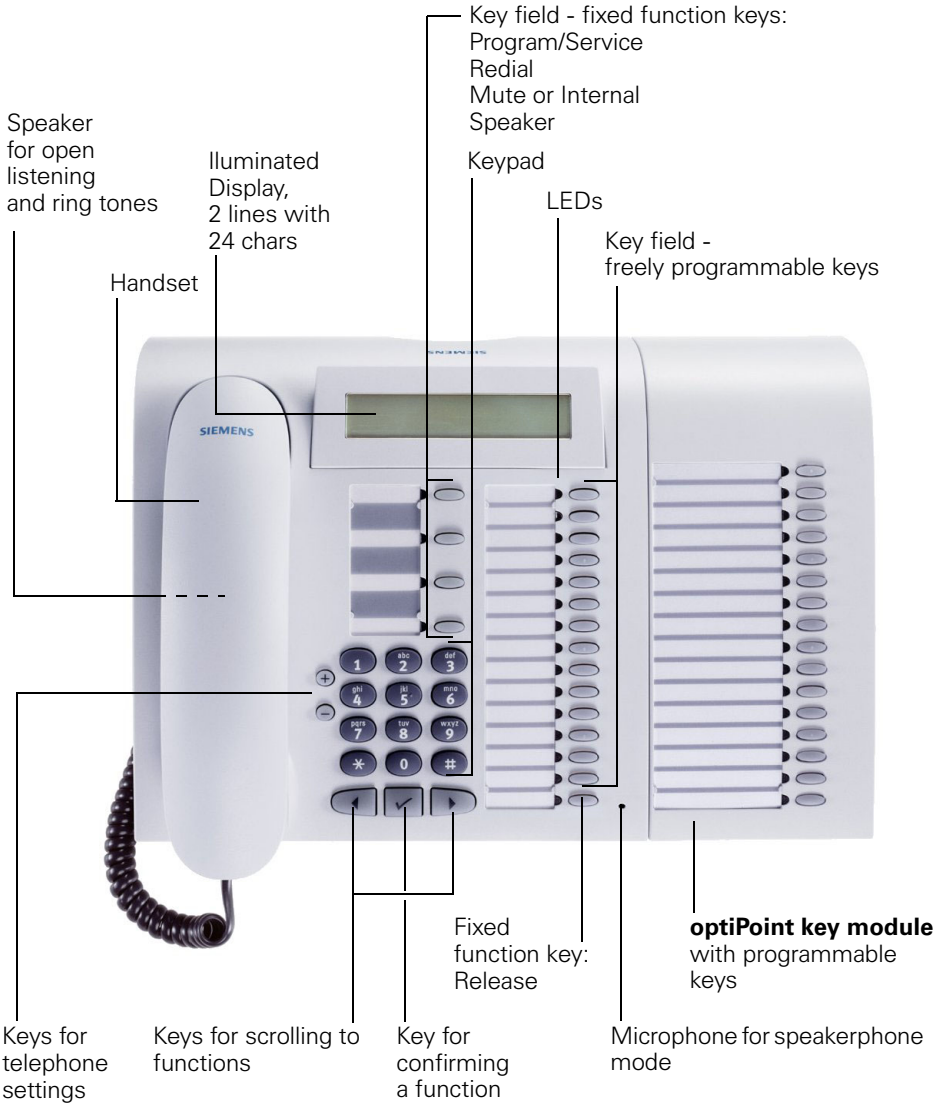
optiPoint 500[1]	economy	basic	standard	advance
Function keys	12	12	12	19
Full-duplex speakerphone feature	-	-	✓	✓
Illuminated display	-	-	-	✓
Headset port	-	-	-	✓
USB interface	-	✓	✓	✓
Interface for add-on equipment	-	✓	✓	✓
Option bays	0	1	1	2

[1] The name and model of your telephone are printed on the base of your optiPoint 500.

optiPoint 500 economy/basic/standard control panel



optiPoint 500 advance control panel with optiPoint key modules



Step by Step

How to Use these Operating Instructions

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

Lift the handset (off-hook).

Replace the handset (on-hook).

Conduct a call.

Enter a telephone number or code.

0 0 Enter the code.

⊕ or ⊖ Press volume controls on the telephone.

Program/Service Press the key.

Speaker Press the illuminated key.

Press the flashing key.

Start conference? ✓ The option appears on the screen.
Press the ✓ key to confirm your selection.

Display contrast? ✓ Search for an option.
Press the ◀ ▶ keys,
until the option appears on the screen.
Then press the ✓ key to confirm your selection.

Screen Displays

Please dial
Return to held call? >

Line 1 displays prompts or acknowledgment messages, depending on the situation.

Line 2 displays functions that you can confirm by pressing ✓. If the symbol ">" appears on the right, you can press ◀ ▶ to access further options.

Step by Step

Accessing Functions

... Interactively

You can select some functions **while the telephone is idle**, for example:

▷ **Forwarding on** ☑ Use ◁ ▷ to scroll to a function and press ☑ to execute it.

You can select other functions **directly depending on the situation**. Example: you call a number, but the line is busy:

Callback ☑ Press ☑ to confirm.

or

▷ **Send message** ☑ Use ◁ ▷ to scroll to a function and press ☑ to execute it.

... Via the Program/Service Menu

First press the "Program/Service" key. You then see a list of selection options, such as: "#0=Reset services" → Page 86.

Program/Service Press the key.

▷ **#0=Reset services?** ☑ Use ◁ ▷ to scroll to a function and press ☑ to execute it.

or

#0 Enter the code directly.
The Quick-Reference Operating Instructions ("Overview of Functions/Codes (Alphabetical)" → Page 133) contain a list of codes. However, they are also displayed on screen along with the corresponding function.

... With Function Keys

If you saved a function on a key → Page 62, you can access it directly as follows:

Press the Mute key to execute the function.

Functions You Can Use

Basic and Enhanced Functions

You can use all basic and enhanced communications platform functions that appear interactively on the screen, in the Program/Service menu, and when you press function keys.

Additional Team and Executive/Secretary Functions

→ Page 102f.
To help working and project groups work together more efficiently, the service technician can configure a variety of team functions, depending on your preferences when working in the team. You can use these team functions in addition to the basic and enhanced functions.
In addition to call pickup, hunting groups (group call), and call distribution groups, you can also set up teams with multiple lines per telephone.
You can tell if a telephone has trunk keys if your station number and the numbers of your colleagues are programmed on trunk keys. You can access all lines and can also conduct different calls simultaneously on multiple lines.

Another team function category includes the executive/secretary functions, which are configured by the service technician. You can use executive and secretary functions in addition to the basic and enhanced functions as well as other team functions.
An executive/secretary telephone has DSS keys for the executive or secretary, trunk keys for the executive and secretary, as well as ring transfer keys.

Using the Telephone Efficiently

- You probably have certain colleagues or external parties with whom you talk on the phone especially frequently. To dial these numbers faster and more conveniently, you can save them on keys (Saving station numbers for repertory dialing on keys → Page 27).
- All too often you reach a busy line when dialing a number. Amid the confusion of your working day, it's easy to forget to try the number again later on. To avoid this, make it a habit to use the "Callback" → Page 25 function.

Step by Step

Making Calls – Basic Functions

Answering Calls

Special default ring signaling is set for your telephone:

- When you receive an internal call, your telephone rings once every four seconds (single-tone sequence).
- When you receive an external call, your telephone rings twice in rapid succession every four seconds (dual-tone sequence).
- When you receive a call from the entrance telephone, your telephone rings three times in rapid succession every four seconds (triple-tone sequence).
- If a call is waiting, you hear a short tone (beep) every six seconds.

Your service personnel can adjust the ring cadence for external and internal calls for you. In other words, different ring cadences can be set for different internal callers.

The number or the name of the caller appears on the display.

Answering a Call With the Handset

The telephone rings. The caller appears on the screen.

Lift the handset.

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

Answering a Call with the Speaker (Speakerphone Mode)

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

The telephone rings. The caller appears on the screen.

Press the key. The LED lights up.
Speakerphone mode.

Step by Step

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

Ending the call:

Speaker Press the key. The LED goes out.

or

Release Press the key.

Notes on speakerphone mode:

- Tell the other party that you are using speakerphone mode.
- The speakerphone works bests 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).

Switching to Speakerphone Mode

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

Precondition: You are conducting a call with the handset.

Speaker **and** Hold down the key and replace the handset. (in the U.S.: press the key once and replace the handset). Then release the key and continue the call.

Switching to the Handset

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

Precondition: You are engaged in a call in speakerphone mode.

and Lift the handset. Continue the call.

Step by Step

Open Listening in the Room During a Call

You can let other people in the room join in on the call. Let the other party know that you have turned on the speaker.

Precondition: You are conducting a call with the handset.

Activating ring transfer:

Press the key. The LED lights up.

Deactivating this function:

Press the key. The LED goes out.

Step by Step

Making Calls

Off-Hook Dialing

Lift the handset.

Internal calls: Enter the station number.
External calls: Enter the external code and the station number.

The called party does not answer or is busy:

Replace the handset.

On-Hook Dialing

Internal calls: Enter the station number.
External calls: Enter the external code and the station number.

The other party answers with speaker:

Lift the handset.

or

On-hook: Use speakerphone mode (not available with optiPoint 500 economy and optiPoint 500 basic).

The called party does not answer or is busy:

Speaker

Press the key. The LED goes out.

Your system may also be programmed so that you have to press the Internal key before you dial an internal number.
To call an external party, you have to enter an external code before dialing the party's telephone number (Prime Line is not active; contact your service personnel).

Ending the call

Replace the handset.

or

Release

Press the key.

Step by Step

Redialing a Number

The last three external telephone numbers dialed are stored automatically.
You can redial them simply by pressing a key.
The station number appears on your screen for two seconds and is then dialed.

Redial

Press the key once to dial the number last dialed.

Press the key twice to dial the next to the last number dialed.

Press the key three times to dial the third-to-the-last number dialed.

Displaying and dialing saved station numbers

Redial

Press the key.

Next?

Press the "OK" dialog key within two seconds to confirm your choice.

Next?

The next stored number is displayed. Press the "OK" dialog key to confirm four selection.

Call?

Select and confirm.

If this feature is configured (contact your service personnel), account codes entered are also saved → Page 72.

Step by Step

Turning the Microphone On and Off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the handsfree microphone. You can also switch on the handsfree microphone to answer an announcement via the telephone speaker (speaker call, → Page 33).

Speakerphone mode is not available with optiPoint 500 economy and optiPoint 500 basic.

Precondition: You are conducting a call. The microphone is switched on.

Mute

Press the key. The LED lights up.

or

Mute

Press the illuminated key. The LED goes out.

or

Mute on?

Select and confirm.

or

Mute off?

or

Program/Service

Press the key. The LED lights up

* 5 2 **or** # 5 2

Enter the code for "on" or "off".

Step by Step

Calling a Second Party (Consultation Hold)

You can call a second party while engaged in a call. The first party is placed on hold.

US: Consult? ✓
UK: Enquiry? ✓

Confirm.

Call the second party.

Return to the first party:

Return to held call? ✓

or

Quit and return? ✓

or

Program/Service * 0

Confirm.

Press the key. The LED lights up. Enter the code. The LED goes out.

Switching to the Party on Hold (Toggle)

Toggle/Connect? ✓

or

Program/Service * 2

Select and confirm.

Press the key. The LED lights up. Enter the code. The LED goes out.

Combine the calling parties into a three-party conference

Conference? ✓

or

Program/Service * 3

Select and confirm.

Press the key. The LED lights up. Enter the code. The LED goes out.

Connecting the other parties to each other

Transfer? ✓

Select and confirm.

Step by Step

Transferring a Call

If the person you are speaking to wants to talk to another colleague of yours, you can transfer the call that colleague.

US: Consult? / UK: Enquiry? ✓ — Confirm.

Enter the number of the party to which you want to transfer the call.

Announce the call, if necessary.

Replace the handset.

or

Transfer? ✓ — Select and confirm[1].

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Call Forwarding

Using Variable Call Forwarding

You can immediately forward internal or external calls to different internal or external telephones (destinations). (External destinations require special configuration in the system.)

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → Page 112!

Forwarding on? ☑ or	Select and confirm.
✱ 1	Enter the code.
1=all calls? ☑ or	Select and confirm.
2=external calls only? ☑ or	
3=internal calls only? ☑ or	
1 or 2 or 3	Enter the code.
	Enter the number of the telephone that is ringing.
US: Save? ☑ / UK: Save entry? ☑	Confirm.

Deactivating call forwarding:

Forwarding off? ☑ or	Select and confirm.
# 1	Enter the code.

When call forwarding is active, a special dial tone sounds when you lift the handset.

If DID DTMF is active (contact your service personnel), you can also forward calls to this destination. Destinations: fax = 870, DID = 871, fax DID = 872.

If you are a call forwarding destination, your display will show the station number or the name of the originator on the upper line and that of the caller on the lower line.

Step by Step

Using Call Forwarding No Reply (CFNR)

Calls that are not answered after three rings (=default, can be adjusted by service personnel) or that are received while another call is ongoing can be automatically forwarded to a specified telephone.

Program/Service — Press the key. The LED lights up.

More features? ✓ — Select and confirm.

***495=CFNR on?** ✓ — Select and confirm.

or

✱ 4 9 5 — Enter the code.

Enter the destination number.

- Enter the internal station number for internal destinations
- Enter the external code and the external station number for external destinations

Save entry? ✓ — Confirm.

Deactivating Call Forwarding No Reply:

Program/Service — Press the key. The LED lights up.

More features? ✓ — Select and confirm.

#495=CFNR off? ✓ — Select and confirm.

or

4 9 5 — Enter the code.

Delete? ✓ — Confirm.

If CFNR is enabled, the following briefly appears on the display when you replace the handset: "US: CFNR to: ...", UK: "CFNR TO: ...".

