HiPath 1200

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

User Guide

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 running on your HiPath 1200.
They describe all functions you can use from your telephone. If you find that some functions you wish to use are not available on your telephone, they have not been configured for you and your telephone. In this case, please consult service personnel.

Important Notes

Do not operate the telephone in environments where there is a danger of explosions.

For best performance, use original Siemens accessories! → page 93

Never open the telephone or a key module.
If you encounter any problems, contact your service personnel.

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 94.

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.
An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.
The trademarks used are owned by Siemens AG or their respective owners.

Mark

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.

Contents

Making Calls – Convenience Functions 33

Contents

Basic Operating Instructions

Characteristics and Ways to Connect Your optiPoint 500

optiPoint 500[1]	economy	basic	standard	advance
function keys	12	12	12	19
Full-duplex speakerphone feature	-	-	✓	✓
Display backlight	-	-	-	✓
Headset → page 93 connected with				
• built-in interface	-	-	-	✓
• adapter	-	✓	✓	✓
• handset interface	✓	✓	✓	✓
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.

Control Panel optiPoint 500 economy/basic/standard

Key field - fixed function keys:
Program/Service
Redial
Mute or Internal
Speaker

Speaker
for open listening
and ring tones

Display,
2 lines with
24 chars

Keypad

LEDs

Key field –
freely programmable keys

Handset

Fixed
function key:
Release

Keys for
telephone
settings

Keys for scrolling to
functions

Key for
confirming
a function

Microphone for speakerphone
mode
(optiPoint 500 standard only)

Control Panel optiPoint 500 advance with optiPoint key module

Key field - fixed function keys:
Program/Service
Redial
Mute or Internal
Speaker

Speaker
for open listening
and ring tones

Illuminated Display,
2 lines with
24 chars

Keypad

LEDs

Handset

Key field –
freely programmable keys

Fixed
function key:
Release

optiPoint key module
with additional
programmable keys

Keys for
telephone
settings

Keys for scrolling to
functions

Key for
confirming
a function

Microphone for speaker-
phone mode

How to Use these Operating Instructions

▥➡ This symbol indicates special notices and additional information.

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.

↘ Replace the handset.

📞 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.
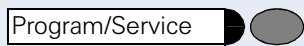
Speaker)⚪ Press the illuminated key.

)⚪ Press the flashing key.

Consult?	☑
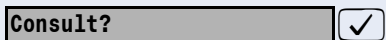
Currently available option appears on the screen.
If you want to use the displayed option, confirm with the ☑ key.

▶ Ring tone?	☑

Search for options.
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?   >
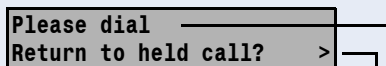
Line 1 displays prompts, error messages or acknowledgment messages, depending on the situation.

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

Service personnel

References to service personnel usually mean the person responsible for programming your HiPath 1200. Service personnel have access to appropriate PC tools.

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:
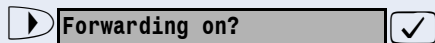
`Callback?` ✓   Press ✓ to confirm.

or

▸ `Directory?` ✓   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 77.

Program/Service   Press the key.
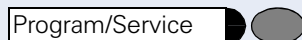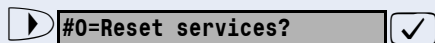
▸ `#0=Reset services?` ✓   Use ◁ ▷ to scroll to a function and press ✓ to execute it.

or

0   Enter the code directly.
The "Overview of Functions and Codes" → page 101 contain a list of codes. However, they are also displayed on screen along with the corresponding function.

You can find further options such as "*82=Do not disturb on?" in Program/Service under "More features." These options are available when the telephone is idle or during a call, but without code.

Program/Service   Press the key.
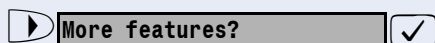
▸ `More features?` ✓   Use ◁ ▷ to scroll to a function and press ✓ to execute it.

▸ `*97=Do not disturb on?` ✓   Use ◁ ▷ to scroll to a function and press ✓ to execute it.

13
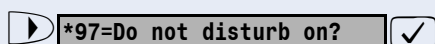
Step by Step

... With Function Keys

If you saved a function on a key → page 59, you can access it directly as follows:

Press the Mute key to execute the function.

Making Calls – Basic Functions

Answering Calls

Special default ring signaling is set for your telephone:

- When you receive an internal call or callback, 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.
- When you receive a timed reminder, your telephone rings twice (double-tone sequence, i.e. long ring followed by short ring).

The number and/or name of the caller appears on the display unless suppressed by the caller.
If a name is saved in your HiPath 1200 for the caller's station number, it is displayed (if configured by the service personnel).
The service personnel can also program the system to display the multi-station number (MSN) dialed in the case of external calls or the name assigned to the MSN.

Answering a Call With the Handset

The telephone rings. The caller is displayed.

➤ Lift the handset.
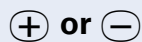
⊕ **or** ⊖ To raise or lower the volume, keep pressing the keys until the desired call volume is set.

15

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 is displayed.

Speaker   Press the key. The LED lights up.
Speakerphone mode.
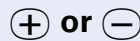
⊕ **or** ⊖   To raise or lower the volume, keep pressing the keys until the desired call volume is set.

- 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).

Dialing/Making Calls

You can make free internal calls to all users who are connected to the HiPath 1200.
If authorized, you can also make external calls to users in the public telephone network.

> You can get the internal station numbers and external trunk access codes from the service personnel.
>
> If this function has been configured (consult service personnel), your HiPath 1200 automatically dials the least expensive connection for external calls (Least Cost Routing LCR). If the least expensive connection is not available, the name of the default carrier or the advisory text "Expensive connection" appears on the display and you will hear an alerting tone.

Off-Hook Dialing

➤ Lift the handset.

🎛 • For internal calls, enter the internal station number.
• For external destinations, enter the external trunk access code and the external station number.

The called party does not answer or is busy:

🕿 Replace the handset.

or
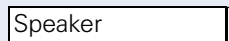
Speaker Press the key. The LED goes out.

On-Hook Dialing

🎛 • For internal calls, enter the internal station number.
• For external destinations, enter the external trunk access code and the external station number.

The other party answers with speaker:

Lift the handset.

or On-hook dialing: 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.

or

Release   Press the key.

> Your HiPath 1200 may also be programmed so that you have to either press the Internal key or enter the internal code 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 (automatic trunk seizure/prime line is not active; consult service personnel).
> When automatic trunk seizure is active, you will hear a continuous tone when you lift the handset.

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. 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.
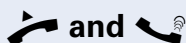
and   Lift the handset. Continue the call.

Open Listening

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 this function:

Speaker

Press the key. The LED lights up.

Deactivating this function:

Speaker

Press the key. The LED goes out.

Ending a Call

Replace the handset.

or

Speaker

Press the key. The LED goes out.

or

Release

Press the key.

Redialing a Number

The last ten 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
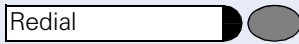
Press the key once to dial the number last dialed.

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

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

etc.

Displaying, dialing or deleting saved station numbers or switching to other lists

You can display, dial, and delete specific saved station numbers (external and internal). You can also change to other lists, such as, the caller list → page 37.

Redial
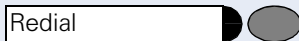
Press the key repeatedly, but at least twice.
The automatically stored number is displayed.

Next? ☑

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

or

Time/date sent? ☑

Select and confirm.

or

Call? ☑

or

Other Lists? ☑

or

Delete? ☑

or

Exit? ☑

> If this feature is configured (consult service personnel), account codes entered are also saved → page 74.

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 tele¦phone speaker (speaker call, → page 34).

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

Precondition: You are conducting a call. The microphone is switched on.
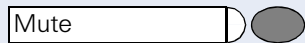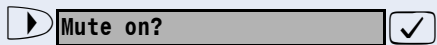
Mute	Press the key. The LED lights up.
or	
Mute	Press the illuminated key. The LED goes out.
or	
Mute on?	Select and confirm.
or	
Mute off?	

If your HiPath 1200 is configured for automatic line seizure (consult service personnel), there is no mute key. The Internal function is assigned to the key → page 18.

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.

`Consult?` ☑ Confirm.

📱 Call the second party.

Return to the first party:

`Return to held call?` ☑ Confirm.

or

`Quit and return?` ☑

or

Program/Service ⬭ ✱ 0   Press the key. The LED lights up. Enter the code. The LED goes out.

Switching to the Party on Hold (Toggle)

▷`Toggle/Connect?` ☑ Select and confirm.

or

Program/Service ⬭ ✱ 2   Press the key. The LED lights up. Enter the code. The LED goes out.

Combining the Calling Parties into a Three-Party Conference

▷`Conference?` ☑ Select and confirm.

or

Program/Service ⬭ ✱ 3   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.

`Consult?` ☑️ Confirm.

or

▶ `Start transfer?` ☑️

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

▐▐▐▶ If this function has been configured (contact the service personnel), you can also transfer a call to busy stations.
The busy station is called as soon as the ongoing call is over.

📞 Announce the call, if necessary.

📞 Replace the handset.

or

▶ `Transfer?` ☑️ Select and confirm.

▐▐▐▶ If this function is enabled (consult the responsible service personnel), you can also set up a connection between two external parties using the transfer function.

