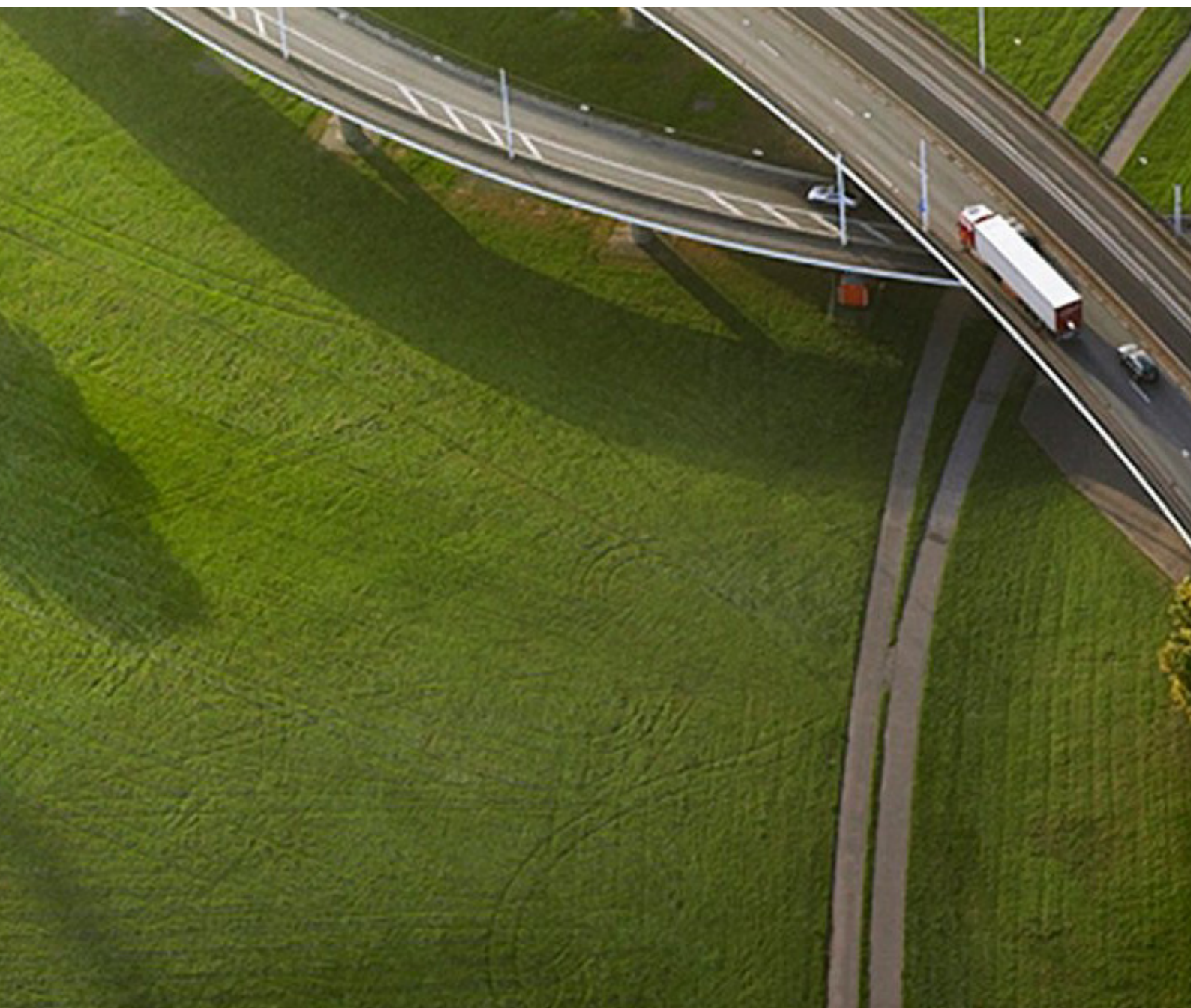




OpenScape Desk Phone CP700/CP700X OpenScape Key Module 600 OpenScape Business

User Guide HFA

A31003-C1000-U127-1-7619

Provide feedback to further optimize this document to edoku@atos.net.

As reseller please address further presales related questions to the responsible presales organization at Unify or at your distributor. For specific technical inquiries you may use the support knowledgebase, raise - if a software support contract is in place - a ticket via our partner portal or contact your distributor.

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

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Reference No.: A31003-C1000-U127-1-7619

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.

Availability and technical specifications are subject to change without notice.

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Important Notes

	For safety reasons, the telephone can only be supplied with power as follows: • with the supplied original power supply unit, • using a LAN with PoE (Power over Ethernet) which supports the IEEE 802.3af standard.
	Never open the telephone. If you encounter any problems, contact your technical support.
	Use only original accessories! Using other accessories may be dangerous, and will invalidate the warranty, extended manufacturer's liability, and the CE mark and other certifications.

Symbol



The device conforms to the EU Directive as attested by the CE marking. The CE Declaration of Conformity and, where applicable, other existing declarations of conformity as well as further information on regulations that restrict the usage of substances in products or affect the declaration of substances used in products can be found in the Unify Expert WIKI at <http://wiki.unify.com/> under the "Declarations of Conformity" section.



The adjacent symbol indicates that any electrical and electronic products installed and sold in countries of the European Union to which the WEEE2 Directive 2012/19/EU applies should be disposed of separately from the municipal waste stream in appropriate collection systems.

Information concerning the proper disposal of your Unify product in the business-to-business market segment is available from your local sales representative in Unify or partner sales.

Software update

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

Care and cleaning instructions

- Never spray liquids onto the telephone since any liquid penetrating the telephone can lead to malfunctions or destruction of the device.
- Any substances such as alcohol, chemicals, solvents or scouring agents should also be avoided since these may damage the surface.
- Clean the telephone with a soft cloth moistened with water.

Online documentation

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

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

License information

More information about the EULA and Open Source licenses you can find on the Web interface, section "Licenses" → page 227.

Notes about Place of Use

- Operation of a SIP telephone is only permitted with indoor LAN cabling. The device shall be connected to the IP infrastructure using a shielded LAN cable: Cat-5 for 100 Mb/s or Cat-6 for 1000 Mb/s. The LAN cabling of the building shall ensure that the shield of this cable is grounded.
- The telephone should be operated in a controlled environment with an ambient temperature between 5 °C and 40 °C (41 °F and 104 °F).
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic equipment and the plastic casing.
- Do not operate the telephone in damp environments such as bathrooms.

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General information

About this manual

This document contains general descriptions of the technical options, which may not always be available in individual cases. The required features must therefore be individually defined in the terms of the contract.

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

- The function is not configured for you and your telephone. Please contact your system administrator.
- Your communication platform does not feature this function. Please contact your sales partner for information on how to upgrade.

This User Guide is intended to help you familiarize yourself with the OpenScape Desk Phone CP700/CP700X and all of its functions. It contains important information on the safe and proper operation of the OpenScape Desk Phone CP700/CP700X. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

This User Guide should be read and followed by every person installing, operating or programming the OpenScape Desk Phone CP700/CP700X.



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

This User Guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating the OpenScape Desk Phone CP700/CP700X.

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

Icons used in the manual

Tips



Refers to a setting established via the web-interface.



Indicates additional important information in relation to handling.

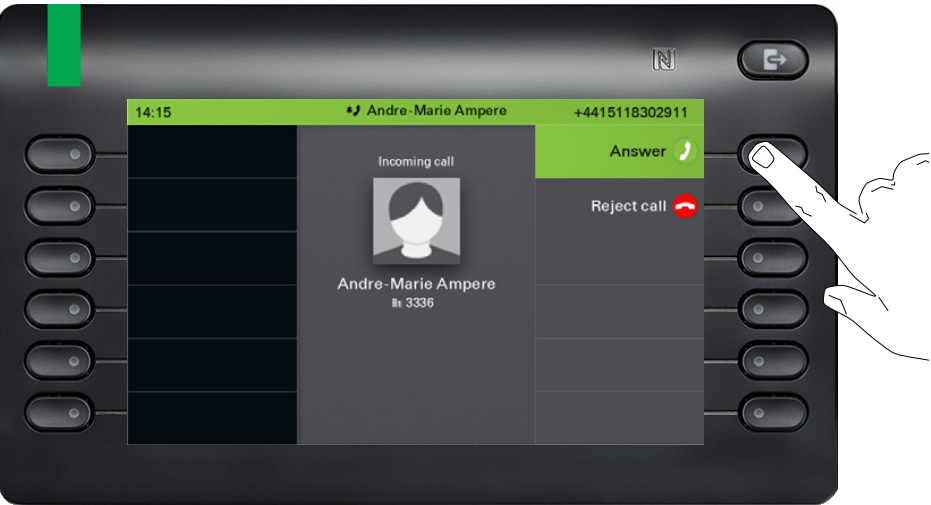


Indicates required intervention by the administrator.

Displays for describing operation

Selected action

Original illustration on display



Step-by-step illustration in the User Guide

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

The information area on the left is shown in a left-aligned field.

When an action is selected, it will be shown right-aligned in green. The action is executed by selecting the Softkey.

The selected function can alternatively be confirmed using the  key on the navigator (→ page 22).

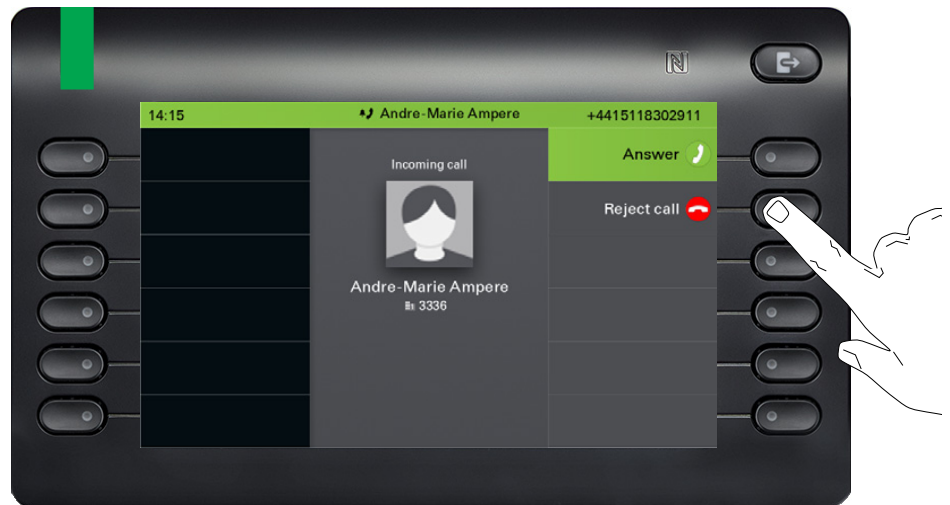
Andre-Marie Ampere
Incoming call
Andre-Marie Ampere
3336

Answer 

OK

Action not selected

Illustration on display



Step-by-step illustration in the User Guide

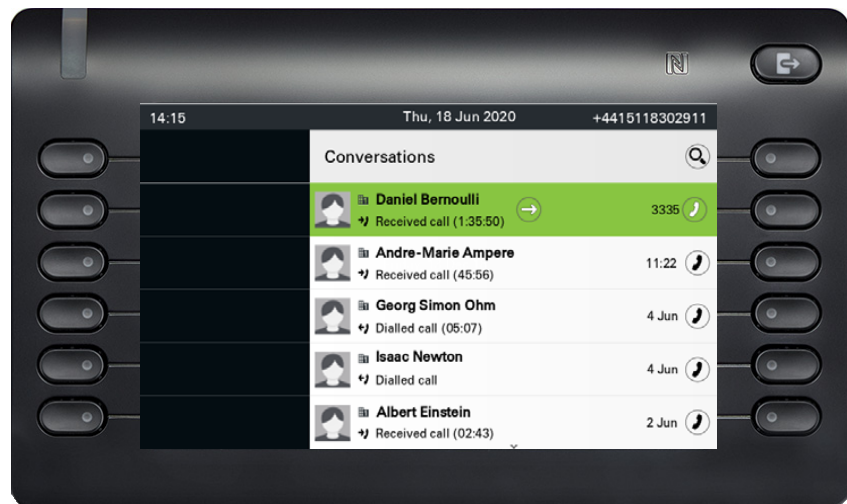
Reject call



If an action is not selected, it is shown right-aligned in a light color. The associated Softkey is also shown. The action can be executed by pressing the softkey without the action being selected.

Conversation display

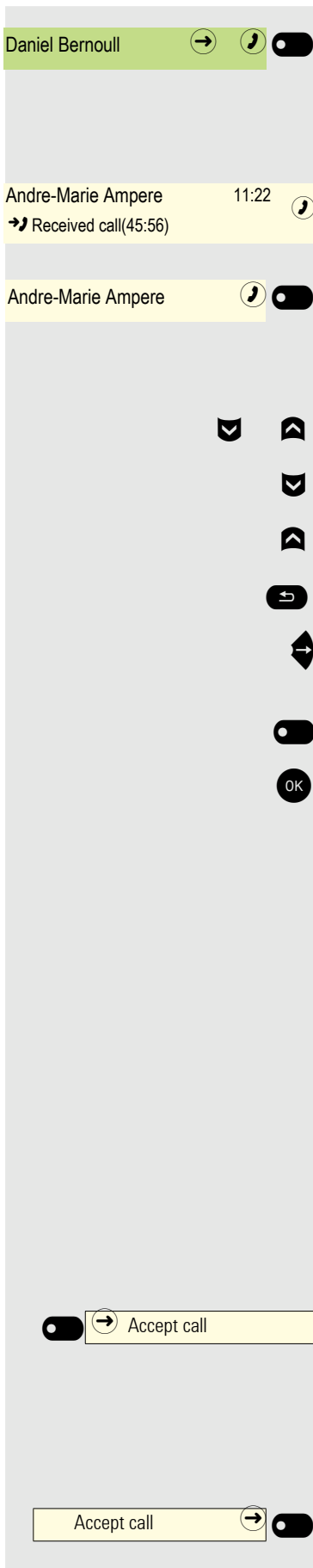
When the phone is idle, the first entry in the conversation list is selected.



Information displayed for a selected conversation

Daniel Bernoulli 3335
→ Received call (1:35:50)

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



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

Information displayed for a non-selected conversation

Conversations are displayed in a light color if they are not selected. This description is only used if it aids understanding. This is the usually what is displayed:

Call directly with the Softkey to establish the connection.

Navigation and action in lists

Make selection from the list and move entries in the list using the navigator keys.

Press and hold to skip to the end of the list.

Press and hold to skip to the start of the list.

Go back.

Open contacts and details. Switch to next lower level.

Execute the Softkey action in the list element.

Performs the same function as with the Softkey but only affects a selected element.

Programmable Keys

Your OpenScape Desk Phone CP700 comes with 12 free programmable keys with LED (red/green/amber), all of which can be programmed on two separate levels. The 6 first programmable keys are permanently displayed on the left panel. The 6 last programmable keys are available in Favorites. The number of programmable keys can be increased by attaching one or more OpenScape Key Module 600s to your phone.

Functions and phone numbers can be programmed on the keys.

Programmable Keys in the left panel

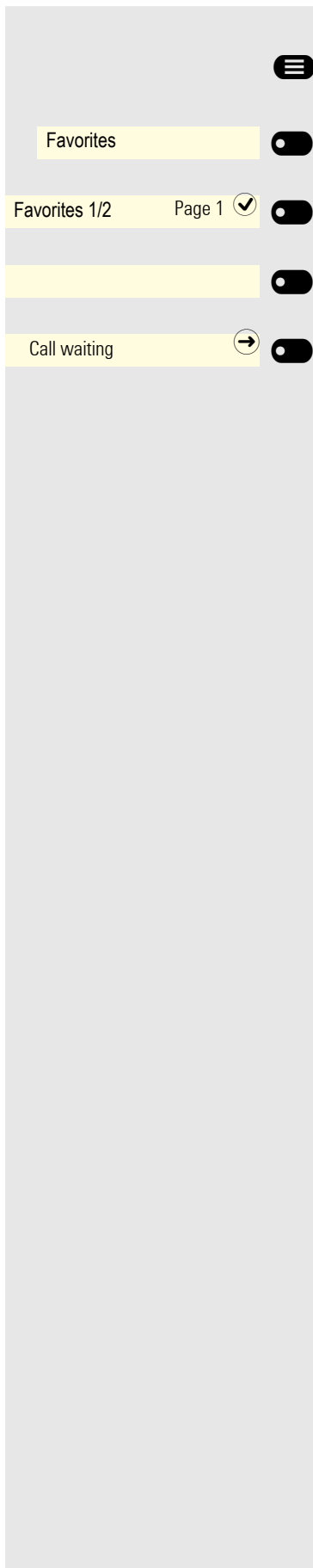
The programmed function and selected dialing keys on the left panel are illustrated as follows in the User Guide:

Press the key for the function to be performed.

Programmable Keys on the OpenScape Key Module 600

The programmed function and selected dialing keys on the OpenScape Key Module 600 are illustrated as follows in the User Guide:

The OpenScape Key Module 600 key shown here is referred to as a Function key in the User Guide.



Programmable Keys in the menu Favorites

Press the main menu, if needed.

Open using the Softkey.

Select the required page with Softkey.

An unused function key in the Favorites menu.

An example being with the Function key assigned to the Call waiting function.

Service



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

Should you have any questions regarding operation, your specialist retailer or network administrator will be glad to assist you. For queries regarding connection of the telephone, please contact your network provider.

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

Intended use

The OpenScape Desk Phone CP700 has been developed as a device for voice transmission and connection via a LAN, and should be placed on a desk or mounted on a wall. The OpenScape Desk Phone CP700X can be also connected to Wi-Fi. Any other use is regarded as unintended.

Telephone type information

The identification details (exact product designation and serial number) of your telephone can be found on the underside of the base unit. Specific details concerning your communication platform can be obtained from your administrator. Please have this information ready when you contact the service department regarding faults or problems with the product.

Speakerphone quality and display legibility

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

Getting to know the OpenScape Desk Phone CP700/CP700X

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

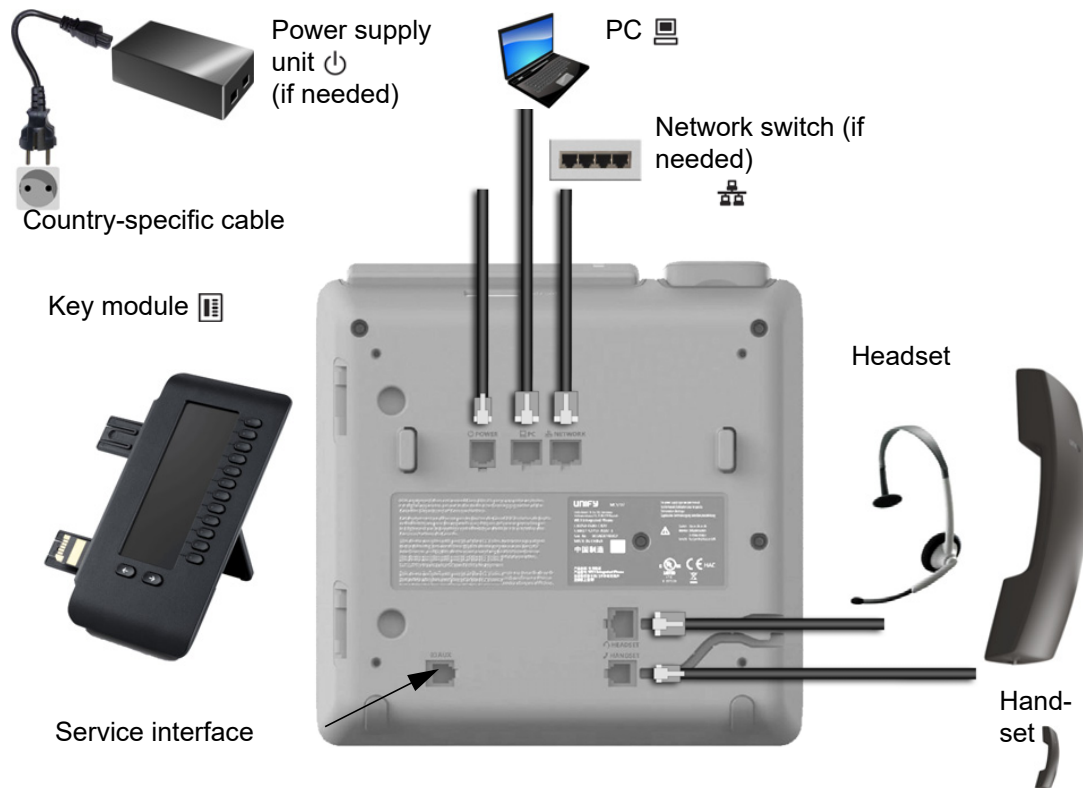
The User Interface of Your Telephone



1	Handset - Use it for handset calls
2	Graphic display - allows intuitive operation of the phone → page 26
3	Menu key - switches to the main menu
4	Navigator - allows you to navigate through the various applications on your phone → page 22
5	Softkeys - selects a function or opens a menu → page 21
6	Audio keys - allows you to optimally configure the audio features on your phone → page 21
7	Notification LED - incoming calls, new voice messages or missed calls indicator → page 66
8	Dialpad - allows you to enter phone numbers or text → page 23
9	Out-of-Office / Call forwarding key - to open a menu, for example to set up immediate call forwarding if UC is not used → page 27
10	NFC transmitter (logo: ) - allows simple Bluetooth pairing → page 136

11	MWI key - Message waiting indicator; it also provides access to the voicemail system
12	Hold key - puts current call on hold
13	Transfer key - puts a call on hold and gives you dial tone to call another party
14	Conference key - establishes a conferences call
15	Redial key - activates a function configured by your administrator
16	Programmable keys - keys to which you can assign functions or phone numbers

Ports on the underside of the phone



Properties of your OpenScape Desk Phone CP700/CP700X

Display type	5" color graphic display, 800x480 pixels.
Illuminated display	✓
Full-duplex speakerphone function	✓
Headset	✓
Bluetooth 5.0 → page 136	✓
10/100/1000 Mbps Switch → page 20	✓
Wi-Fi	✓ Available only on CP700X.
Web-Based Management (WBM) → page 227	✓
Notification LED (red/green/orange)	✓
OpenScape Key Module 600 Optional	✓

Using network ports more efficiently

The OpenScape Desk Phone CP700/CP700X has a Gigabit Ethernet switch. This means that you can also connect a PC with a Gigabit LAN port to the LAN directly via the phone. The option for connecting the telephone and PC must first be activated on the telephone by your administrator.



Using this connection option saves one network port for each switch used and requires shorter network cables.

OpenScape Key Module 600

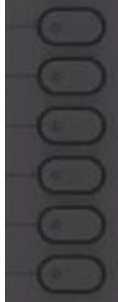
The OpenScape Key Module 600 is a key module attached to the side of the phone that provides an additional 12 illuminated, programmable Function keys at two levels. These keys can be populated and used according to your needs → page 59.



The diagram shows the OpenScape Key Module 600. You can attach up to two OpenScape Key Module 600 to OpenScape Desk Phone CP700 and up to two OpenScape Key Module 600s to OpenScape Desk Phone CP700X.

Keys

Softkeys



Key	Function when key is pressed
	Activates the function shown next to the key on the display or opens an additional menu. Used in the Favourites menu as a Function key → page 62. If there is no description next to the key, the key is not active.

Audio controls

Audio keys



Key	Function when key is pressed
	Activates/deactivates the loudspeaker → page 106.
	Activates/deactivates the headset → page 106.
	Activates/deactivates the microphone (also for speakerphone mode) → page 109.

Volume

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



Fixed Function keys

You can switch to the relevant application using these keys.



Key	Function when key is pressed
	Switches between the current screen and Main menu → page 26.
	Switches to Presence and back → page 27.
	Provides access to the voicemail system
	Puts current call on hold
	Transfer key: puts a call on hold and gives you dial tone to call another party
	Establishes a conferences call
	Activates a function configured by your administrator

Navigator

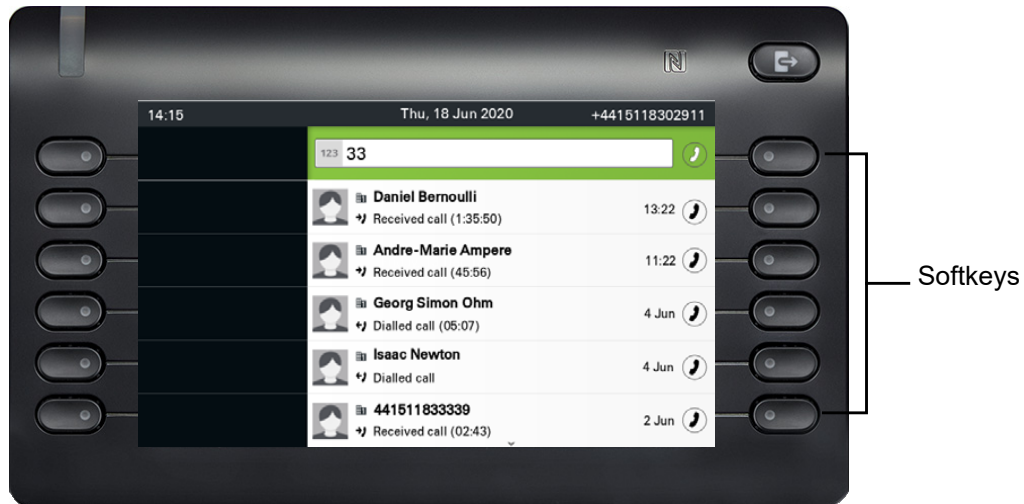
You can use this control to navigate within lists and perform actions in the selected area.