Step by Step

Call Forwarding in the Carrier Network and Forwarding Multiple Subscriber Numbers (MSN) (Not for U.S.)

If this function has been configured (contact your service personnel), you can forward calls to your assigned multiple subscriber number (MSN) (DID number) directly within the carrier network.
For example, you can forward your phone line to your home phone after business hours.

Trunk FWD on? ✓ or	Select and confirm.
✱ 6 4	Enter the code.
1=immediate? ✓ or	Select and confirm the line type you wish to use.
2=on no answer? ✓ or	
3= on busy? ✓ or	
1 or 2 or 3	Enter the code.
	Enter your DID number.
	Enter the destination number (without the external code).
Save? ✓	Confirm.

Deactivating call forwarding:

Forwarding - trunk off ✓ or	Select and confirm.
# 6 4	Enter the code.
✓ or	Confirm the displayed call forwarding type.
1 or 2 or 3	Enter the activated call forwarding type.
	Enter your DID number.

Step by Step

Using Callback

If a user is busy or is not answering, you can store an automatic callback. This feature saves you from having to make repeated attempts to reach the user.
You receive a callback,

- When the other party is no longer busy
- When the user who did not answer has conducted another call.

Storing a Callback

Precondition: You have reached a busy line or no one answers.

US: Callback ✓
UK: Set Callback ✓

Confirm.

or

*5 JKL 8 TUV

Enter the code.

Answering a Callback

Precondition: A callback was saved. Your telephone rings. "Callback: ..." appears on the display.

Lift the handset.

or

Speaker

Press the key. The LED lights up.

You hear a ring tone.

Checking and Canceling a Saved Callback

View callbacks? ✓

Select and confirm[1].

or

5 JKL 8 TUV

Enter the code.

US: Next callback? ✓
UK: Display next? ✓

Select the displayed function and press the "OK" dialog key to display additional entries.

Deleting a displayed entry:

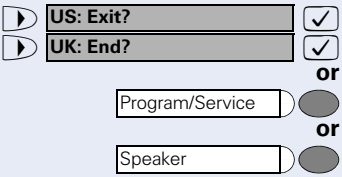
Delete? ✓

Press the "OK" dialog key to confirm your selection.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Ending callback display:



Select and confirm.

Press the key. The LED goes out.

Press the key. The LED goes out.

Step by Step

Saving Repertory Dialing Numbers on a Key

You can save frequently-dialed station numbers on programmable keys that are unassigned by default. External and internal station numbers, as well as functions/procedures (comprising several operating steps) can be stored on these keys → Page 62.

In addition, the keys can be programmed on two separate levels if you have configured a key as the "switching" key (Shift key → Page 62).
Depending on the key assignment and programming of your HiPath system ("Extended Key Functionality"; refer to relevant service personnel), dual-level key assignment permits several assignment combinations. Corresponding displays guide you through this process → Page 126.
If you save internal station numbers, you can choose whether to save an LED display for the key (=Save with LED) or not (=Save without LED).
The LED display indicates the various states (→ Page 64, → Page 107).

Program/Service

Press the key. The LED lights up.

***91=Prog. feature key?**

Select and confirm.

or

* 9 1

Enter the code.

Press the key. If the key is already in use, its assignment appears on the screen.

If applicable

+=Next layer?

Make a selection and confirm to save the station number on the second level.

or ⊕

US: Change key?
UK: Change feature?

Confirm.

Repdial key?

Confirm.

Enter the station number.

Step by Step

If you make a mistake:

Previous? ✓ — Select and confirm. This deletes all digits entered.

The system telephone automatically recognizes if you want to save an internal or an external station number. The options "Save without LED" or "Save with LED" are only available for internal station numbers.

Save with LED? ✓ — Confirm.

or

Save without LED? ✓ — Select and confirm to save the repdial key without LED display.

US: Exit? ✓ / UK: End? ✓ — Confirm.

or

US: Another key? ✓ / UK: Program another key? ✓ — Select and confirm.

or

US: Clear key? ✓ / UK: Delete feature? ✓ — Select and confirm.

Simply press the key to dial a stored telephone number → Page 28.

You can do this while a call is in progress.

For information on display messages when saving station numbers → Page 126.

Using Repertory Dialing Keys

Precondition: You have saved a station number on a repertory dialing key → Page 27.

Press the key on which the number is saved.
If the station number is located on the second level, first press "Shift".

You can also press the repertory dial key during a call. This automatically sets up a consultation → Page 20.

Step by Step

Telephone Settings

Adjusting the Ring Volume

⊕ **or** ⊖ Press these keys while the phone is idle.

US: Ring volume? ✓
UK: Ringer volume? ✓ Confirm.

⊕ **or** ⊖ To raise or lower the volume: Keep pressing the keys until the desired volume is set.

✓ Save.

Adjusting the Ring Tone

⊕ **or** ⊖ Press these keys while the phone is idle.

US: Ring tone? ✓
UK: Ringer tone? ✓ Select and confirm.

⊕ **or** ⊖ To adjust the ring tone: Keep pressing the keys until the desired tone is set.

✓ Save.

Adjusting the Attention Ring Volume

If you belong to a team that uses trunk keys, the telephone can alert you to other calls in the team even when you are engaged in another call → Page 108. You hear the attention ring.

⊕ **or** ⊖ Press one of these keys while the phone is idle.

▶ **US: Attention Ring Vol?** ✓
▶ **UK: Attention Ring Volume?** ✓ Select and confirm.

⊕ **or** ⊖ To raise or lower the volume: Keep pressing the keys until the desired volume is set.

✓ Save.

Step by Step

Adjusting the Speakerphone to the Room Acoustics

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

To help the other party understand you clearly while you are talking into the microphone, you can adjust the telephone to the acoustics in your environment: "Quiet room", "Normal room" and "Noisy room".

⊕ **or** ⊖ Press one of these keys while the phone is idle.

▷ **Speakerphone mode?** ☑ Select and confirm.

⊕ **or** ⊖ To set the room type: Keep pressing these keys until the setting you want appears on the screen.

☑ Save.

Adjusting the Receiving Volume During a Call

You are engaged in a call.

⊕ **or** ⊖ To raise or lower the volume: Keep pressing the keys until the desired volume is set.

⊕ **or** ⊖ **simultaneously** Save.

Adjusting the Display to a Comfortable Reading Angle

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

Step by Step

Display backlight

This function is only available with optiPoint 500 advance.

When operating optiPoint 500 advance, e.g. when dialling a call number, a display backlight switches on automatically. The backlight switches off automatically a few seconds after the last action is completed.

Adjusting the display contrast

The display has four contrast levels that you can set according to your light conditions.

⊕ **or** ⊖ Press one of the keys while the phone is idle.

Display contrast? ✓ Select and confirm.

⊕ **or** ⊖ Change the display contrast. Press the key repeatedly until the desired level is obtained.

✓ Save.

Selecting the Language of Screen Prompts

Program/Service Press the key. The LED lights up.

More features? ✓ Confirm.

***48= Select language?** ✓ Confirm.

or

* 4 8 Enter the code.

15=Spanish? ✓ Select the language you wish to use (such as "Spanish") and press the "OK" dialog key to confirm.

Step by Step

Making Calls – Convenience Functions

Answering Calls

Accepting a Specific Call for Your Colleague

You hear another telephone ring.

Program/Service

Press the key. The LED lights up.

*59=Pickup - directed?

Select and confirm[1].

or

Enter the code.

A called station appears on the screen.

If applicable

Next?

Select and confirm until you see the station you want.

Accept call?

Confirm.

or

If you know the number of the telephone that is ringing, enter it directly.

or

Press the flashing key.

Accepting calls in a team → Page 98.

Rejecting Calls

You can reject calls which you do not wish to take. The call is then signaled at another definable telephone (contact your service personnel).

The telephone rings. The caller is displayed.

Release

Press the key.

If a call cannot be rejected, your telephone will continue to ring. The message "currently not possible" (UK) or "Feature not available" (US) is displayed (e.g in the case of recalls).

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Using the Speakerphone

A colleague addresses you directly over the speaker with a speaker call. You hear a tone before the announcement. The other party's name or station number appears on the screen.

You can conduct the call with the handset or in speakerphone mode.

Speakerphone mode is not available with optiPoint 500 economy and optiPoint 500 basic.

Lift the handset and answer the call.

or

Mute off? ✓

Press the "OK" key to confirm your selection and answer the call.

or

Mute

Press the key and answer the call.

If handsfree answerback is enabled (see below), you do not need to switch on the microphone - you can answer directly. You can answer immediately in speakerphone mode.
If handsfree answerback is disabled (default setting), follow the procedure described above.

Placing a speaker call to a colleague → Page 46.

Enabling and Disabling Handsfree Answerback

HF answerback on? ✓

Select and confirm.

or

HF answerback off? ✓

or

✱ 9 6 or # 9 6

Enter the code for "on" or "off".

Step by Step

Answering a Call With a Headset

This function is not available with optiPoint 500 economy.

Precondition: Your telephone rings.

Answer? ☑ Confirm.

or

If the "Headset" key has been configured → Page 62:

Press the key. The LED lights up.

Ending the call:

Release Press the key.

or

If the "Headset" key has been configured → Page 62:

Press the key. The LED goes out.

Step by Step

Answering Calls from the Entrance Telephone and Opening the Door

If an entrance telephone has been programmed, you can use your telephone to speak to someone at the entrance telephone and to activate a door opener.
If you have the proper authorization (contact your service personnel), you can activate the **door opener**, enabling visitors to open the door themselves by entering a 5-digit code (using a DTMF transmitter or installed keypad).

Speaking to visitors via the entrance telephone:

Precondition: Your telephone rings.

Lift the handset within thirty seconds. You are connected to the entrance telephone immediately.

or

Lift the handset after more than thirty seconds.

Dial the entrance telephone number.

Opening the door from your telephone during a call from the entrance telephone:

Open door? ☑

Confirm.

Opening the door from your telephone without calling the entrance telephone:

Program/Service

Press the key. The LED lights up.

▷ *61=Open door? ☑

Select and confirm.

or

✱ 6 mno 1

Enter the code.

Dial the entrance telephone number.

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → Page 116!

Step by Step

Opening the door with a code (at the door):

After ringing the bell, enter the five-digit code (using the keypad or a DTMF transmitter). Depending on how the door opener has been programmed, a doorbell call signal may or may not be forwarded.

Activating the door opener:

Program/Service

Press the key. The LED lights up

*89=Door opener on?

Select and confirm.

or

Enter the code.

Dial the entrance telephone number.

Enter the five-digit code. Default code = "00000".

or

3=change password?

Select the displayed function and press the "OK" dialog key to change the code.

1=enable with ring?

Select and confirm.

or

2=enable w/o ring?

You can also open the door without a doorbell ring.

Deactivating the door opener:

Program/Service

Press the key. The LED lights up.

#89=Door opener off?

Select and confirm.

or

Enter the code.

Accepting a Call From an Answering Machine

You can accept a call from any answering machine if the machine is connected to your system (contact your service personnel) and you have programmed the answering machine number on a key → Page 62.

The LED lights up. Press the key.

Step by Step

Dialing/Making Calls

En-Bloc Sending / Correcting Numbers

If this feature is configured (contact your service personnel), a connection is not attempted immediately when a station number is entered. This means that you can correct the number if necessary.
The station number is only dialed at your specific request.

Internal: enter station number.
External: enter external code and station number.

Dialing entered/displayed numbers:

Lift the handset.

or

Dial? ✓ Confirm.

Correcting numbers entered:

Delete number? ✓ Select and confirm.
The last digit entered in each case is deleted.

Enter the required digit(s).

Canceling en-bloc sending:

End? ✓ Select and confirm.

or

Speaker Press the key. The LED goes out.

or

Release Press the key.

A station number can only be corrected as it is being entered. Station numbers stored for number redial, for example, cannot be corrected.

Step by Step

Using a Caller List

If you are unable to accept an external or internal call, the call attempt is stored in the caller list.
You can store answered calls either manually (both internal and external calls) or automatically (external calls only; contact your service personnel for details).
Your telephone stores up to ten calls in chronological order. Each call is assigned a time stamp. The most recent entry not yet answered in the list is displayed first. Multiple calls from the same caller do not automatically generate new entries in the caller list. Instead, only the most recent time stamp for this caller is updated and its number incremented.

Retrieving the Caller List

Precondition: Service personnel has set up a caller list for your telephone.

Caller list? ✓

or

#82

Select and confirm[1].

Enter the code.

The last call is displayed on the screen.

If an optiPoint application module is connected to your telephone, the "Terminal Mode" is activated once the function is started → Page 117.
The prompts are now shown on the optiPoint application module display.
You can use the keys on the optiPoint application module.

Next? ✓

To view other calls, confirm each subsequent display.

Ending Retrieval

US: Exit? ✓
UK: End? ✓

or

Program/Service

Select and confirm.

or

Press the key. The LED goes out.

or

Speaker

Press the key. The LED goes out.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Displaying the Call Time and Additional Call Information

Precondition: You have retrieved the caller list and the selected call is displayed.

Time/Date sent? ✓ — Select and confirm.

or

View station no. ✓

or

View name? ✓

Dialing a Station Number from the Caller List

Precondition: You have retrieved the caller list and the selected call is displayed.

Call? ✓ — Select and confirm.

The caller is automatically deleted from the caller list when a connection is finally set up.

Removing an Entry from the Caller List

Precondition: You have retrieved the caller list and the selected call is displayed.

Delete? ✓ — Confirm.

Saving the Other Party's Station Number in the Caller List (Redial)

Precondition: You are engaged in a call or have called an external party.

Save number? ✓ — Confirm.

or

Program/Service — Press the key. The LED lights up. Enter the code.

Step by Step

Speed-dial

Using Station and System Speed-Dial Numbers

Precondition: You have stored station speed-dial numbers → Page 40 or your service personnel has stored system speed-dial numbers.