If the function has not been enabled, a connection can only be set up between two external parties if you first confirm the prompt "External-external transfer, Confirm transfer".
Otherwise you receive a callback from the waiting connection.

Please note that the costs for the external-external call will be billed to the transferring party.

The duration of connections between two external parties can be set by the service personnel.
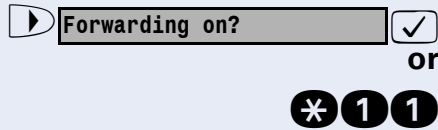
Call Forwarding

Using Variable Call Forwarding

You can forward calls immediately to different internal or external telephones (destinations).

| ▶ `Forwarding on?` | ☑ | Select and confirm.
| **or** |
| ✱ 1 1 | | Enter the code.

📱   Enter the destination number.
- For internal destinations, enter the internal station number.
- For external destinations, enter the external code and the external station number.

| `Save?` | ☑ | Confirm.

Deactivating call forwarding:

| ▶ `Forwarding off?` | ☑ | Select and confirm.
| **or** |
| # 1 1 | | Enter the code.
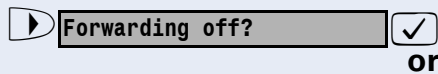
▐▶   When call forwarding is active, a special dial tone sounds when you lift the handset and "to:..." appears in the display.

Step by Step

Call Forwarding in the Carrier Network and Forwarding Multiple Subscriber Numbers (MSN)

If this function has been configured (consult service personnel), you can forward calls to your HiPath 1200 multiple subscriber numbers (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?` ☑ Select and confirm.
or
✱ 6 4 Enter the code.

`1=immediate?` ☑ Select and confirm the line type you wish to use.
or
▷ `2=on no reply?` ☑ Forward after delay (can be set by service personnel using "MSN/Delay").
or
▷ `3=on busy?` ☑
or
1 **or** 2 **or** 3 Enter the code.

📱 Enter the number of the external destination (without the external code).

`Save?` ☑ Confirm.

📱 Enter the desired MSN.

`Save?` ☑ Confirm.

Deactivating call forwarding:

▷ `Trunk FWD off?` ☑ Select and confirm.
or
6 4 Enter the code.

☑ Confirm the displayed call forwarding type.
or
1 **or** 2 **or** 3 Enter the activated call forwarding type.

📱 Enter the forwarded MSN.

Step by Step

Save?	☑

Confirm.

> When call forwarding is active, a special dial tone sounds when you lift the handset and "MSN to:..." appears in the display.

Using Call Forwarding - No Answer (CFNA)

Calls that you do not answer after six rings (=default, can be set by service personnel) or that arrive while you are busy can be forwarded to a telephone of your choice.

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

▷ **More features?** ☑ Select and confirm.

▷ **Forw. No Reply on?** ☑ Select and confirm.

or

✱ **1** **4** Enter the code.

🔢 Enter the destination number.
• For internal destinations, enter the internal station number.
• For external destinations, enter the external code and the external station number.

Save?	☑

Confirm.

Deactivating call forwarding - no answer:

▷ **Forw. No Reply off?** ☑ Select and confirm.

or

1 **4** Enter the code.

> When call forwarding - no answer is activated, "CF-NR to:..." appears briefly on the display after you replace the handset.

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.

`Callback?` ☑ Confirm.

or

✱❺❽ Enter the code.

or Your HiPath 1200 can also be programmed so that a callback request is automatically saved ("Activation via Timeout" is set to "Callback"; consult service personnel).

`Callback set` Wait (approx. 3 seconds) until "Callback set" appears on the display and there is a brief interruption in the busy tone or ring tone.

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.

Step by Step
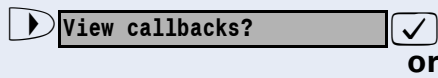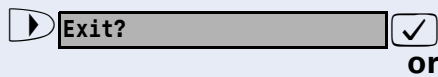
Checking and Canceling a Saved Callback

▶ `View callbacks?`	☑	Select and confirm.

or

⌗➎➑ Enter the code.

Deleting a displayed entry:

`Delete?`	☑	Confirm.

Ending callback display:

▶ `Exit?`	☑	Select and confirm.

or

Program/Service ⬤ Press the key. The LED goes out.

or

Speaker ⬤ Press the key. The LED goes out.

Step by Step

Saving Repertory Dialing Numbers on a Key

You can save a frequently dialed number on any free key of your phone or accompanying equipment.

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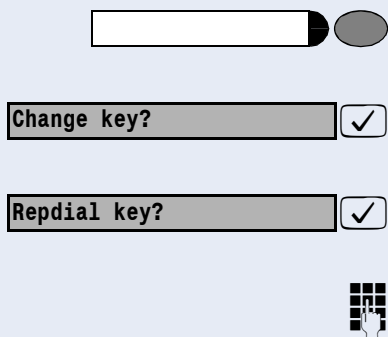
Press the key. The LED lights up.

▸ ***91=Prog. feature key?** ☑ Select and confirm.

or

✱➒➊ Enter the code.

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

Change key? ☑ Confirm.

Repdial key? ☑ Confirm.

📟 Enter the station number.

> In the case of external station numbers, please always enter the external code (for example, 0). You can insert dial pauses and switch to tone dialing for checking the answering machine. Use the ⟨Redial⟩ ⬤ key to program a dial pause between two digits. Pressing the ⊞ key switches to tone dialing for the following digits.

Save? ☑ Confirm.

or **If you make a mistake:**

▸ **Previous?** ☑ Select and confirm. This deletes all entered digits.

Exit? ☑ Confirm.

or

▸ **Another key?** ☑ Select and confirm.
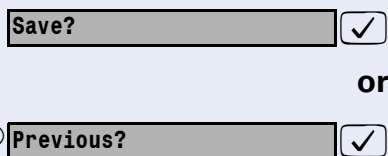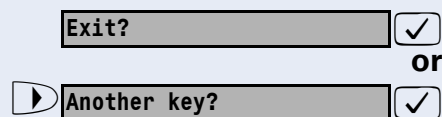
Simply press the key to dial a stored telephone number → page 30.
If you have saved an internal station number, the corresponding LED signals various states → page 60

You can do this while a call is in progress.

Using Repertory Dialing Keys

Precondition: You have saved a station number on a repertory dialing key → page 29.

Press the key on which the number is saved.

You can also press the repertory dial key during a call. This automatically sets up a consultation → page 22.

Step by Step

Telephone Settings

Adjusting the Ring Volume

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

`Ring 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 one of these keys while the phone is idle.

▷ `Ring tone?` ☑   Select and confirm.

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

☑   Save.

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

Precondition: You are conducting a call.

⊕ **or** ⊖

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

⊕ ⊖ **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.

Display Backlight

This function is only available with optiPoint 500 advance.

A display backlight switches on automatically when operating optiPoint 500 advance, for example, when dialing a call number . 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 lighting conditions.

⊕ **or** ⊖

Press one of these keys while the phone is idle.

▷ `Display contrast?` ☑

Select and confirm.

⊕ **or** ⊖

Change the display contrast. Press the keys repeatedly until the desired level is reached.

☑

Save.

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. |

or

| ✳️ 5️⃣ 9️⃣ | Enter the code. |

📟 Enter the number of the telephone that is ringing.

> ▥➡ Accepting calls in a team → page 67.

Rejecting Calls

You can reject calls which you do not wish to take.

The telephone rings. The caller is displayed.

| Release ⬤ | Press the key.
The caller hears a busy tone. |

If a call cannot be rejected, your telephone will continue to ring. The message "Currently not possible" is displayed.

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.
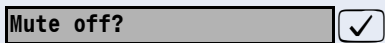
Lift the handset and answer the call.

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 authorized (consult service personnel), you can activate handsfree answerback (see below). Then you don't need to turn on the microphone when answering an announcement. 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 43.

Enabling and disabling handsfree answerback

▷ HF answerback on? ☑ Select and confirm.

or

▷ HF answerback off? ☑

or

✳❾❻ or ⌗❾❻ Enter the code for "on" or "off".

Step by Step

`Answer?` ☑

Answering a Call with a Headset

Your telephone rings. Confirm.

Ending the call:

`Release` ⬤

Press the key. The LED goes out.

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.

> The following procedures require that the entrance telephone be connected via a Siemens TFE adapter.
> If you use other adapters, consult their manufacturer's documentation.
> Ask the responsible service personnel.

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.

or

`Program/Service` ⬤

Press the key. The LED lights up.

▷ `*61=Open door?` ☑

Select and confirm.

or

✱❻❶ Enter the code.

> If this feature is activated, you can call the entrance telephone and open the door.

Step by Step

Accepting a Call From an Answering Machine

You can accept a call from any answering machine if the machine is connected to your system (consult service personnel) and you have programmed the answering machine number on a key → page 59.

The LED lights up. Press the key.

Step by Step

Dialing/Making Calls

Using a Caller List

If this feature is activated, the following calls will be stored in three caller lists:

- 1=Not answered calls
- 2=Answered calls
- 3=Originated calls

The service personnel can specify if only external or external and internal calls are saved.