Operation	Functions when key is pressed
Press the key.	In conversation mode: • Opens subscriber information In settings: • Moves down a level
Press the key.	In lists and menus: • Moves one level back In input fields: • Deletes character to the left of the cursor
Press the key.	In lists and menus: • Scrolls down • Press and hold: Skips to the end of the list/menu
Press the key.	In lists and menus: • Scrolls up • Press and hold: Skips to the start of the list/menu
Press the key.	Executes an action for the selected entry.

Dialpad

Numeric input

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

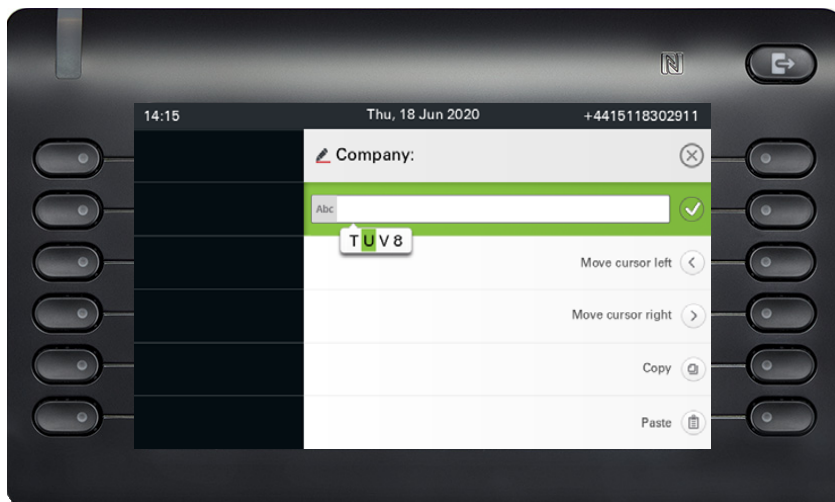


➡ Alphabetic labeling of dial keys is also useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the telephone spell a name, e.g. 0700 - PATTERN = 0700 - 687837).

Text input

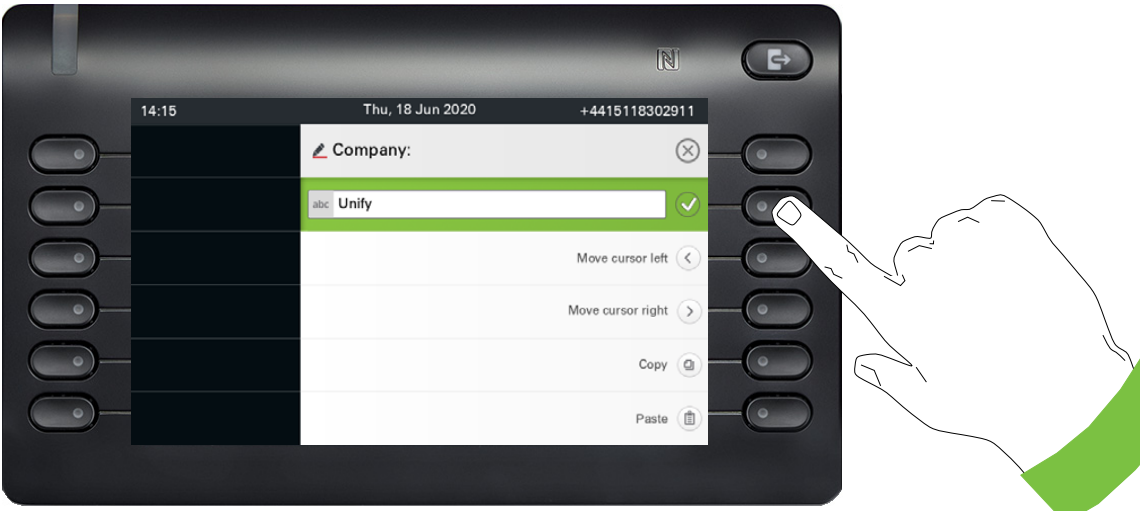
In cases where text input is possible, you can use the dialpad to input text, punctuation and special characters in addition to the single-digit numbers 0 to 9 and the hash (#) and asterisk (*) symbols. To do this, press the numerical keys repeatedly.

Example: To enter the letter "U" in the "Company" field, press the number **8** ^{TUV} key on the dialpad twice. All available characters for this key are displayed during input. After a while, the character in focus is displayed in the input field.



➡ If you want to enter a number in an alphanumeric input field, hold down the corresponding key to bypass the character selection.

Complete your input:



Press the Softkey for  to complete your input.

Character overview (depends on the current language setting)

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

Multi-function keys

Key	Function during text input	Function when held down
	Types special characters.	• 2 seconds: Ringer off • 3 seconds: Beep sound instead of ringer
	Switches between uppercase and lower-case text and number entry. • Abc mode • ABC mode • 123 mode	Activates the telephone lock → page 186.
	Types special characters (not in 123 mode)	

Permanently displayed programmable keys



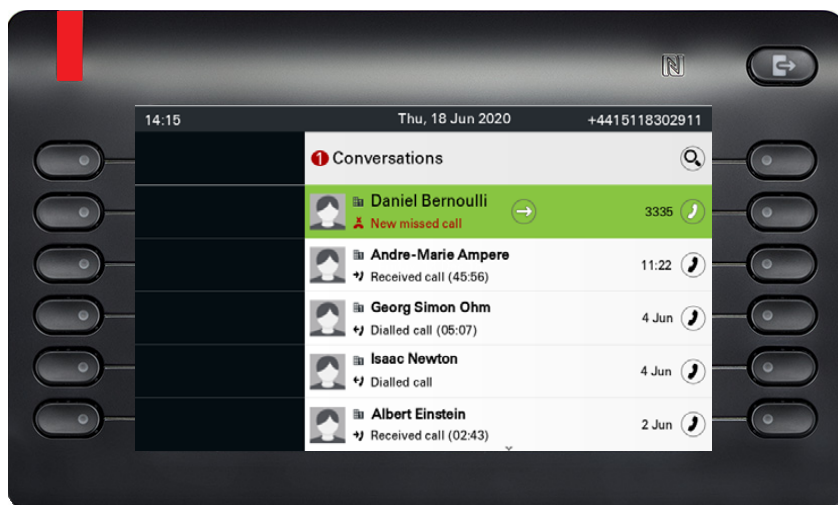
Key	Function when key is pressed
	Activates the function shown next to the key on the display or dials a phone. If there is no description next to the key, the key has not been programmed. Long press activates key programming.

Different display interfaces

Your OpenScape Desk Phone CP700 is fitted with a color/greyscale graphic display → page 19, in which different contents are displayed depending on the particular situation.

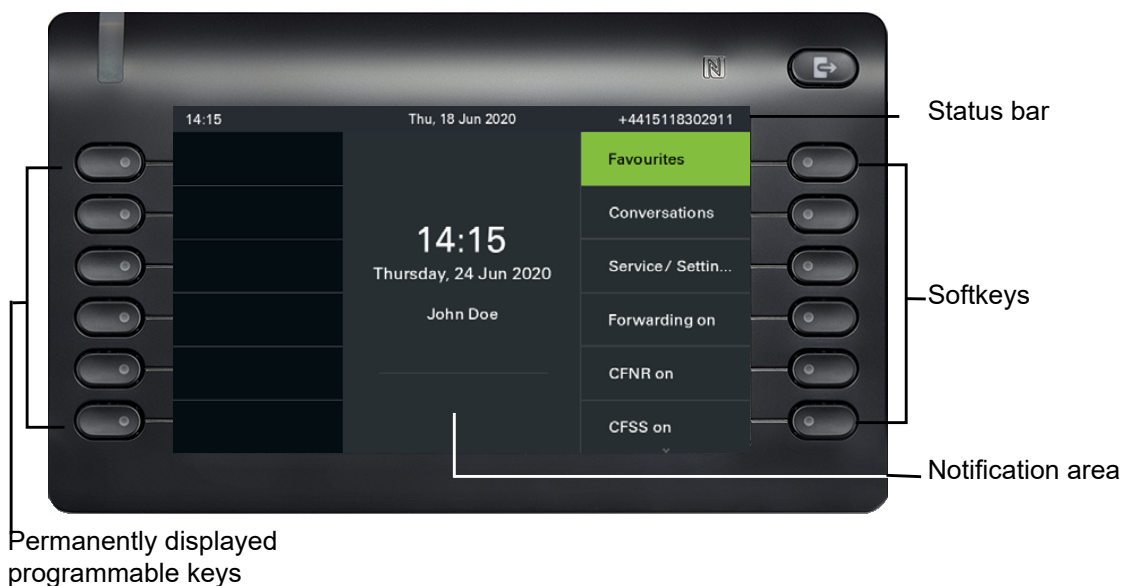
Conversations

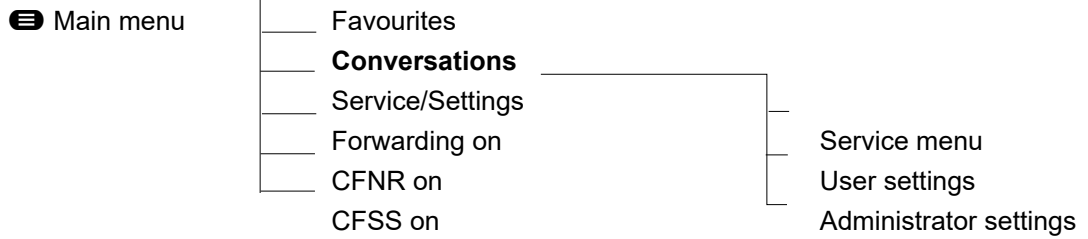
The conversations list is called from the main menu with the Conversations option and is a collection of contact data and data from the call log. See → page 37 for detailed information.



Main menu

You can access the main menu at any time using the  key. The time of day, day of the week, and date, as well as your own phone number are displayed in the Notification area and the always visible status bar. The main menu can do much more, as shown in the screenshot. As the name suggests it is the starting point for the entire menu tree.



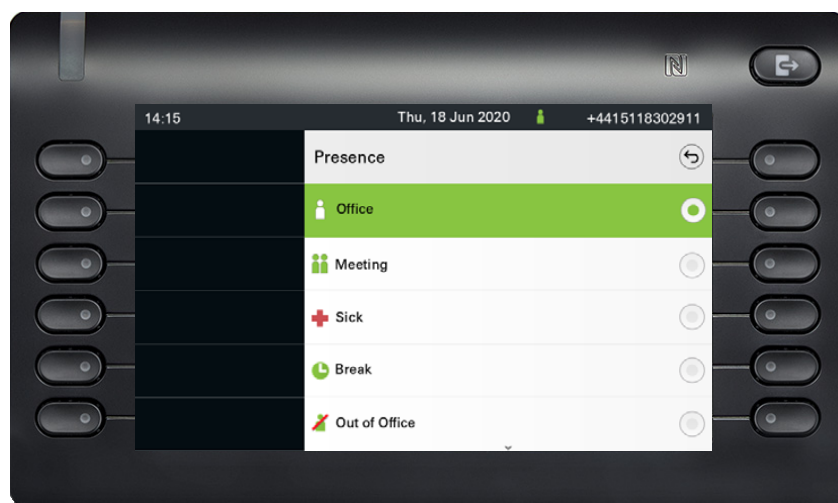


Presence

If the access is configured as UC user on your phone (ask administrator) and you are logged on to this server → page 220, you will see for example on the right side of the status bar the presence status symbol for Office → page 90.



To access the "Presence" menu, press the Out-of-Office / Call forwarding key above the Soft-keys. You will see the following menu:



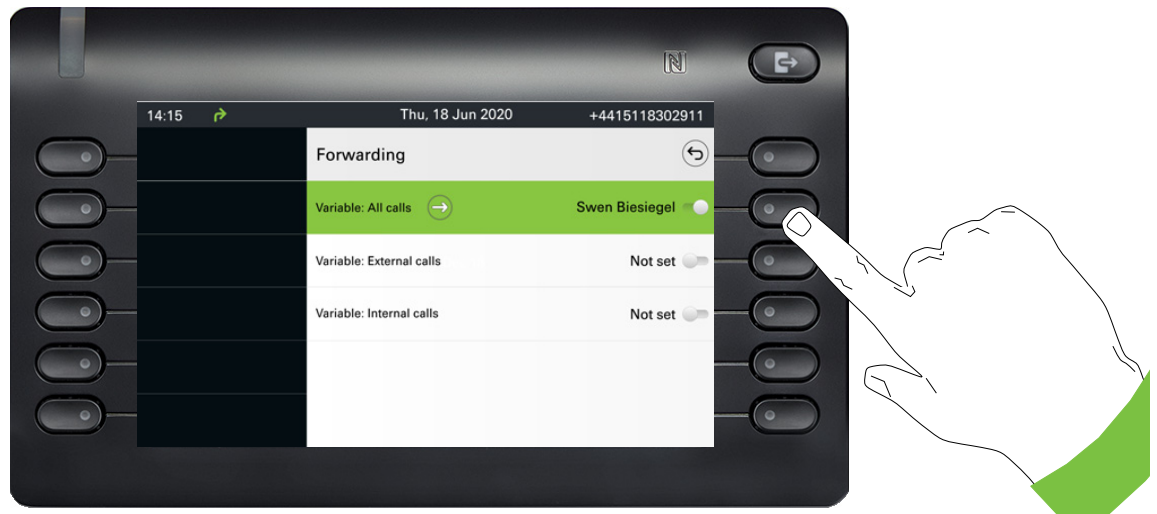
The menu has another four options:

- Vacation
- Lunch

- At Home
- DND

In the submenus of the options you can choose from different values for the duration → page 90. Personal Presence via the phone is temporarily suspended with call forwarding or do not disturb.

If UC is not set up, you get a menu for variable call forwarding with the options: Variable: All calls
Variable: External Calls Variable: Internal calls.



Status bar

The always visible status bar at the top of the screen displays the current time, phone status, presence status, and the phone number or name.

When the phone is idle, the status bar displays also the current date. The current date interchanges with Bluetooth sensor reading information, if a Bluetooth Temperature sensor has been paired with the phone.

When the phone has a call, the status bar displays also information about the current call.

Different icons represent different situations and switches:

Icon	Meaning
	The ringer is deactivated → page 24
	The ringer is set to a beep → page 24
	The ringer is activated
	Forwarding is enabled
	There is a connected call
	There is an incoming or outgoing call that is not yet connected
	There is a paused call
	The remote maintenance function is activated
	A Bluetooth keyboard is paired
	A Bluetooth remote device is paired
	The Bluetooth function is activated → page 153
	The Bluetooth function is activated and a device is connected
	There is an incoming, connected or outgoing HFAG call
	Indicates the battery level of the connected Bluetooth device
	
	
	
	

Icon	Meaning
	Indicates the battery level of the connected Bluetooth device, when the device has a call
	
	
	
	
	Indicates a Bluetooth temperature sensor reading
	Indicates a Bluetooth humidity sensor reading
	The Mobility function is activated and the mobility logon is complete
	Mobility data synchronization is in progress
	Indicates that a mobile user is logged on to the telephone
	The Phone lock is activated → page 186
	Presence status for Office → page 90
	Presence status for Meeting → page 90
	Presence status for Sick → page 90
	Presence status for Break → page 90
	Presence status for Out of Office → page 90
	Presence status for Vacation → page 90
	Presence status for Lunch → page 90
	Presence status for At Home → page 90
	Presence status for DND → page 90

The following icons are available only on OpenScape Desk Phone CP700X.

Icon	Meaning
	Indicates an unsecured Wi-Fi connection with excellent signal strength
	Indicates an unsecured Wi-Fi connection with good signal strength
	Indicates an unsecured Wi-Fi connection with fair signal strength
	Indicates an unsecured Wi-Fi connection with poor signal strength
	Indicates a secured Wi-Fi connection with excellent signal strength

Icon	Meaning
	Indicates a secured Wi-Fi connection with good signal strength
	Indicates a secured Wi-Fi connection with fair signal strength
	Indicates a secured Wi-Fi connection with poor signal strength
	Indicates a Wi-Fi connection with no signal

Context-dependent displays

Depending on the situation, the graphic display on your OpenScape Desk Phone CP700/CP700X shows different content, to which you can respond intuitively.

Action with Softkey



Press the top softkey to start an alphanumeric search.

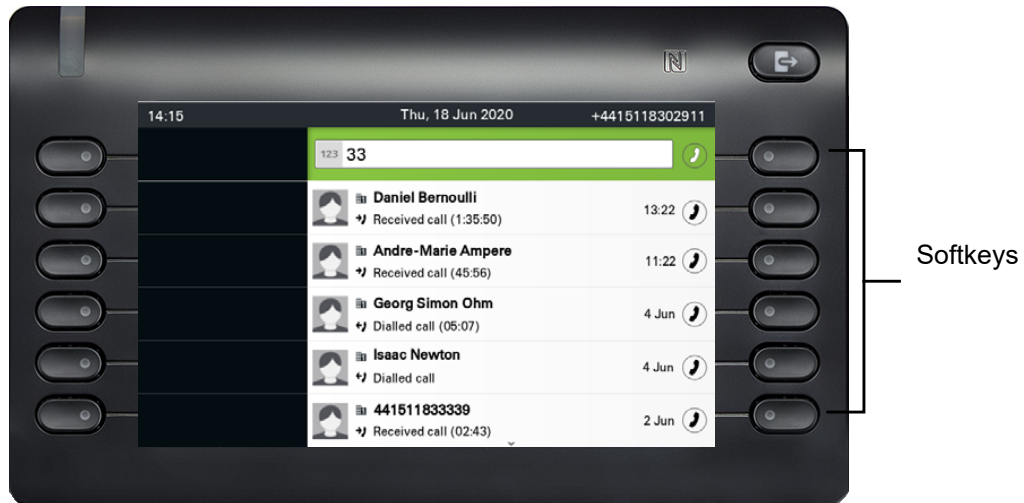


Use the Softkey to dial the respective subscriber.

You can choose a conversation beforehand using the navigator keys  and  and open the details of the conversation with the  key → page 38.

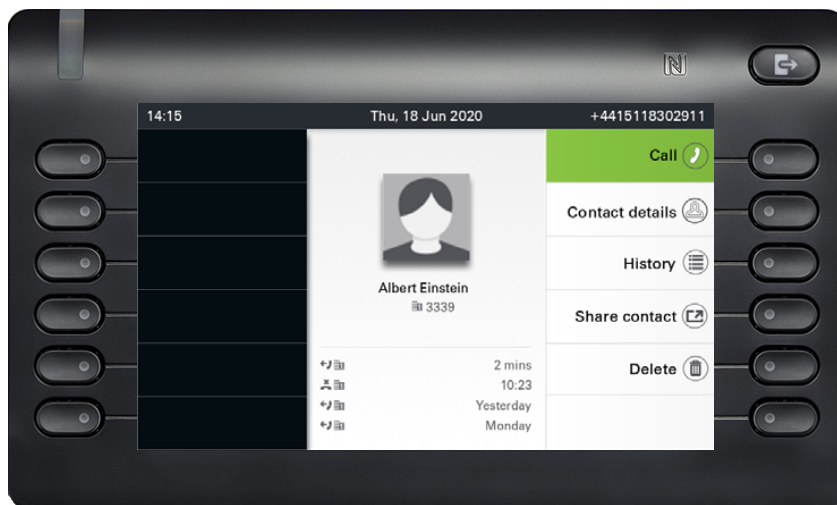
Action via dialpad

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



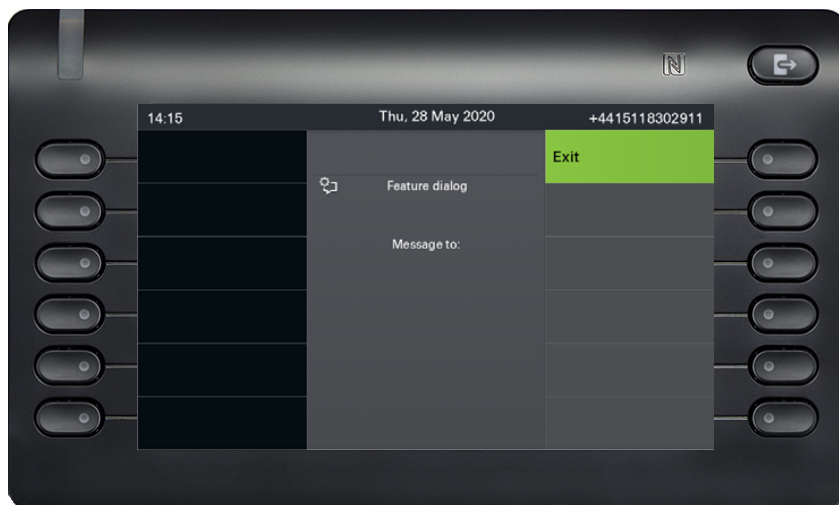
As soon as you enter the first digits, an input field opens for selecting the phone number and you will be shown conversations that match the input to date in the corresponding positions. If the conversation is already shown in the list before your input is complete, you can dial the number immediately using the associated Softkeys → page 38 or start a call with a new number.

Action with navigation key

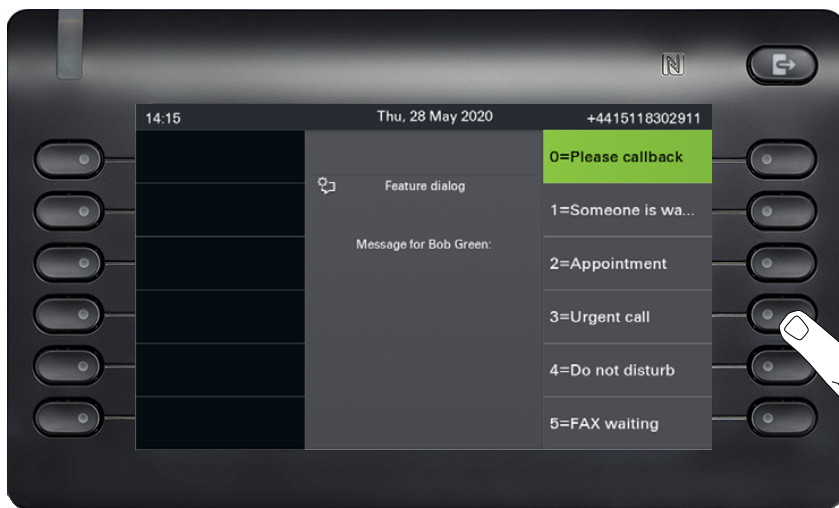


You can open a selected conversation using the navigator's  key in order to see the associated details → page 32.

Choose an option such as "Send message" from the main menu, open it in the Notification area of the "Feature dialog" with the input prompt "Message to:."



Enter the number of the target subscriber here,



Select the desired option.



And send the info to the target subscriber.

Operating your OpenScape Desk Phone CP700/CP700X

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



Before looking at the functions and settings, you should set up the User password to protect your phone against unauthorized use → page 184.

Navigating in menus

Activating an application

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

Browsing lists

You can use the navigator keys to scroll through entries and confirm the functions you want → page 22.

Opening context menus

If the arrow  appears beside a selected entry, a context menu is available for this entry → page 32.

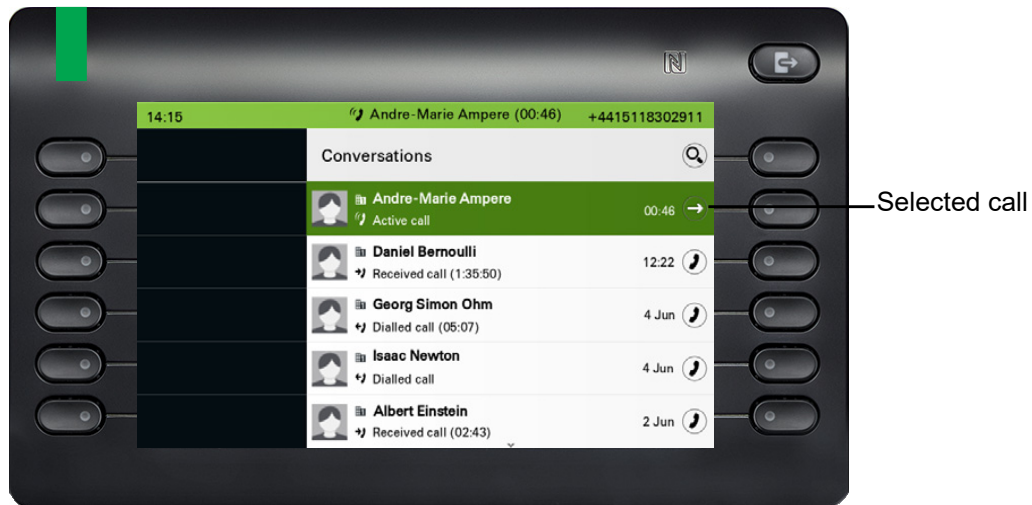
Conversations

A conversation represents one contact. The call history of a contact is displayed in the respective conversation. If a contact is not involved in a call, then the conversation is empty. New conversations are created or updated for:

- a previously answered call
- a dialed call
- a missed call
- a new voicemail
- an Exchange entry following automatic synchronization

A telephone number is automatically supplemented with a name if this information comes from the communication system or the telephone number is found in the system telephone book or in a company directory (LDAP).