Program/Service

Press the key. The LED lights up

*7=Use speed-dialing?

Confirm.

or

*7

Enter the code.

Enter a speed-dial number.
"*0" to *9" = station speed-dialing.
"000" to "999" = system speed-dialing (contact your service personnel).

If applicable

Suffix-Dialing

If necessary, you can suffix-dial additional digits (for example, the user's extension) at the end of the saved station number.
If this feature is configured, a suffix is automatically dialed (for example, "0" for the exchange) if no entries are made within 4 or 5 seconds.

Storing Station Speed-Dial Numbers

You can store the ten numbers which you use the most and dial them using your own station speed-dial numbers: *0 through *9 → Page 40.

Program/Service

Press the key. The LED lights up.

*92=Change Speed-dial?

Select and confirm[1].

or

*92

Enter the code.

Enter the speed-dial number you wish to use (*0 to *9). If the speed-dial number is already in use, the programmed station number appears on the screen.

US: Change?
UK: Change entry?

Confirm.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

First enter the external code and then the external station number.

US: Save? ✓
UK: Save entry? ✓

Confirm.

or

If you make a mistake:

Previous? ✓

Select and confirm. This deletes all entered digits.

US: Next? ✓
UK: Next entry? ✓

Confirm.

or

US: Change? ✓
UK: Change entry? ✓

Select and confirm.

or

Delete? ✓

Select and confirm.

or

US: Exit ✓
UK: End ✓

Select and confirm.

Step by Step

Dialing a Number From the Internal Directory

The internal directory contains all station numbers and system speed-dial numbers assigned to a name. Contact your service personnel to find out if one was configured for your system.

Precondition: Names have been assigned to the station numbers stored in the system.

Lift the handset.

or

Speaker

Press the key. The LED lights up.

US: Directory?
UK: Phonebook?

Confirm.

or

Enter the code.

If applicable

If several directories have been configured (not for HiPath 500):

1=internal?

Confirm.

The first entry is displayed on the screen.

If an optiPoint application module is connected to your telephone, the "Terminal Mode" is activated once the function is started → Page 117.
The prompts are now shown on the optiPoint application module display.
You can use the keys on the optiPoint application module.

⊕ **or** ⊖

Scroll to next or previous entry.

or

Scroll Next?

or

Scroll Previous?

or

Enter the name you want to find, or just the first few letters, using the alphanumeric keypad.

You can use the keypad with the digits as an alphanumeric keypad in this case and enter the names by pressing the appropriate keys one or more times as needed.

Step by Step

For example, you can enter the letter "r" by pressing the "7" three times or the letter "e" by pressing the "3" twice. The first name with the entered letters is displayed. Enter the following letters by using the same method.

If no entry exists for the entered letters, you will hear three short beeps.

To enter a space, press the "0".
Pressing "1" or "#" automatically displays the first entry in the internal directory.
The "*" key has no function here.

If applicable

Delete Character? ✓

Select and confirm each letter to be deleted. The last letter entered is deleted. If all letters are deleted, the first entry in the directory will be displayed again.

If applicable

Delete Line? ✓

Select and confirm. All entered letters are deleted, and the first entry in the internal directory is displayed again.

The entry you wish to dial appears on the screen.

Call? ✓

Select and confirm.

Step by Step

Dialing from the Telephone Database (LDAP) (Not for HiPath 500)

If configured (ask your service personnel), you can search for directory data in the LDAP database and dial the number of any subscriber you find there.

Precondition: The LDAP search feature has been configured in the system.

Lift the handset.

or

Speaker

Press the key. The LED lights up.

US: Directory?
UK: Phonebook?

Confirm.

or

*54

Enter the code.

If applicable

If several directories have been configured:

2=LDAP?

Select and confirm.

Enter the name you wish to search for using the keypad (max. 16 characters).
You can enter an incomplete name, e.g. "mei" for "Meier".

You can use the keypad with the digits as an alphanumeric keypad in this case and enter the names by pressing the appropriate keys one or more times as needed.
For example, you can enter the letter "r" by pressing the "7" three times or the letter "e" by pressing the "3" twice.

If applicable

If configured (ask your service personnel), you can also search for surname and first name.
To separate surname and first name by a space, enter "0". You can enter incomplete names, e.g. "mei p" for "Meier Peter".

If applicable

Delete Character?

Select and confirm. The letter entered last is deleted.

In large databases, the results of the search may be incomplete if too few characters are entered → Page 45.

Step by Step

Search? ✓ Confirm.
The name is searched for. This may take a few seconds.

The result is displayed:

If only one name is found, it is displayed.

Call? ✓ Confirm.

If several names are found (max. 50), the first name is displayed.

⊕ **or** ⊖ Scroll to the next or the previous entry.

or

Scroll Next? ✓

or

Scroll Previous? ✓

Call? ✓ Select and confirm.

If no name is found:

If your search does not yield any name corresponding to your query, you can extend the range of the search, e.g. by deleting characters.

Change search string? ✓ Select and confirm.
For further procedure, see above.

If too many names are found:

If more than the maximum of 50 names are found corresponding to your query, only an incomplete list of results can be displayed.

You can view these results, select any of the names, or change the search string (e.g. narrow the search by entering more characters).

In this case it is advisable to narrow down the search so that all corresponding names can be displayed.

Show results? ✓ Confirm, to view the incomplete list.
For further procedure, see above.

or Narrow the search down.

Change search string? ✓ Select and confirm, in order to change the search string.
For further procedure, see above

Step by Step

Using Mailboxes

If you have programmed the "Mailbox" key → Page 62, the associated LED lights up when messages have arrived for you. If your telephone is connected to a voice mail system, the "Mailbox" key will also light up to alert you to any messages that have arrived.

Accessing the Mailbox

Press the illuminated "Mailbox" key.

or

US: View messages? ✓
UK: Display Messages? ✓

Confirm.

US: Message sent? ✓
UK: Text? ✓

Select and confirm.

or

US: Call voice mail? ✓
UK: Call Voice Mail? ✓

Follow the user prompts.

Talking to Your Colleague With a Speaker Call

You can make a loudspeaker announcement through a loudspeaker if connected (ask your service personnel), or to an internal user with a system telephone without any action on their part.

Program/Service

Press the key. The LED lights up.

*80=Speaker call? ✓

Select and confirm[1].

or

✱ 8 TUV 0

Enter the code.

Enter the station number.

Responding to a speaker call → Page 33.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Talking to Your Colleague with Discreet Calling (Not for HiPath 500)

If this function has been configured (ask your service personnel), you can join an ongoing call conducted by an internal user at a system telephone with display. You can listen in unnoticed and speak to the internal user without being overheard by the other party (discreet calling).

Lift the handset.

*9 4 5 Enter the code.

Enter your internal station number

Your service personnel can protect your telephone against discreet calling.

Automatic Connection Setup (Hotline)

If this function is configured (contact your service personnel), the system automatically sets up a connection to a preset internal or external destination.

Lift the handset.
Depending on the setting, the connection is either set up **immediately** or only **after** a preset **period of time** (hotline after a timeout).

Step by Step

Reserve Trunk

If this feature is configured (contact your service personnel), you can reserve a busy trunk for your own use. When the trunk is free, you receive a call and a message appears on the display.

Precondition: The message "US:Currently busy UK:busy at the moment" appears on your screen.

Reserve trunk? ☑ Confirm.

When the reserved trunk becomes free:

Your telephone rings. The display shows " Trunk is free".

Lift the handset. You hear the CO dial tone.

Enter the number of the external station.

Assigning a Station Number (Not for U.S.)

If this function has been configured (contact your service personnel), you can selectively assign a specific number (DID number) to your telephone before making an external call. The assigned number then appears on the called party's display.

Program/Service Press the key. The LED lights up.

***41=Temporary MSN?** ☑ Select and confirm[1].

or

*4GHI1 Enter the code.

Enter the DID number you wish to use.

Dial the external number.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Associated Dialing/Dialing Aid

If this function has been configured (contact your service personnel), you can use a dialing aid to dial numbers and set up calls for your telephone.
The operating procedure depends on whether the dialing aid is connected to the **S_0 bus** or the **a/b (T/R) port**.

You can also use your system telephone as a dialing aid for other telephones.

Dialing aid on the S_0 bus:

On the PC, select a destination and start dialing.

The speaker on your telephone is switched on. Lift the handset when the other party answers.

Dialing aid at the a/b (T/R) port:

On the PC select a destination and start dialing.

"Lift the handset" appears on the PC screen.

Lift the handset.

Dialing aid from your telephone for another telephone:

Program/Service

Press the key. The LED lights up.

*67=Associated dial?

Select and confirm.

or

*6mno 7pqrs

Enter the code.

Enter the internal station number ("Dial for:").

Enter the number you wish to dial.

Step by Step

During a Call

Using Call Waiting

Callers can still reach you while you are engaged in another call. A signal alerts you to the waiting call.
You can either ignore or accept the waiting call.
When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on.
You can also bar call waiting or the call waiting tone
→ Page 51.

Accepting a Waiting Call (Camp-On)

Precondition: You are engaged in a phone call and hear a tone (every six seconds).

Ending the first call and answering the waiting call:

Replace the handset. Your telephone rings.

Answer the second call. Lift the handset.

Placing the first call on hold and answering the second call:

Call waiting? ✓ — Select and confirm.

or

Program/Service — Press the key. The LED lights up. Enter the code.

*55

You are connected to the call waiting party immediately. The first party is placed on hold.

Ending the second call and resuming the first one:

Quit and return? ✓ — Confirm.

or

Program/Service *0 — Press the key. The LED lights up. Enter the code.

or

Replace the handset. "Recall: ..." appears on the screen. Lift the handset.

Step by Step

Preventing and Allowing Call Waiting (Automatic Camp-On)

If this function has been configured (ask your service technician), you can prevent or allow a second call → Page 50 from being signaled by automatic camp-on during an ongoing call.

Program/Service

Press the key. The LED lights up

and

#490=Call wait.trm.off?

Select and confirm[1].

or

*490=Call wait.term.on?

or

#490 or *490

Enter the code for "off" or "on".

Turning the Call Waiting Tone On and Off

You can suppress the call waiting tone (every six seconds) for external calls. A one-time special dial tone then alerts you to the waiting call.

Waiting tone off?

Select and confirm.

or

Waiting tone on?

or

*87 or #87

Enter code for "tone off" or "tone on".

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Parking a Call

You can park up to ten calls, either internal, external, or both. Parked calls can be displayed on and picked up from another telephone. This feature is useful if you want to continue a call at another phone.

Precondition: You are conducting a call.

Program/Service

Press the key. The LED lights up.

*56=Park a call?

Select and confirm.

or

*56

Enter the code.

0 ... 9

Enter the number of the park slot (0 - 9) and make a note of it. If the park slot number you entered is not displayed, it is already in use; enter another one.

Retrieving a Parked Call

Precondition: One or more calls have been parked. The telephone is idle.

Program/Service

Press the key. The LED lights up.

Retrieve call?

Select and confirm[1].

or

#56

Enter the code.

0 ... 9

Enter the park slot number you noted earlier.
If the park slot number you enter is not in use, you cannot retrieve the call.

If a parked call is not picked up, after a specific period of time the call is returned to the telephone from where it was parked (recall).

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Placing External Calls on Hold

If you have programmed a key on your telephone as a hold key → Page 62, you can place external calls on hold.
This enables all other parties to retrieve the call on the assigned line.

Press the "US:Hold UK:Common Hold" key.

Held on line: 801

A message appears showing which line is on hold (e.g. 801); make a note of the line number.
If a trunk key has been assigned, the LED flashes slowly.

If applicable

or Release

Replace the handset or press the key.
Depending on your system configuration, this may be necessary so other users can also pick up the held call.

Picking up (Retrieving) a Held Call

Precondition: One or more calls have been parked. The telephone is idle.

Program/Service

Press the key. The LED lights up.

*63=Retrieve line?

Select and confirm.

or

*6 3

Enter the code.

or

If the "Line retrieved" key → Page 62 has been configured, press the key.

Enter the line number you noted earlier.

or

If a "Trunk key" was assigned to this line → Page 62: LED flashes slowly. Press the key.

Step by Step

Conducting a Conference

In a conference call, you can talk to as many as four other parties at the same time. These may be internal or external users.

Call the first party.

Start conference? ✓ Select and confirm.

Call the second station. Announce the conference.

Conference? ✓ Select and confirm.

or

Program/Service ⬭ * 3 Press the key. The LED lights up. Enter the code. The LED goes out.

A tone sounds every 30 seconds to indicate that a conference is in progress. Contact your service personnel for instructions on how to turn it off.

If the second party does not answer:

Return to held call? ✓ Confirm.

or

* 0 Enter the code.

Adding Up to Five Parties to the Conference (Initiator Only)

Add party? ✓ Confirm.

Call the new party. Announce the conference.

Conference? ✓ Select and confirm.

or

Program/Service ⬭ * 3 Press the key. The LED lights up. Enter the code. The LED goes out.

Checking Which Parties Are in the Conference (Initiator Only)

View conf parties? ✓ Select and confirm.
The first station appears on the screen.

Step by Step

If an optiPoint application module is connected to your telephone, the "Terminal Mode" is activated once the function is started → Page 117.
The prompts are now shown on the optiPoint application module display.
You can use the keys on the optiPoint application module.

Next? ✓ — To display other stations, confirm each subsequent display.

Exit list? ✓ — To exit the list: Select and confirm.

Removing Parties From the Conference (Initiator Only)

View conf parties? ✓ — Select and confirm.
The first station appears on the screen.

Next? ✓ — Confirm as often as required until the desired station appears.

Remove party? ✓ — Select and confirm.

Leaving a Conference

US: Leave conference? ✓ / **UK: Withdraw?** ✓ — Select and confirm.

or

Replace the handset, if this feature is configured (contact your service personnel).