For each caller list, up to ten calls are stored in chronological order. Each call receives a time stamp. The display begins with the most current unretrieved entry. For calls from the same caller, no new entries are added to the caller list; the caller's

Retrieving the caller list

▶ `Caller list?` ☑

or

#82 Enter the code.

`1=Not answered calls ?` ☑ Select and confirm the caller list you wish to use.

or

▶ `2=Answered calls ?` ☑

or

▶ `3=Originated calls ?` ☑

or

1 or 2 or 3 Enter the code.

`Next?` ☑ To view other calls, confirm each subsequent display.

Step by Step

Ending retrieval

☐▶ `Exit?` ☑

or

`Program/Service` ⬭ ⬤

or

`Speaker` ⬭ ⬤

Select and confirm.

Press the key. The LED goes out.

Press the key. The LED goes out.

Displaying the call time and additional call information

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

☐▶ `Time/date sent?` ☑

or

☐▶ `View station no.?` ☑

or

☐▶ `View name?` ☑

or

☐▶ `Name?` ☑

Select and confirm.

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.

Using Speed-Dial

You can assign station or system speed-dial numbers to frequently called destinations.
* You can set up your own station speed-dialing numbers (max. 10) which are available only from your telephone.
* System speed-dial numbers (max. 500) are set up by service personnel (→ page 87) and can be used from any telephone (if authorized, consult your service personnel).

Using station and system speed-dial numbers

Precondition: You have stored station speed-dial numbers (see below) or the 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 "499" = system speed-dialing (consult service personnel).

Step by Step

Saving/changing/deleting station speed-dial numbers and associated names

You can store the ten numbers which you use the most and dial them using your own station speed-dial numbers: ∗0 through ∗9 (see above).

Program/Service

Press the key. The LED lights up.

▷ `*92=Change Speed Dial?` ☑ Confirm.

or

⊛❾❷ Enter the code.

> If an optiPoint application module is connected to your telephone, "Terminal Mode" activates when your initiate the function → page 89. The user prompts then appear on the optiPoint application module's display. You can use the optiPoint application module keys.

Enter the speed-dial number you wish to use (∗0 to ∗9).

or
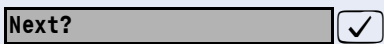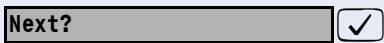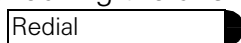
`Next?` ☑ Confirm.

`Next?` ☑ Confirm until the desired speed-dial number is displayed.

If a telephone number is already stored, the name (if entered) or the number will be displayed with the speed-dial number.

▷ `Change?` ☑ Confirm.

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

> You can insert dial pauses and switch to tone dialing for checking the answering machine. Use the Redial key to program a dial pause between two digits. Pressing the ⊞ key switches to tone dialing for the following digits.

Step by Step

If applicable　You can enter a name for the number you have entered. This will be displayed when you dial the speed-dial number, and added to the internal directory → page 42.

▶ **Enter name?** ✓　Confirm.

▦　Use the keypad to enter the desired name.

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. Enter the following letters by using the same method.
- "1" and "#" = the last character entered will be deleted.
- "0" = space
- "*" = the next character entered will be capitalized.

Save? ✓　Confirm.

or　**If you make a mistake:**

▶ **Previous?** ✓　Select and confirm. This deletes all entries.

or　If a name is displayed, you can display the stored telephone number.

▶ **View station no.?** ✓　Select and confirm.

or　If a telephone number is displayed, you can display the stored name.

▶ **View name?** ✓　Select and confirm.

or　Delete all entries for the speed-dial number.

▶ **Delete?** ✓　Select and confirm.

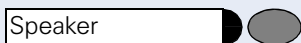**or**

▶ **Exit?** ✓　Select and confirm.

Step by Step

Select from Directory (Alphanumeric Search)

The internal directory contains all station numbers, and the station and system speed-dial numbers assigned to a name (consult service personnel).

Precondition: Names have been assigned to the station/speed-dial numbers stored.

➜ Lift the handset.

or

Speaker ▢◯ Press the key. The LED lights up.
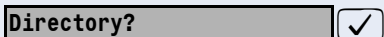
Directory? ☑ Confirm.

The first entry is displayed on the screen.

> If an optiPoint application module is connected to your telephone, "Terminal Mode" activates when your initiate the function ➔ page 89. The user prompts then appear on the optiPoint application module's display. You can use the optiPoint application module keys.

▷ Scroll Next? ☑ To view further entries, confirm each subsequent display.

or
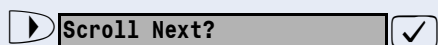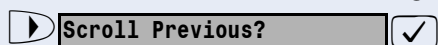
▷ Scroll Previous? ☑ To view further entries, confirm each subsequent display.

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. 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 or if entering letters is not permitted at this time, you will hear a short beep.

Step by Step

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

If applicable

▸ Delete Character?   ☑   Select and confirm each letter to be deleted. The last letter entered is deleted. The first entry in the directory is displayed when you have deleted all letters.

If applicable

▸ Delete Line?   ☑   Select and confirm. All entered letters are deleted, and the first entry in the internal directory is displayed again.

If applicable

▸ View station no.?   ☑   Select and confirm.

If applicable

▸ View name?   ☑   Select and confirm.

The entry you wish to dial appears on the screen.

▸ Call?   ☑   Select and confirm.

Talking to Your Colleague With a Speaker Call

If the feature has been configured, you can make a loudspeaker announcement 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.

or

✱❽⓿   Enter the code.

📱   Enter the station number.

⏩   Responding to a speaker call → page 34.

Step by Step

Automatic Connection Setup/Immediate Connection/Hotline

If this feature is activated (consult service personnel), a connection to a specified internal or external destination will be set up when you lift the handset.

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

Reserve Trunk

You can reserve a busy trunk.
When the trunk is free, you receive a call and a message appears on the display.

Precondition: The message "Reserve trunk?" appears on your screen .

`Reserve trunk?` ☑ Confirm.

or

✱ 5 8 Enter the code.

"Trunk reserved" appears on the screen .

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.

> If "Activation via Timeout" is set to "Callback" in your HiPath 1200 (consult service personnel), then the "Reserve trunk" function is not available.

Step by Step

Assigning a Station Number/MSN

You can selectively assign a specific multiple subscriber number MSN (DID number) to your telephone before making an external call. The assigned MSN then appears instead of the default MSN on the called party's display.

Program/Service ⬤	Press the key. The LED lights up.
▶ **More features?** ☑	Select and confirm.
▶ ***41=Temporary MSN?** ☑	Select and confirm.
or	
✱④❶	Enter the code.

📟 Enter the desired MSN or MSN index.
(Consult the responsible service personnel; in Manager/System Settings/Temporary MSN, you can specify whether the entire MSN or only its abbreviated form should be entered as the MSN index.)

📟 Dial the external number.

➤ **Hint:** You can save the various operating steps, including the MSN, to a single key➔ page 62.

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 47, → page 48.

Answering a waiting call (call waiting, camp-on)

Precondition: You are engaged in a phone call and hear a tone (every six seconds).
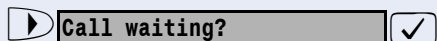
Ending the first call and answering the waiting call:

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.

✱❺❺

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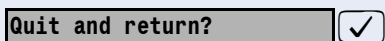
Program/Service ✱❶ Press the key. The LED lights up. Enter the code.

or

Replace the handset. Your telephone rings. "Call:." appears on the screen. Lift the handset.

Switching to the party on hold (toggle)

▶ `Toggle/Connect?` ☑ Select and confirm.

Step by Step

or

Program/Service ⬤ ✳❷
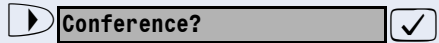
Press the key. The LED lights up. Enter the code. The LED goes out.

Combining the calling parties into a three-party conference

▷ **Conference?** ☑

Select and confirm.

or

Program/Service ⬤ ✳❸

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

Preventing and Allowing Call Waiting (Automatic Camp-On) (Data Transmission Protection/Camp-On Protection)

You can prevent or allow a second call → page 46 from being signaled by automatic camp-on during an ongoing call.

Program/Service ⬤

Press the key. The LED lights up.

and

▷ ***490=Campon prot. on?** ☑

Select and confirm.

or

▷ **#490=Campon prot. off?** ☑

or

✳❹❾⓿

or ⌗❹❾⓿
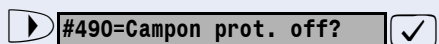
Enter the code to prevent or allow call waiting.

➡ If data terminals, such as, fax, PC with modem or answering machine are connected, you should activate data transmission protection/camp-on protection for this port.

47

Step by Step

Turning the Call Waiting Tone On and Off

You can suppress the call waiting tone (emitted approximately every six seconds) for second calls.
Waiting calls are then only indicated on the display (Call waiting?) or, if configured, by the flashing "Ringer cutoff" key.→ page 61

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

▶ More features? ☑   Select and confirm.

▶ #87=Call waiting tone on? ☑   Select and confirm.

or

▶ *87=Call waiting tone ☑

or

⧉❽❼ **oder** ✳❽❼   Enter code for "tone on" or "tone off".

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.