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

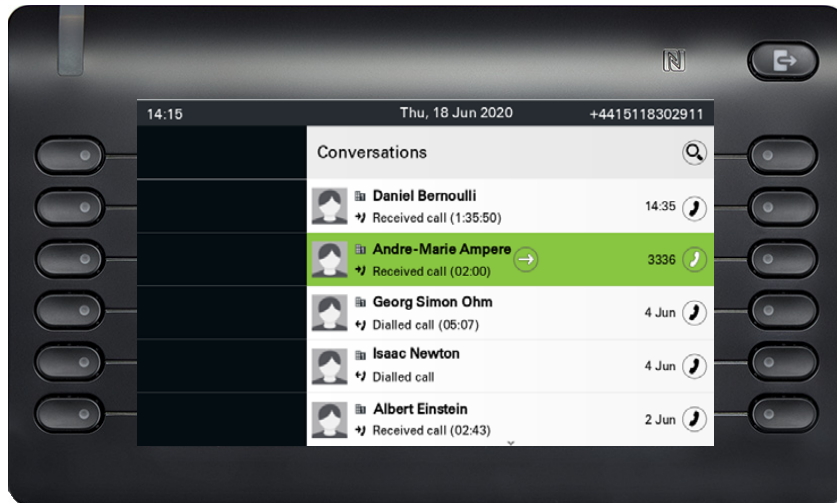


The status of a conversation is displayed with icon and text.

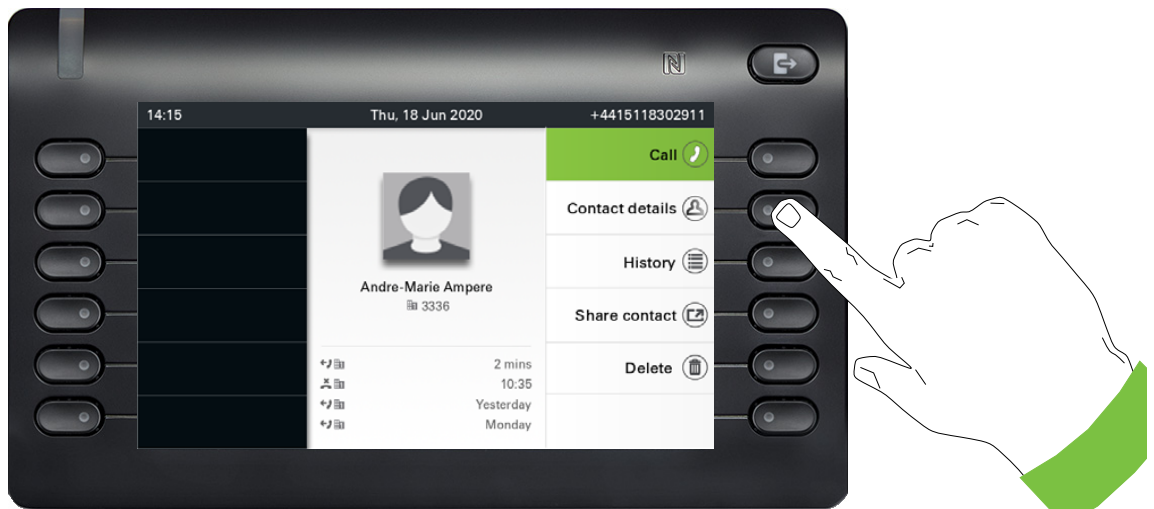
Icon	Text
	Connected call
	Missed call (current)
	Missed call (old)
	Dialed call
	Answered call
	New voicemail
	Old voicemail
	Incoming call forwarded towards you by a third party
	You forwarded the call
	Your call was forwarded

Opening details of a conversation or conducting a call

You can open a selected conversation using the navigation key  or start a call using the softkey  or the navigation key . You start a call using the softkey  if the conversation has not been selected.



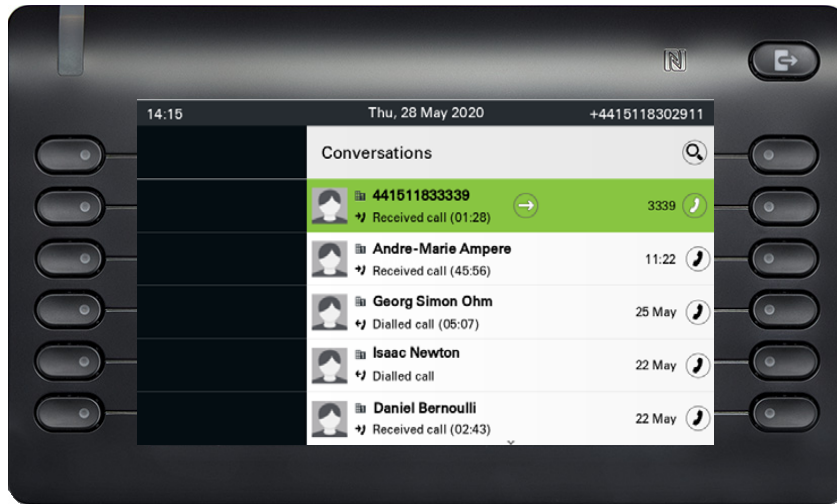
If you open the details of the conversation using the  key, you will be shown the following for example:



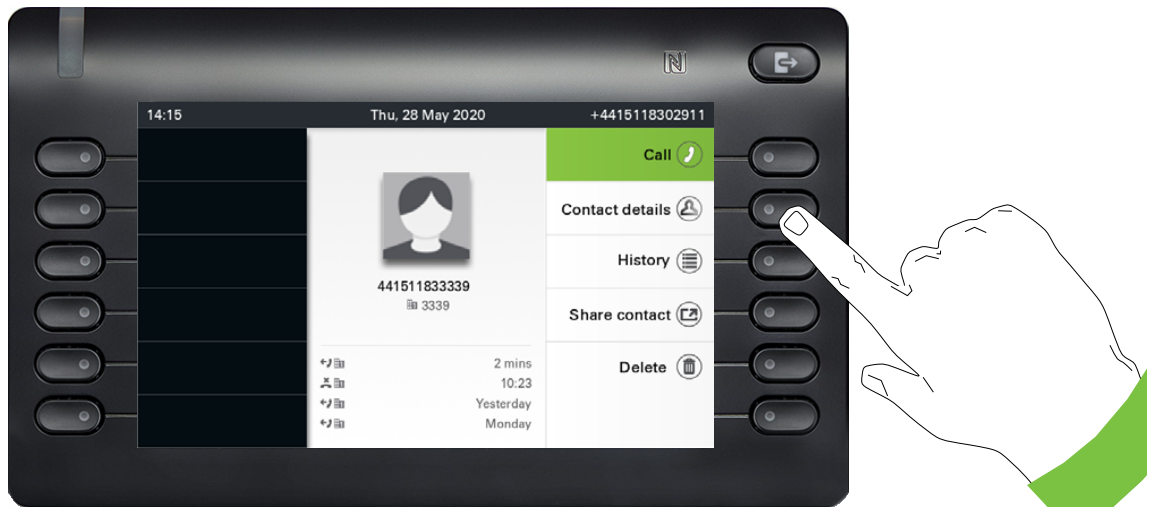
Creating or editing conversations

Conversations are created based on dialed or received calls. New contacts are synchronized with the phone when connected to Exchange. When you search for a subscriber using LDAP → page 46, this contact is transferred to conversations.

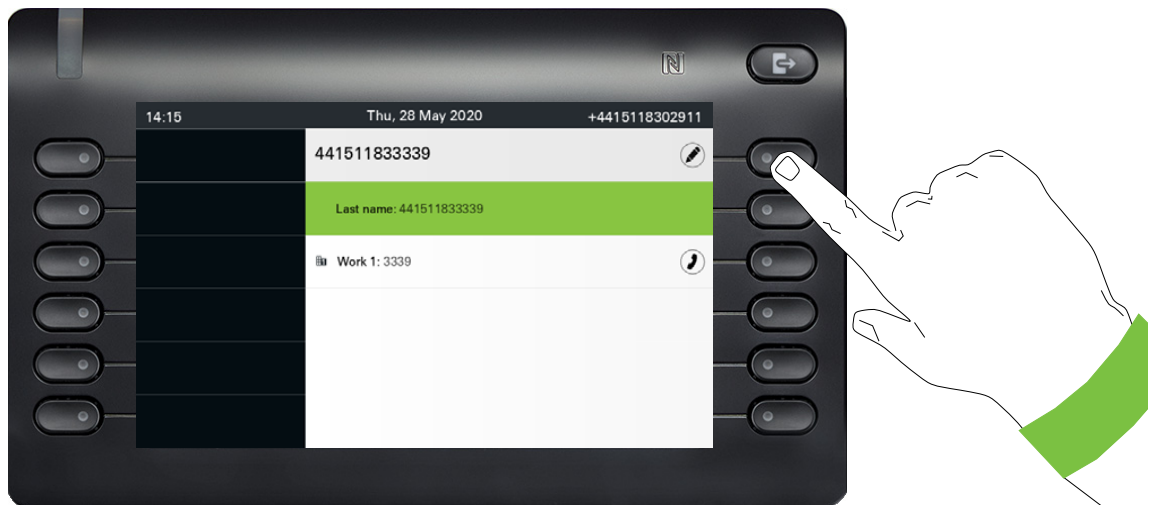
For example, you receive a call from a subscriber for whom a conversation does not yet exist in the list. When you have hung up again, this subscriber appears in your list with phone number only.



Open the details of the conversation using the  key.

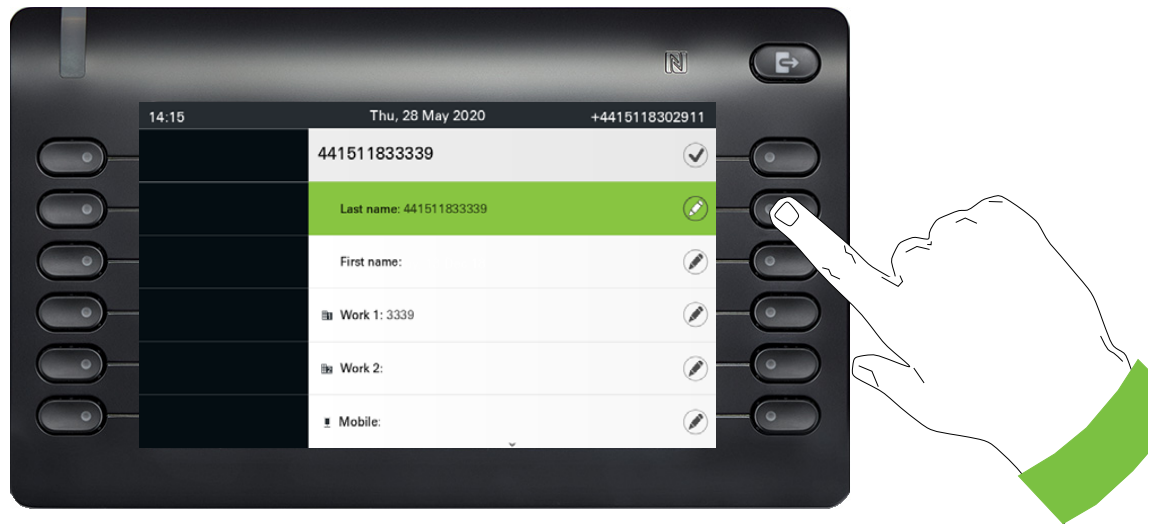


Use the Softkey to open the "Contact details" menu.

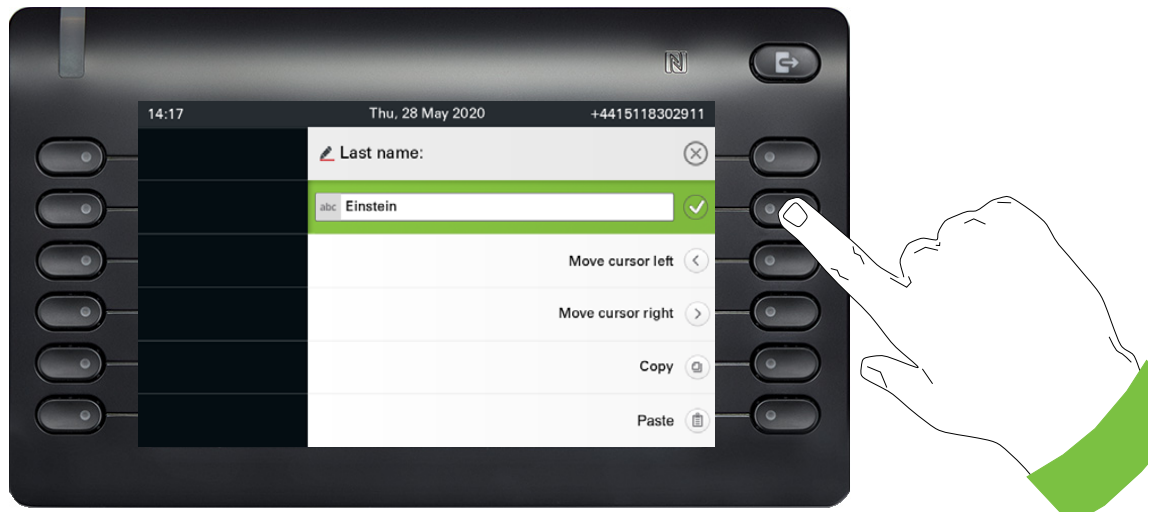


Press the Softkey for  to access edit mode. You can complete the following fields for a contact:

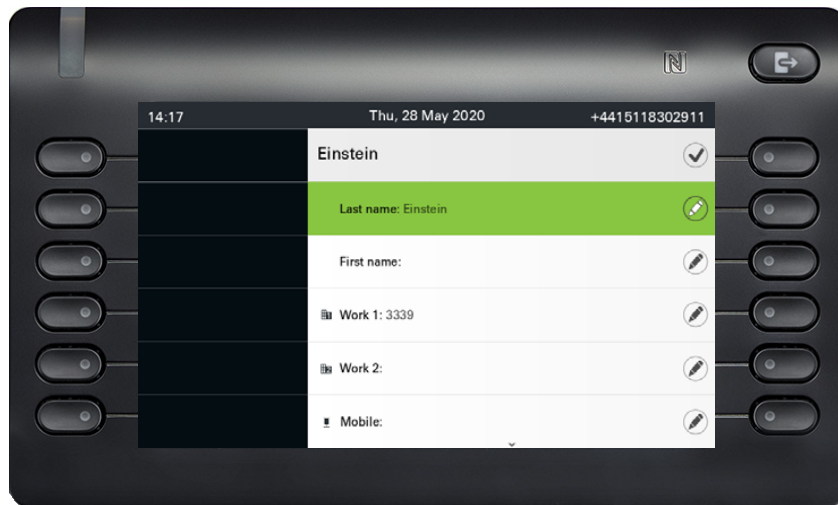
- Last name: Last name of a contact.
- First name: First name of a contact.
- Work 1: First work phone number. If only one phone number is available, it is stated here.
- Work 2: Second work phone number.
- Mobile: Mobile phone number.
- Home: Home phone number.
- Company: The company a contact is working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



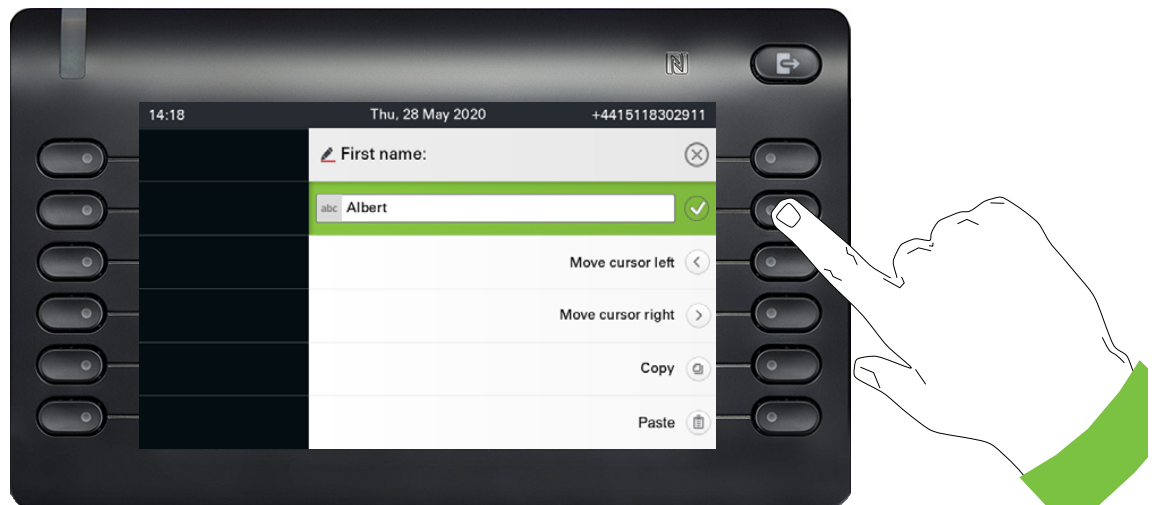
Press the Softkey for  to enter the last name.



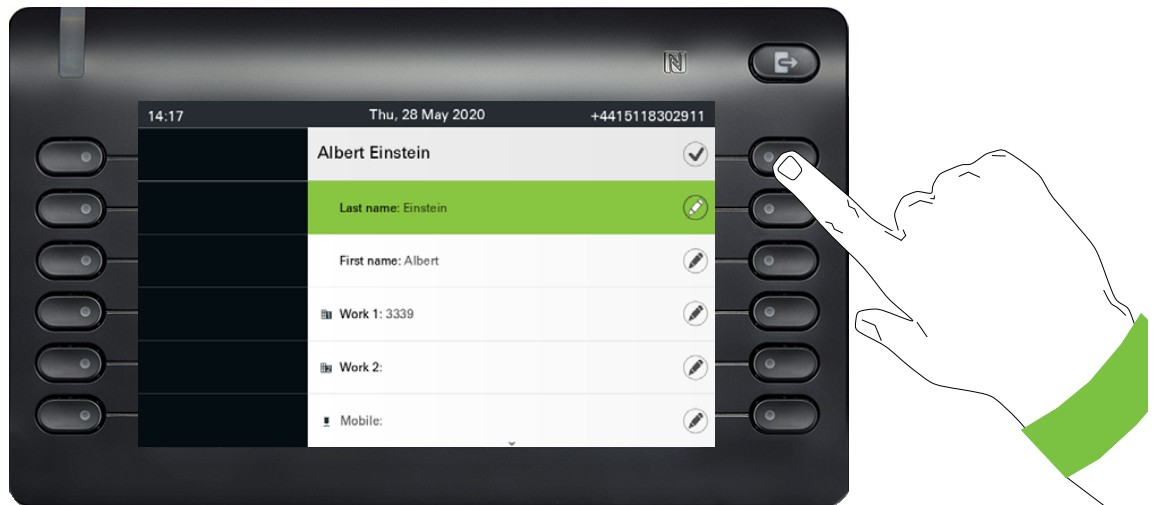
Delete the digits using the  key and enter the last name. Press the Softkey in the input field to complete the input for this field.



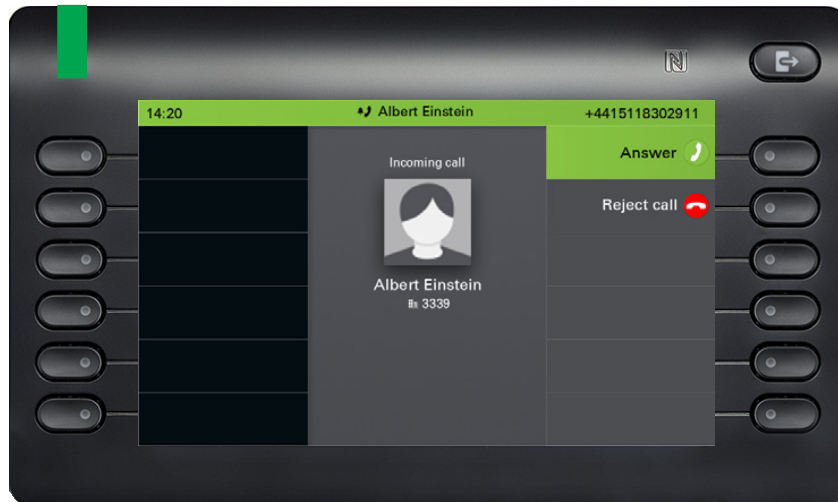
Use the  or  key to switch, for example, to "First name" and enter the first name here if appropriate.



Enter the first name and complete the input for this field with the Softkey.



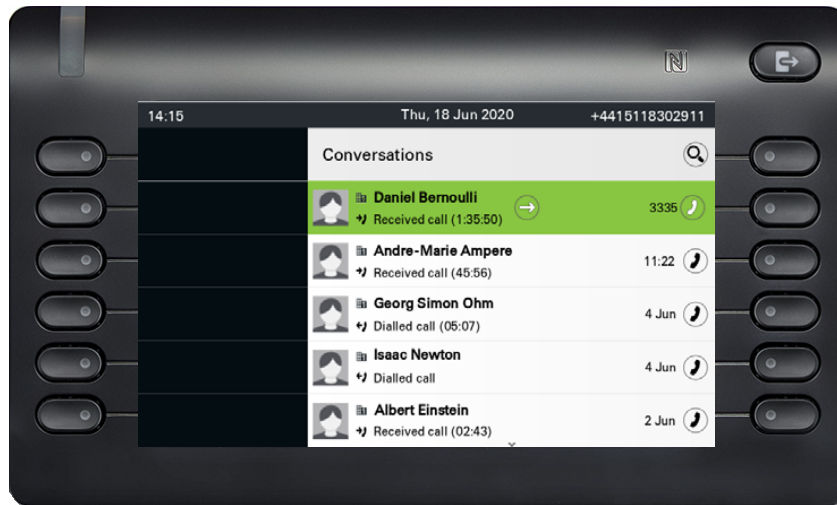
Save the contact data. You can add missing entries subsequently. The following information is shown on the display, for example, the next time you call this contact:



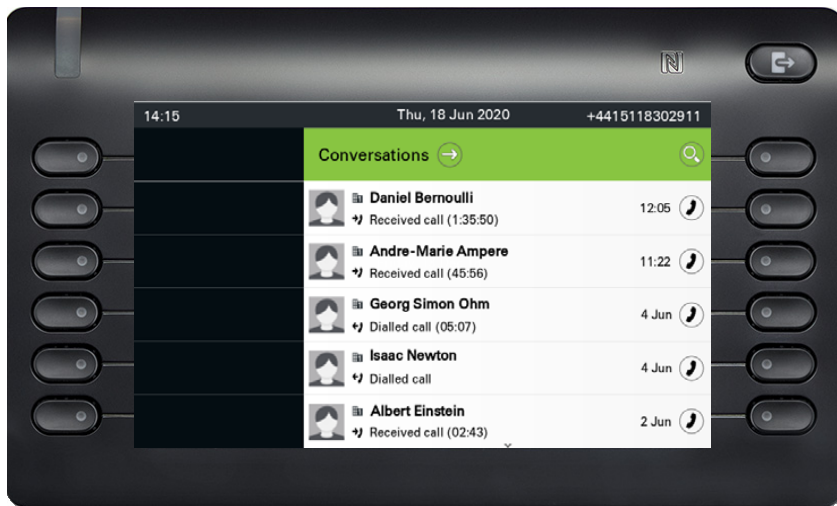
These inputs or changes to existing information are stored locally in the phone.

Create a new contact/conversation from scratch

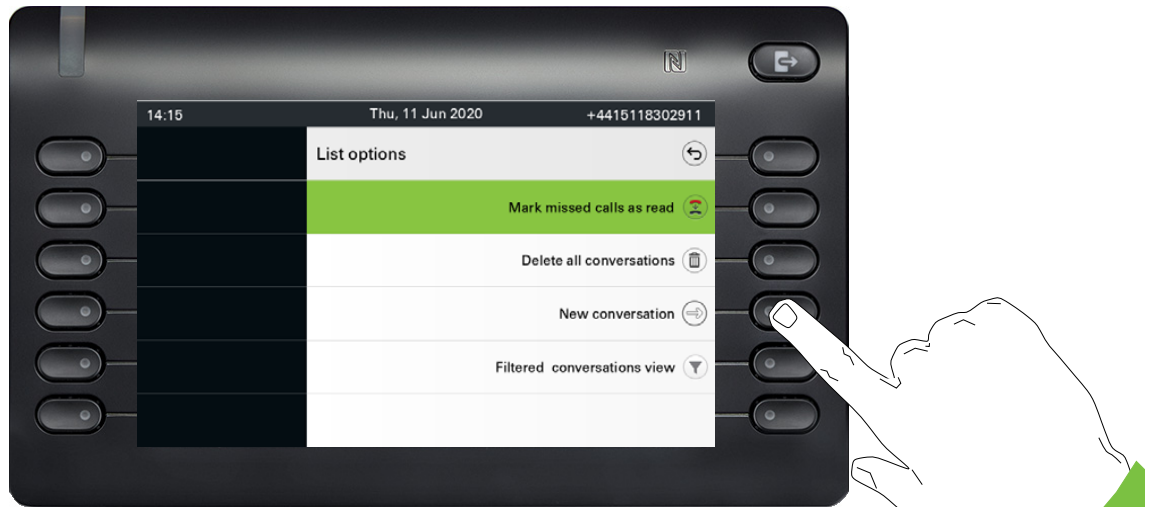
You can create a new contact from the conversation list with no previous history. Navigate to the Conversations screen which can be found at the idle screen.