Ending a Conference (Initiator Only)

End conference? ✓ — Select and confirm.

or

Program/Service ○ # 3 def — Press the key. The LED lights up. Enter the code. The LED goes out.

or

Replace the handset, if this feature is configured (contact your service personnel).

Removing the ISDN Central Office Party From the Conference (Only for U.S., Not for HiPath 500)

Drop last conf. party? ✓ — Select and confirm.

or

Program/Service ○ * 4 ghi 9 wxyz 1 — Press the key. The LED lights up. Enter the code. The LED goes out.

Step by Step

Activating Tone Dialing/DTMF Suffix-Dialing

You can transmit dual-tone multifrequency (**DTMF**) signals to control devices such as an answering machine or automatic information system.

Press the key. The LED lights up.

Select and confirm[1].

or

Enter the code.

You can use the keys "0" through "9", "*", and "#" to transmit DTMF signals.

Ending the call also deactivates DTMF suffix dialing.
Your system may be configured so that you can start DTMF suffix-dialing immediately after setting up a connection.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Recording Calls

If configured (ask your administrator), you can record calls.

Precondition: You are conducting a call, the "Recording" key is configured → Page 62.

Press the illuminated "Recording" key. The LED lights up.

An announcement notifies you and the person you are speaking with that recording has begun. A beep will also sound every 15 seconds until recording has concluded.

While a call is being recorded, a third party cannot be added to the call.

Ending Recording

Press the illuminated "Recording" key. The LED goes out.

Playback

The steps required for playing back a recording depend on the voice memory system (see the corresponding Operating Manual or → Page 46).

Step by Step

Transferring a Call after a Speaker Call (Announcement) in a Group

If this function has been configured (contact your service personnel), you can use a speaker call (announcement, → Page 46) to announce a call in progress to a group of users → Page 95.
After a member of the group has accepted the call request, you can transfer the waiting party.

Precondition: You are conducting a call.

US: Consult? / **UK: Enquiry?** ✓

Confirm. The other party is placed on hold.

Program/Service

Press the key. The LED lights up.

***80=Speaker call?** ✓

Select and confirm.

or

✱ 8 tuv 0

Enter the code.

Enter the group's station number.

Announce the call.
When a member of the group accepts the call → Page 33, you are connected to this party.

Replace the handset.

or

Transfer? ✓

Select and confirm.

If the connection between the two other parties is not established within 45 seconds, the call from the first part returns to you (recall).

Step by Step

Trunk Flash (Not for HiPath 500)

To activate ISDN-type services and features through the network carrier's analog trunks or those of other communications platforms (such as "consultation hold"), you must send a signal to the trunks before dialing the service code or telephone number.

Precondition: You have set up an external connection.

Press the key. The LED lights up.

Select and confirm[1].

Enter the code.

Enter the service code and/or telephone number.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

If You Cannot Reach a Destination ...

Call Waiting (Camp-On)

Precondition: You have dialed an internal number and hear a busy signal. It is important that you reach the called party.

Camp-on

Wait (approx. 5 seconds) until "Camp-on" appears on the display and the busy tone is followed by the ring tone.

The called party can then respond → Page 50.

The called party can prevent automatic call waiting → Page 51.

If this feature is configured (contact your service personnel), you will hear the ring tone and the message "Camp-on" is immediately displayed.

Busy Override - Joining a Call in Progress

This function is only available if it has been configured by the service technician (contact your service personnel).

Precondition: You have dialed an internal number and hear a busy signal. It is important that you reach the called party.

Override? ✓

Select and confirm.

or

*62

Enter the code.

The called party and person to whom this party is talking hear an alerting tone every two seconds.
If the called party has a system telephone with display, the following appears on the screen: "Override: (station no. or name)".

You can now start talking.

Step by Step

Using Night Answer

When night answer mode is active, for example during a lunch break or after office hours, all external calls are immediately forwarded to a specific internal telephone (night station). The night station can be defined by service personnel (standard night answer service) or by you (temporary night answer service).

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → Page 113!

Activating this function:

Night answer on? ✓ — Select and confirm.

or

✱ 4 4 — Enter the code.

*=default? ✓ — Press the "OK" dialog key to confirm (standard night answer service).

or

✱ — Enter the code (standard night answer service).

or

Enter the destination number (= temporary night answer service).

US: Save? ✓ / UK: Save entry? ✓ — Confirm.

Deactivating night answer:

Night answer off? ✓ — Select and confirm.

or

4 4 — Enter the code.

Service personnel can also configure an "automatic night answer service". The automatic night answer service activates at specific times for your telephone depending on how it is programmed.
You can deactivate the automatic night answer service or replace it with a night answer service you configured (see above).

Step by Step

Saving Functions, Procedures and Appointments

You can save a frequently dialed number → Page 27, or frequently used functions/procedures (comprising several operating steps) on any free key on your telephone or add-on device.

You can use dual-level key assignment if you have configured a key as the "switching" key (Shift key) and "Extended Key Functionality" is active (refer to relevant service personnel).
In addition to functions/procedures, you can save external or internal station numbers (without LED display) on the second level → Page 27.
Corresponding displays guide you through this process → Page 126.

Assigning Functions to Keys

Program/Service

Press the key. The LED lights up.

*91=Prog. feature key? ✓

Select and confirm.

or

*9 1

Enter the code.

Press the key. If the key is already in use, its assignment appears on the screen.

US: Change key? ✓
UK: Change feature? ✓

Confirm.

✓

Select and confirm the function, such as "Do not disturb".
All programmable functions appear on the screen. See Quick-Reference Operating Instructions (Appendix): section ... about function keys.

If applicable

US: Save incomplete ✓
UK: Store incomplete text ✓

Select and confirm.
Some functions (such as "Call forwarding") accept incomplete entries. This means you have to add more digits later on when you activate the function by pressing a key.

Step by Step

US: Exit? ✓
UK: End? ✓

Confirm.

or

US: Another key? ✓
UK: Program another key? ✓

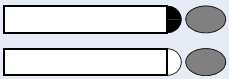
Select and confirm.

Now press the key to access the function directly. If the function can be turned on and off, such as "Do not disturb", pressing the key multiple times turns the function on and off.

For information on display messages when saving functions → Page 126.

Meaning of LED Signals for Saved Functions:

Call forwarding, Call forward. no reply, Forwarding - trunk, Forward Line, US:Night answer UK:Night Service, Do not disturb, Changeover, Advisory message, Ringer cutoff, HF answerback on/off, US:Join/leave group UK:Hunt group join/leave, Caller ID suppression, Call wait.term., Waiting tone off, Ring Transfer, Recording, Door opener on/off, Control Relay (not for HiPath 500), Ringing group on, Shift Key, UCD (Available on/off, Work on/off, Night answer on/off), US: MULAP Privacy Release UK: Privacy Release:



Saved function is not active.

Saved function is active.

Callback:
You have not set a callback.

You have set a callback.

Mute (on/off):
The microphone is switched on.

The microphone is switched off.

Headset:
The headset is switched off.

The headset is switched on.

Flashing slowly - call can be taken via headset.

Caller list:
No calls saved.

Call request saved.

Step by Step

Repdial key (internal), Direct station select:

The other party is not engaged in a call.

The other party is engaged in a call or has activated do not disturb.

Flashing rapidly - A caller is trying to reach you, please pick up the phone.
Flashing slowly - A caller is trying to reach another party, who has not yet answered.

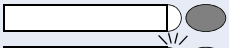
Mailbox:

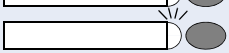
No messages present.

Message(s) present.

Call key, General call key, Trunk key, MULAP Key, Temporary MSN:

No call on assigned trunk.


Active call on assigned trunk.


Flashing rapidly- A call has arrived on this line; press the key to pick up the call.
Flashing slowly - A call on this line was placed on hold.

Trunk group key:

At least one trunk is free.

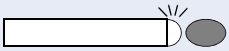
All trunks in the trunk group are busy.

View call charges:

No chargeable calls have been made since the last time call charges were displayed.

Chargeable calls have been made since the last time call charges were displayed.

Call forwarding, Forward Line:


Flashing slowly - Either you or your trunk is the destination of a forwarded call.

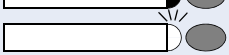
Fax details/answering machine:

No fax received or no message on answering machine.

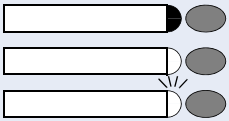
Fax received or message on answering machine.

View number of calls:

No callers waiting.


Flashing rapidly - Callers waiting (a certain number is exceeded).
Flashing slowly - Callers waiting (a certain number was reached).

Step by Step



Data I/O Service:
No connection to an application.

Active connection to an application.

Flashing slowly - Connection to application temporarily interrupted.

The following functions are assigned to keys which have no LED:
Repdial key (external), Procedure key, Trace call, Speed-dial, Release call, Clear, US:Lock all phones UK:Telephone Lock, Send message, US:Directory UK:Phonebook (1=internal, 2=LDAP), Call waiting, US:Connect/Toggle UK:Shuttle, Conference, Speaker call, Retrieve line, Reserve trunk, Release trunk, Temporary Phone, Override, US:Park UK:Call Park, Pickup - directed, Pickup - group, Account code, Show call charges, Radio paging equip (not for HiPath 500), Answer page, Timed reminder, Open door, DTMF dialing, Recall key, Room monitor, Hold key, US:Consult internal UK:Enquiry, US:Consult UK:Enquiry, Associated dial, Associated serv., Tel. data service (not for HiPath 500), Relocate, Mobile Logon, Discreet Call

Step by Step

Assigning a Procedure (Operating Steps) to a Key

Station numbers and functions which require additional inputs, i.e. comprise several operating steps, can be saved to a single key on your telephone.

Using the associated dial function, for example
→ Page 49, you can save all the remaining inputs required (station number of the calling party + the station number to be dialed) to a single key.
Station numbers which require additional inputs but also dial pauses can also be stored.

Program/Service

Press the key. The LED lights up.

***91=Prog. feature key?** ✓

Select and confirm.

or

✱ 9 WXYZ 1

Enter the code.

Press the key. If a function has already been assigned to this key, a corresponding message is displayed.

UK: Change feature? ✓
US: Change key? ✓

Confirm.

Procedure key? ✓

Confirm.

Enter the procedure, e.g. "***67 231 089123456**".
*67= code for associated dial
231= station number of the calling party
089123456 = number to be dialed.

If necessary

Redial

To insert pauses, press this key (a "P" is displayed).

UK: Save entry? ✓
US: Save? ✓

Confirm.

or

If you make a mistake:

Previous? ✓

Select and confirm. This deletes all digits entered.

UK: End? ✓
US: Exit? ✓

Confirm.

Step by Step

or

UK: Program another key? ✓	Select and confirm.
US: Another key? ✓	

Select the stored procedure by pressing a key. Procedures containing functions which can be switched on/off can be activated by pressing the key, and deactivated by pressing the same key again.

You can also press a procedure key during a call. The stored digits are automatically sent as DTMF signals → Page 56.

For information on display messages when saving procedures → Page 126.

Step by Step

Appointments Function

You can tell your telephone to give you a call when you want to be reminded of an appointment → Page 69. To do this, you need to save the time you want the call to be made. You can enter a single appointment that will take place in the next twenty four hours, or you can enter a daily recurring appointment.

Saving Appointments

Program/Service	Press the key. The LED lights up.
*46=Timed reminder on?	Confirm.
or	
* 4 6	Enter the code.
	Enter a 4-digit time, such as 0905 for 9:05 (= 9.05 a.m.) or 1430 for 14.30 (= 2.30 p.m.).
If necessary 2 or 7	If the selected language is "US English" (configure → Page 31) you can enter the code 2 for "am" or 7 for "pm" (standard = "am").
One time only?	Confirm.
or	
Daily?	Select and confirm.
US: Save?	Confirm.
UK: Save entry?	

Deleting and checking a saved appointment:

Program/Service	Press the key. The LED lights up.
#46=Timed reminder off?	Confirm.
or	
# 4 6	Enter the code.
Delete?	Confirm.
or	
US: Exit	Select and confirm.
UK: End	

Step by Step

Using Timed Reminders

Precondition: You must have saved a timed reminder → Page 68. The current time is the time stored.

US: Reminder:
UK: Reminder at:

The telephone rings. The timed reminder appears on the screen.

Press the key twice.

Lift the handset and replace it again.

If you fail to answer the timed reminder, it repeats five times and is then erased.

Step by Step

Displaying and Assigning Call Charges

Displaying Call Charges (Not for U.S.)

For the current call:

The display usually shows call charges at the end of a call (default setting).
If you wish to display charges continuously during a call in progress, your service personnel must request this feature from your carrier.
Indication of the cost of a telephone call has to be requested from the service provider and has to be installed by an authorized technician.
Depending on the setting, during or after the call, the display will show the cost of the telephone call.
Some carriers also let you display toll-free external calls. The message "Free of Charge" appears on the screen either before or during the call.
If the cost indication facility has not been installed, the display will show the dialled number and/or the length of the telephone call.

If a call is transferred, the charges are assigned to the telephone to which the call was transferred.

For all calls and the last one conducted:

The connection charges for the last chargeable call conducted are displayed first. Five seconds later, the total accumulated connection charges appear.

Program/Service

Press the key. The LED lights up.

*65=Show call charges?

Select and confirm[1].

or

* mno 6 jkl 5

Enter the code.

If an optiPoint application module is connected to your telephone, the "Terminal Mode" is activated once the function is started → Page 117.
The prompts are now shown on the optiPoint application module display.
You can use the keys on the optiPoint application module.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Displaying Call Charges for Another Telephone (Not for U.S.)

If this function is configured (contact your service personnel), you can display and print the chargeable calls for other telephones (such as a pay phone).

Precondition: You have programmed the function "View call charges" on a key → Page 62.

The LED lights up to indicate that a you have conducted chargeable call since the last time you viewed the charges.

Press the "View call charges" key. The chargeable call appear on the screen.