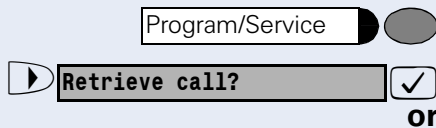▷ ***56=Park?** ☑

Select and confirm.
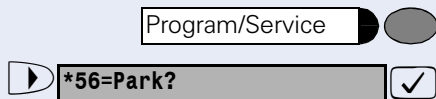
0 ... **9**

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.

or

#56

Enter the code.

0 ... **9**

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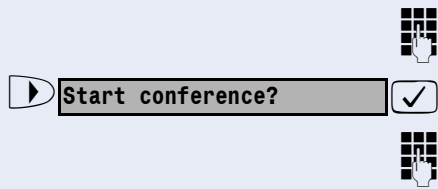If the park slot number you enter is not in use, you cannot retrieve the call.

> 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).
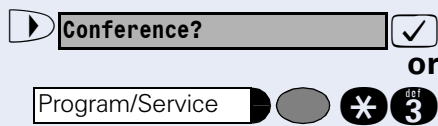
Conducting a Conference

In a conference call, you can talk to as many as two 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

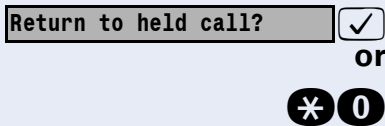Program/Service ⬭ **✱ 3** Press the key. The LED lights up. Enter the code. The LED goes out.

A tone sounds every 20 seconds to indicate that a conference is in progress.

If the second party does not answer:

Return to held call? ☑ Confirm.

or

✱ 0 Enter the code.

Checking which parties are in the conference
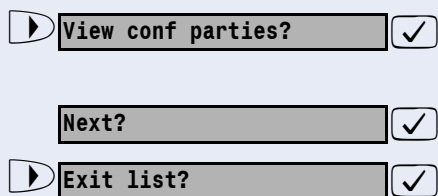
▶ **View conf parties?** ☑ Select and confirm. The first station appears on the screen.

Next? ☑ Confirm to display the next party.

▶ **Exit list?** ☑ To exit the list: Select and confirm.

Leaving a conference

☎ Replace the handset.

or
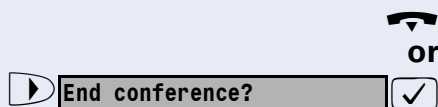
▶ **End conference?** ☑ Select and confirm.

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.

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

Transferring a Call after Announcement

If this function has been configured (consult service personnel), you can use a speaker call (announcement, → page 43) to announce a call in progress to a group of users → page 64.
After a member of the group has accepted the call request, you can transfer the waiting party.

Precondition: You are conducting a call.

Consult? ☑	Confirm. The other party is placed on hold.

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

▶ *80=Speaker call? ☑ Select and confirm.

or

✳❽⓿ Enter the code.

📱 Enter the group's station number.

📞 Announce the call.
When a member of the group accepts the call → page 34, you are connected to this party.

📞 Replace the handset.

or

▶ Transfer? ☑ Select and confirm.

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. 6 seconds) until "Camp-on" appears on the display and the busy tone is followed by the ring tone.

or Your HiPath 1200 can also be programmed so that a call is not automatically camped on ("Activation via Timeout" is set to "Callback"; consult your service personnel).

`Callback?` ☑ Confirm.

or

✱➎➑ Enter the code.
"Camp-on" appears on the display and the busy tone changes to the ring tone.

The called party can then respond → page 46.

> The called party can prevent automatic call waiting → page 47.

Busy Override - Joining a Call in Progress

This function is only available if it has been configured by the service technician (consult 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

✱➏➋ 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)" and "Release?" .

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 and the password for activating/deactivating it can be set by the service personnel.
In addition, the service personnel can specify times for automatic activation/deactivation of the night answer feature. Automatic night answer will not work if you manually activate/deactivate night answer.
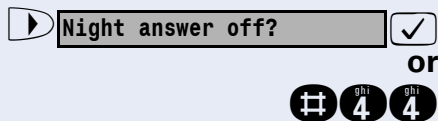
Activating this function:

▶ Night answer on?   ☑   Select and confirm.

or
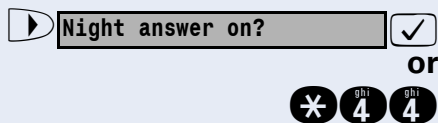
✱ 4 4   Enter the code.

📱   Enter the code (consult service personnel)

Deactivating this function:

▶ Night answer off?   ☑   Select and confirm.

or

4 4   Enter the code.

📱   Enter the code (consult service personnel)

> When night answer mode is active, a special dial tone sounds when you lift the handset.
> **Hint:** If you save the function, including the code, to a key, you can enable/disable Night answer simply by pressing the key once → page 59.

Entry Voice Mail (EVM)

Your HiPath 1200 features an integrated voice memory system called "Entry Voice Mail".

Your service personnel can configure up to 24 voice mailboxes and four AutoAttendants for you.
If the voice mailbox auto-configuration feature was enabled by the service personnel, you can also configure your voice mailbox yourself.

Your personal **voice mailbox** answers your calls, greets the caller with your personal greeting or a standard announcement and lets the caller leave a message.

AutoAttendants not only issue announcements/greetings, they also let your callers reach you or your coworker directly.
Your service personnel can configure the following types of AutoAttendant:
- Automatic call acceptance without attendant functionality
  The caller only hears a greeting.
- Greeting with attendant option
  – The caller hears an announcement/music and is then connected to the attendant, for example.
    Example: "Hello. You have reached the offices of XY. All our lines are busy now. Please wait a moment to be connected."
  – The caller can reach an internal subscriber by dialing an internal station number after the greeting.
    Example: "Hello. The person you have called is unavailable right now. Dial 14 after the tone to speak to someone else."
  – The caller can reach an internal or external party by entering a speed-dial number (0-9) after the greeting.
    Example: "Hello. For information on our product, press "1" . To reach our hotline, press "2" ."

Step by Step

Configuring the Personal Voice Mailbox

If your service personnel has not configured a personal voice mailbox for you, you can easily do it yourself.

Precondition: Service personnel enabled auto-configuration for voice mailboxes.

7 9 0 Enter the code for "Entry Voice Mail" (default = 790).

⌨ Enter the personal voice mailbox code number (default = 1234). Take note of the announcement.

> Please change the code number the first time you access your voice mailbox.
> Only numerals are permitted (0-9). Please do not use "1234" or "0000".
> If you have forgotten your code number, service personnel can reset it to the default.

Activating the Personal Voice Mailbox

To ensure that calls reach the Entry Voice Mail, you must activate call forwarding → page 24 or call forwarding - no answer → page 26 to the destination 790 (=Entry Voice Mail).
Using DISA → page 77, you can activate call forwarding or call forwarding - no answer to the Entry Voice Mail for your telephone from an external location.

Checking the Personal Voice Mailbox

Your telephone emits a signal when there are messages for you in your voice mailbox:
• If programmed, the "Mailbox" key flashes → page 59.
• An appropriate advisory appears on the display with the number of existing messages, for example "3 new messages" .
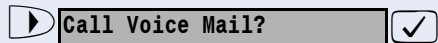• You hear a special dial tone when you lift the handset.

Step by Step

Press the flashing "Mailbox" key.

or

7 9 0 Enter the code for "Entry Voice Mail" (default = 790).

or

▶ `Call Voice Mail?` ✓ Select and confirm.

Enter the personal voice mailbox code number.

Follow the acoustic user prompts.

Checking the personal voice mailbox from another internal telephone

7 9 0 Enter the code for "Entry Voice Mail" (default = 790).

Enter the personal voice mailbox code number.

Enter the personal voice mailbox number (= own internal station number).

Follow the acoustic user prompts.

Checking the personal voice mailbox from an external telephone

Set up a connection to your HiPath 1200.
Enter the MSN assigned by the EVM service personnel (consult your service personnel).

or Call forwarding to the Entry Voice Mail is activated on your telephone:

✳ Enter your external station number (MSN) and press the star key while the announcement is playing.

Enter the personal voice mailbox code number.

Enter the personal voice mailbox number (= own internal station number).

Follow the acoustic user prompts.

Step by Step

Activating AutoAttendants

If configured (consult your service personnel), you can forward calls to AutoAttendants.
Configure call forwarding → page 24 or call forwarding - no answer → page 26 on your telephone to the destination 741, 742, 743 or 744 (=default destinations for AutoAttendants, consult service personnel).

Operating/Setting the Voice Mailbox and AutoAttendants

The Entry Voice Mail is operated by entering digits (tone dialing).

1 = back, 2 = redo, 3 = next
8 and 0 for settings, recordings, and changes.

EVM provides context-specific announcements to help you perform your operating tasks.

You cannot operate your voice mailbox or the AutoAttendant unless they are open.

Opening the voice mailbox/AutoAttendant

7 9 0   Enter the code for "Entry Voice Mail" (default = 790).

Enter the personal voice mailbox code number or the code number for the AutoAttendant (default = 0000).

Enter the personal voice mailbox number (= own internal station number, not necessary for own telephone) or the station number of the AutoAttendant (default = 741, 742, 743 or 744).

Follow the acoustic user prompts.