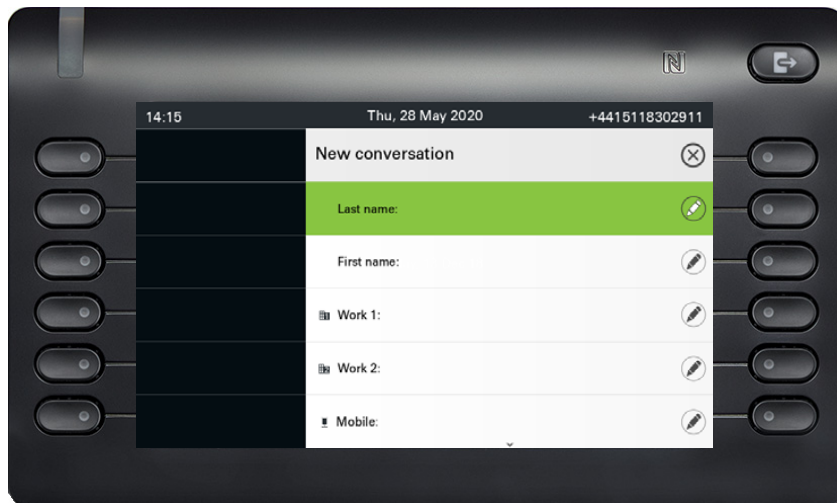
Select the header row of the Conversation list by using the  key and then the Navigator key  can be used to access the Conversation List options.



In the List options menu choose the option New conversation.



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



Searching for conversations or contacts

There are several ways to search for conversations or contacts. If you know the telephone number, you can:

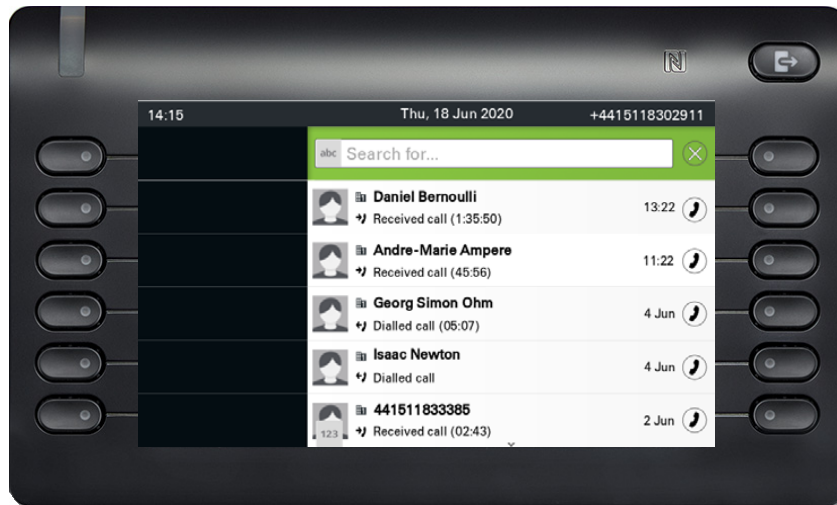
lift the handset or

press the speaker key or

press the headset key

and begin entering the digits.

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



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



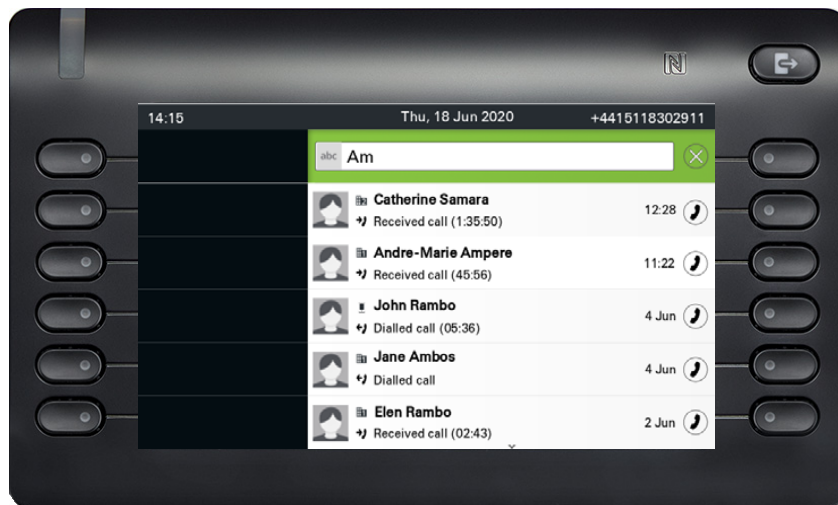
Use the  key to switch from numeric to alphanumeric input when you have opened the search field with the Softkey . You can immediately dial a located subscriber whose phone number contains the number 33 in this case, for example, by pressing the Softkey.

Search for names (alphanumeric search string)

- **LDAP was not configured by your administrator:**

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

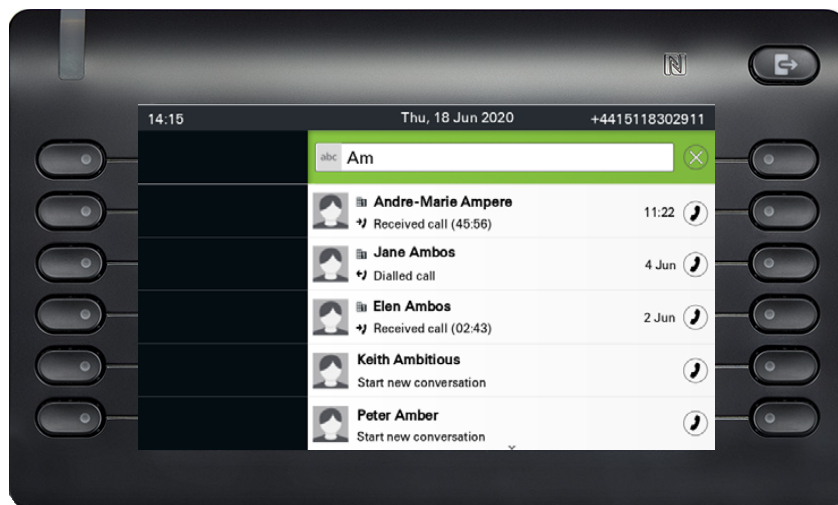
The hits are listed chronologically.



- **LDAP was configured by your administrator:**

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

The results from LDAP are shown after the local conversation matches and are sorted by first name in the local conversations list.



Using special characters to control the search

Additionally, you can use comma (,) and a hash (#) to control the search.

A single comma (,) is used to separate the last name from the first name. A hash (#) is used to indicate that we are looking for an exact match.

When you want to use a comma (,) or a hash (#) as part of the search input text, you have to use a double comma (,,) or a double hash (##).

Examples:

Search input	Functionality
AMBER	Matches any entries where the last name starts with "amber"
AMBER,	Matches any entries where the last name is exactly "amber"
AMBER,,	Matches any entries where the last name starts with "amber,"
AMBER, P	Matches any entries where the last name is exactly "amber" and the first name starts with "p".
AMBER,, PETER	Matches any entries where the last name starts with "amber, peter". The double comma is used to indicate that the comma character is part of the search input text.
AMBER, P,	Matches any entries where the last name is exactly "amber" and the first name starts with "p," (i.e. the 2nd comma is part of the search).
AMBER, PETER#	Matches only entries where the last name is exactly "amber" and the first name is exactly "peter".
AMBER P	Matches any entries where the last name starts with "amber p".
AMBER P#	Matches any entries where the last name is exactly "amber p".
AMBER P#A	Matches any entries where the last name is exactly "amber p". The "a" following the hash is ignored.
AMBER, PETER##2	Matches only entries where the last name is exactly "amber" and the first name starts with "peter#2". The double hash is used to indicate that the hash character is part of the search input text.

Order of conversations

On entry into search mode, the local conversations are ordered by their time stamp, i.e. most recent ones are displayed first.

Upon entering a search criteria, the local conversations are listed first and ordered by their time stamp, the most recent ones are displayed first.

The LDAP results are listed after local conversations and are ordered alphabetically A to Z according to their Conversation name.

"Alphabetical order" means A-Z order based on the first character in the name/names/topic of the conversation/contact. In the case of people's names, the order is based on the first character of the first name and/or last name as displayed in the conversation list.

Filtering conversations

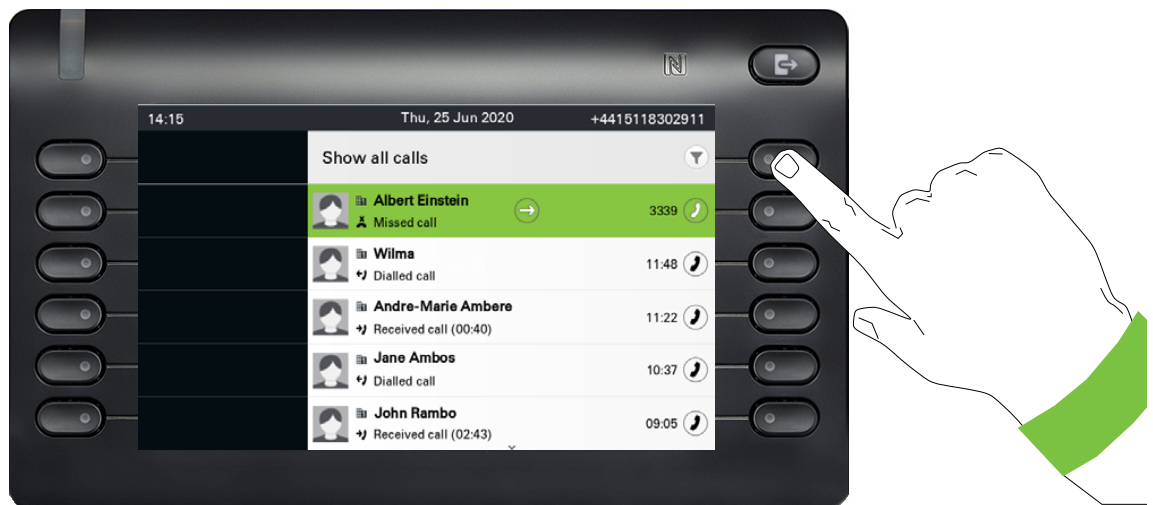
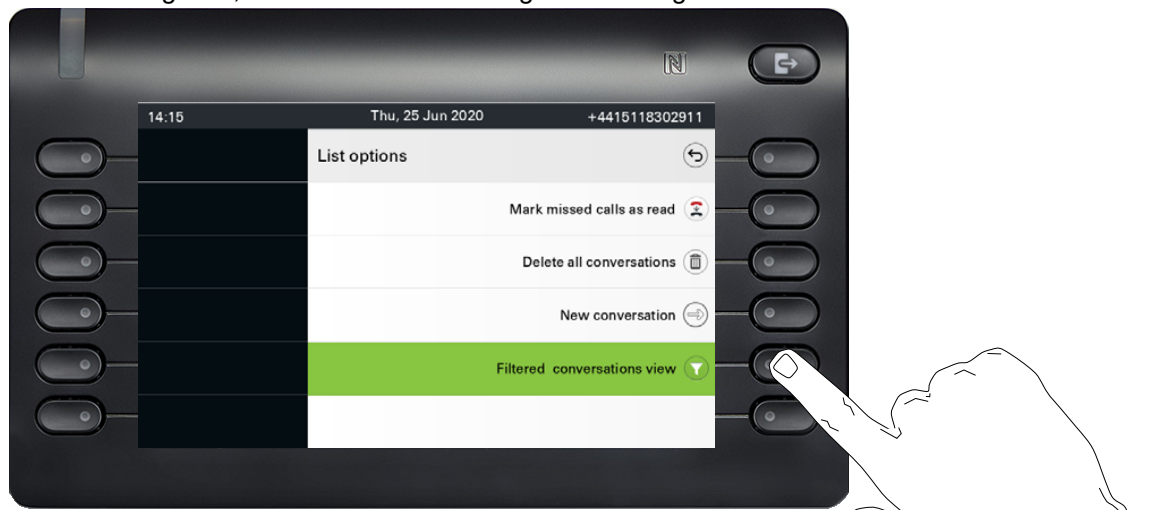
When you want to filter conversations, it is possible to do so from the List options screen. Initially, the filter is non-applied, which means it is set to "Show all calls (All)" and will display all conversation list entries of any call type.

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

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

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

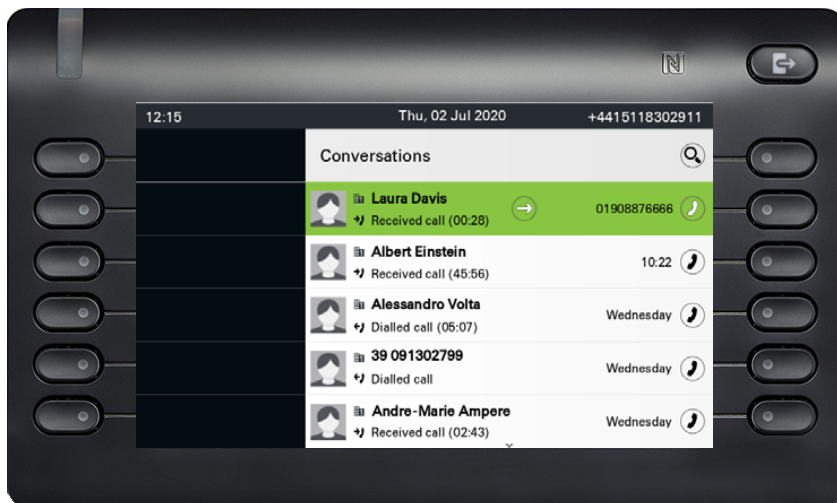
After selecting filter, header should be changed according to the selection.



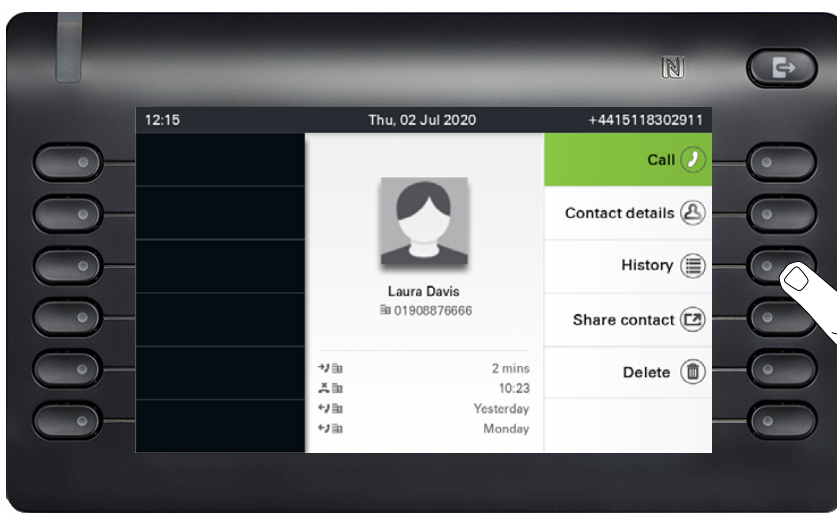


Display the history of a conversation

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

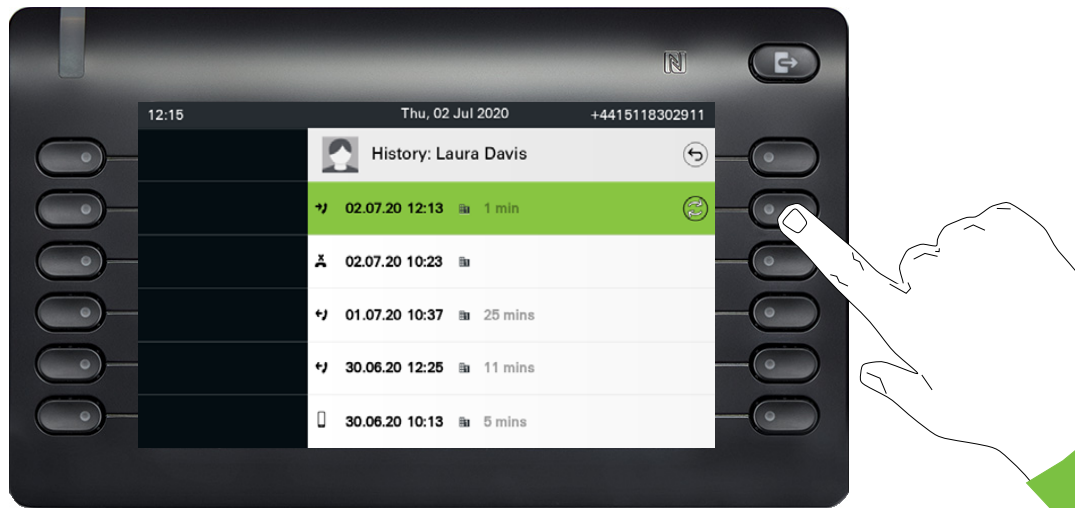


Select a conversation and open the details of this conversation using the  key.

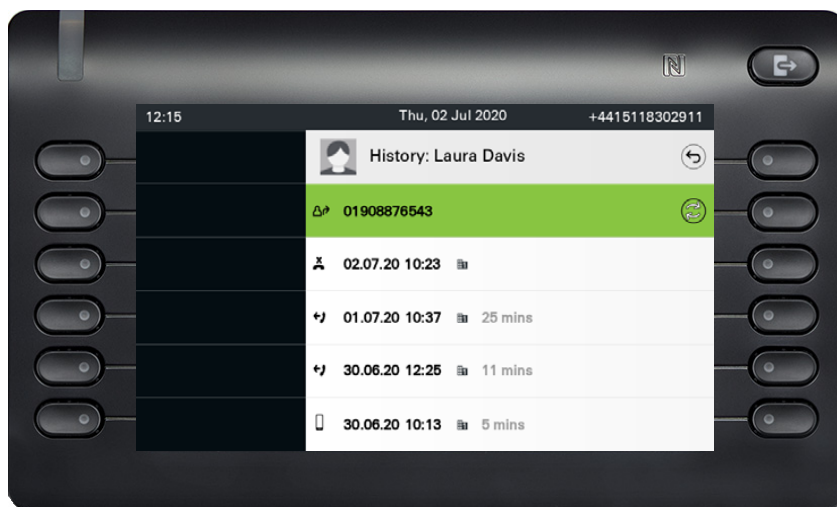


The last four history entries are shown below the name/ number of the subscriber. Press the Softkey for  to view a list of the last 10 possible histories. Then scroll if appropriate using the  or  key.

The toggle icon  at the end of the main line indicates that there is an extra line to display. To access the extra line, highlight the main line and press the Softkey next to it.

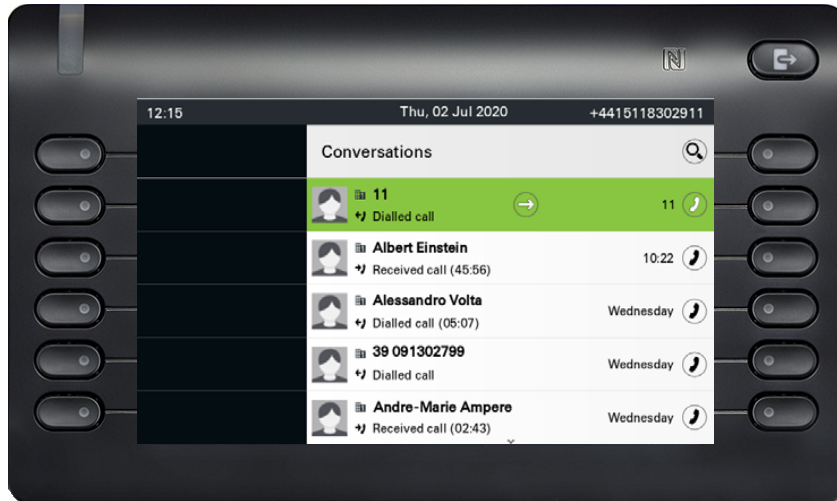


The extra line is highlighted and shows the Forwarding party number in the configured format next to the  icon.

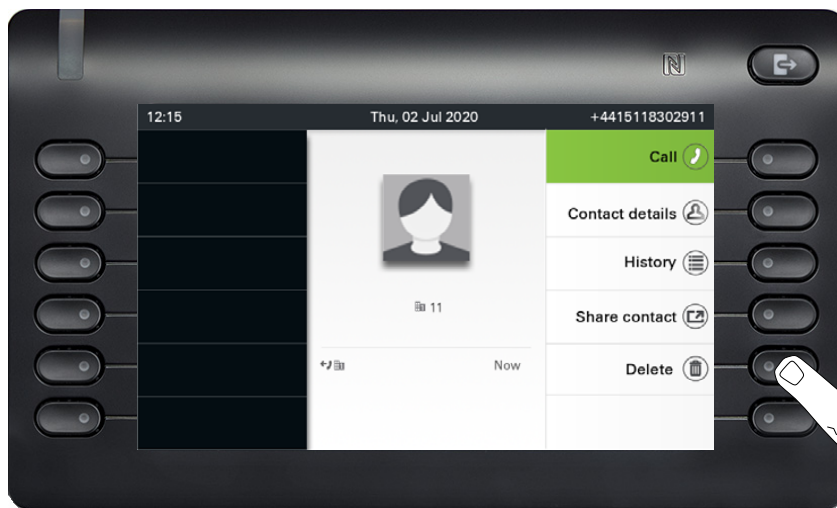


Deleting conversations

If you misdial, for example, or cancel dialing prematurely, an entry will still be created in the conversations list. You can delete this entry again immediately. Entries for incoming calls that you no longer need or entries from V-Cards can also be removed from the list.



Open the relevant entry using the navigator key .



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

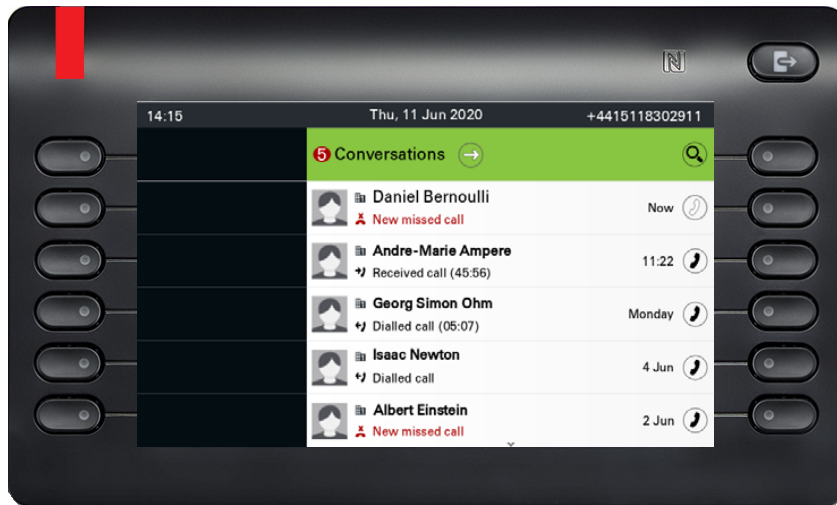
Marking all conversations as read

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

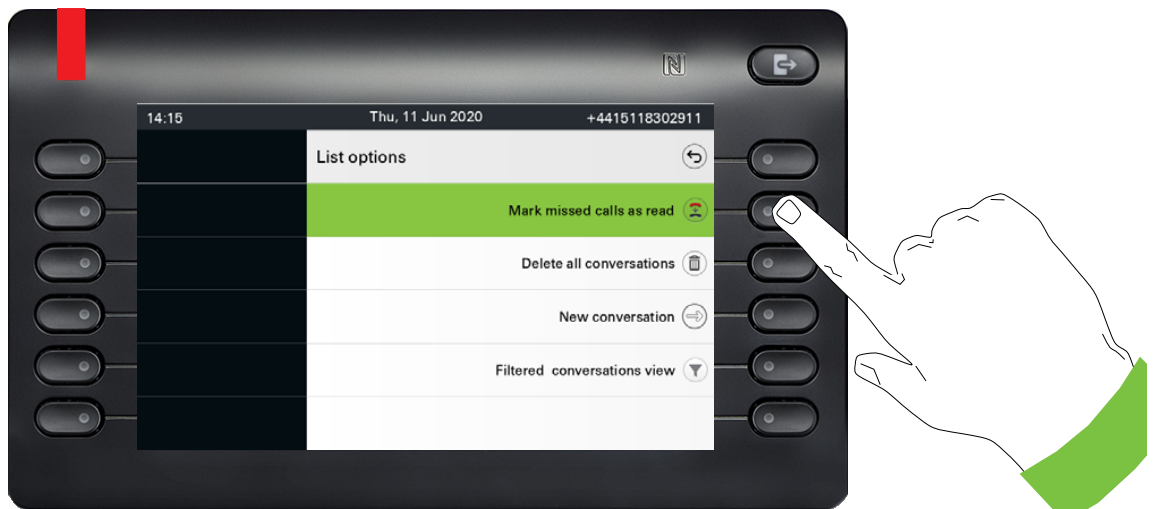
This means:

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

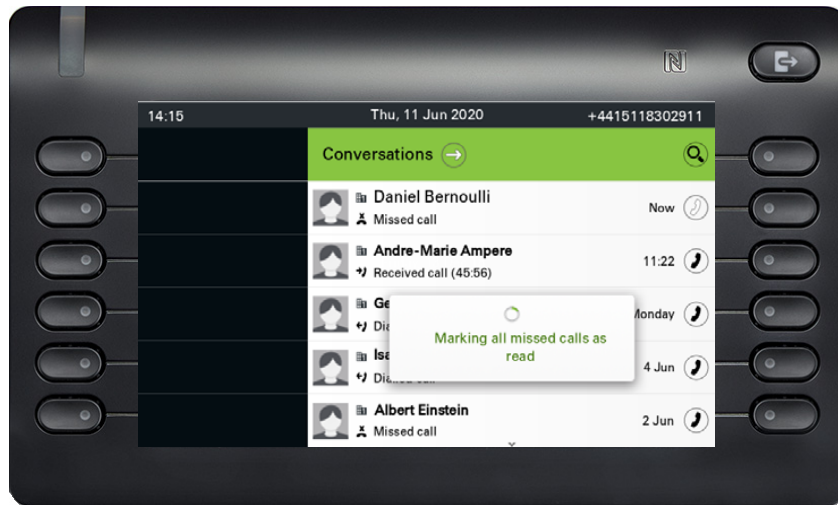
Select the title “Conversations” using the  navigation key. Press  to enter the Context menu.