If an optiPoint application module is connected to your telephone, the "Terminal Mode" is activated once the function is started → Page 117.
The prompts are now shown on the optiPoint application module display.
You can use the keys on the optiPoint application module.

Next? ✓

To display further chargeable calls, confirm each subsequent display.

Print? ✓
or
Delete? ✓
or
Add'l information? ✓
or
US: Exit? ✓
UK: End? ✓

Select and confirm.

Step by Step

Dialing with Call Charge Assignment

You can assign external calls to certain projects.

Precondition: Service personnel has set up account codes for you.

Program/Service

Press the key. The LED lights up.

***60=Account code?**

Select and confirm[1].

or

***60**

Enter the code.

Enter the account code.

and #

Press this key.

or

US: #=Save?
UK: #=Save entry?

Confirm.

May be necessary, depending on how your system is configured; contact your service personnel for details.

Enter the number of the external station.

You can also enter the account code during an external call.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Private Sphere/Security

Turning Ringer Cutoff On and Off

You can activate the ringer cutoff function if you do not want the receive any calls. Calls are only identified by **one** ring signal, an indication on the display, and a key which has been programmed to flash (such as a trunk key).

Ringer cutoff on? ✓ or Ringer cutoff off? ✓

Select and confirm[1].

or

* 9 8 or # 9 8

Enter the code for "on" or "off".

Turning Do Not Disturb On and Off

You can activate the do not disturb function if you do not want the receive any calls. When do not disturb is activated, internal callers hear a busy signal and external callers are rerouted to a telephone assigned for this purpose (contact your service personnel).

DND on? ✓ or DND off? ✓

Select and confirm.

or

* 9 7 or # 9 7

Enter the code for "on" or "off".

When you lift the handset, a special dial tone (continuous buzzing tone) reminds you that do not disturb is active.

Authorized internal callers can automatically override the do not disturb function after five seconds.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Caller ID Suppression

You can prevent your station number or name from appearing on the displays of external parties you call. The feature remains active until you deactivate it.

Suppress call ID? ✓

or

Restore caller ID? ✓

Select and confirm.

or

✱ 8 6 or # 8 6

Enter code for "suppress" or "restore".

Your service personnel can turn caller ID suppression on and off for all telephones.

Silent Monitor

If this function has been configured (contact your service personnel), you can join a call already in progress at an internal station and listen in unnoticed.

✱ 9 4 4

Enter the code.

Enter the internal station number.

Step by Step

Monitoring a Room

A telephone can be used to monitor a room. The function must be activated on the telephone that you want to monitor.
Calling this telephone lets you hear what is going on in the room.

Activating the telephone to be monitored:

Program/Service

Press the key. The LED lights up.

✱88=Room monitor?

Select and confirm.

or

✱ 8 8

Enter the code.

You can either leave the telephone in speakerphone mode (not available with optiPoint 500 economy and optiPoint 500 basic) or lift the handset and leave it directed towards the noise source.

Deactivating the telephone to be monitored:

Program/Service

Press the illuminated key. The LED goes out.

or

Replace the handset.

Monitoring the room:

Enter the internal number if the telephone in the room you wish to monitor.

Step by Step

Trace Call: Identifying Anonymous Callers (Not for U.S.)

You can have the carrier identify malicious external callers. You can save the caller's station number during the call or for 30 seconds after the call ends. However, it is essential that you do not replace your handset during this time.

Program/Service

Press the key. The LED lights up.

and

***84=Trace call?**

Select and confirm.

or

Enter the code.

After you have finished tracing the call, the data is stored on the carrier's system. Now contact your service personnel.

Step by Step

Locking the Telephone to Prevent Unauthorized Use

You can prevent unauthorized persons from using your telephone and its electronic notebook during your absence.

Precondition: You must have configured a personal identification number (PIN) for your telephone
→ Page 79.

To lock and unlock the telephone:

Changeover on? ✓

or

Changeover off? ✓

Select and confirm.

or

✱ 6 6 or # 6 6

Enter the code for "on" or "off".

Enter the telephone lock PIN → Page 79.

While the telephone is locked, a special dial tone sounds when you lift the handset. You can continue to dial internal numbers as usual.

Your telephone can also be locked or unlocked again by an authorized party → Page 78.

Step by Step

Locking Another Telephone to Prevent Unauthorized Use

If this function has been configured (contact your service personnel), you can lock other telephones to prevent unauthorized use and then unlock them again later.

You can use this function to unlock the telephone for users who have locked their telephones and then forgotten their PINs.

Program/Service

Press the key. The LED lights up.

US:*943=Lock all

UK:*943=Telephone

Confirm[1].

or

*9 wxyz 4 ghi 3 def

Enter the code.

Enter the internal number of the telephones that you want to lock or unlock.

*=Lock phone?

Confirm.

or

#=Unlock phone?

or

* or #

Enter the code.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Saving Your PIN

To use the functions
- to prevent unauthorized persons from using your telephone → Page 77
- to use another telephone like your own → Page 84
- to change your call number → Page 85

you need to enter a personal identification number, which you can save yourself.

Press the key. The LED lights up.

Confirm[1].

or

Enter the PIN.

Enter the current five-digit PIN.
If you have not yet assigned a PIN, use the PIN "00000" the first time you enter it.

Enter the new PIN.

Repeat the new PIN.

If you forget your PIN, contact your service personnel, who can reset your PIN to "00000".

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Using Other Functions

Sending a Message

You can send short text messages (infotexts) to single users or groups of users who have system telephones. On system telephones with no display (e.g. optiPoint 500 entry), on ISDN, pulse or tone dialling telephones, transmitted text messages will be saved as a callback request.

Creating and Sending a Message

US: Send message? ✓
UK: Send Message? ✓

Select and confirm.

or

✱ 6 mno 8 tuv

Enter the code.

Enter the internal station number of the recipient or group.

0=Please call back ✓

Select and confirm the preprogrammed message (which can be changed by service personnel).

or

0 ... 9 wxyz

Enter the code directly.
The codes appear on the screen, next to the messages to which they are assigned.

or

Enter message text? ✓

Select and confirm.

Enter text (max. 24 characters).

If an optiPoint application module is connected to your telephone, the "Terminal Mode" is activated once the function is started → Page 117. You can enter text using the keypad on the optiPoint application module.

For entering text with the dialing keypad, see → Page 119.

After entering text:

Send? ✓

Confirm.

Step by Step

Displaying and Deleting Messages You Have Sent

▷ View sent message? ✓	Select and confirm.
or	
#6 mno 8 tuv	Enter the code.
▷ ✓	Follow the display prompts.

Texts sent to groups can be deleted only by the originator.

Answering Messages

"Messages received:" appears on your screen, along with an indication of the length.

US: View messages? ✓ UK: Display Messages? ✓	Confirm.
▷ ✓	Follow the display prompts.

Step by Step

Leaving an Advisory Message

You can leave an advisory message on your telephone screen for internal callers who want to reach you while you are away from your desk.
When another party calls you, the message appears on the caller's screen.

Advisory msg. on? ✓
or
✱ 6 9

Select and confirm.

Enter the code.

0=Back at: ✓
or
0 ... 9

Select and confirm the preprogrammed message (which can be changed by service personnel).

Enter the code directly.
The codes appear on the screen, next to the messages to which they are assigned.

You can add numeric input to preprogrammed messages that end in a colon.

or

Enter message text? ✓

Select and confirm.

Enter text (max. 24 characters).

If an optiPoint application module is connected to your telephone, the "Terminal Mode" is activated once the function is started → Page 117.
You can enter text using the keypad on the optiPoint application module.

For entering text with the dialing keypad, see → Page 119.

US: Save? ✓
UK: Save entry? ✓

Confirm.

Deleting Advisory Messages

Advisory msg. off ✓
or
6 9
or
[ ]

Select and confirm.

Enter the code.

If you have programmed an "Advisory message" key → Page 62: The LED lights up. Press the key.

Step by Step

Display Number of Waiting Calls and Overload Indication

You can show the number of external waiting calls on the display by pressing the "View number of calls" key → Page 62.

Press the "Waiting calls" key.

If the number of waiting calls exceeds a preset limit while you are engaged in another call (overload), the LED on the key lights up. Contact your service personnel to find out the waiting call limit.

- LED off:
  No callers waiting.
- LED flashes slowly:
  You have reached the programmed threshold.
- LED flashes rapidly:
  You have exceeded the threshold value (overload).

Step by Step

Using Another Telephone Like Your Own for a Call

Other people can temporarily use your telephone for outgoing calls as though it were their own.

Program/Service

Press the key. The LED lights up.

*508=Temporary Phone?

Select and confirm[1].

or

*508

Enter the code.

Enter the other user's station number.

Enter the other user's telephone lock PIN → Page 79.

If applicable

Change password

Users who have not yet selected a personal identification number are prompted to do so on their own telephones.

Dial the external number.

This state is canceled at the end of the call.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Change call number (relocate)

You can put your call number on every other available telephone when it is set up (ask your service personnel).
Your previous telephone then receives the old call number of your new telephone. The call number together with the settings (e.g. programmed keys) of the telephone are changed.

Precondition: Your old and new telephone are the first telephones at each connection. The telephone are in idle state.

The following procedure is carried out on the new telephone.

Program/Service

Press the key. The LED lights up.

*9419=Relocate?schen?

Select and confirm.

or

*9419

Enter the code.

Enter your own call number.

Enter code (telephone lock) → Page 79.
(This is not necessary if you have not determined a code yet).

Complete Relocate

Confirm.

or

#9419

Enter the code.

If you exchange call numbers from different system telephones, all programmed keys are replaced with the default assignment.
You can, however, connect your telephone to another connection and carry out the procedure.

Step by Step

Fax Details and Message on Answering Machine

If a fax or answering machine is connected to your system and you have assigned the "Fax details" function to a programmable key → Page 62, the key lights up when a fax or a message has been received.

Deactivating indication:

Press the illuminated "Fax details" key. The LED goes out.

Resetting Services and Functions (System-Wide Cancellation for a Telephone)

There is a general reset procedure for activated functions. The following functions are canceled, if they were activated:

- Forwarding on
- Advisory msg. on
- Ringing group on
- Hunting group off
- Suppress call ID
- Waiting tone off
- DND on
- Ringer cutoff on
- Messages received:
- View callbacks

Program/Service

Press the key. The LED lights up.

#0=Reset services?

Select and confirm[1].

or

#0

Enter the code.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Activating Functions for Another Telephone

If this function has been configured (contact your service personnel), you can turn the following functions on and off for other telephones. This feature is also known as associated service.

- Do not disturb, code: ∗97/#97 → Page 73
- Call forwarding, code: ∗11, ∗12, ∗13/#1 → Page 22
- Locking and unlocking telephone, code: ∗66/#66 → Page 77
- Group ringing, code: ∗81/#81 → Page 95
- Leaving an advisory message, code: ∗69/#69 → Page 82
- Group call, code: ∗85/#85 → Page 95
- Reset services and functions, code: #0 → Page 86
- Control relay, code: ∗90/#90 → Page 93
- Night service, code: ∗44/#44 → Page 61
- Timed reminders, code ∗65 → Page 68

Press the key. The LED lights up.

Confirm.

or

Enter the code.

Enter the internal number of the telephone for which you want to activate the function.

Enter the code, such as ∗97 for do not disturb.

Follow the prompts on the screen for any further input.

Step by Step

Using System Functions from the Outside (DISA: Direct Inward System Access)

If this function has been configured (contact your service personnel), you can set up external outgoing calls from outside the system, just like an internal user. You can also activate and deactivate the following functions in your system:

- Reset services and functions, code: #0 → Page 86
- Call forwarding, code: *1/#1 → Page 22
- Lock and unlock all phones, code: *66/#66 → Page 77
- Save PIN, code: *93 → Page 79
- Send a message, code: *68/#68 → Page 80
- Leave an advisory message, code: *69/#69 → Page 82
- Group ringing, code: *81/#81 → Page 95
- Group call, code: *85/#85 → Page 95
- Suppress caller ID, code: *86/#86 → Page 74
- Waiting tone, code: *87/#87 → Page 51
- Open door, code: *61 → Page 35
- Door opener on/off, code: *89/#89 → Page 36
- Control relay, code: *90/#90 → Page 93
- Do not disturb, code: *97/#97 → Page 73
- Ringer cutoff function, code: *98/#98 → Page 73
- Speed-dialing, code: *7 → Page 40
- Associated service, code: *83 → Page 87

Precondition: You have a telephone that uses tone dialing (DTMF dialing) or you can switch your telephone to tone dialing. The telephone is not connected to the system.

Set up a call to the system. Enter the station number (contact your service personnel).

Wait for a continuous tone (if necessary switch the telephone to tone dialing), then enter the internal number that has been assigned to you and the associated PIN.

Enter the code (necessary only if programmed in the system).

Step by Step

Wait for a dial tone and then enter the code, such as *97 for Do not disturb on. Make other inputs as necessary; (refer to the operating instructions for pulse and DTMF telephones).

or

Dial the external number.

You can only execute one function at a time, or set up only one outgoing connection.
The connection is immediately released after successful activation of a function.
In the case of an external-external call, the connection is released as soon as either of the parties ends the call.

Step by Step

Using functions in ISDN via code dialing (keypad dialing)

If authorized (contact your service personnel), you can set ISDN functions via code dialing in some countries.

Program/Service

Press the key. The LED lights up.

*503=Keypad dialing?

Confirm.

or

*503

Enter the code.

Enter the number of the trunk you wish to use (contact your service personnel).

Entering a code for required ISDN function (contact your service personnel).

Contact your network provider to find out which ISDN functions can be code-controlled in your country.

Siemens AG shall not be liable for damages/ costs which may be incurred by fraudulent activities or remote operation (e.g. toll fraud).

Step by Step

Controlling Connected Computers or Other Programs and Telephone Data Service (Not for HiPath 500))

If this function has been configured (contact your service personnel), you can control connected computers or programs running on them, such as hotel services or information systems, from your telephone.