You can now operate/set your voice mailbox or your AutoAttendants with the following status announcements/functions:
• Play back messages
  (only for your personal voice mailbox)
  There are no messages, new messages or old messages.
• Greeting 1 or greeting 2/
  You can record up to two greetings.
  If you do not record a greeting, the caller hears the default system greeting.
  The last greeting listened to/recorded activates.

- Greeting control, "manual" or "automatic day/night program".
  Use "manual" to specify that the last greeting listened to/recorded under Greeting 1/2 is active.
  With "automatic day/night program", greeting 1 (=day) or 2 (=night) is active depending on the day and night answer feature in your HiPath 1200.
- Message recording activated/deactivated (only for your personal voice mailbox)
  You can set whether or not callers are permitted to leave messages for you.
  The announced status is active.
- Change code number
  Your personal voice mailbox and the AutoAttendants are protected against unauthorized access by a four-digit code number.
  The current code number is announced.
  Please change the code number the first time you use it.
  Only numerals are permitted (0-9). Please do not use "1234" or "0000".
  If you have forgotten your code number, service personnel can reset it to the default.

If your HiPath 1200 is configured for automatic line seizure (consult service personnel), you must press the Internal key before you dial your voice mailbox or an AutoAttendant → page 18.

Step by Step

Saving Functions and Procedures

You can save a frequently-dialed number → page 29, or frequently-used functions/procedures (comprising several operating steps) to any free key on your telephone or add-on device.

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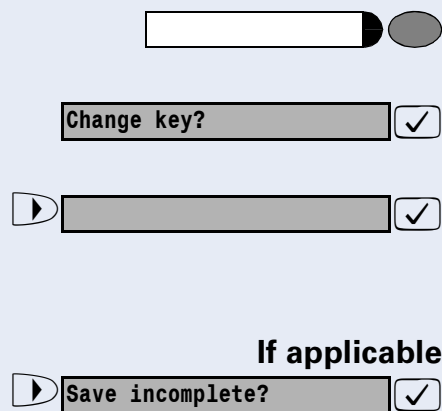
Press the key. If the key is already in use, its assignment appears on the display.

Change key? ☑	Confirm.

▶ ☑ Select and confirm the function, such as, "Do not disturb".
All programmable functions appear on the screen."Overview of Functions and Codes" → page 101

If applicable

▶ Save incomplete? ☑	Select and confirm.

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

Exit? ☑	Confirm.
or	
▶ 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.

Meaning of LED Signals for Saved Functions:

Call forwarding, Forwarding - trunk, Call Fwd No Reply, Night answer, Do not disturb, Changeover, HF answerback on/off, Campon prot. on, Caller ID suppression, Busy by Busy:
Saved function is not active.

Saved function is active.

Callback:
You have not set a callback.
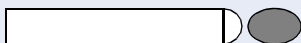
You have set a callback.

Mute on/off:
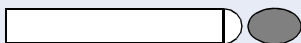The microphone is switched on.

The microphone is switched off.

Caller list:
No calls saved.

Call request saved.

Join/leave group:
You have left all groups.

You are active in at least one group.

Call pickup - group:
No call for the group.
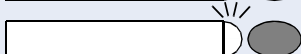
One call for the group.

Repdial key (internal), Direct station select:
The other party is not engaged in a call.

The other party is engaged in a call .
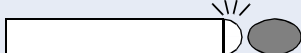
Flashing rapidly – This party is calling me.
Flashing normally – A caller is trying to reach this party.
Flashing slowly – Party is waiting.

Trunk key
No call on assigned trunk.

Active call on assigned trunk.

Flashing rapidly – A call has arrived for me on this line; press the key to pick up the call.
Flashing normally – 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.
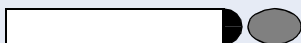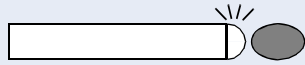
Temporary MSN
No call on assigned multiple subscriber number MSN.

Step by Step

Active call on assigned multiple subscriber number MSN.

Flashing rapidly – A call has arrived for me on this MSN; press the key to pick up the call.
Flashing normally – A call has arrived on this MSN; press the key to pick up the call.

Error message:

No error messages present.

Error messages present.
Press the key. The system error is displayed.
The LED goes out when you confirm "Acknowledge ?".

Fax details/answering machine
No fax received or no message on answering machine.

Fax received or message on answering machine.

Mailbox:
No messages present.

Message(s) present.

CO Message Waiting
No message on your network provider's answering machine (for example, T-NetBox).

Message on your network provider's answering machine.
Press the key. You are connected to your network provider's answering machine, if configured.

Ringer cutoff
Call waiting tone on is active.

Call waiting tone off is active.
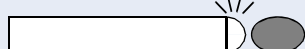
Flashes – waiting call.

The following functions are assigned to keys which have no LED:
Repdial key (external), Trunk group key, Procedure key, Trace call, Speed-dial, Release call, Directory, Call waiting, Connect/Toggle, Conference, Speaker call, Override, Park, Pickup - directed, Account code, View call charges, Timed reminder, Open door,Room monitor,Consultation,

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 "Account code" → page 74 function, for example, you can save all the remaining required inputs (station number of the calling party + the station number to be dialed) to a single key.
Station numbers which require additional inputs can also be stored.

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 display.
Change key? ☑	Confirm.
▶ **Procedure key?** ☑	Confirm.
🖳	Enter the procedure, for example, "*60 **231# 089123456**". *60= code for Account code 231#=account code 089123456 = number to be dialed.

Save? ☑	Confirm.
or	**If you make a mistake:**
▶ **Previous?** ☑	Select and confirm. This deletes all entered digits.

Exit? ☑	Confirm.
or	
▶ **Another key?** ☑	Select and confirm.

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 51.

Checking the Key Assignments

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

✱ ➒ ➊   Enter the code.

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

Exit? ✓   Confirm.

or
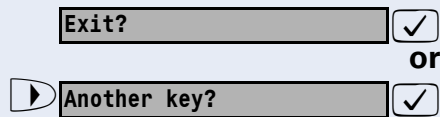
▶ **Another key?** ✓   Select and confirm.

Using Other Team Functions

Turning Group Call On and Off

If this function has been configured (consult 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.

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 or group call.
If the LED on a programmed "Join/leave group" key → page 59 is illuminated, this means that the audible tone was activated for at least one group.

> If a group call member initiates external call forwarding, group calls are only signaled at external phones. If you want the call to be signaled at all phones (internal and external), the service personnel must configure this specially.
> If a hunt group member initiates external call forwarding, the call is routed to the external call forwarding destination (if configured by the service personnel).
> If the service personnel configures call forwarding - no answer to the Entry Voice Mail for unanswered group calls, any messages left are signaled at all group members. Signaling stops as soon as one group member accepts the message.
> "Operating/Setting the Voice Mailbox and Auto-Attendants" → page 57.

Step by Step

You belong to a hunt group or a group call:

▶ `Leave group?` ☑ Select and confirm.

or

▶ `Join group?` ☑

or

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

or

⬜🔘   Press the "Hunt group join/leave" key.

or

⬛🔘

You belong to several groups:

▶ `Leave group?` ☑ Select and confirm.

or

▶ `Join group?` ☑

or

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

or

⬜🔘   Press the "Hunt group join/leave" key.

or

⬛🔘

`770 X (Name)`   If an "X" appears after the group number (for example, 770) then group call is activated for this group.
If a name is saved for the group, it is displayed if configured by the service personnel.

or

`770    (Name)`   No "X" means group call is deactivated.

`Next?` ☑   Confirm your selection to display the next group number.

or

▶ `Leave group?` ☑   Select and confirm.
This turns off the audible tone for the displayed group.

or

▶ `Join group?` ☑   Select and confirm.
This turns off the audible tone for the displayed group.

Step by Step

or

▶ #=Leave all groups? ☑ Select and confirm.
This turns off the audible tone for all groups.

or

⊞ Enter the code for "Leave all groups".

or

▶ *=Rejoin all groups? ☑ Select and confirm.
This turns off the audible tone for all groups.

or

✱ Enter the code for "Join all groups".

Accepting a Call for Another Member of Your Team

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

Precondition: Your telephone rings briefly. The following message appears on the display: "Call for Pickup Group".

```
Pickup - group?
```
☑ Confirm.

or

Program/Service ⬤ Press the key. The LED lights up.
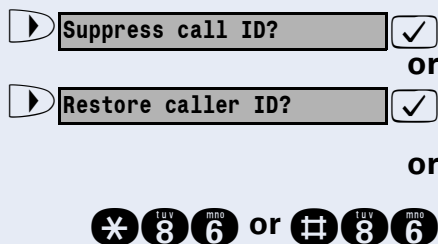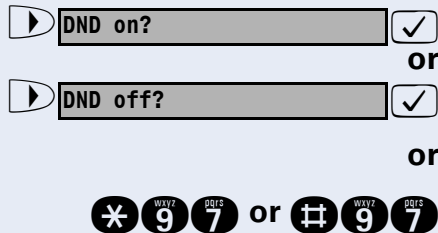
✳❺❼ Enter the code.

Privacy/Security

Turning Do Not Disturb On and Off

To avoid any interruptions, you can activate the Do Not Disturb feature. Callers then hear the busy tone.