Choose the option “Mark missed calls as read”.



All missed calls are now marked as read.

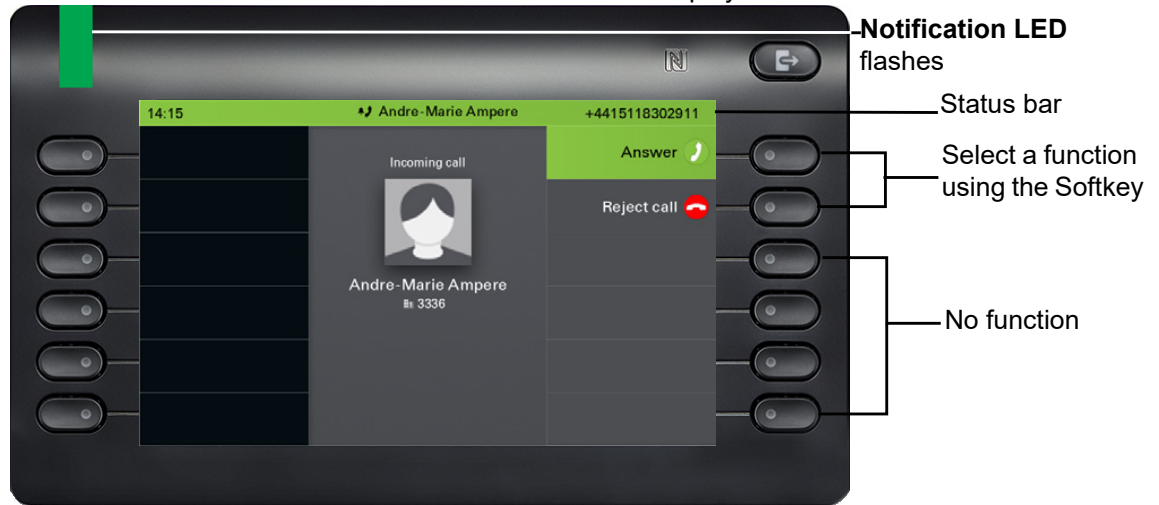


Telephony interface

Telephony view

Incoming call

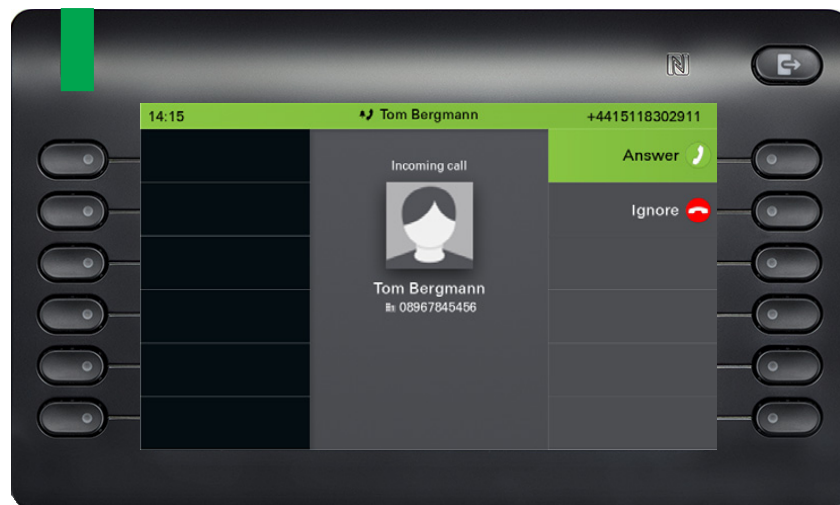
Your phone rings and the Notification LED flashes. In addition to the "classic" telephone features, additional information and functions are offered on the display:



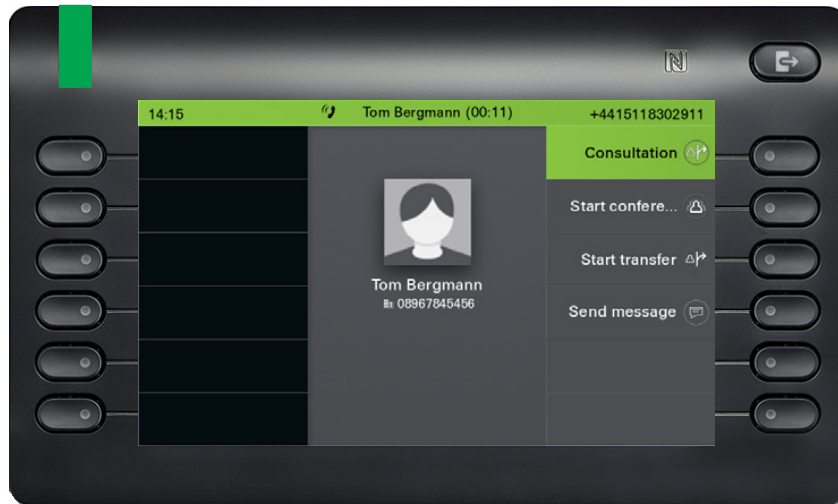
Incoming call in multical scenarios

It is possible to have many incoming calls at the same time. The notification LED flashes and an Alerting screen is shown for each call, based on their signalled priority. The Alerting screen is self-dismissed within 15 seconds unless another call appears; in this case the current Alerting screen is dismissed and replaced by the Alerting screen of the new call.

➡ The Alerting screen is never shown twice for the same call.

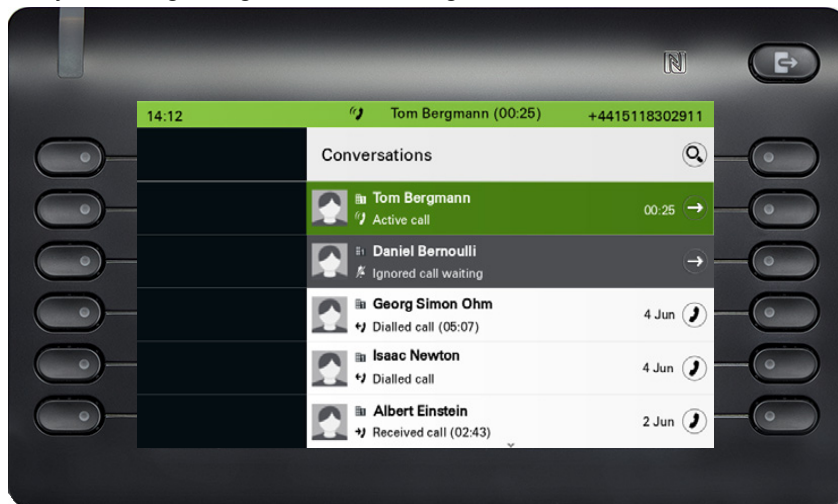


If accepted, the call is shown on Connected call screen.



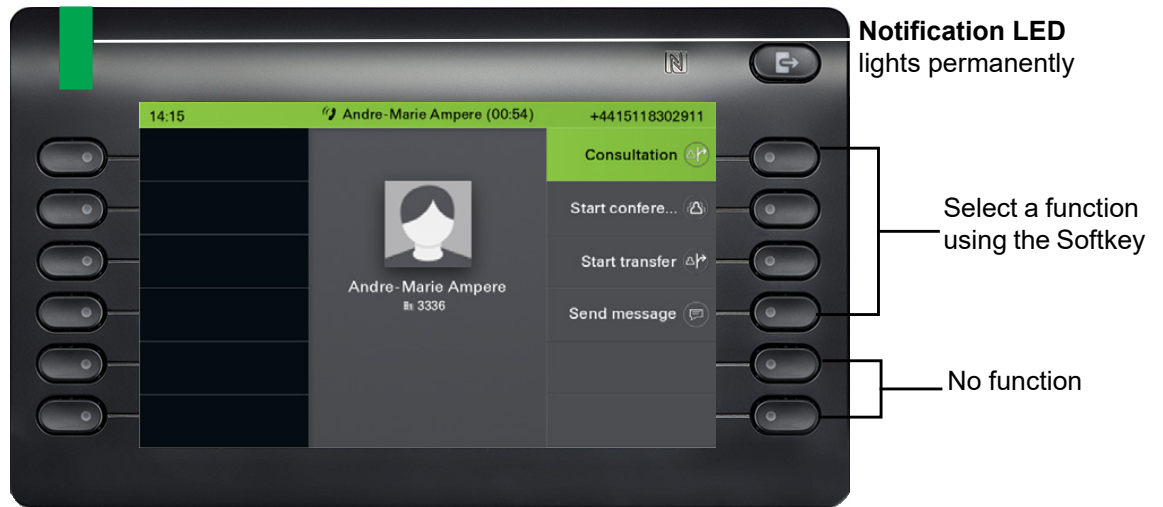
All other incoming calls including the one presented on Incoming call screen are the Status bar and in Conversations.

If the Alerting screen is ignored, phone returns to the currently active call or shows another incoming call screen. You can still answer an ignored call waiting call either when the ongoing call ends or by selecting the ignored call waiting from the list.



Call handling is very limited in case phone is locked. The Conversation screen is not accessible and there is no Alerting screen. Only incoming call with high priority is shown on Incoming call screen. When another call is signalled, and priority indicator changes, incoming call screen switches to the actual high priority call.

When conducting a call



Switching to a different menu during a call

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



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

Icons in call states



Icon	Meaning
	The phone is ringing or dialing.
	A call is active.
	You have placed the call on hold (e.g. consultation hold).
	Your call partner has placed the call on hold.
	The voice connection is secure.
	The voice connection is not secure.

 Detailed descriptions of the various functions can be found further on in the document.

Programmable keys

Programmable keys are available to you in the left panel of the display and in the Favourites menu, or on an optionally connected OpenScape Key Module 600 → page 59.

Programmable keys in the left panel

The OpenScape Desk Phone CP700/CP700X comes with 6 illuminated, free programmable keys permanently displayed in the left panel.

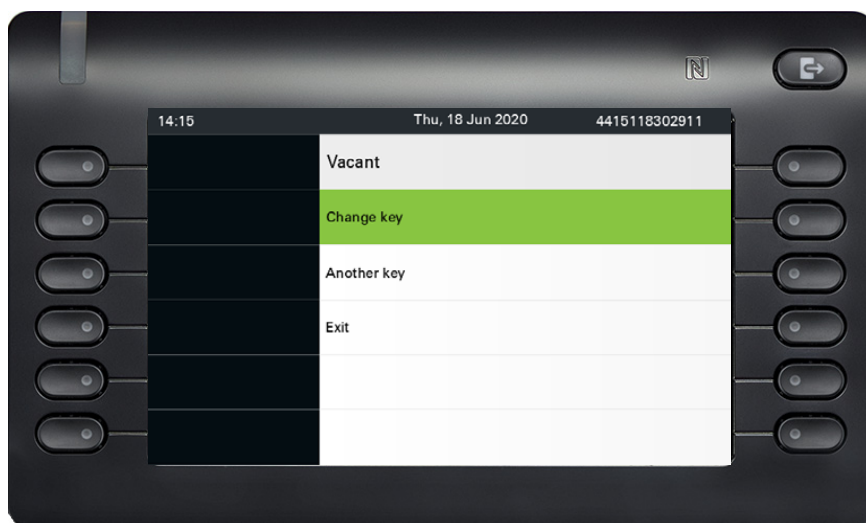
To program a Function key in the left panel, perform the following steps:



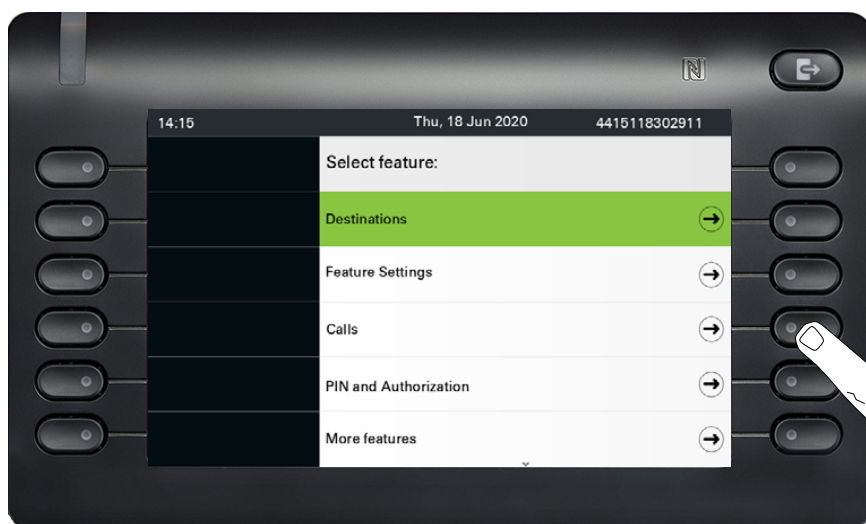
Hold down the key in the left panel to which you want assign a function, e.g., to activate / deactivate second call (Call waiting), until the programming prompt is displayed.



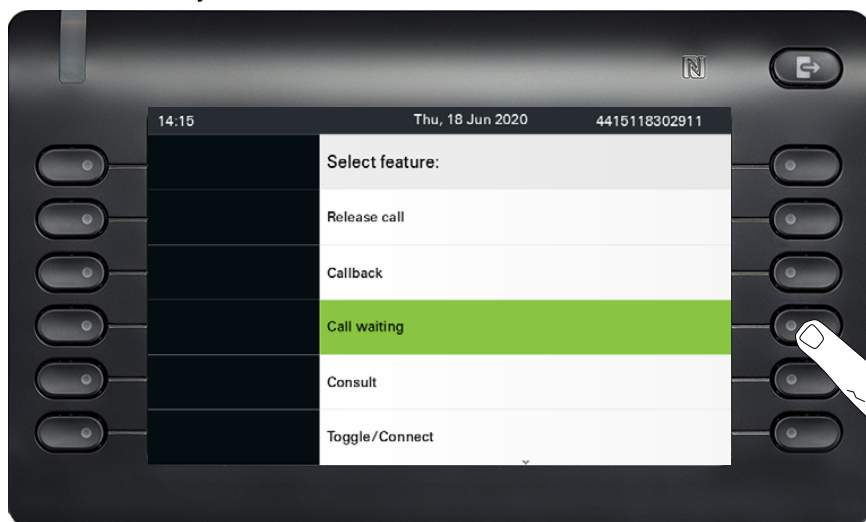
Press the third Softkey “Assign telephony function”.



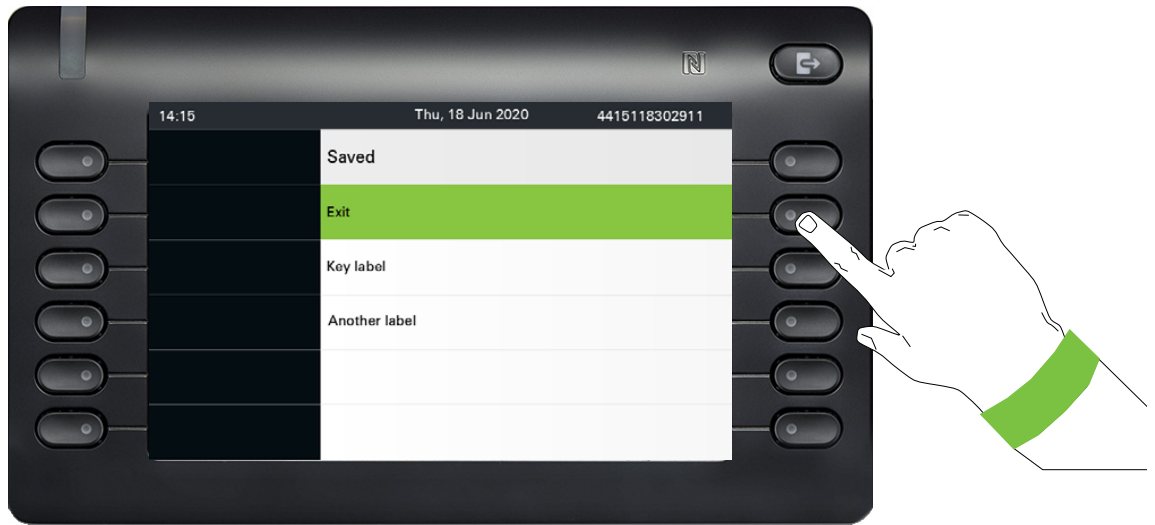
Press the Softkey "Change key".



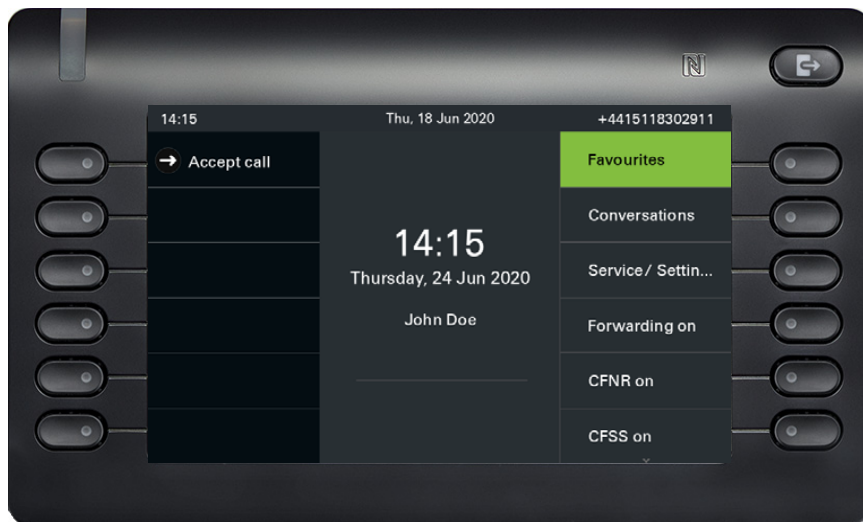
Press the Softkey for "Calls".



Use the  key to select one of the available features, in our example "Call waiting". Confirm with the Softkey.



If you prefer not to change the standard label ("Accept call"), simply finish with "Exit."
The Function key is now configured and can be used.



Programmable keys in the Favourites menu

You can use the Favourites menu to access 6 more programmable keys, to which you can assign functions and phone numbers. You can program preferred functions that are not offered in menus. It makes sense to assign the “Shift key” functionality to a key to reach the second level of the favourites.

To program this function key, perform the following steps:



Open the following menu using the Softkey for Favourites:



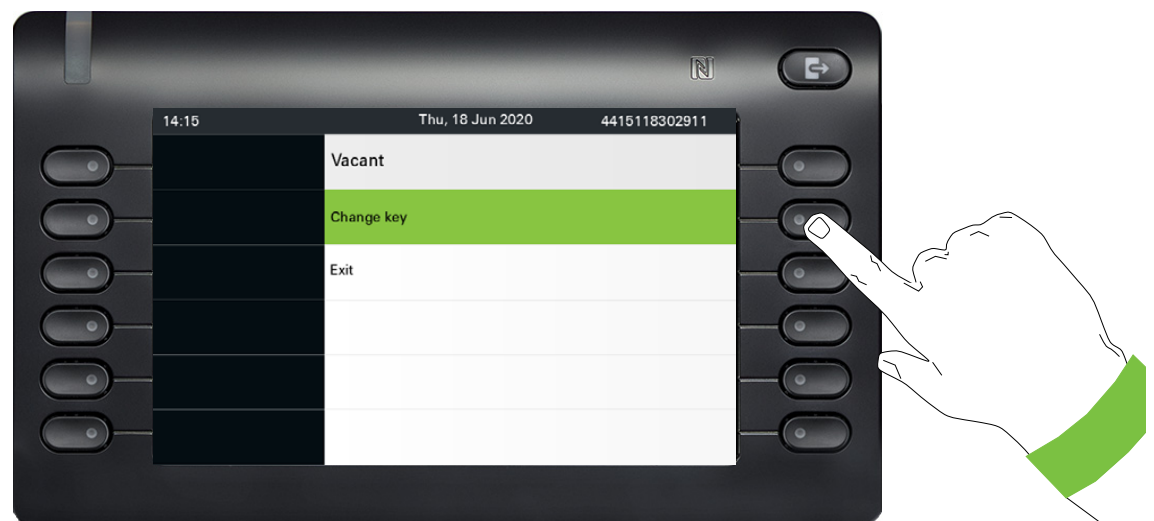
Press the Softkey for  if you want to switch to the second page.



Press the second Softkey continuously to populate the first function key on page 2:



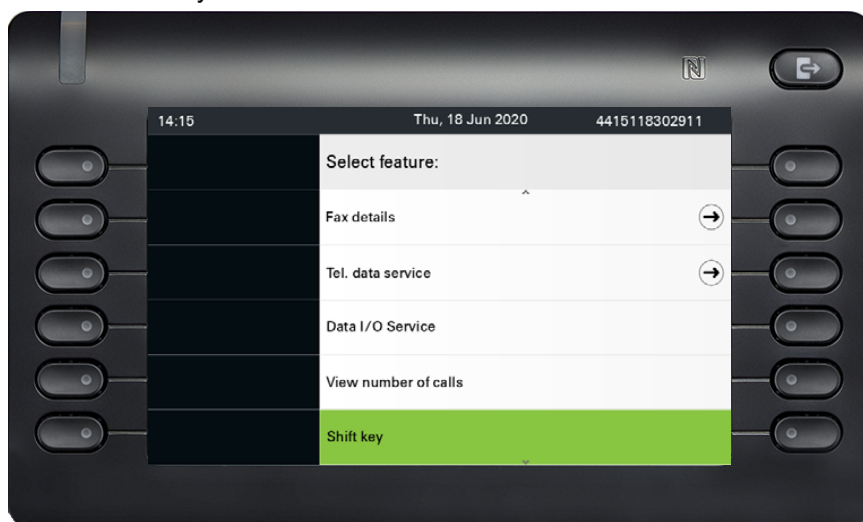
Press the third Softkey to "Assign telephony function".



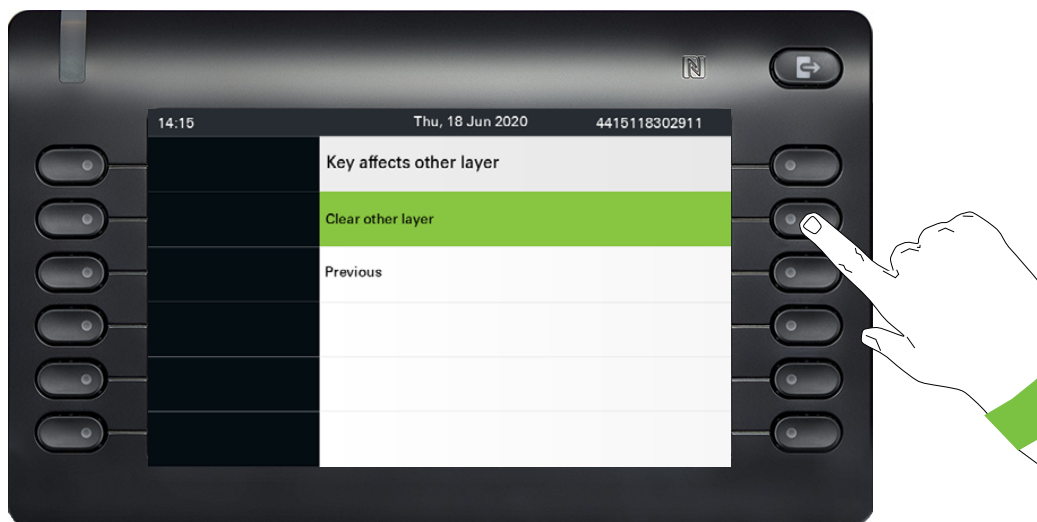
Press the Softkey "Change key".



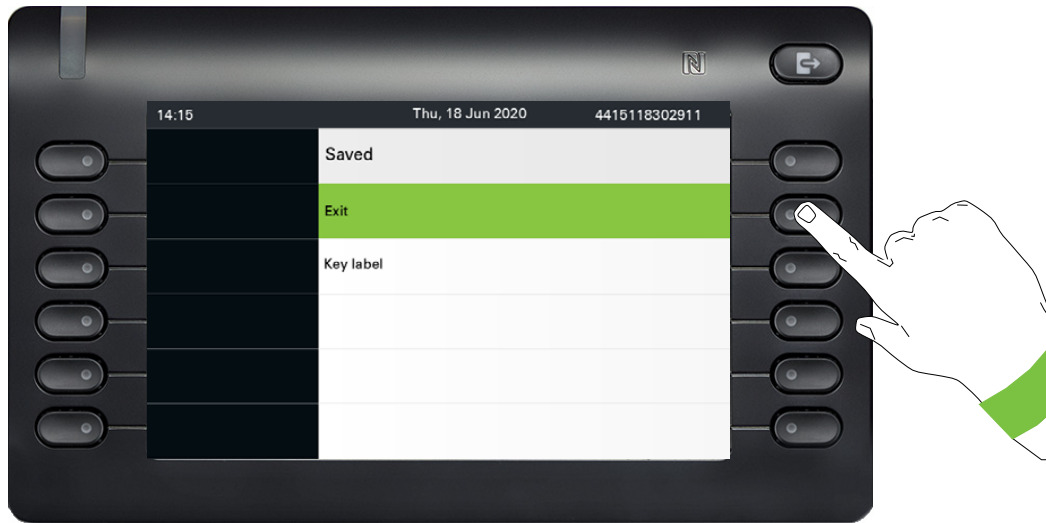
Press the Softkey for "More features".