Precondition: You have set up a connection.

Program/Service

Press the key. The LED lights up.

***42=Tel. data service?** ✓

Confirm.

or

* 4 ghi 2 abc

Enter the code.

The connected computer now prompts you to enter the data, which you can do in one of two ways. Contact your service personnel to find out which option is programmed in your system:

- Input in en-bloc mode.

0 ... 9 wxyz

Enter data.

#

Press this key at the end of the entry.

or

Entry complete? ✓

Confirm.

or

- Input in online mode:
  The connected computer processes your entries directly.

#

Enter the code.

0 ... 9 wxyz

Enter data.

Step by Step

Communicating with PC Applications over a CSTA Interface

If this function has been configured (ask your service personnel), you can use your telephone to communicate with PC applications (CSTA = **C**omputer **S**upported **T**elecommunications **A**pplications). You send information to the application and receive information from the application, for example, on your telephone's display.

Enter the code.

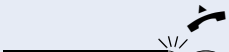
or

Press the "Data I/O Service" key.
(configuring keys → Page 62).

Enter the three-digit ID for the application you want to operate.

Use the relevant keys to communicate with the application.

Temporarily interrupting communication with the application:



The telephone rings. You accept the call.

The "Data I/O Service" key flashes: communication with the application was automatically interrupted.

Resuming communication with the application:

Press the flashing "Data I/O Service" key. The LED lights up.

Ending communication with the application:

Select and confirm the appropriate CSTA message.

or

Lift and replace the handset.

Step by Step

Controlling Relays (Not for HiPath 500)

If this function has been configured (contact your service personnel), you can turn up to four relays on and off to control different facilities (such as a door opener). Depending on how they are programmed, you can switch the relays on and off or switch them on and have them switched off automatically after a timeout.

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → Page 115!

*90=Control Relay On? ✓

or

#90=Control Relay Off? ✓

Select and confirm.

or

✱ 9 0 or # 9 0

Enter the code for "on" or "off".

1 ... 4

Enter the relay.

Sensors (HiPath 3300/3350/3500/3550 Only)

If this function has been configured (contact your service personnel), sensors detect signals, causing your phone to ring and a message to appear on your screen.

Step by Step

Radio Paging (Not for U.S., Not for HiPath 500)

If paging equipment is connected to your system (contact your service personnel), you can contact people via their pocket receivers.

The pocket receiver indicates to the person you are looking for that someone is trying to get in touch. The person you page can then go to the nearest telephone and call you.

Paging:

To be paged, you must have activated a call ringing group → Page 99, call forwarding → Page 22, or call redirection to the internal station number of your paging equipment.
A call request is then signaled automatically.

Answering the page from the nearest telephone:

Lift the handset.

Enter the code.

Enter your own station number.

Step by Step

Using Other Team Functions

Turning Group Call On and Off

If this function has been configured (contact your service personnel), you belong to one or more groups of users who can each be reached under a hunt group or group call number.
Incoming calls are signaled on all group member telephones in the order in which they are received (hunt group) or simultaneously (= group call) until one member of the group accepts the call.
You can also belong to a team (including executive/secretary ones) in which station numbers are programmed on trunk keys → Page 102.

Each member of the group remains available under his or her own station number.

You can activate and deactivate the audible signal for a hunt group, group call or individual trunks in a group (including an executive/secretary team).
If the LED on a programmed "US:Join/leave group UK:Hunt group join/leave" key → Page 62 is illuminated, this means that the audible tone was activated for at least one group.

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → Page 111 !

Step by Step

You belong to a hunt group or a group call:

US: Leave group? ✓
UK: Leave hunt group? ✓

Select and confirm[1].

or

US: Join group? ✓
UK: Join hunt group?Join ✓

or

8 5 or * 8 5

Enter the code for "leave" or "join".

or

Press the Hunt group join/leave key.

or

You belong to multiple groups or to one group with trunk keys (including executive/secretary teams).

US: Leave group? ✓
UK: Leave hunt group? ✓

Select and confirm[1].

or

US: Join group? ✓
UK: Join hunt group? ✓

or

8 5 or * 8 5

Enter the code for "leave" or "join".

or

Press the "Hunt group join/leave" key.

or

301 x group name

or

301 group name

If an "x" appears between group/trunk number (such as 301) and group name, the audible tone is active for this group or trunk.
No "x" means that the audible tone was deactivated.

Next? ✓

Press the "OK" dialog key to confirm your selection and display the next group or trunk number and group name.

or

US: Leave group? ✓
UK: Leave hunt group? ✓

Select and confirm[1].
This turns off the audible tone for the displayed group or trunk.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

or

US: Join group? ✓
UK: Join hunt group? ✓

Select and confirm[1].
This turns off the audible tone for the displayed group or trunk.

or

#=Leave all groups? ✓

Select and confirm.
This turns off the audible tone for all groups and trunks.

or

Enter the code for "Leave all groups".

or

*=Rejoin all groups ✓

Select and confirm.
This turns off the audible tone for all groups and trunks.

or

Enter the code for "Join all groups".

If you deactivate the audible tone for another group or trunk, or deactivate it for all groups and trunks to which you belong, a special dial tone sounds when you lift the handset.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Accepting a Call for Another Member of Your Team

You can accept calls for other telephones in your team from your telephone even while engaged in another call. To do this, contact your service personnel to find out if a pickup group has been configured.

Precondition: Your telephone rings briefly. "Call for: " appears on the upper display line with the station number or name of the originator; the station number or name of the caller appears on the lower line.

If an optiPoint application module is connected to your telephone, the "Terminal Mode" is activated once the function is started → Page 117.
The prompts are now shown on the optiPoint application module display.
You can use the keys on the optiPoint application module.

Pickup - group? ☑
or

Confirm.

Program/Service

Press the key. The LED lights up.

✱ 5 7

Enter the code.

Step by Step

Activating and Deactivating a Ringing Group

You can have calls for your telephone signaled audibly at up to five other internal phones. The person who answers first receives the call.

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → Page 114!

Saving, displaying, and deleting telephones for the ringing group:

Program/Service

Press the key. The LED lights up.

*81=Ringing group on?

Select and confirm[1].

or

*81

Enter the code.

Follow the display prompts (enter the internal station number).

Is your telephone a member of a ringing group, the station number or name of the originator appears on the upper display line and the station number or name of the caller appears on the lower line.

Removing all telephones in call ringing group:

Ringing group off?

Select and confirm.

or

#81

Enter the code.

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Uniform Call Distribution (UCD)

If this function has been configured (contact your service personnel), you belong to a group of users (agents) to whom calls are distributed.
An incoming call is always assigned to the agent who has had the longest break without a call.

Logging on and off at the beginning and end of your shift:

Program/Service

Press the key. The LED lights up.

UCD? ✓

Select and confirm[1].

*401=Log on? ✓

or

#401=Log off? ✓

Confirm.

or

*401 or #401

Enter the code for "Log on" or "Log off".

To log on, enter your identification number ("Agent:"). Contact your service personnel to find out what it is.

Logging on and off during your shift:

Program/Service

Press the key. The LED lights up.

UCD? ✓

Select and confirm[1].

#402=Not available? ✓

Confirm.

or

*402=Available? ✓

or

#402 or *402

Enter the code for "Not available" or "Available".

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Requesting and activating a work time:

If you want to follow-up on the last call you answered without being disturbed, you can request and activate a work time. This removes your telephone from the call distribution cycle for a programmable period of time until you log back on.

Program/Service — Press the key. The LED lights up.

UCD? — Select and confirm[1].

*403=Work on? — Confirm.

or

#403=Work off?

or

*4 0 3 or #4 0 3 — Enter the code for "on" or "off".

Turning the night service on and off for UCD:

Program/Service — Press the key. The LED lights up.

UCD? — Select and confirm[1].

*404=UCD night on? — Confirm.

or

#404=UCD night off?

or

*4 0 4 or #4 0 4 — Enter the code for "on" or "off".

Display the number of waiting calls:

Program/Service — Press the key. The LED lights up.

UCD? — Select and confirm[1].

*405=Calls in queue? — Confirm.

or

*4 0 5 — Enter the code for "on" or "off".

[1] "Different Displays in a HiPath 4000 Environment (Not for HiPath 500)" → Page 120

Step by Step

Team and Executive/Secretary Functions With Trunk Keys

If this function has been configured (contact your service personnel), you belong to a team of users for whom special keys were programmed:

- Trunk keys (MULAP keys)
- Direct station selection keys
- Group call key
  (not on the executive telephone in an executive/secretary team)
- Ring transfer keys
  (only in an executive/secretary team)

As a team member, you can also program these keys yourself ("MULAP key", "Direct station select", "US:Join/leave group UK:Hunt group join/leave", "Ring Transfer: on/off") → Page 62. You can also program a call forwarding key ("Forward Line") for each line.

Using Trunk Keys

A separate trunk is assigned to each team member. All other team members have the same trunk keys for these trunks on their telephones. This means that every team member can use all programmed trunk keys. Each team member can also be reached under a separate station number, if one was assigned.

Meaning of LED Indications on Trunk Keys:

Trunk key LED is off - Trunk is free and can be used.

or

Trunk key LED is lit - Trunk is in use.

or

Trunk key LED is flashing **rapidly** - A call on the trunk needs to be answered.

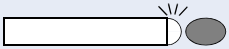
or

Trunk key LED is flashing **slowly** - A call on hold is waiting.

Step by Step

Answering Calls With Trunk Keys

Precondition: Your telephone is ringing and/or the trunk key is flashing rapidly.



Press the rapidly flashing trunk key.
This is not necessary if the trunk is automatically assigned to you when you lift the handset or press the "Speaker" key; in this case the assigned trunk key lights up.

Lift the handset.

or

With on-hook dialing: Use speakerphone mode and open listening (not available with optiPoint 500 economy and optiPoint 500 basic).

Making Calls with Trunk Keys

Press the free trunk key that you want to use to set up your call.
This is not necessary if the trunk is automatically assigned to you when you lift the handset or press the "Speaker" key; in this case the assigned trunk key lights up.

Dial the station number.

When the other party answers: Lift the handset.

or

With on-hook dialing: Use speakerphone mode and open listening (not available with optiPoint 500 economy and optiPoint 500 basic).

Using a Trunk Key to Place a Call on Hold and Retrieve It Again

Precondition: You are conducting a call over a trunk in your group. The "US:Hold UK:Common Hold" key has been programmed on your telephone → Page 62.

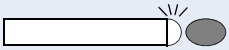
Placing a call on hold:

Press the "US:Hold UK:Common Hold" key.

or Release

Replace the handset or press the key.
Depending on the configuration (contact your service personnel), this may be necessary so other team members can also pick up the call on hold.

Step by Step

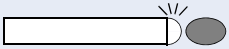


Retrieving the call:

Press the slowly flashing trunk key.

Switching Between Phone Calls on Multiple Trunks

Precondition: You are conducting a call over a trunk in your group. Another trunk key starts flashing.



Press the flashing trunk key. The first party is placed on hold on the other trunk.

Press the slowly flashing trunk key. The second party is placed on hold.

You can switch between the two call as many times as you wish. Always press the slowly flashing trunk key.

MULAP Conference Release

If this function has been released (ask your service personnel), you can program the "Privacy Release" key for your telephone → Page 62.

If you press the programmed "Privacy Release" key during a call (key lights up), every user who programmed your MULAP line as a key (key flashes) can join the call by pressing this key.

You do not have to press "Enquiry" or "Conference" to transfer/accept the call. Your team partner only has to press the flashing line key to join the conference.

Step by Step

Forwarding Calls on Lines

You can immediately forward internal or external calls on your lines to different internal or external telephones (destinations); even external destinations are possible in certain system configurations.
Activating call forwarding for one trunk activates the function for all trunk keys assigned to this trunk in your group.

Program/Service — Press the key. The LED lights up.

*501=Forward Line: On? — Select and confirm.

or

*501 — Enter the code.

Press the trunk key you wish to use.

or

Enter the number of the trunk you wish to use.

or

If available. Press the "Forward Line" key.
(You have stored the incomplete "Forward Line" function on the key, excluding the call forwarding type and destination → Page 62.)

1=all calls? — Select and confirm.

or

2=external calls only?

or

3=internal calls only?

or

1 or 2 or 3 — Enter the code.

Enter the destination number.

US: Save? / UK: Save entry? — Confirm.

or

If available. Press the "Forward Line" key. (You have stored the call forwarding type and destination on the "Forward Line" key → Page 62.)

Step by Step

Deactivating call forwarding:

Program/Service

Press the key. The LED lights up.

#501=Forward Line: Off?

Select and confirm.

or

#501

Enter the code.

Press the trunk key you wish to use.

or

Enter the number of the trunk key you wish to use.

or

If available. Press the "Forward Line" key.

If you have activated call forwarding for a trunk, a special dial tone sounds when the line is seized.

Meaning of LED Indications on the "Forward Line" Keys:

The LED on the "Forward Line" key is off - call forwarding is not active for this trunk.

or

LED on the "Forward Line" key is lit - call forwarding is active for this trunk.

or

LED on the "Forward Line" key is flashing **slowly** - the trunk is a call forwarding destination.

Step by Step

Using DSS Keys

Each team member has a DSS key for every other member in the team.
This enables every team member to reach all other members of the team directly, simply by pressing a key.

Meaning of LED Indications on DSS Keys

LED on the DSS key is off - the team member is not engaged in a phone call.

or

LED on the DSS key is lit - the team member is engaged in a phone call or has activated do not disturb.

or

LED on the DSS key is flashing **rapidly** - a call has arrived for you and needs to be answered.

or

LED on the DSS keys is flashing **slowly** - a caller is trying to reach another member of your team, who has not yet answered.

Using DSS Keys to Answer Calls

Precondition: Your telephone is ringing and/or a DSS key is flashing.

If appl.