▸ DND on?   ☑

or

▸ DND off?   ☑

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
> If your telephone is configured as an intercept position, you cannot activate the Do Not Disturb feature (consult service personnel).

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?   ☑

or

✱ 8 6   **or**   # 8 6   Enter code for "suppress" or "restore".

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 from outside 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
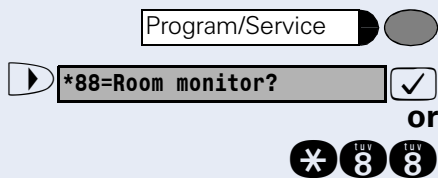
⍟⑧⑧ Enter the code.

You can either leave the telephone in speakerphone modeoptiPoint 500 economy (not available with 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:

➤ Lift the handset.

From the inside:
🖐 Enter the internal number of the telephone to be monitored.

or **From the outside:**
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 HiPath 1200. Enter the station number (DISA MSN; consult 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 → page 72.

🖐 Enter the internal number of the telephone to be monitored.

Trace Call: Identifying Anonymous Callers

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.

Precondition: You are conducting an external call.

| Program/Service ●●
and

Press the key. The LED lights up.

▷ `*84=Trace call?` ☑️
or
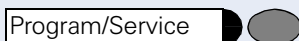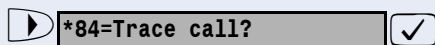
Select and confirm.

✱❽❹ Enter the code.

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

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 72.

To lock and unlock the telephone:

▷ `Changeover on?` ☑️
or
▷ `Changeover off?` ☑️
or
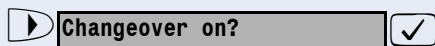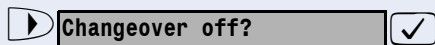
Select and confirm.

✱❻❻ or ⌗❻❻ Enter the code for "lock" or "unlock".

⌨️ Enter the telephone lock PIN → page 72.

Step by Step

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

Saving Your PIN

To prevent unauthorized persons from using your telephone, you need to enter a personal identification number, which you can save yourself.

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

▶ ***93=Change PIN?** ☑   Confirm.

or
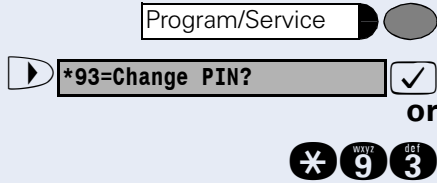
✱➒➌   Enter the code.

📱 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 the service personnel who can reset it to "00000".

Checking and Assigning Call Charges

Displaying Call Charges

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, the service personnel must request the AOCD feature (Advice of Charge, During the Call) from your carrier.
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 a call is transferred, the charges are assigned to the telephone to which the call was transferred.

For all past calls with remaining balance:

First the accrued call charges (sum) are displayed. After about 5 seconds, the remaining available amount is displayed if the service personnel have specified a call charge limit.
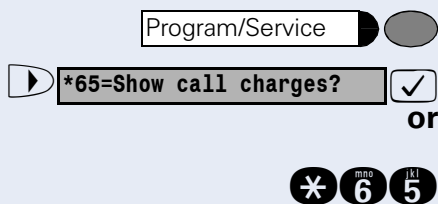
Program/Service ⬤	Press the key. The LED lights up.
▶ ***65=Show call charges?** ☑	Select and confirm.
or	
✱❻❺	Enter the code.

Dialing with Call Charge Assignment

You can assign external calls to certain projects.

Precondition: The service personnel has set up account codes for you.

Program/Service ⬤   Press the key. The LED lights up.
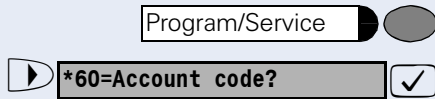
▶ *60=Account code?   ☑   Select and confirm.

📟   Enter the account code.

▣   Press this key.

or

Save?   ☑   Confirm.

📟   Enter the number of the external station.

⏸▶   You can also enter the account code during an external call provided you pressed the "Account code" key first.
Programming the "Account code" key.→ page 59

Step by Step

Using Other Functions/Services

Appointments Function

You can tell your telephone to give you a call when you want to be reminded of an appointment → page 76 .To do this, you need to save the time when you want to be called. You can do this
- for appointments that recur daily,
- for appointments that recur daily except weekends,
- for an appointment after a certain amount of time and
- for a certain day.

Saving Appointments

Program/Service	⬤	Press the key. The LED lights up.
▶ *46=Timed reminder on?	☑	Confirm.
	or	
✱④⑥		Enter the code.

1=Daily?	☑	Select type of timed reminder and confirm.
	or	
▶ 2=Daily exc. weekends?	☑	
	or	
▶ 3=after Timeout?	☑	
	or	
▶ 4=Specific day?	☑	
	or	
❶ or ❷ or ❸ or ❹		Enter the code.

only for 4th type ⌨ Enter day and month as 4-digit number, e. g. 2109 11th of September

Save?	☑	Confirm.
	or	**If you make a mistake:**
▶ Previous?	☑	Select and confirm. This deletes all entered digits.

⌨ Enter a 4-digit time, such as 0905 for 9:05 (= 9.05 a.m.) or 1430 for 14.30 (= 2.30 p.m.).

Save? ☑	Confirm.
or	**If you make a mistake:**
▷ **Previous?** ☑	Select and confirm. This deletes all entered digits.

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	
▷ **Exit?** ☑	Select and confirm.

Using Timed Reminders

Precondition: You must have saved a timed reminder → page 75. The current time is the time stored.

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

Speaker ⬤   Press the key.

or

📞 📞   Lift the handset and replace it again.

Music on Hold

If Music on Hold has been set up for your HiPath 1200, waiting callers will hear the selected music.
You can listen to this music (as background music, for example) using the speaker in your telephone.

▷ `Music on hold on ?` ☑   Select and confirm.

or

▷ `Music on hold off ?` ☑

or

✱ ⑨ ④ ① ⓪   Enter the code for "on" or "off".

or

⌗ ⑨ ④ ① ⓪

If Music on Hold is not set up, you will hear the busy tone.

> When transferring music from external audio sources for Music on Hold, observe the copyright regulations!

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:
- Call forwarding
- Timed reminder
- Campon protection
- Do not disturb
- Callback

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

▷ `#0=Reset services?` ☑   Select and confirm.

or

⌗ ⓪   Enter the code.

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

Step by Step

If this function has been configured (consult 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, code: #0 → page 77
- Call forwarding, code: *11/#11 → page 24
- Forwarding - trunk, code: *64/#64 → page 25
- Call forwarding - no answer, code: *14/#14 → page 26
- Changeover on/Changeover off code: *66/#66 → page 70
- Change PIN, code: *93 → page 72
- Open door, code: *61 → page 35
- Do not disturb, code: *97/#97 → page 68
- Speed-dial, code: *7 → page 39
- Room monitor, → page 69
- Night answer, code: *44/#44 → page 53
- Control Relay, code: *90/#90 → page 80

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 connection to HiPath 1200. Enter the station number (DISA-MSN, consult service personnel) and wait for the continuous tone (if necessary, switch the telephone to tone dialing).

Enter your internal station number.

Enter your personal PIN and wait for the dial tone.

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)

You can set the ISDN functions of your network provider via code dialing in some countries (contact the service personnel).
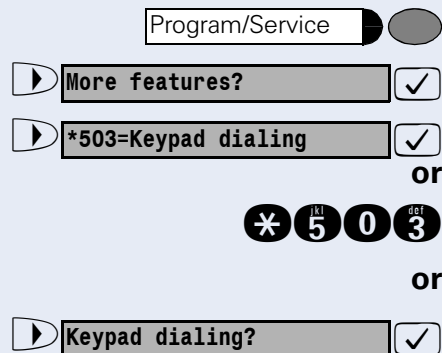
| Program/Service | ⬤ | Press the key. The LED lights up. |

▶ More features? ☑ Select and confirm.

▶ *503=Keypad dialing ☑ Select and confirm.

or

✱❺⓿❸ Enter the code.

or You are engaged in an external call:

▶ Keypad dialing? ☑ Select and confirm.

📱 Enter the external code.
Not necessary if you are conducting an external call or the responsible service personnel have activated the "Automatic Keypad" function.

📱 Enter the code for the required ISDN function.
Example (valid for Netherlands):
• Call forwarding - trunk on:
  210 Destination number #.
• Call forwarding - trunk off:
  #21#

Contact your network provider to find out which ISDN functions can be code-controlled in your country (contact the service personnel).

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

Hint: You can save the various operating steps to a single key➔ page 62.

Operating a Switch (Relay)

If this feature is configured (consult service personnel), you can activate/deactivate certain devices (e.g. door opener) via switches (relays, max. 2).Depending on their programming, the switches can be activated/deactivated manually or automatically (according to time).

▷ `*90=Control Relay On?` ☑ Select and confirm.

or

▷ `#90=Control Relay Off?` ☑

or

✶❾⓿ **or** ⌗❾⓿ Enter the code for "on" or "off".

❶ ... ❷ Specify a switch.

Check Switch/Relay Status

If authorized, you can check the status (on or off) of the activated switches.

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

▷ `More features?` ☑ Select and confirm.