Use the ☒ key to select one of the available features, in our example "Shift key". Confirm with the Softkey.

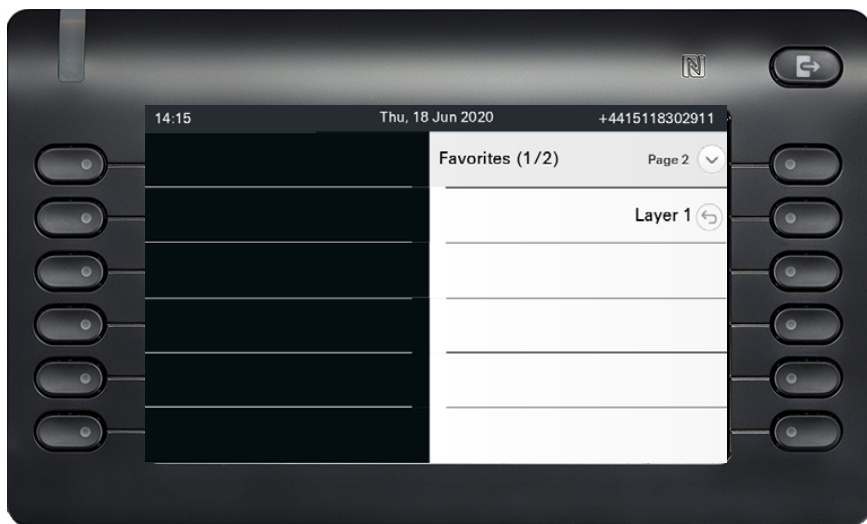


Select if the key will affect other layers.



If you prefer not to change the standard "Shift key" label, simply finish with "Exit."

When you navigate to the Favourites option of the main menu screen, you can see that the function key is now configured and can be used.



Programmable keys on the OpenScape Key Module 600

The OpenScape Key Module 600 has 12 keys to which you can assign functions or numbers at two levels. As such the first level can be assigned with frequently used functions and the second level can only be assigned with RNR keys.

 Increase the number of programmable function or selected dialing keys by connecting an additional key module → page 20.

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

- Function key → page 95
- Selected dialing key → page 99
- Linekey → page 163
- Direct station selection (DSS)key → page 166

The OpenScape Key Module 600 has display lines, each of which is assigned to a key. The name of the function or a destination, an action icon, and a status icon are displayed.

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

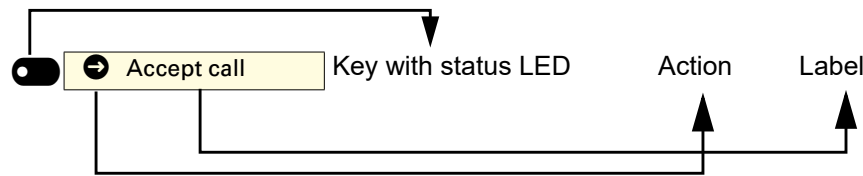
Meaning of LED displays on Feature keys

Status LED		Meaning of Function key
	Off	The function is deactivated.
	LED is flashing ¹	Indicates the status of the function (e.g. green or red).
	On	The function is activated (e.g. green or red).

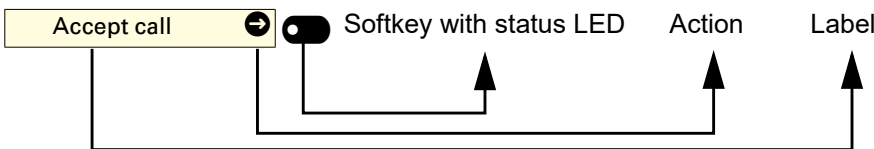
¹ In this manual, flashing key LEDs are identified by this icon, regardless of the flashing interval. The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.

Display function of the function keys

Function key in the left panel:



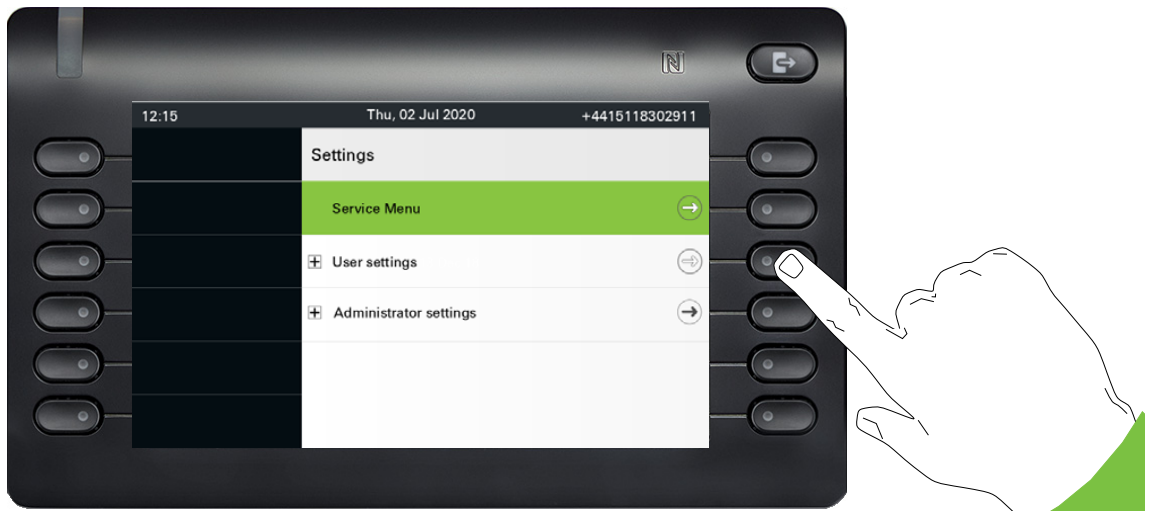
Function key in Favorites or on a connected OpenScape Key Module 600:



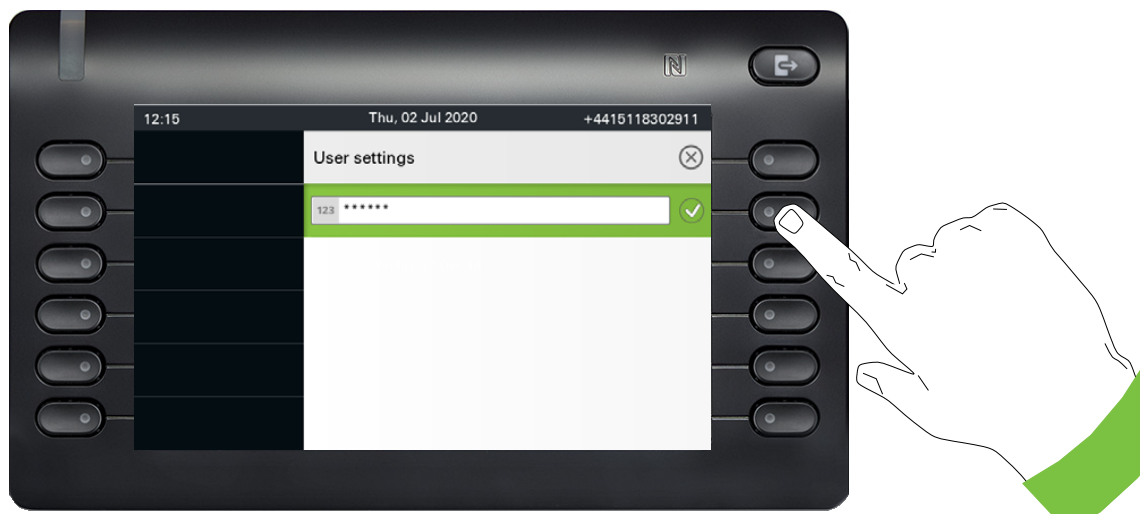
For the rest of this document, we will use the second approach to refer to Function keys either they are on phone or on a connected OpenScape Key Module 600.

User settings

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



The menu consists of a configuration area for system, local user, and local administrator settings.



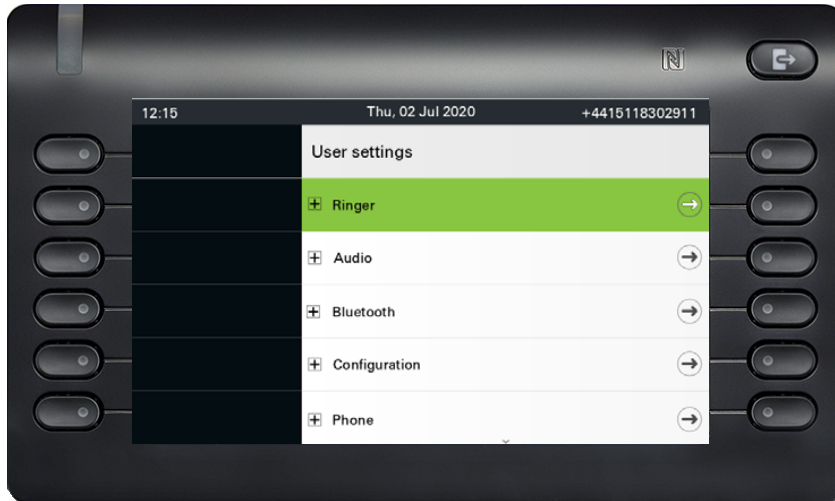
The first time you open the user settings you have to enter the User password → page 184.

User settings

Menu

You can adjust local settings for your OpenScape Desk Phone CP700/CP700X using the "User settings" menu.

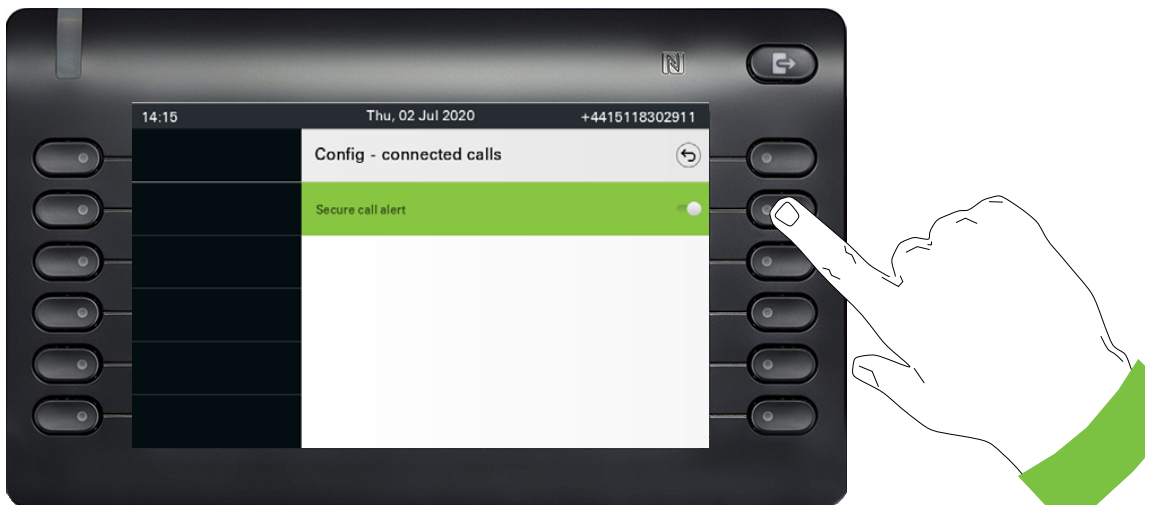
The menu structure consists of several levels.



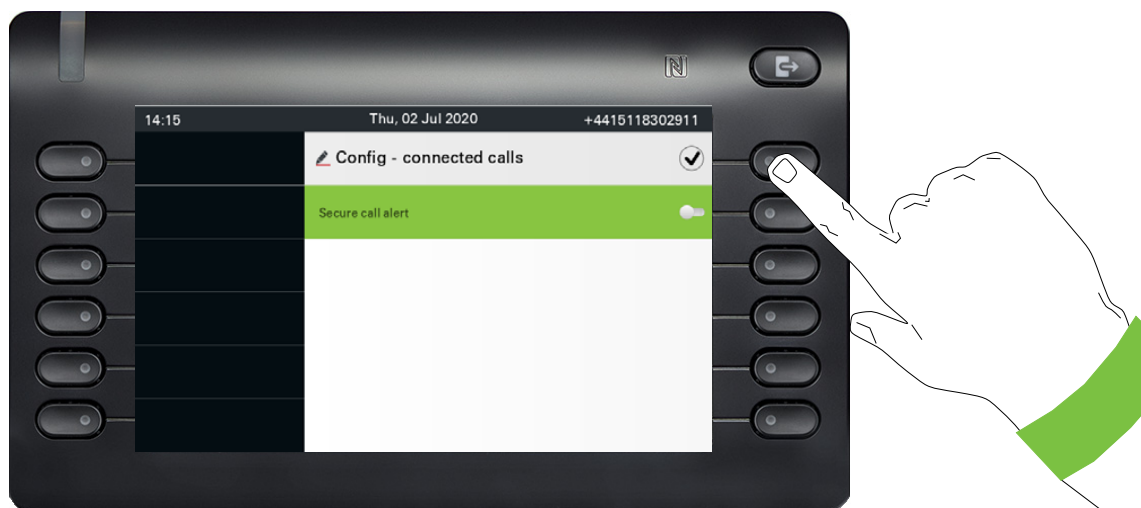
➡ You can also configure all settings via the **web interface** of your OpenScape Desk Phone CP700/CP700X → page 227.

Switches

The menus contain switches for activating and deactivating functions. Example:



Press the Softkey on "Secure call alert" to disable the function. The switch is moved to the left. Alternatively you can use **OK** to operate the switches.



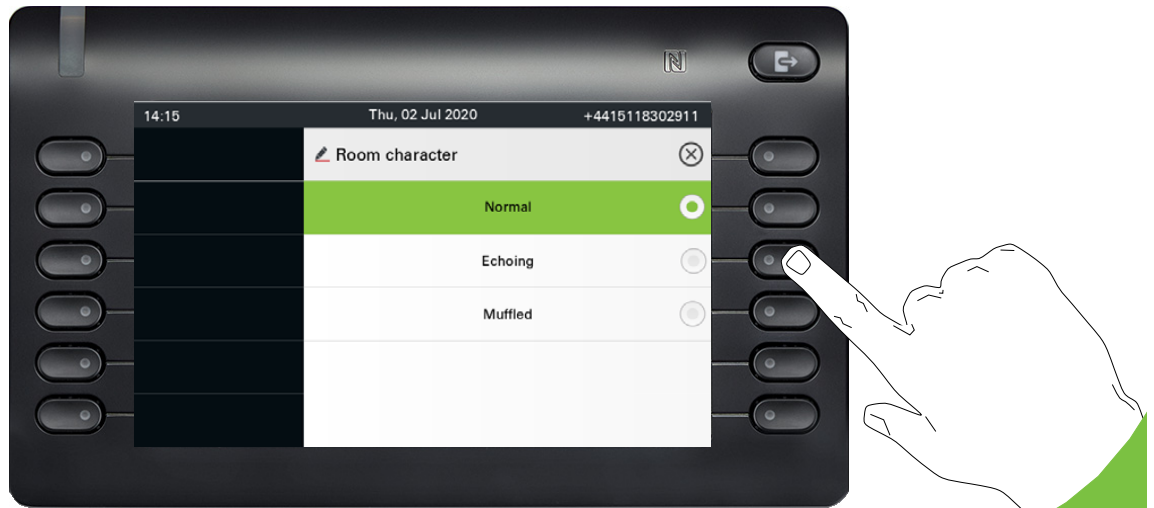
Press the Softkey for  to save your new setting.

Parameters

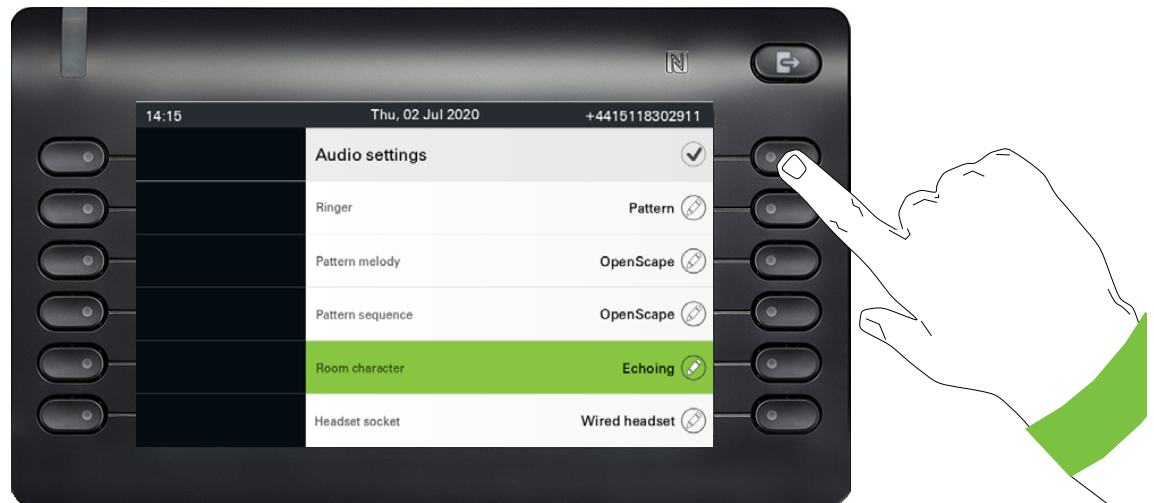
You can set values in some submenus.



Press the Softkey for  to open the setting.



Press the Softkey for example on “Echoing”. The setting is changed and you return to the previous menu.



Exit the menu.

Level

You can use menus with levels to adjust the volume or brightness, for example. An example of display brightness is given here. Switch to the telephone settings menu



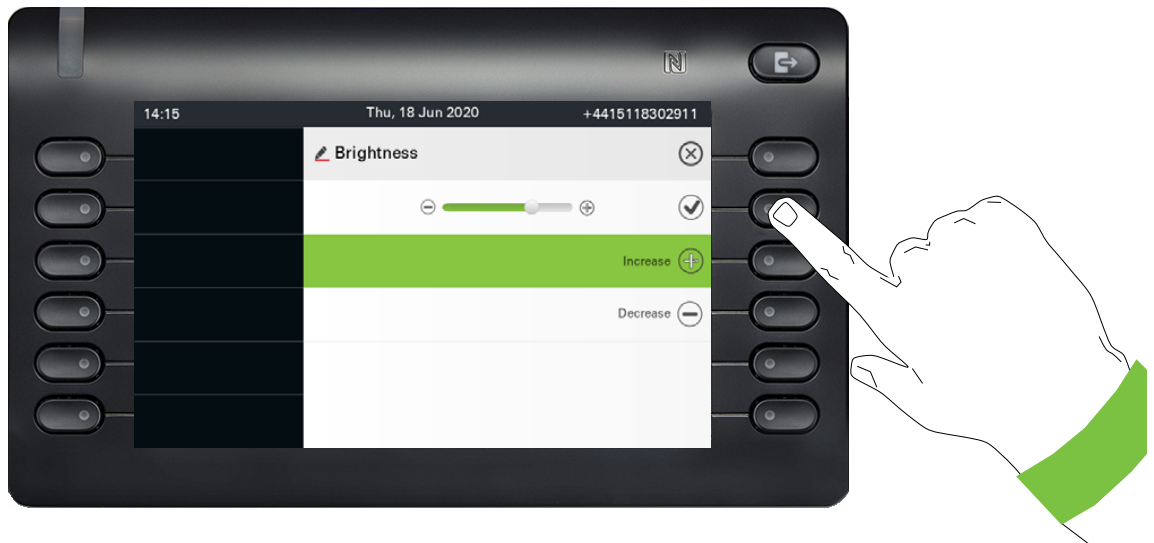
and open the display menu with the Softkey.



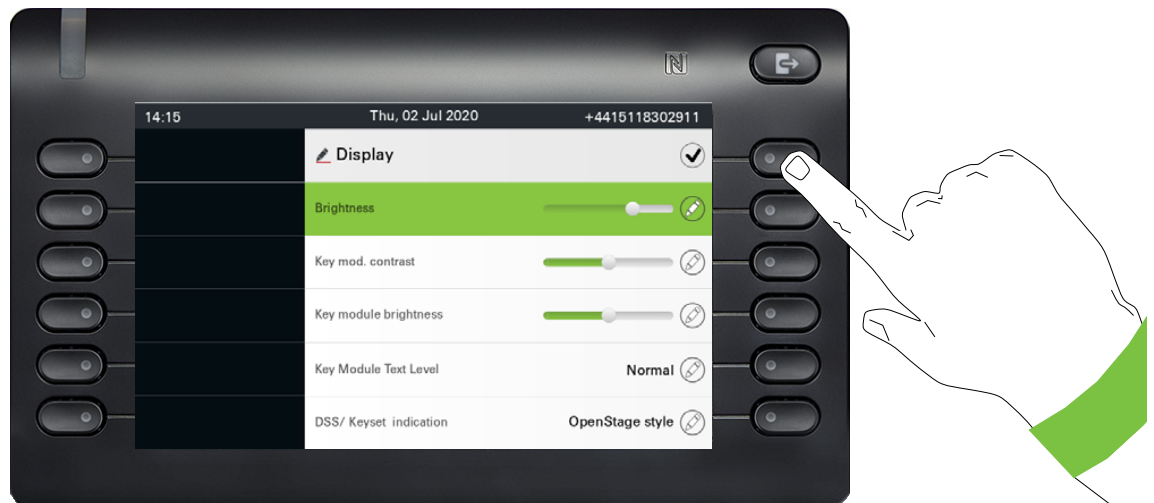
Open the menu for the brightness setting



Adjust the brightness to the desired level. Use the **- +** key to do this. The display is adjusted immediately.



Complete the setting by pressing the Softkey for **✓**.



Save your new settings.

Administration

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

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



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

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

Setting up the phone

Display

Display adjustment

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

Display brightness

You can customize the display brightness according to your current lighting conditions.

You can also configure this setting via the Web interface → page 227

Press the Main Menu key, if needed.

Open using the Softkey

Select "User settings".

Open using the Softkey

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

Open using the Softkey

Open using the Softkey¹.

Use the Softkey to brighten the display.

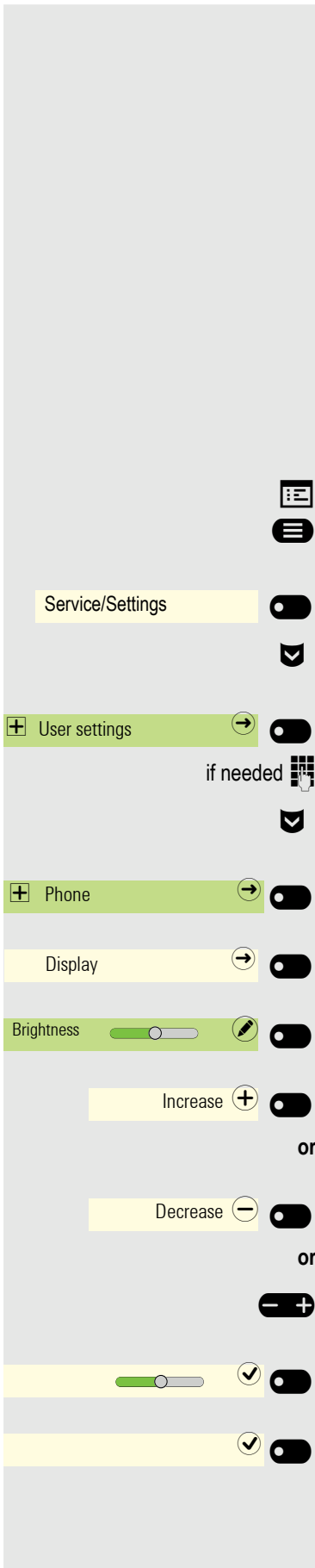
Use the Softkey to dim the display

Adjust using the toggle key

Confirm the setting with the Softkey.

Save the settings.