Press the flashing DSS key.
This is not necessary if you are receiving a DSS call and the DSS key is flashing rapidly.

Lift the handset.

or

With on-hook dialing: Use speakerphone mode and open listening (not available with optiPoint 500 economy and optiPoint 500 basic).

Calling a Team Member Directly

Press the direct station selection key.

or

If the team member you wish to reach is engaged in another call, the DSS key on your telephone is illuminated. You can make the call even in this case.

When the other party answers: Lift the handset.

Step by Step

or With on-hook dialing: Use speakerphone mode (not available with optiPoint 500 economy and optiPoint 500 basic).

Transferring a Call in Progress

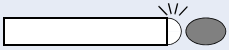
Press the DSS key and announce the call, if desired.

Replace the handset.

or

Press the key.

Accepting a Call for Another Team Member



Press the flashing DSS key or trunk key.

Lift the handset.

or With on-hook dialing: Use speakerphone mode and open listening (not available with optiPoint 500 economy and optiPoint 500 basic).

Joining or Leaving a Group Call (Not for the Executive Telephone in an Executive/Secretary Team)

By default, your telephone rings when a call arrives on your line.
If you want your phone to ring even when calls arrive on other lines, you can turn your ringer on and off for each line in your group → Page 95.

Your telephone rings (one time only or every four seconds) even when you are engaged in another call (attention ring volume → Page 29).

Step by Step

Transferring Calls Directly to the Executive (Only in an Executive/Secretary Group)

Normally, audible signaling of all calls for the executive is heard only in the secretary's office.
You can activate audible signaling so that calls are only signaled on the executive telephone and on a second telephone assigned to it.

Activating ring transfer:

Press the Ring Transfer" key. The LED lights up.

or

Press the key. The LED lights up.

Select and confirm.

or

Enter the code.

Press the trunk key you wish to use.

or

Enter the number of the trunk you wish to use.

Deactivating ring transfer:

Press the "Ring Transfer" key. The LED goes out.

or

Press the key. The LED lights up.

Select and confirm.

or

Enter the code.

Press the trunk key you wish to use.

or

Enter the number of the trunk you wish to use.

Step by Step

Testing the Telephone

Testing the Telephone Functions

You can test your telephone functions.

Precondition: Your telephone is idle.

Program/Service

Press the key. The LED lights up.

✳940=Phone test?

Select and confirm.

or

✳ 9 4 0

Enter the code.

If everything is OK,

- all LEDs on the telephone start flashing, including the ones on the key module (only the Program/Service menu LED lights up);
- your station number appears on the screen;
- all pixels in the display are activated;
- the ringer signal sounds.

Checking the Key Assignment

You can check the assignment of keys on your telephone to see which functions are programmed on which keys.

Program/Service

Press the key. The LED lights up.

✳91=Prog. feature key?

Select and confirm.

or

✳ 9 1

Enter the code.

Press the key. The key assignment appears on the screen.

US: Another key?

UK: Program another key?

Select and confirm.

or

US: Exit?

UK: End?

Select and confirm.

Step by Step

Special Functions in the LAN (Not for HiPath 500)

If your telephone is operating in a HiPath 5000 environment, multiple HiPath 3000 systems are interconnected via a LAN (**L**ocal **A**rea **N**etwork, e.g. proprietary PC network). Your telephone calls are conducted via the LAN (PC network).
If this is the case, you must take certain special features into consideration when performing various functions. These are described below.

Leaving a Hunt Group/Group Call

Precondition: you belong to a hunt group/group call
→ Page 95 of another HiPath 3000:

Internal DISA? ✓ Select and confirm.

or

* 4 7 Enter the code.

Enter the (DISA) call number of the other HiPath 3000.

✓ or # Confirm the entry.

Enter the (DISA) call number of your telephone.

✓ or # Confirm the entry.

Leave group? ✓ Select and confirm.

or

Join group? ✓

or

8 5 or * 8 5 Enter the code for "leave" or "join".

You belong to multiple groups of another HiPath 3000:

Enter the group number for "Join/Leave, directed".

Step by Step

Transferring Call Forwarding

You can activate/deactivate call forwarding → Page 22 for your telephone from other HiPath 5000 telephones.

▷ Internal DISA? ☑ Select and confirm.

or

✱ 4 7 Enter the code.

Enter the (DISA) call number of the HiPath 3000 to which your telephone is connected.

☑ or # Confirm the entry.

Enter the (DISA) call number of your telephone.

☑ or # Confirm the entry.

Activating this function:

▷ Call forwarding on? ☑ Select and confirm.

or

✱ 1 Enter the code.

1=all calls? ☑ Select and confirm.

or

▷ 2=external calls only? ☑

or

▷ 3=internal calls only? ☑

or

1 or 2 or 3 Enter the code.

Enter the destination number.

Save? ☑ Confirm.

Deactivating this function:

▷ Call forwarding off? ☑ Select and confirm.

or

1 Enter the code.

Step by Step

Using Night Answer

If authorized (contact your service personnel), you can define telephones in other HiPath 3000 communications platforms as the night answer → Page 61.

Internal DISA? ✓ Select and confirm.

or

✱ 4 7 Enter the code.

Enter the (DISA) call number of the HiPath 3000 to which the night answer telephone is connected.

✓ or # Confirm the entry.

Enter the (DISA) call number of the telephone from which you wish to activate/deactivate the night answer service.

✓ or # Confirm the entry.

Activating this function:

Night answer on? ✓ Select and confirm.

or

✱ 4 4 Enter the code.

Enter the destination number (= temporary night answer service).

Save? ✓ Confirm.

Deactivating this function:

Night answer off? ✓ Select and confirm.

or

4 4 Enter the code.

Step by Step

Activating and Deactivating a Ringing Group

You can have calls for your telephone signaled audibly at external telephones or at telephones in other HiPath 3000 communications platforms → Page 99.

Saving the telephones for the ringing group:

Program/Service

Press the key. The LED lights up.

*81=Ringng group on? ✓

or

*81

Select and confirm.

Enter the code.

Add to ringing group? ✓

or

Add another station? ✓

or

Display remove? ✓

Select and confirm.

Enter the call number.

#=Entry complete? ✓

or

#

Confirm.

Enter

Save? ✓

Confirm.

Exit? ✓

Select and confirm.

Removing all telephones in call ringing group:

Ringing group off? ✓

or

#81

Select and confirm.

Enter the code.

Step by Step

Controlling Relays

If this feature is configured (contact your service personnel), you can also control relays → Page 93 in other HiPath 3000 communications platforms.

Internal DISA? ✓	Select and confirm.
or	
* 4 7	Enter the code.
	Enter the (DISA) call number of the HiPath 3000 in which the relay is to be controlled.
✓ or #	Confirm the entry.
	Enter the (DISA) call number of the telephone from which you wish to control the relay.
✓ or #	Confirm the entry.
*90=Control Relay On? ✓	Select and confirm.
or	
#90=Control Relay Off? ✓	
or	
* 9 0 or # 9 0	Enter the code for "on" or "off".
1 ... 4	Enter the relay.

Step by Step

Opening the Door

If this feature is configured (contact your service personnel), you can also activate the door opener
→ Page 35 in other HiPath 3000 communications platforms.

Internal DISA? ✓ or * 4 7 — Select and confirm.

Enter the code.

Enter the (DISA) call number of the HiPath 3000 in which the door is to be opened.

✓ or # — Confirm the entry.

Enter the (DISA) call number of the telephone from which you wish to activate the door opener.

✓ or # — Confirm the entry.

Open door? ✓ or * 6 1 — Select and confirm.

Enter the code.

Enter the call number of the entrance telephone

Step by Step

Advanced Options for Telephone Operation

Terminal Mode – optiPoint application module

The optiPoint application module add-on device cannot be operated on the optiPoint 500 economy.

If your optiPoint 500 is equipped with an optiPoint application module, the following function is automatically switched to "Terminal Mode" on startup.

- "Dialing a Number From the Internal Directory" → Page 42.
- "Using a Caller List" → Page 38.
- "Conducting a Conference" → Page 54.
- "Displaying Call Charges (Not for U.S.)" → Page 70.
- "Accepting a Call for Another Member of Your Team" → Page 98.
- "Sending a Message" → Page 80.
- "Leaving an Advisory Message" → Page 82.

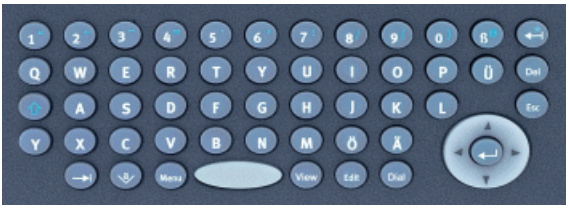
"Terminal Mode" means that the prompts are no longer shown on the optiPoint 500 display, but on the optiPoint application module display.

The optiPoint application module keypad can also be used. Alpha texts can be entered easily using this keypad → Page 118.

Step by Step

optiPoint application module keypad

The optiPoint application module keypad offers easy operation for entering letters, numbers and special characters.



Keypad

A B C — Keys for lower-case letters or, in combination with the ⇧ key, upper-case letters.

1 " 2 + 3 - — Keys for numbers or, in combination with the ⇧ key, special characters.

⇧ — Shift key for upper and lower case or for numbers and special characters.

Delete/Backspace key and escape key

⟵ — Deletes to the left one character at a time, or in combination with the ⇧ key for the "*" sign.

Del — Deletes to the right one character at a time.

Esc — Cancels current entry or action.

Hotkeys

⇥ — Jumps to the next element e.g. in the system and application bar.

a — Opens the display keyboard.

Menu — Opens the context menu.

View — Displays details for an entry in a list.

Edit — Changes the existing entry.

Dial — Starts the dialing procedure.

Step by Step

Navigation key

Moves the cursor to the left.

Moves the cursor to the right.

Moves the cursor up or scrolls up.

Moves the cursor down or scrolls down.

Saves an entry or confirms a function.

Entering text via the keypad

0 ... 9, *, #

Enter text via the keypad. Digit keys must be pressed a specific number of times to enter letters.

Example:
"R" = Press the * key once and the 7 key three times.

key	1x	2x	3x	4x	5x
1	[(1)]	1			
2	a	b	c	2	
3	d	e	f	3	
4	g	h	i	4	
5	j	k	l	5	
6	m	n	o	6	
7	p	q	r	s	7
8	t	u	v	8	
9	w	x	y	z	9
0	[(2)]	.	-	0	
*	[(3)]				
#	[1]				

(1) Delete the character to the left

(2) Space

(3) Next letter in upper-case

Step by Step

Different Displays in a HiPath 4000 Environment (Not for HiPath 500)

Depending on the system configuration, not all functions may appear on the display exactly as shown in this document.
The following table gives an overview of these functions and shows you under which menus they can be found:

Menu	Function	Description
Destinations?	Forwarding on?	→ Page 22
	Change Speed Dial?	→ Page 40
	Caller list?	→ Page 38
	Ringing group on?	→ Page 99
	UCD?	→ Page 100
Feature Settings?	DND on?	→ Page 73
	US: Join group? UK: Join hunt group?	→ Page 95
	US: Leave group? UK: Leave hunt group?	→ Page 95
	Forwarding on?	→ Page 22
	Ringer cutoff on?	→ Page 73
	HF answerback on?	→ Page 33
	Waiting tone off?	→ Page 51
	Mute on?	→ Page 19
	Suppress call ID?	→ Page 74
	Advisory msg. on?	→ Page 82
Use speed dialing?		→ Page 40
Prog. feature key?		→ Page 27 → Page 62
PIN / COS?	US: Lock phone? UK: Changeover on?	→ Page 77
	US: Lock all phones? UK: Telephone Lock?	→ Page 78
	Change PIN?	→ Page 79
	US: PIN Code reset? UK: Lock code reset?	→ Page 78
	Temporary Phone?	→ Page 84
Timed reminder on?		→ Page 68

Step by Step

Menu	Function	Description
More features?	DTMF dialing?	→ Page 56
	Speaker call?	→ Page 46
	Retrieve call?	→ Page 52
	Pickup - directed?	→ Page 32
	Account code?	→ Page 72
	Show call charges?	→ Page 70
	Reset services?	→ Page 86
	Trunk flash?	→ Page 59
	Temporary MSN?	→ Page 48
	US: DISA intern? UK: DISA internal?	→ Page 111
Cancel?		

Depending on the system configuration, some display texts may differ from the display texts described in this document.
Please refer to the following table for an overview of such texts:

HiPath 3000 Display	HiPath 4000 Display	Description
Call wait.term.?	Camp-on termination?	
Call wait.term.off?	Camp-on deact.?	→ Page 51
Caller list?	Call log?	→ Page 38
Change Speed Dial?	Speed dialing?	→ Page 40
Ringer cutoff on?	Ringer on?	→ Page 73
Service?	Program/Service?	
View callbacks?	Display callbacks?	→ Page 25

Labeling, Documentation

Labeling Key Fields

You can chose from the following options to label the keys with the functions/call numbers saved (→ Page 9, → Page 10, → Page 62):

Labeling

- by hand:
  Labeling strips are delivered with your optiPoint. Write the function or a name on the matching strips within the white field and attach them to your optiPoint.
- with a computer:
  You have avail of a CD Rom (ask your service personnel) with the electronic operating instructions for your HiPath 500 and HiPath 3000 / 5000 → Page 123. You can label your keypads for each PC.
- with a computer via the Internet:
  You will find the "Online Key Labeling Tool" along with the user interface under http://www.siemens.com/hipath → "Downloads" → "Software".

Put the labeled strips in the relevant key pad on your optiPoint and place the transparent cover over them (mat page above).

Attaching a Station Number Label

Self-adhesive call-number labels are also delivered with your optiPoint.

Write on the call-number label (fire brigade, police, own telephone numbers), then remove and stick it in the recess on the telephone when the handset is lifted.