▷ `*9414= Relay status?` ☑ Select and confirm.

or

✶❾❹❶❹ Enter the code.

❶ ... ❷ Specify a switch.

Confirming/Deactivating an Alarm

If the service personnel have activated the alarm feature on your telephone, you will receive an alarm call when your HiPath 1200 recognizes an alarm situation .To acknowledge the alarm call, you must answer it. If you do not answer the alarm call, it will be repeated (depending on how it is programmed).

Precondition: "Call: Sensor..." appears on the display and your telephone rings three times in rapid succession every four seconds.

Speaker		

Press the key.

or

➤ Lift the handset

◻ Enter the code (only necessary if programmed by service personnel; "Acknowledge Code" is active).

Speaker		

Press the key. The LED goes out.

or

☎ Replace the handset.

Turning off an Alarm

If an additional alarm was activated for the alarm call, this can be specifically deactivated.

⧉❾❹❶❹ Enter the code.

▦ Enter the code ("password for manager access", consult your service personnel).

The alarm is deactivated.

Reject on Busy, Switching Telephone to Busy

All telephones in a specified group are automatically set to busy when a member is engaged in a call. External calls cause no ring tone (caller hears busy signal) and are rejected.
For example, this can be useful if only member of the group is present and does not wish to be disturbed during a call by additional external calls. Then the caller believes the called party is busy and he tries again later.

Precondition: You belong to a "Reject on busy" group (consult service personnel).

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

▶ `*9411=Busy by Busy on ?` ✓   Select and confirm.

or

▶ `Busy by Busy off ?` ✓

or

⧆➒➍➊➊
or ⌗➒➍➊➊
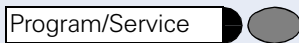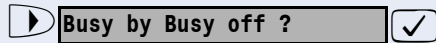
Enter the code for "on" or "off".

Fax Details and Message on Answering Machine

If a fax or answering machine is connected to your HiPath 1200 and you have programmed a key with the function "Fax details" → page 59, the key lights up when a fax or a message has been received.

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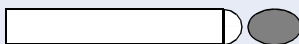
Press the illuminated "Fax details" key. The LED goes out.

System Administration/ Software Update

The following sections describe features for system administration that you can use from your telephone.

Enable Remote Administration and Software Update

Your HiPath 1200 can be configured remotely. To allow that, you must enable remote administration for your HiPath 1200.
If you are authorized, you can enable your HiPath 1200 for remote administration.

✱❾❾❷ Enter the code.
Now the service personnel can perform administration tasks or software updates within a specified time interval.

Service Call

If authorized, you can call a service desk and allow remote administration over that connection.
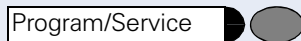
Program/Service ⬤ Press the key. The LED lights up.

▶ **More features?** ☑ Select and confirm.

▶ **Service call ?** ☑ Select and confirm.

or
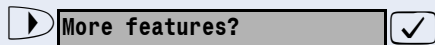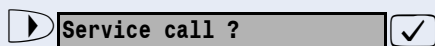
✱❾❾❹ Enter the code.

📟 Enter the MSN of the service center (consult service personnel).
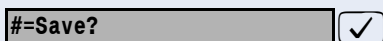
#=Save? ☑ Confirm.

or

⊞ Press this key.

Step by Step

Software Update

If you are authorized, you can start a software update.

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

▶More features? ☑ Select and confirm.

▶Remote update ? ☑ Select and confirm.

or

✴❾❹❶❺ Enter the code.

The software is transferred from the service center.

Resetting the System Password

The service personnel can configure your HiPath 1200 with a PC tool. To do this, they need a password ("password for manager access") . If the service personnel changed the password but forgot it, you can, if authorized, reset the password to the default value.

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

▶More features? ☑ Select and confirm.

▶Reset system passw. ? ☑ Select and confirm.

or

⌗❾❺ Enter the code.

▦ Enter the eight-character password (consult service personnel).

Setting the Language/Country

Enter the corresponding country code to make the country-specific settings for your HiPath 1200. The corresponding language and currency unit will also be set for your telephone display.

Precondition: You must have authorization to use this function on your telephone.
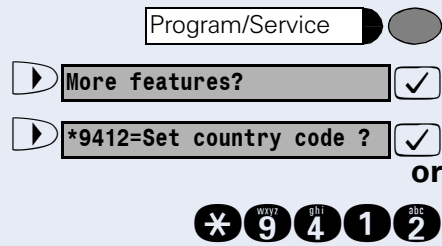
Program/Service ⬤   Press the key. The LED lights up.

▷ More features? ☑   Select and confirm.

▷ *9412=Set country code ? ☑   Select and confirm.
or

✱➒➍➊➋   Enter the code.

📟 Enter the eight-character country code.
The code is stored, your HiPath 1200 is first reset and then rebooted.

Country	Code
Australia	99168546
Belgium	25279542
Denmark	98457559
Germany	45109382
Estonia	43100032
Finland	69442143
France	68141859
Greece	52632505
Great Britain	54721445
Ireland	98213498
Italy	70129594
Croatia	26848528
Latvia	23730903
Lithuania	54369901
Middle East	63725664
Netherlands	49545821
Norway	53911312
Austria	48376691
Poland	51978559
Portugal	37496521
Romania	15067892
Sweden	53891305
Switzerland	63172653
Slovakia	97534344
Slovenia	27983202
Spain	96149549

Step by Step

Czech Republic	98385917

Setting Date and Time

If authorized, you can set the date and time for your HiPath 1200. The date and time are always shown on your telephone's display.

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

▷ **More features?** ☑ Select and confirm.

▷ **Set system clock ?** ☑ Select and confirm.

📟 Enter date (day, month, and year) in six-digit format, for example, 110903 for Sept. 11, 2003.

Save? ☑ Confirm.

or **If you make a mistake:**

▷ **Previous?** ☑ Select and confirm. This deletes all entered digits.

📟 Enter a four-digit time (hour and minute), such as, 0905 for 9:05 (= 9.05 a.m.) or 1430 for 14.30 (=2.30 p.m.).

Save? ☑ Confirm.

or **If you make a mistake:**

▷ **Previous?** ☑ Select and confirm. This deletes all entered digits.

Configuring System Speed-Dial Numbers

If appropriately authorized, you can administer your HiPath 1200's system speed-dial numbers (000-499) from your telephone.

Saving/changing/deleting system speed-dial numbers and associated names
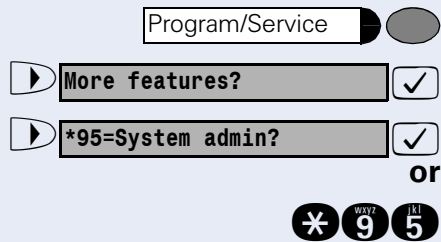
Program/Service ⬛ ◯	Press the key. The LED lights up.
▸ **More features?** ☑	Select and confirm.
▸ ***95=System admin?** ☑	Select and confirm.

or

✱ 9 5 Enter the code.

> ▐▬➤ If an optiPoint application module is connected to your telephone, "Terminal Mode" activates when your initiate the function ➔ page 89.
> The user prompts then appear on the optiPoint application module's display.
> You can use the optiPoint application module keys.

🖐 Enter the code (for the password for basic configuration, consult service personnel)

Speed Dial List? ☑ Confirm.

🖐 Enter the speed-dial number you wish to use (000 to 499).

or

▸ **Next?** ☑ Confirm until the desired speed-dial number is displayed.

If a telephone number is already stored, the name (if entered) or the number will be displayed with the speed-dial number.
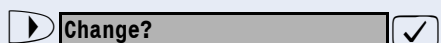
▸ **Change?** ☑ Confirm.

Step by Step

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

▎▶ You can insert dial pauses and switch to tone dialing for checking the answering machine. Use the ⬚Redial⬚⬤ key to program a dial pause between two digits. Pressing the ⊞ key switches to tone dialing for the following digits.

If applicable You can enter a name for the number you have entered. This will be displayed when you dial the speed-dial number, and added to the internal directory → page 42.

▶|Enter name?| ✓ Confirm.

📱 Use the keypad to enter the desired name.

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. Enter the following letters by using the same method.
- "1" and "#" = the last character entered will be deleted.
- "0" = space
- "*" = the next character entered will be capitalized.

|Save?| ✓ Confirm.

or **If you make a mistake:**

▶|Previous?| ✓ Select and confirm. This deletes all entries.

or If a name is displayed, you can display the stored telephone number.

▶|View station no.?| ✓ Select and confirm.

or If a telephone number is displayed, you can display the stored name.

▶|View name?| ✓ Select and confirm.

or Delete all entries for the speed-dial number.

▶|Delete?| ✓ Select and confirm.

or

▶|Exit?| ✓ Select and confirm.

Terminal Mode - optiPoint application module

▥➡ The optiPoint application module cannot be operated in conjunction with optiPoint 500 economy.

If your optiPoint 500 features an optiPoint application module, "Terminal Mode" is automatically activated when you initiate the following function.
- "Saving/changing/deleting station speed-dial numbers and associated names" ➔ page 40
- "Select from Directory (Alphanumeric Search)" ➔ page 42
- "Saving/changing/deleting system speed-dial numbers and associated names" ➔ page 87.