1. The display shows the current setting



Select language for display user guidance

Change language for user guidance if needed.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Select "More features"

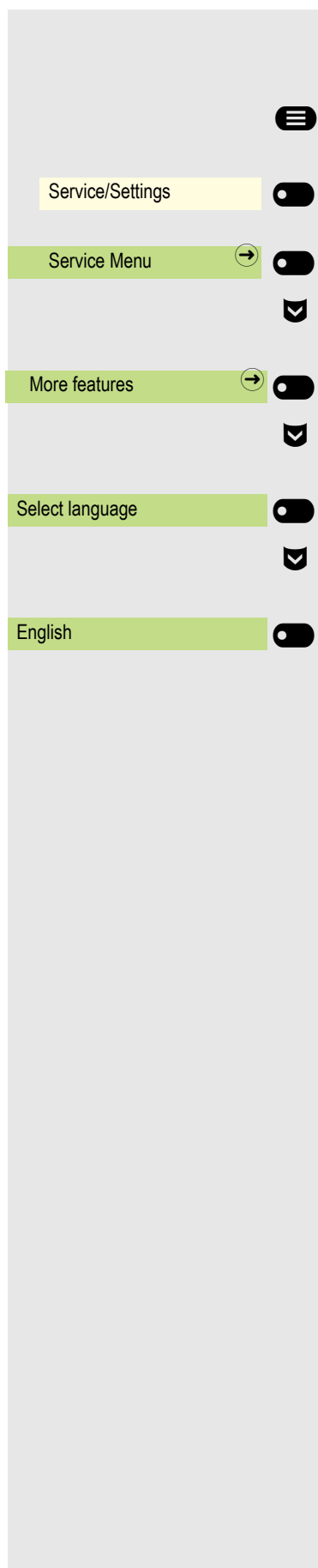
and confirm.

Select "Select language"

Confirm.

Select e.g. "English"

and confirm.



Energy saving mode

Select the inactivity time after which the OpenScape Desk Phone CP700/ CP700X should automatically dim or turn off the backlight.

You can select the following time combinations for backlight dim / switch off:

- 1 min/5 mins
- 5 mins/20 minutes
- 30 mins/2 hrs
- 45 minutes/4 hours
- 60 minutes/8 hours

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

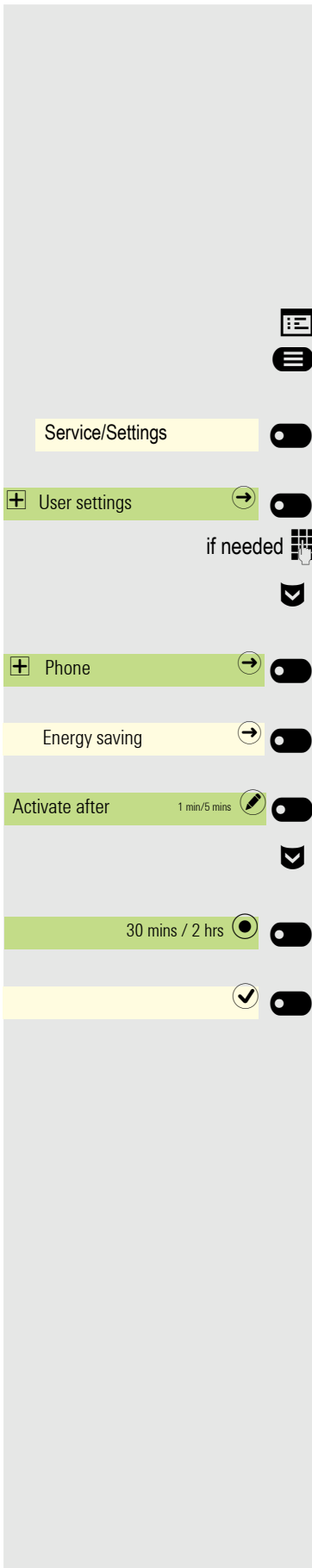
Open using the Softkey

Open using the Softkey¹.

Select the new time in the list

Using the Softkey, confirm the new background lighting settings.

Save the setting with the Softkey.



1. The display shows the current setting

Contrast for the OpenScape Key Module 600

If you have connected an OpenScape Key Module 600, you can adjust the key label contrast to suit your ambient lighting.

You can also configure this setting via the Web interface → page 227

Press the Main Menu key, if needed.

Open using the Softkey

Open using the Softkey

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

Open using the Softkey

Open using the Softkey ¹.

Use the Softkey to increase the contrast.

or

Use the Softkey to reduce the contrast.

or

Adjust using the toggle key

Confirm the setting with the Softkey.

Save the settings.

1. The display shows the current setting

Brightness for the OpenScape Key Module 600

When you have connected a OpenScape Key Module 600, you can adjust the key label brightness to suit your ambient lighting.

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

Open using the Softkey.

Open using the Softkey¹.

Use the Softkey increase the brightness

or

Use the Softkey to dim the display.

or

Adjust using the toggle key

Confirm the setting with the Softkey.

Save the settings.

1. The display shows the current setting

DSS/ Keyset indication

Every DSS key on your phone or on a connected OpenScape Key Module 600 has a LED indication to reflect the key status.

You can choose between two styles of the DSS/ Keyset indication: either the default OpenStage style or the CP style. For more information on these styles, see section "LED displays for DSS keys" → Page 166.

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

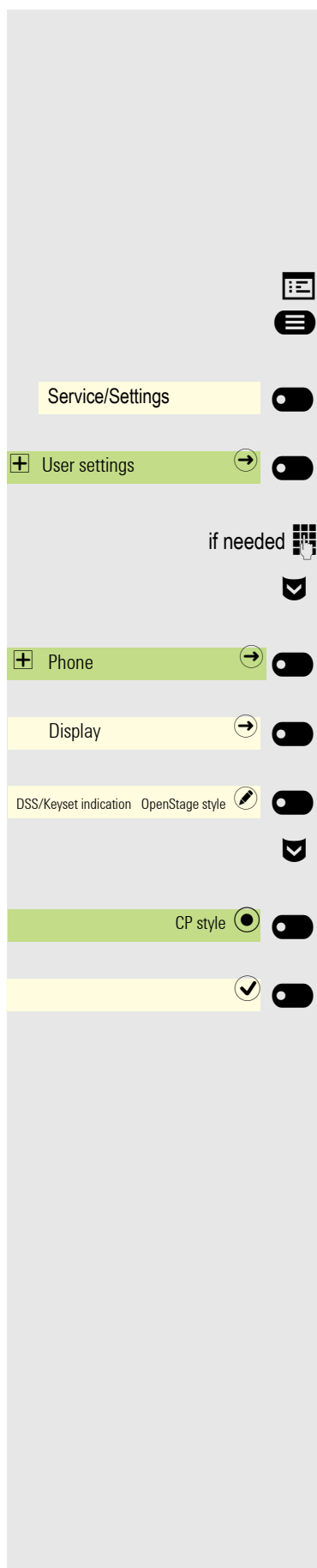
Open using the Softkey.

Open using the Softkey¹.

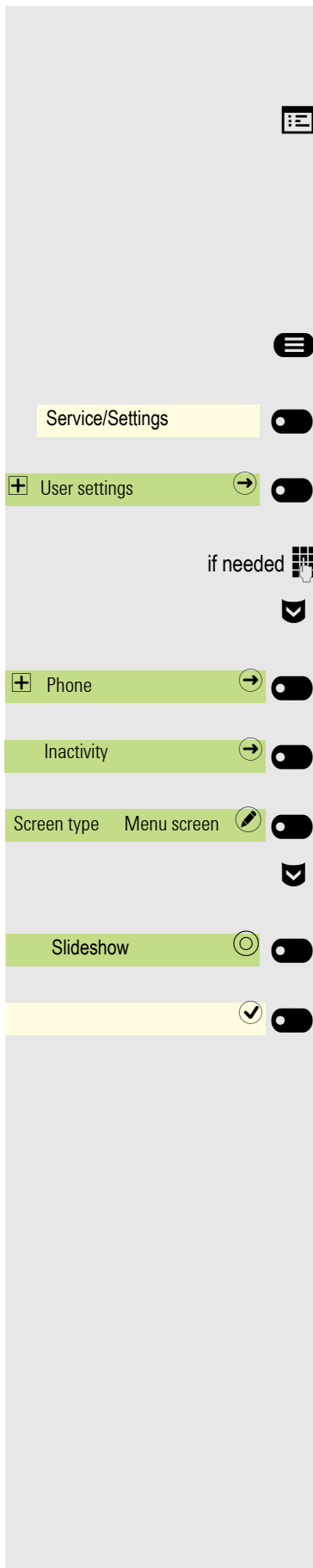
Select the other style.

Using the Softkey, confirm the new DSS/Keyset indication style.

Save the setting with the Softkey.



1. The display shows the current setting



Screensaver

Activate a screensaver for the phone's idle state.

You can also configure the screensaver settings via the Web interface → page 227.

Activate the screensaver

Prerequisite: Your administrator has uploaded images to the OpenScape Desk Phone CP700/CP700X or you have uploaded your own images..

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

Open using the Softkey.

Open using the Softkey¹.

Select other option

Activate with the Softkey.

Save the setting by selecting the Softkey.

Upload your images for screensaver

To install your own images for the screensaver, transfer the images using the Web interface → page 227.

Once you have opened the web interface click "File transfer", then "Slideshow images", and then click Browse.

Search for suitable images on your computer or in the network and save your search results. You can upload several images in succession.

Your new images will be used next time you start the screensaver.

1. The display shows the current setting

Automatic screensaver activation

Select how long OpenScape Desk Phone CP700/CP700X should be idle before the screensaver automatically activates.

You can choose from the following settings:

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

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

Open using the Softkey.

Open using the Softkey ¹.

Select the new time in the list

Confirm with the Softkey to set the new time.

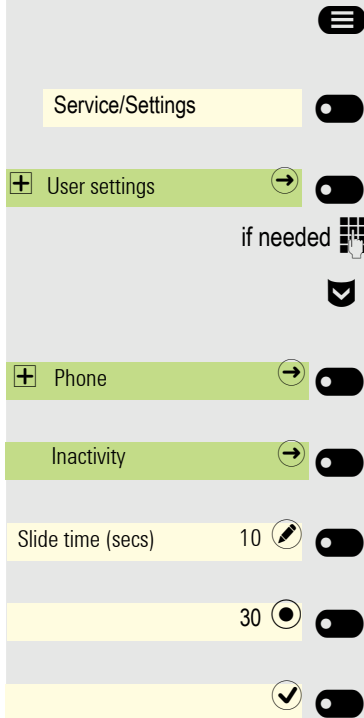
Save the setting with the Softkey.

1. The display shows the current setting

Set the fade time for the screensaver

Set the intervals at which the screensaver images change here.
The following fade times are possible:

- 5 seconds
- 10 seconds
- 20 seconds
- 30 seconds
- 60 seconds



Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

Open using the Softkey.

Open using the Softkey ¹.

Confirm with the Softkey to set the new time.

Save the setting with the Softkey.

1. The display shows the current setting

Return to Main menu after timeout

You can choose between screensaver or menu screen that the phone will switch to after a period of idle state has passed. The timer for this idle period will be the same as the existing screensaver timer → page 83.

Press the Main Menu key, if needed..

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select "Phone".

Open using the Softkey.

Open using the Softkey.

Open using the Softkey ¹.

Select the Menu screen in the list.

Confirm with the Softkey to set the new screen type.

Select the Menu screen in the list.

Save the setting with the Softkey.

1. The phone displays the current setting

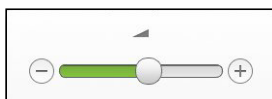
Audio

Change connection volumes

Change the following settings:

- Handset volume
- Speaker volume
- Headset volume
- Call loudspeaker volume

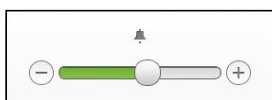
You can also adjust volume settings from the user menu → page 215.



Set volume louder or quieter. Press the key until you reach the desired volume.

Adjust ringer volume in call or while idle

You can also adjust volume settings from the user menu → page 215.



Press the key until you reach the desired volume.

Deactivate the ringer

If you do not want to be disturbed by the phone ringing for an incoming call, you can switch the ringer off.

Deactivating



Hold down the key until the "Ringer off" icon appears.



Activating



Hold down the key until the "Ringer off" icon goes out.



Mute active ringer



You can mute the active ringer for an incoming call and only for that call. Long press the key while the phone is ringing and only the active ringer is muted. Ringer mode is not changed.

If you want to change the ringer mode, see the section "Deactivating" → Page 86 and "Activating" → Page 86.

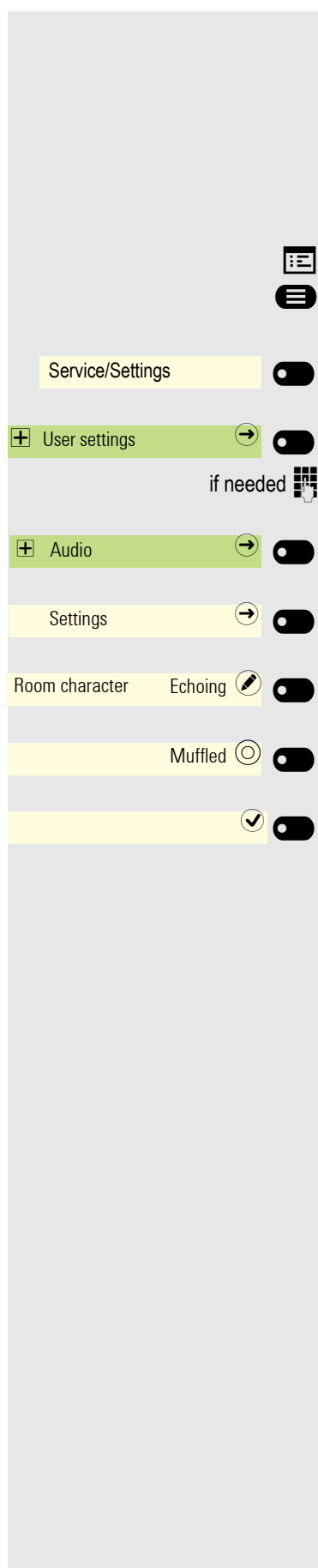
Activate Ringer beep

You can turn the ringer off and select a short alert tone instead.



Hold down the key until the notification and icon for "Ringer beep" appears on the display.





Room character

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

- Normal
- Echoing
- Muffled

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey

Enter and confirm the User password.

Open using the Softkey

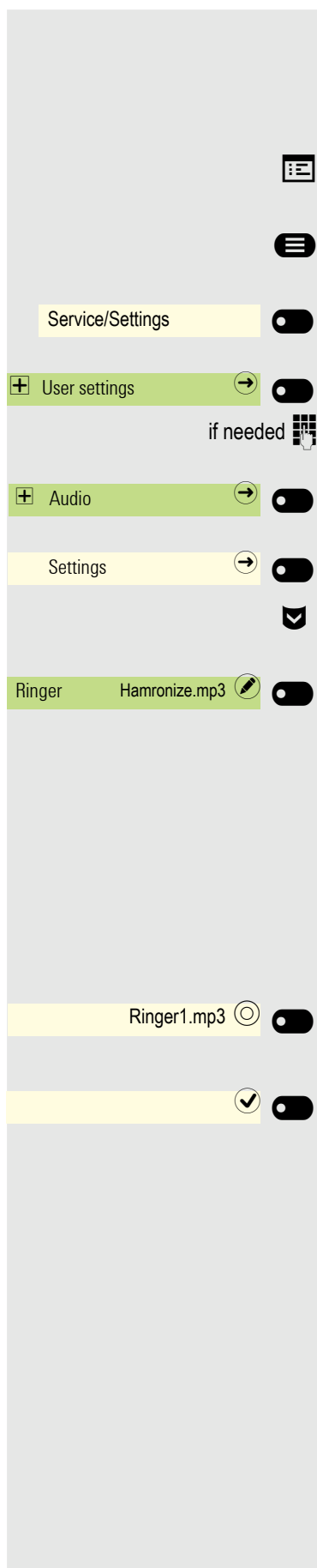
Open using the Softkey

Open using the Softkey¹.

Use the Softkey to set to Muffled, for example.

Save the setting by selecting the Softkey.

1. The display shows the current setting



Ringer

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

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey

Enter and confirm the User password.

Open using the Softkey

Open using the Softkey.

Switch to Ringtone.

Open using the Softkey¹.

You will be offered the following default options:

- Pattern
- Harmonize.mp3
- Ringer1.mp3
- Ringer2.mp3
- Ringer3.mp3
- Ringer4.mp3
- Ringer5.mp3
- Ringer6.mp3

Confirm with the Softkey to switch. You will immediately hear the associated ringer melody.

Save the setting with the Softkey.

1. The display shows the current setting

Setting headset port use

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey

Enter and confirm the User password.

Open using the Softkey

Open using the Softkey.

Select the headset port.

Open using the Softkey¹.

You will be offered the following options:

- Wired headset
- Cordless headset
- Conference device

Confirm with the Softkey to switch.

Save the setting with the Softkey.

1. The display shows the current setting

Presence

Presence status

Once you have used the Out-of-Office/Call forwarding  key to call up the Presence menu → page 27, you can set your current Presence status. You can choose from the following options and set the duration:

-  • Office
 - Select variants
 - Office
 - CallMe
-  • Meeting
 - Meeting – Return in
 - 30 minutes
 - 1 hour
 - 2 hours
 - All day
-  • Break
 - Break – Return after
 - 10 minutes
 - 15 minutes
 - 20 minutes
 - 30 minutes
-  • Vacation
 - Vacation – Return after
 - All day
 - 1 week
 - 2 weeks
 - 3 weeks
-  • At Home
 - At home – Return after
 - All day
 - 2 days
 - 3 days
 - 4 days
-  • Sick
 - Sick – Return after
 - All day
 - 2 days
 - 3 days
 - 1 week
-  • Out of Office
 - Out of office – Return after
 - 30 minutes
 - 45 minutes
 - 1 hour
 - All day
-  • Lunch
 - Lunch – Return after
 - 20 minutes
 - 30 minutes
 - 1 hour
 - 45 minutes
-  • DND
 - Do not disturb – back in
 - 30 minutes
 - 1 hour
 - 2 hours
 - 4 hours

If the Presence status is set to:

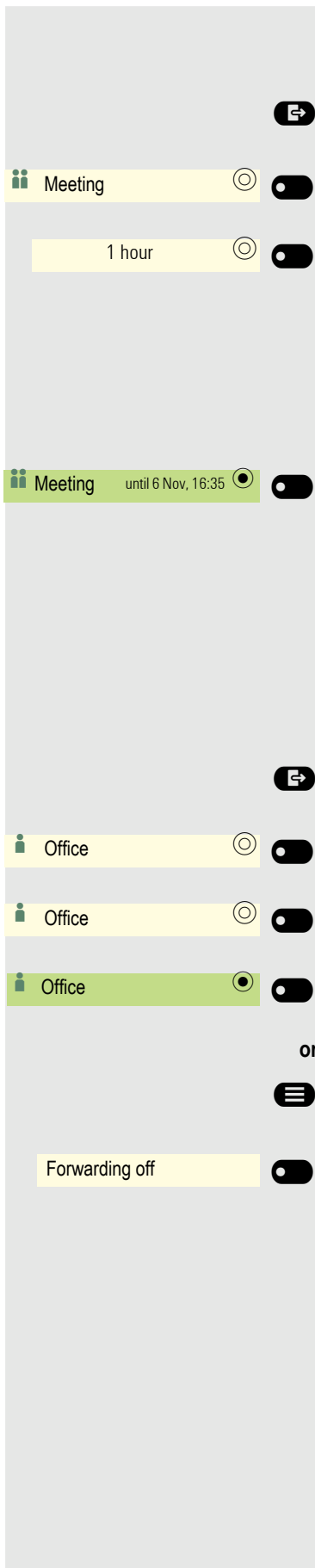
- At Home
- Vacation
- Sick
- DND

callers are redirected to a media server. Depending on the status, a caller will receive a message with the reason for and duration of absence and will be offered the option to leave a message.

With the Presence status

- Meeting
- Lunch
- Out of Office
- Break

there is no redirection and the caller will not receive a message.



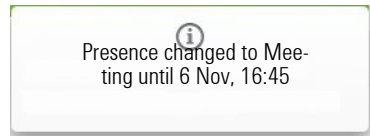
Example Meeting

Set your absence duration for a Meeting:

Press the Out-of-Office/Call forwarding key.

Open using the Softkey.

Press the Softkey to select 1 hour, for example. You will receive a confirmation like the following:



The setting is displayed.

The Presence icon for Meeting in your phone's status bar is changed accordingly. The status is updated on "MyPortal" and will appear alongside your details.

Switch off away status

Delete your absence status and, if necessary, forward to the media server by setting the Presence status in the Presence menu to Office or, if needed, by switching off forwarding.

Press the Out-of-Office/Call forwarding key.

Open using the Softkey.

Confirm with the Softkey.

The setting is displayed. The Presence symbol in the status bar changes accordingly. The status in "MyPortal" is also adjusted.

a forwarding function to the media server is enabled.

Press the Main Menu key, if needed.

Confirm with the Softkey.

Call settings

Rejecting/accepting second calls (call waiting)

If configured (ask relevant technician), you can reject/accept automatic call waiting signaling for a second call → page 126 during a telephone conversation.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Select the option shown.

Select "Call wait.trm.off"

and confirm,

or

select and confirm the option shown.

Activating/deactivating call waiting

You can suppress call waiting for a second call (approx. every six seconds). A special tone alerts you to the second call.

Activating signal tone

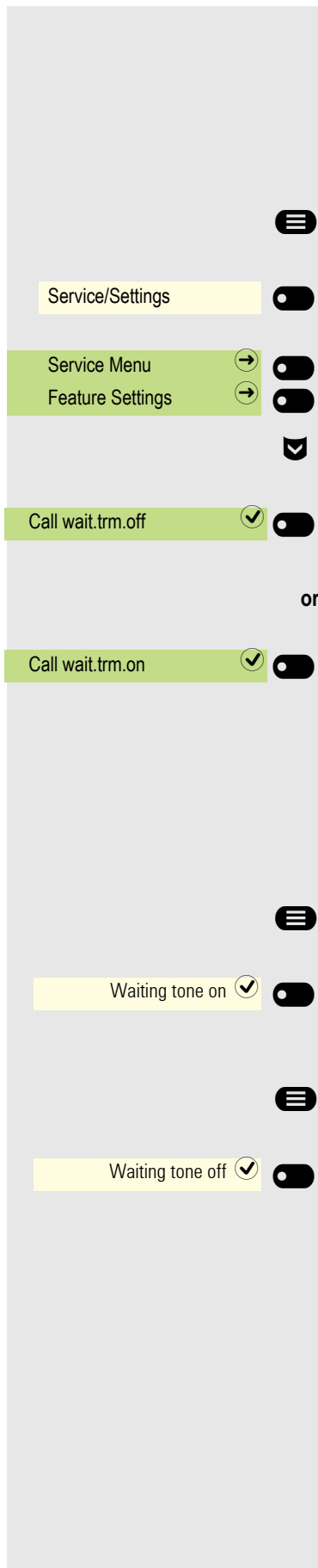
Press the Main Menu key, if needed.

Press the Softkey.

Switching off signal tone

Press the Main Menu key, if needed.

Press the Softkey.



Set up speed-dial keys

From keys **0+** to **9 wxyz** you can set-up and save 10 speed dial numbers.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Confirm.

Confirm the option shown

Press key.

Press the required line key. When the relevant key is selected, the call number is displayed.

Confirm.

Enter the external code and then the external phone number.

Confirm the option shown.

Confirm the option shown.

or

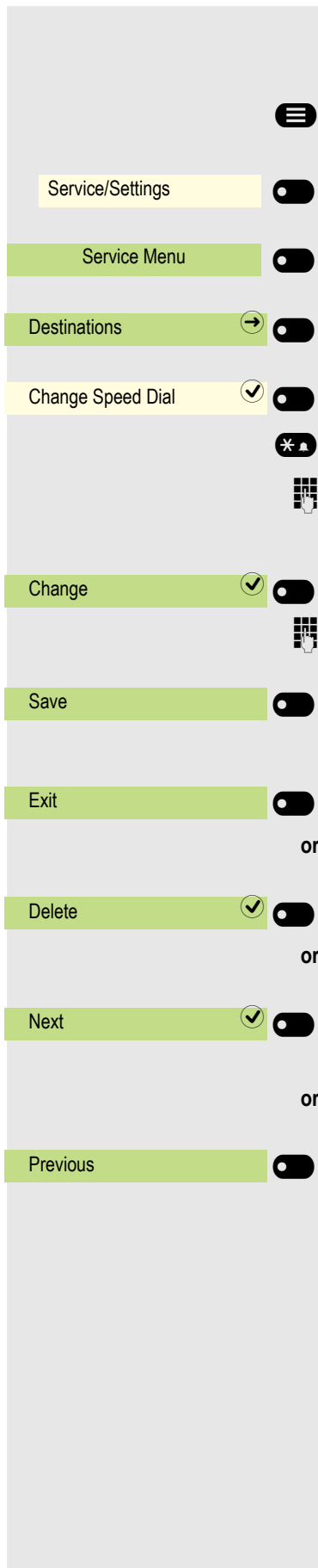
Confirm to forget the function.

or

Confirm to search and assign the next key.

or

Confirm to search and assign the previous key.



Switch night answer on and off

In night answer mode, for example, during lunch breaks or after office hours, all external calls are forwarded to a particular internal telephone (night station). The night station can be defined by the relevant service engineer (= standard night answer) or by you (= temporary night answer).

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Confirm.

Activating

Select "Night answer on".

and confirm.

Confirm to switch on night answer.