Documentation

You can find these operating instructions in the Internet in PDF format under

http://www.siemens.com/hipath

and on CD-ROM (ask your service personnel) in HTML and PDF format.

In order to look at and print the operating instructions in PDF format, you need a computer on which the free Acrobat Reader software package is installed by Adobe.

To look at the operating instructions in HTML format you need a computer with a www browser, e.g. Microsoft Internet Explorer.

Accessories

The following accessories help you customize your telephone (not optiPoint 500 economy) to your individual preferences. optiPoint adapters are modules which can be plugged into the option bays at the bottom of optiPoint.

optiPoint key module:
Key module with 16 programmable keys. You can connect up to two key modules to your telephone.

optiPoint BLF:
Key modules with 90 LEDs and function keys. Use preferably in conjunction with optiPoint Attendant.

optiPoint acoustic adapter:
Connects a desk microphone, Headset, external speaker or second handset.
Provides an additional bell for signaling calls in loud environments and similar situations and controls illuminated display panels, such as "Please do not enter" at the entrance to a room.

optiPoint analog adapter:
Connects an additional analog telephone, fax machine or PC with a modem card.

optiPoint ISDN adapter:
Connects an ISDN device, such as an ISDN fax machine, video recorder or PC to the S_0 interface.

optiPoint phone adapter:
Connects a second system telephone. Callers can reach the second system telephone under a separate station number.

optiPoint recorder adapter:
Connects an external recorder or a second headset.

Headset:
Headset for frequent telephone users.

Second handset:
Allows you to hear better in noisy environments.

Desk microphone:
For speakerphone mode under poor acoustic conditions.

External speaker:
Improves the sound quality with open listening.

optiPoint Conference Kit:
to improve the hands free speaking quality of telephone conferences.

You will find details about the individual products in your optiPoint telephone data sheets.

Fixing Problems

Telephone Maintenance

- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleaner containing surfactants, such as a dish detergent. Afterwards remove all traces of the cleaner with a damp cloth (using water only).
- Never use cleaners containing alcohol, cleaners that corrode plastic, or abrasive powders.

Troubleshooting

Pressed key does not respond:

Check whether the key is stuck.

Telephone does not ring:

Check whether the do not disturb function was activated on your telephone (" Do not disturb" appears on the screen). If so, deactivate it → Page 73.

You cannot dial an external number:

Check whether you telephone is locked ("US:Not authorized UK:Access denied" appears on the screen). If so, unlock the telephone → Page 77.

To correct any other problem:

First contact your service personnel. If your service personnel is unable to correct the problem, contact Customer Service.

Step by Step

Responding to Error Messages on the Screen

US: Invalid entry
UK: Incorrect entry

Possible cause:

The station number is incorrect.

Possible response:

Enter a correct station number.

US: Not authorized
UK: Access denied

Possible cause:

You tried to activate a disabled function.

Possible response:

Ask your service personnel to authorize you to use the function.

US: Currently not possible
UK: Feature not available

Possible cause:

The station number you dialed does not exist. The telephone you are trying to call is unplugged.

Possible response:

Enter a correct station number. Try calling the telephone again later on.

US:Invalid station number
UK: Number cannot be dialed

Possible cause:

You dialed your own station number.

Possible response:

Enter a correct station number.

US: Key memory is full
UK: Max.no.of keys exceeded

Possible cause:

All memory locations for external station numbers are currently in use.

Possible response:

Try again later on.

Step by Step

Key affects other layer

Possible cause 1:

If "Delete other layer" appears on the menu:
you tried to program a function or internal station number with LED on a key that is already programmed on the second layer (for example, external station number).

Possible response:

Confirm "Delete other layer" to program the station number/function.

Possible cause 2:

If Delete LED support" appears on the menu:
you tried to program a station number without LED or an external station number on a key that is already programmed with an internal station number with LED.

Possible response:

Confirm "Delete LED support" to save the station number. The internal station number already programmed remains on the other layer without LED display.

Contacts for Resolving Problems

If you encounter a problem that lasts longer than five minutes, contact your service personnel.

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Overview of Functions/Codes (Alphabetical)

The table below lists all available functions as they appear on the display. Functions that have been configured (contact your service personnel) can be activated interactively (select + save) via the Program/Service menu (select + save or enter a code), or by pressing function keys, provided that the functions have been configured (contact your service personnel).

Functions (display)	**... Interactively**	**... Via the Program/Service menu** Program/Service		**... With function keys**
	◀ ▶	◀ ▶	Code	
Account code		✓	*60	X
Advisory msg. on	✓	✓	*69	X
Advisory msg. off	✓	✓	#69	X
Associated dial		✓	*67	X
Associated serv.		✓	*83	X
Call waiting	✓	✓	*55	X
Waiting tone off	✓	✓	*87	X
Waiting tone on	✓	✓	#87	X
Call wait.term.on		✓	*490	X
Call wait.trm.off		✓	#490	X
Caller List	✓	✓	#82	X
Save number	✓	✓	*82	X
Changeover on	✓	✓	*66	X
Changeover off	✓	✓	#66	X
Change PIN		✓	*93	
Conference	✓	✓	*3	X
Start conference	✓			
Adding a party to the conference	✓			
End conference	✓	✓	#3	
View conf parties	✓			
Remove party	✓			
Drop last conf. party (only for U.S., not for HiPath 500))			*491	

Functions (display)	... Interactively	... Via the Program/Service menu		... With function keys
		Program/Service	Code	
Consult	✓			X
Return to held call	✓	✓	*0	
Quit and return	✓	✓	*0	
Transfer/US:Accept call UK:Accept	✓			
Control Relay On (not for HiPath 500)		✓	*90	X
Control Relay Off (not for HiPath 500)		✓	#90	X
Data I/O Service			*494	X
US:Directory UK:Phonebook				
1=internal	✓		*54	X
2=LDAP (not for HiPath 500)	✓		*54	X
DISA				
Internal DISA	✓	✓	*47	X
En-bloc sending				
Dial	✓			
Discreet Call (Not for HiPath 500)			*945	X
DND on	✓	✓	*97	X
DND off	✓	✓	#97	X
Door opener on		✓	*89	X
Door opener off		✓	#89	X
DTMF dialing		✓	*53	X

Functions (display)	... Interactively	... Via the Program/Service menu		... With function keys
		Program/Service	Code	
Forwarding on	✓	✓	*1	X
1=all calls	✓	✓	*11	X
2=external calls only	✓	✓	*12	X
3=internal calls only	✓	✓	*13	X
Forwarding off	✓	✓	#1	X
CFNR on		✓	*495	X
CFNR off		✓	#495	X
Trunk FWD on	✓	✓	*64	X
Trunk FWD out	✓	✓	#64	X
Forward Line: On		✓	*501	X
Forward Line: Off		✓	#501	X
Headset				X
Answer call	✓			
HF answerback on	✓	✓	*96	X
HF answerback off	✓	✓	#96	X
Hotline				
Join hunt group	✓	✓	*85	X
Leave hunt group	✓	✓	#85	X
Rejoin all groups	✓	✓	*85*	X
Leave all groups	✓	✓	#85#	X
Lock all phones		✓	*943	X
Monitoring	✓	✓	*944	
Mute on	✓	✓	*52	X
Mute off	✓	✓	#52	X
Night answer on	✓	✓	*44	X
Night answer off	✓	✓	#44	X
Open door		✓	*61	X
Override	✓	✓	*62	X
Page (not for HiPath 500)				
Answer page (not for U.S.)		✓	*59	

Functions (display)	... Interactively	... Via the Program/Service menu (Program/Service)		... With function keys
	◀ ▶	◀ ▶	Code	
Park a call		✓	*56	X
Retrieve call		✓	#56	
Phone Test		✓	*940	
Pickup - directed		✓	*59	X
Pickup - group	✓	✓	*57	X
Accept call	✓			
Prog. feature key		✓	*91	X
Recording				X
Redial				X
Reject call				
Release				X
Relocate	✓	✓	*9419	X
Complete Relocate	✓	✓	#9419	
Reserve trunk	✓			X
Reset services		✓	#0	X
Retrieve line		✓	*63	X
Ring Transfer: On		✓	*502	X
Ring Transfer: Off		✓	#502	X
Ringer cutoff on	✓	✓	*98	X
Ringer cutoff off	✓	✓	#98	X
Ringing group on		✓	*81	X
Ringing group off		✓	#81	X
Room monitor		✓	*88	X
Select language		✓	*48	
Send message	✓	✓	*68	X
View sent message	✓	✓	#68	X
US: View messages UK: Display Messages	✓	✓	#68	X
Mailbox				X
Keypad dialingl		✓	*503	
Shift Key				X

Functions (display)	... Interactively	... Via the Program/Service menu		... With function keys
		Program/Service	Code	
Show call charges (own telephone)		✓	*65	X
View call charges (other party's telephone)				X
Speaker call		✓	*80	X
Suppress call ID	✓	✓	*86	X
Restore caller ID	✓	✓	#86	X
Tel. data service (not for HiPath 500)			*42	
Temporary MSN (not for U.S.)	✓	✓	*41	X
Temporary Phone		✓	*508	X
Timed reminder on		✓	*46	X
Timed reminder off		✓	#46	X
Toggle/Connect	✓	✓	*2	X
Trace call		✓	*84	X
Transfer	✓			
Trunk Flash (not for HiPath 500)		✓	*51	X
UCD				
Log on		✓	*401	X
Log off		✓	#401	X
Available		✓	*402	X
Not available		✓	#402	X
Work on		✓	*403	X
Work off		✓	#403	X
UCD night on		✓	*404	X
UCD night off		✓	#404	X
Calls in queue		✓	*405	X
US:Callback UK:Set Callback	✓	✓	*58	X
View callbacks/Delete	✓	✓	#58	
Use speed-dialing		✓	*7	X
Change Speed-dial (station)		✓	*92	X

FCC and Industry Canada Compliance

This section describes the requirements for compliance with Federal Communications Commission (FCC) Rules and Industry Canada CS-03 standard.

FCC Certification and Requirements

The following paragraphs describe requirements and information based on FCC rules.

Service

If you experience problem with the Siemens optiPoint telephone, contact Siemens customer support at 1-800-835-7656 for information on service and repairs. The telephone company can ask you to disconnect the equipment from the network until the problem is corrected or until you are sure that the equipment is not malfunctioning.

FCC Rules, Part 15

The Siemens optiPoint telephone has been tested and complied with the limits for a class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, can cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference in the user's expense.

FCC Rules, Part 68

FCC Part 68 Certification
The Siemens optiPoint telephone is certified with FCC under Part 68 as a component device for connection behind FCC Part 68 certified Siemens PBX systems. In order for the FCC certification of the Siemens optiPoint telephone to be retained, all other products used in conjunction with the Siemens optiPoint telephone must also be FCC Part 68 certified for use with the front-end terminal equipment. If any of these components are not certified, Siemens is required to obtain FCC Part 68 certification of the assembled equipment prior to connection to the telephone network. Part 68 certification requires Siemens to maintain this approval and as such are responsible for the following:

- Any component added to the Siemens optiPoint telephone, whether it bears component certification or not, will require a Part 68 compliance evaluation. Siemens may need to test and make a modification filing to the FCC before that new component can be used;
- Any modification/update made to the Siemens optiPoint telephone will require a Part 68 compliance evaluation. Siemens may need to test and make a modification filing to the FCC before that modified component can be used;
- Siemens optiPoint telephone complies with and will continue to comply with all the applicable rules and regulations in Subpart D of the FCC Part 68 rules during the lifetime of the product.

If at any time the ownership of Siemens optiPoint telephone is transferred to someone else (whether independently or as part of a system), please supply this manual to the new owner.

1. REN
   The ringer equivalence number (REN) is used to determine the quality of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of RENs should not exceed five (5.0). At the base of the telephone is a label contains, among other information, the REN and the FCC certification number. If requested, this information must be given to the telephone company. To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.
   Note: REN is associated with the analog telephones. It is not applicable to Siemens optiPoint telephone. If requested, please supply the FCC Certification numbers of the front-end host terminal equipment that have a direct Public Switched Telephone Network connection (i.e. have a REN stated on the label) and the highest REN.
2. Facility Interface Information
   Siemens optiPoint telephone connects to the public switched telephone network through FCC Part 68 certified front-end host PBX equipment which specifies the type of network jacks to be used.
3. Disruption of the Network
   If the Siemens optiPoint telephone disrupts the telephone network, the telephone company can discontinue your service temporarily. If possible, the telephone company will notify you in advance. If advance notice is not practical, they will notify you as soon as possible. You are also informed of your right to file a complaint with the FCC.
4. Telephone Company Facility Changes
   The telephone company can make changes in its facilities, equipment, operations, or procedures that can affect the operation of your equipment. If they do, you should be notified in advance so you have an opportunity to maintain uninterrupted telephone service.
5. Hearing-Aid Compatibility
   Telephones for emergency use and telephones installed in common areas such as lobbies, hospital rooms, elevators, and hotel rooms must have handsets that are compatible with magnetically coupled hearing aids. Persons who are not in common areas must also be provided with hearing-aid compatible handsets, if needed.
   The Siemens optiPoint telephone complies with the FCC Rules, Part 68, Section 68.316 Hearing Aid Compatibility and 68.317 volume control requirements.
6. Programmed Dialer Features
   When you program emergency numbers or make test calls to emergency numbers using Siemens products with programmed dialer features, stay on the line and briefly explain to the dispatcher the reason for the call before hanging up. Perform these activities in off-peak hours, such as early morning or late evening.

Equipment Attachment Limitations

The following are notices required by Industry Canada Terminal Attachment Program Certification Procedure CP-01, Part I, Section 14.

Ringer Equivalence Number (REN)

The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5. The REN is associated with the analog loop-start and ground-start telephones. It is not applicable to Siemens optiPoint telephones.

Equipment Attachment Limitations

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirement documents. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

DANGER

Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

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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.
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Siemens Communications
Hofmannstr. 51 • D-81359 München

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