In "Terminal Mode," display-based user prompts no longer appear on the optiPoint 500 but on the optiPoint application module's display.

For operation, simply use the optiPoint application module's keyboard.
You can use the keyboard to enter alphanumeric text.

optiPoint application module keyboard

The optiPoint application module's keyboard is a useful tool for entering letters, characters, and special characters.

keyboard

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

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

⇧ SHIFT key for changing case or entering numbers and special characters.

Step by Step

Delete and Cancel key

Deletes the character on the left or, in combination with the ⬆ key, enters the "*" character.

Del Deletes the character on the right.

Esc Cancels the current input or action.

Hotkeys

Jumps to the next element, for example, on the system and application bar.

Opens the display keypad.

Menu Opens the context menu.

View Displays details on an entry in a list.

Edit Modifies an existing entry.

Dial Starts dialing.

Navi key

Moves the cursor left.

Moves the cursor right.

Moves the cursor or scrolls up.

Moves the cursor or scrolls down.

Saves an entry or confirms a function.

Labeling, Documentation and Accessories

Labeling Key Fields

You can chose from the following options to label the keys with the functions/call numbers saved ($\rightarrow$ page 9, $\rightarrow$ page 10, $\rightarrow$ page 59):

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:
  If you have access to the HiPath 1200 system CD-ROM (consult service personnel) with the documentation for your HiPath 1200 $\rightarrow$ page 92, you can make labels for your key fields on a PC.
  In addition, your service personnel can use the "Manager" PC tool belonging to HiPath 1200 to label the keys on your telephone.
- with a computer via the Internet:
  You will find the "Online Key Labelling 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).

91

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 at

http://www.siemens.com/hipath (Downloads/User guides)

and under Documentation on the HiPath 1200 system CD-ROM (consult 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 (by Adobe) is installed.

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

Using PC-based Telephony Applications

A PC can be connected using the optiPoint 500 system telephone's (not optiPoint 500 economy) built-in USB interface and a USB cable.
The TAPI driver on the HiPath 1200 system CD lets you run many of the telephone applications currently available on the market on your PC.
You can use a PC tool to administer HiPath 1200 while the telephone applications are running.

Accessories

Use the following products to adapt your telephone to your specific needs.

optiPoint key modules:
Key modules make using your telephone more convenient, efficient, and secure. The individual key modules are the optiPoint application module and the optiPoint key module.

optiPoint adapter:
Use the various adapters to enhance your telephone's functionality; you can add system, analog or ISDN telephones, headsets, a speaker, or an external recorder.
The adapters:
optiPoint acoustic adapter, optiPoint500 analog adapter, optiPoint500 ISDN adapter, optiPoint500 phone adapter, optiPoint500 recorder adapter.

Headset:
Use a headset for handsfree calling.
With the cordless DECT version, you can take calls without lifting the handset.

Desk microphone:
For speakerphone mode under poor acoustic conditions and for greater freedom of movement while making calls. You can turn off the microphone with the mute key. The microphone is connected using the optiPoint acoustic adapter.

External speaker:
Improves the sound quality of open listening; ideal for conference calls. It is connected using the optiPoint acoustic adapter.

Second handset:
Allows you to hear better in noisy environments. It is connected using the optiPoint recorder adapter.

For detailed information about these and other products and their availability for your telephone, see the data sheets for your optiPoint 500 telephone and accessories in the Internet at http://www.siemens.com/hipath (Downloads/Data sheets).

For a summary describing ways to connect them to your telephone, see → page 8.

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 68.

You cannot dial an external number:

Check whether you telephone is locked ("Telephone lock active" appears on the screen). If so, unlock the telephone ➔ page 70.

To correct any other problem:

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

Responding to Error Messages on the Screen

`Invalid entry`

Possible cause:
Wrong number/code.
Possible response:
Enter the correct number/code.

`Not authorized`

Possible cause:
You tried to use a disabled function.
Possible response:
Ask the service personnel to enable the function.

`Not possible`

Possible cause:
Wrong number/code.
Possible response:
Enter the correct number/code.

`Cannot be reached`

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.

`Invalid station number`

Possible cause:
The number you dialed,
for example on call pick-up or group number
Possible response:
Enter the correct number.

`Key memory is full`
`Memory is full`

Possible cause:
All memory locations for external station numbers are currently in use.
Possible response:
Try again later on.

`Currently not possible`

Possible cause:
The function is temporarily unavailable (for example, after pressing the mute key while the telephone is idle).
Possible response:
Press the mute key during the call.

`Incomplete`

Possible cause:
You took too long to enter data.
Possible response:
Try again later on.

Step by Step

`Vacant`

Possible cause:
No number or function is assigned to a key.
Possible response:
Program the key for the number or function→ page 29
→ page 59.

`No names entered`

Possible cause:
The internal phone book has no entries.
Possible response:
Store the name with station and speed-dial number
→ page 42.

`Currently busy`

Possible cause:
The external trunk is busy; you hear a busy signal tone.
Possible response:
Try again later on.

`Park slot is empty`

Possible response:
Enter a different park slot.

`All park slots busy`

Possible response:
Try again later on.

`Incorrect PIN`

Possible cause:
You entered the wrong code when locking/unlocking
the telephone → page 70.
Possible response:
Enter the correct code.

`Re-entered PIN invalid`

Possible cause:
You entered the wrong code when changing the PIN.
Possible response:
Enter the correct code → page 72.

`Telephone lock active`

Possible cause:
Your telephone is locked and you have tried to dial an ex-
ternal number.
Possible response:
Unlock the telephone → page 70

`Credit is over`

Possible cause:
You have dialed an external number, but have exceeded
your call charge limit.
Possible response:
Ask the service personnel to change your call charge
limit.

`Caller replaced handset`

Call pick-up is no longer possible.

Index

Overview of Functions and Codes

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

Functions (display)	... inter- actively	... using the Program/Service		... via function key
	◀ ▶	◀ ▶	Code	
Relay status		✓	*9414	
Turn off alarm			#9414	
Call waiting	✓	✓	*55	X
Campon prot. on		✓	*490	X
Campon prot. off		✓	#490	X
Call waiting tone on			#87	X
Call waiting tone off			*87	X
Ringer cutoff				X
Rejecting Calls				
Release				X
Caller list	✓	✓	#82	X
DND on	✓	✓	*97	X
DND off	✓	✓	#97	X
Override	✓	✓	*62	X
Room monitor		✓	*88	X
Busy by Busy on		✓	*9411	X
Busy by Busy off		✓	#9411	X
Speaker call		✓	*80	X
HF answerback on	✓	✓	*96	X
HF answerback off	✓	✓	#96	X
DISA				
Entry Voice Mail	✓		790	X
Trace call		✓	*84	X
Join group	✓	✓	*85	X
Leave group	✓	✓	#85	X
In all groups	✓	✓	*85*	
Out of all groups	✓	✓	#85#	

Functions (display)	... inter- actively ◁ ▷	... using the Program/Service		... via function key
		Program/Service ◁ ▷	Code	
Headset				
Answer call	✓			
Hotline				
Fax details				X
Keypad dialing		✓	*503	X
Conference	✓	✓	*3	X
Start conference	✓			
End conference	✓	✓		
View conf parties	✓			
Show call charges		✓	*65	X
Use speed dialing		✓	*7	X
Change Speed Dial (station)		✓	*92	
Speed-dial list (system)			#95	
Set country code		✓	*9412	
Reserve trunk	✓			
Toggle/Connect	✓	✓	*2	X
DTMF dialing				
Mute on	✓	✓	*52	X
Mute off	✓	✓	#52	X
Music on hold on	✓	✓	*9410	
Music on hold off	✓	✓	#9410	
Night answer on	✓	✓	*44	X
Night answer off	✓	✓	#44	X
Park		✓		X
Retrieve call		✓	#56	
Account codel		✓	*60	X
Consult	✓			X
Return to held call	✓	✓	*0	
Quit and return	✓	✓	*0	
Transfer/Accept call	✓			

Functions (display)	... interactively ◀ ▶	... using the Program/Service ◀ ▶	Code	... via function key
Callback	✓	✓	*58	X
View callbacks/Delete	✓	✓	#58	
Suppress call ID	✓	✓	*86	X
Restore caller ID	✓	✓	#86	X
Temporary MSN	✓	✓	*41	X
Forw. No Reply on		✓	*14	X
Forw. No Reply off		✓	#14	X
Control Relay On	✓	✓	*90	X
Control Relay Off	✓	✓	#90	X
Reset system passw.		✓	#95	
Prog. feature key		✓	*91	X
Changeover on	✓	✓	*66	X
Changeover off	✓	✓	#66	X
Change PIN		✓	*93	
Directory	✓			X
Timed reminder on		✓	*46	X
Timed reminder off		✓	#46	X
Open door		✓	*61	X
Transfer	✓			
Pickup - directed		✓	*59	X
Pickup - group	✓	✓	*57	X
Accept call	✓			
Forwarding on	✓	✓	*11	X
Forwarding off	✓	✓	#11	X
Trunk FWD on	✓	✓	*64	X
Trunk FWD off	✓	✓	#64	X
Redial a number				X

www.siemens.com/hipath