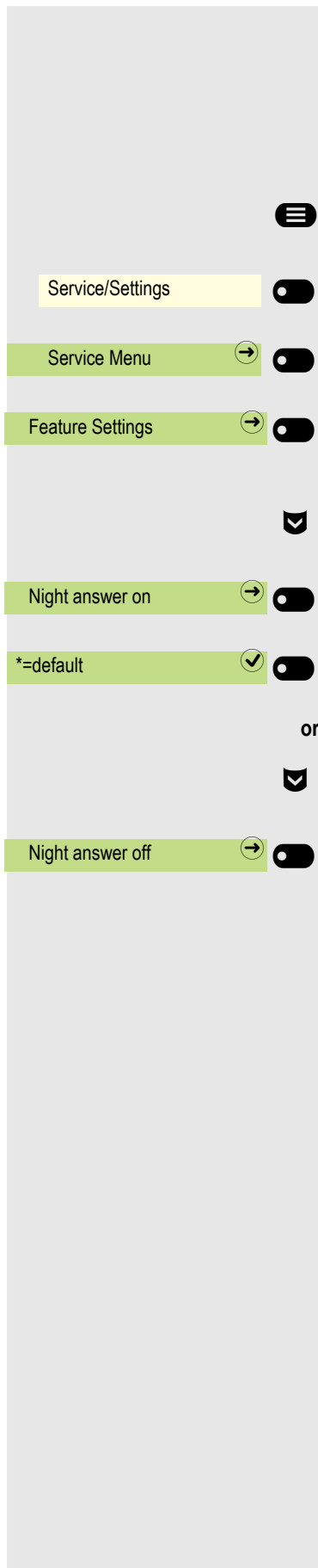
Deactivating

Select "Night answer off"

and confirm to switch off night answer

The technical professional can also set up "automatic night answer". Depending on programming, the automatic night answer on your phone turns on at specific times.

You can switch off or disconnect automatic or custom night answer settings.



Programming function keys

You can assign a series of functions for the phone to programmable Function keys on the device or on the OpenScape Key Module 600 to suit your requirements.

The CP700 comes with 6 illuminated, free programmable keys permanently displayed on the left panel of the display and additionally 6 keys in the Favorites menu, all of which can be programmed on two separate levels.

The OpenScape Key Module 600 comes with twelve Function keys, all of which can be programmed on two separate levels. You can toggle between the key levels using the two level keys. The Function keys can also be programmed via the Web interface → page 227.

The keys can be programmed in three ways:

- Press and hold selected key
- Call up via the Service Menu
- Call up via user settings

The following is a description of the set up by pressing and holding the selected key.

Function keys setup

See also the information in → page 59.

Example: "Release key" set up

Hold down the Function key in the left panel or on a connected OpenScape Key Module 600 to which a function is to be assigned, until the programming prompt is displayed.

or

Press the Main Menu key, if needed.

Open using the Softkey.

Select desired page (1 to 2).

Press and hold the Function key to be programmed.

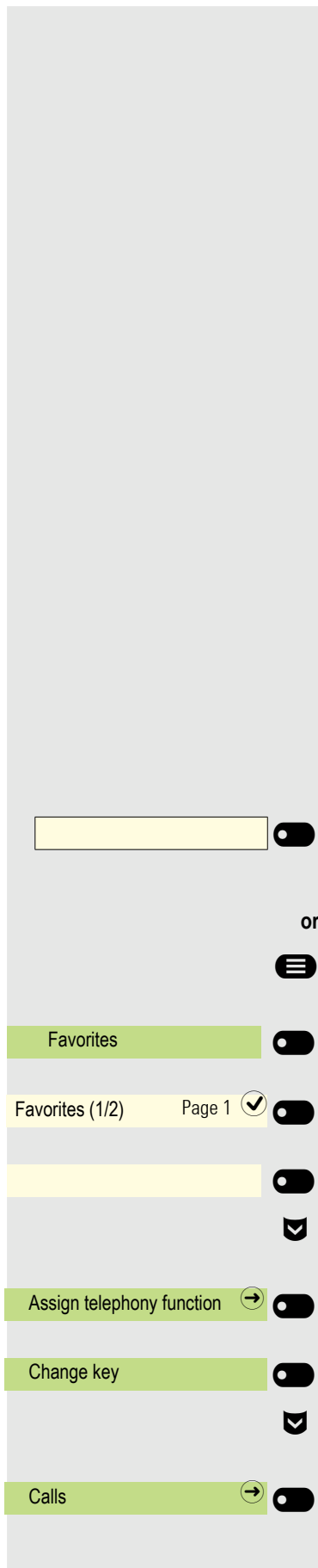
Select "Assign telephony function"

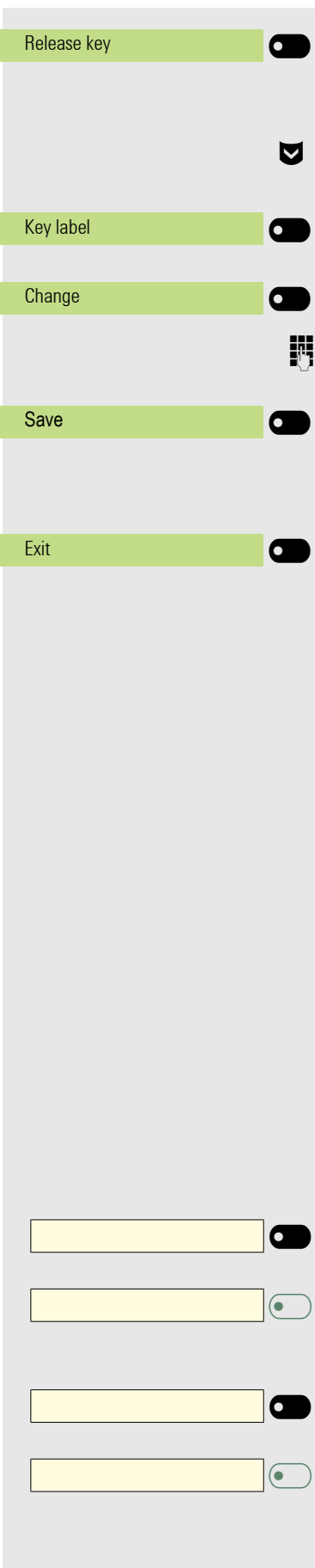
Confirm.

Confirm.

Select "Calls"

Confirm.





Confirm. The key is programmed.

You can also change the standard key label

Select "Key label"

Confirm.

Confirm.

Change text.

Confirm to save input.

Finishing the procedure

Confirm to leave edit.

Overview of functions

The functions are classified under the following menus:

- Destinations
- Feature Settings
- Calls
- PIN and Authorization
- More features

 The selection of available functions depends on configuration. Consult your administrator if you are missing a function. The keys of the OpenScape Key Module 600 are shown below. The LED displays for the keys are also displayed in Favorites.

LED displays of saved functions

Forwarding, Forwarding in department, Forwarding MULAP, Night answer, Do not disturb, Telephone lock, Response text, Silent ringing, Direct answer on/off, Group call on/off, Block phone number, Accept call, Waiting tone off, Ring transfer executive/secretary, Recording, Door release on/off, Group ringing, Layer switching, Universal Call Distribution (Available on/off, postprocessing on/off), Night destination on/off, MULAP privacy released by:, Hold key

Saved function is not switched on.

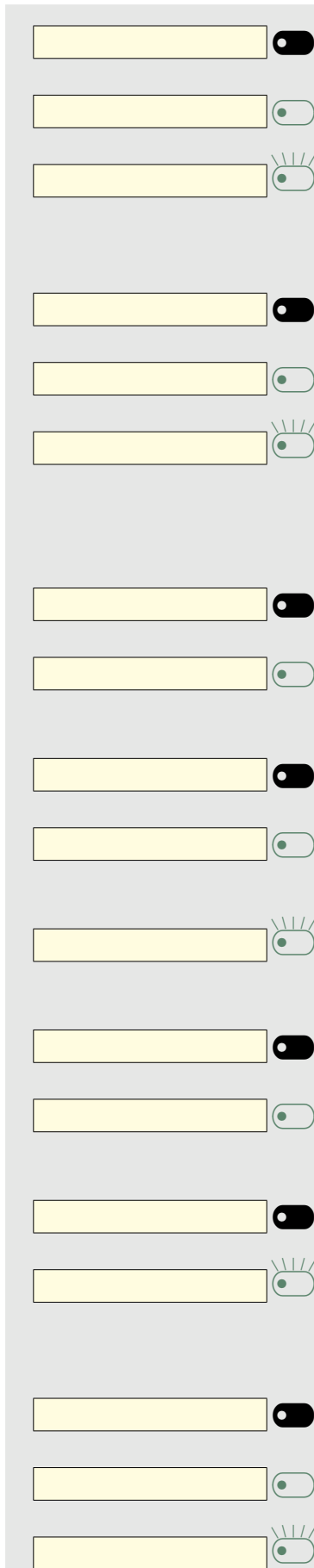
Saved function is switched on.

Callback:

You have not registered a callback.

You have registered a callback.

Call number (internal), Direct station selection (DSS):



Participant not on the phone.

Participant on the phone or do-not-disturb enabled.

Flashes quickly – I am in a call, please accept.

Flashes slowly – another participant is on a call and has not yet accepted.

Call keys, general call keys, Line key, MULAP key, Assign call number:

No call on relevant line.

Active call on relevant line.

Blinking quickly – Call on current line, call pickup is possible through key selection.

Blinking slowly – call on current line on hold.

Direction keys:

At least one line is free.

All lines in this direction in use.

Check costs:

There have been no fee-based connections since the last query was made.

Since the last query was made there have been fee-based connections.

Forwarding, Forwarding MULAP:

Blinking slowly – Your line is the destination for a call line.

Fax details:

No incoming fax or messages on answering machine.

Incoming fax or message on answering machine.

Show calls in queue:

No callers waiting.

Flashing quickly – caller waiting (certain number is exceeded).

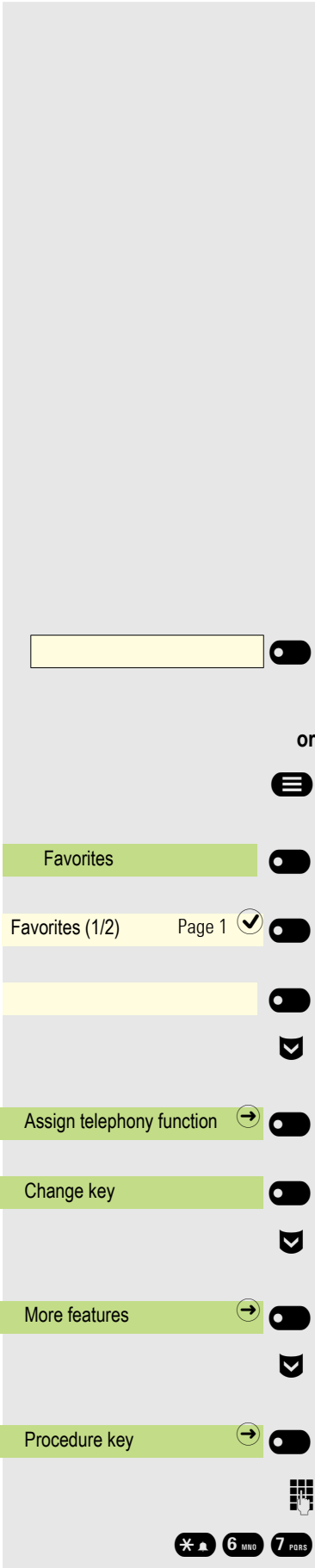
Flashing slowly – caller waiting (certain number is reached).

DATA I/O Service:

No connection to an application.

Active connection to an application.

Flashing slowly – Connection to application temporarily suspended.



Following functions saved to keys have no LED function:

Call number (external), Procedure key, Tracing a call, Fast access, Release, Management function, Central code lock, Send message, Call waiting, Toggle/connect, Conference, Speaker call, Reconnect, Ln, Line queuing, Activate line, Temporary Phone, Override, Park a call, Pickup - directed, Call pickup in pickup group, Account code, Show call charges, Paging, Answering, Appointment, Door opener, DTMF dialing, Signal key, Audio baby monitor, Internal consultation, Consultation, associated dialing, assoc. Services, Telephone data service, Mobile login, Discreet calling.

Set procedure key

You can save call numbers and functions to your phone that require additional input and therefore more set-up steps. The relevant Administrator must have the relevant license.

For example, the "assoc. Services" function → page 197 along with the relevant input (the phone number and the selected call number) can be saved to a key. Call numbers that involve further input can also be stored.

See also the information in → page 59.

Hold down the Function key in the left panel or on a connected OpenScope Key Module 600 to which a function is to be assigned, until the programming prompt is displayed.

Press the Main Menu key, if needed.

Open using the Softkey.

Select desired page (1 to 2).

Function keys , that is programmed should be held for long period.

Select "Assign telephony function"

Confirm.

Confirm.

Select "More features"

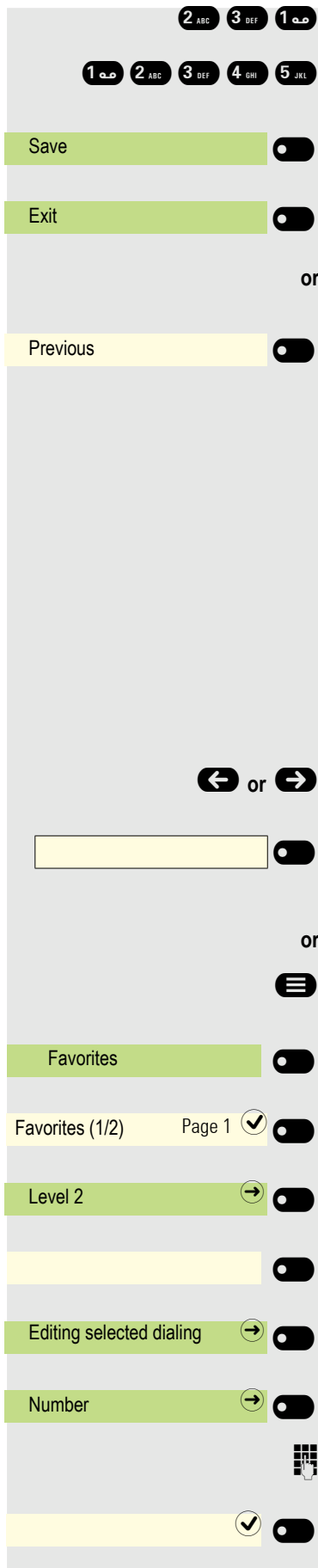
and confirm.

Select "Procedure key"

Confirm the option shown

Procedure input. Example: ***67 231 123456**

Code for Assoc. dialing



Call number of phone to be called

phone number to be dialed.

Confirm to save input.

Confirm to end the process.

If you have mistyped:

Select and confirm. All entered digits will be deleted.

Re-enter the value and save the result.



Select the saved procedure with a keystroke.

For procedures with on/off functions, switch the function on with a key-stroke and off again with another.

You can also operate procedure keys during a call; the saved figures are automatically sent as DTMF signals → page 133. Display notifications during procedure saving → page 110.

Selected dialing key configuration

If you want to configure a selected dialing key on the second level of the OpenScape Key Module 600, you can switch to this level beforehand.

Switch to the second level if necessary.

Hold down the Function key in the left panel or on a connected OpenScape Key Module 600 to which a function is to be assigned, until the key programming menu is displayed.

Press the Main Menu key, if needed.

Open using the Softkey.

Select desired page (1 to 2).

Switch to the second level if necessary.

Press and hold the Function keys to be programmed.

Confirm.

Confirm the option shown

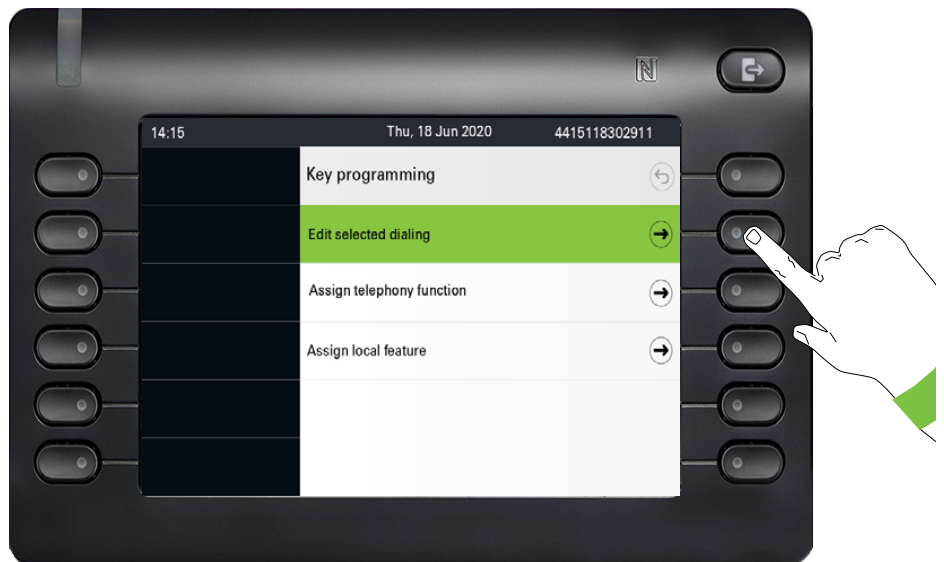
Enter the phone number and confirm.

Save the setting with the Softkey. The key is programmed.

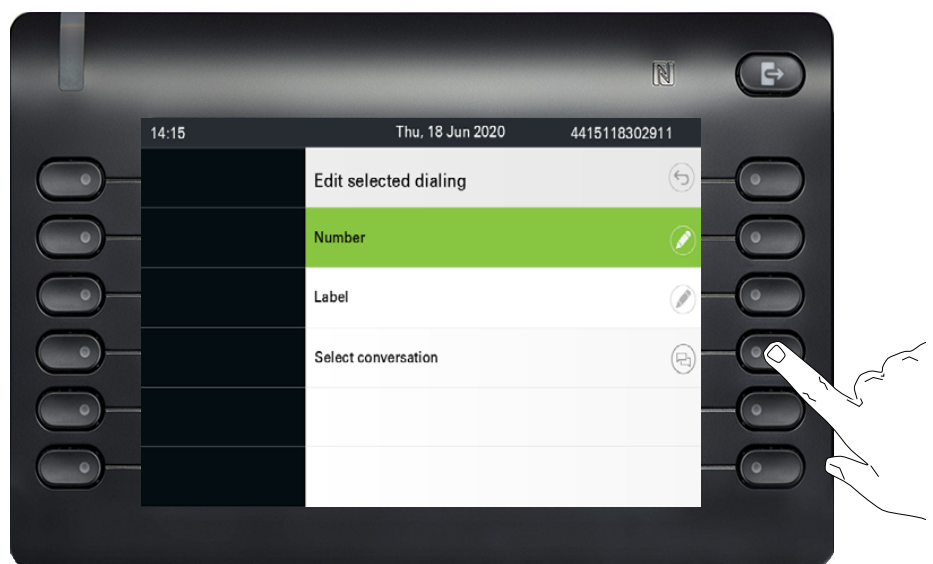
Setting up dialing keys with contact data from an existing local conversation

You can assign phone numbers to selected dialling keys, forwarding keys and deflect keys using the contact data from an existing conversation. It is also possible to copy the contact name and use it as a key label, but only with selected dialling keys.

Hold down the Function key in the left panel, in the Favorites menu or on a connected OpenScape Key Module 600 to which a function is to be assigned until the key programming menu is displayed. Then select **Edit selected dialing**.

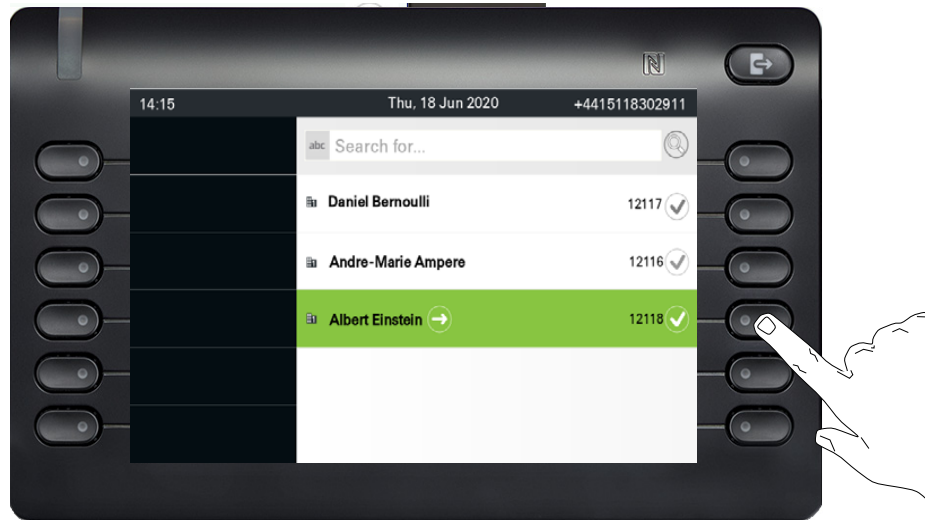


From the Edit selected dialing screen highlight the **Select conversation** option and press the Softkey next to it.

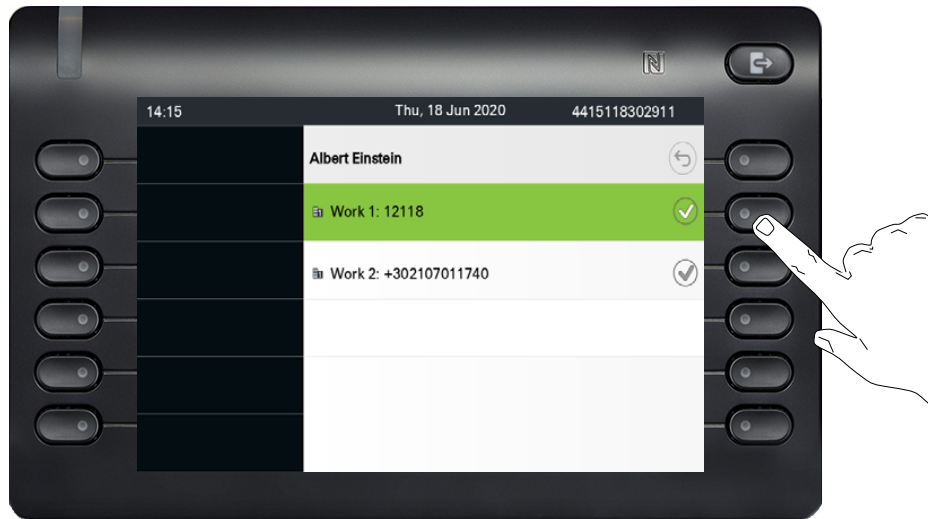


The Conversation selector screen will be shown. You can either select a conversation from the list, or use the "Search for.." box to search for a particular conversation.

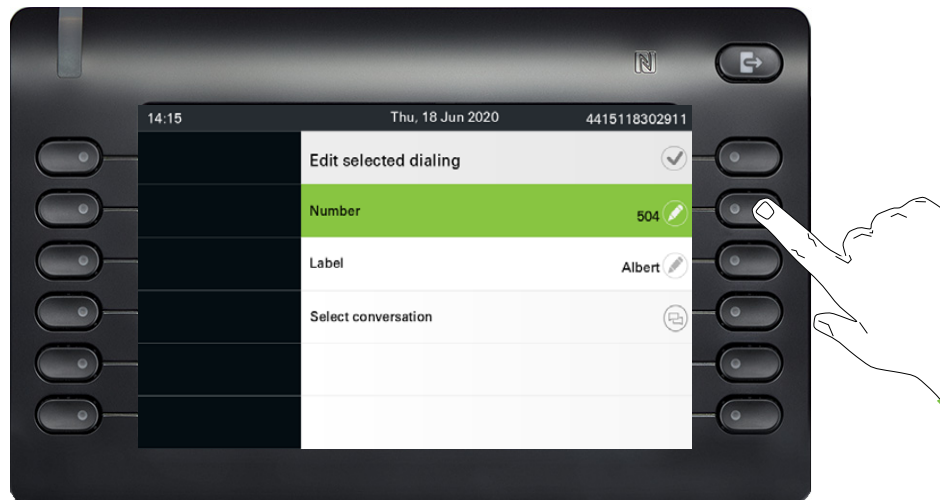
To select the default phone number of a contact use the Softkey next to it.



A conversation may have more than one phone numbers for its contact. To be able to select a phone number other than the default, highlight the conversation and press the  button.

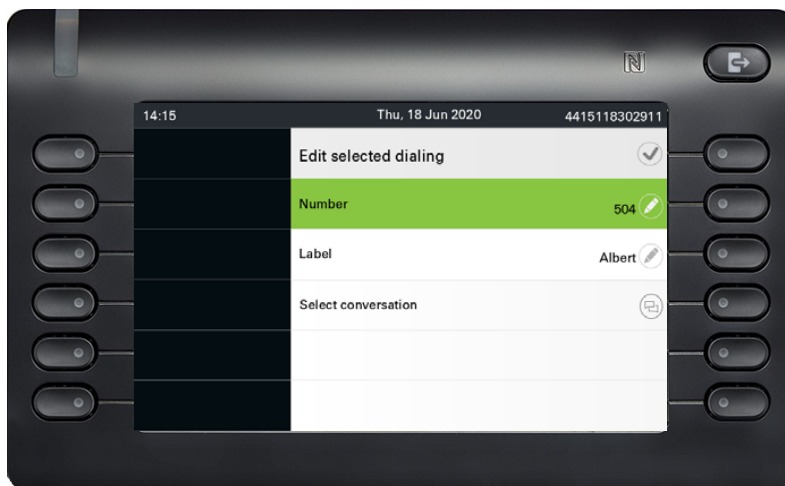


From the screen with the available phone numbers, choose a phone number by pressing the Softkey next to it.

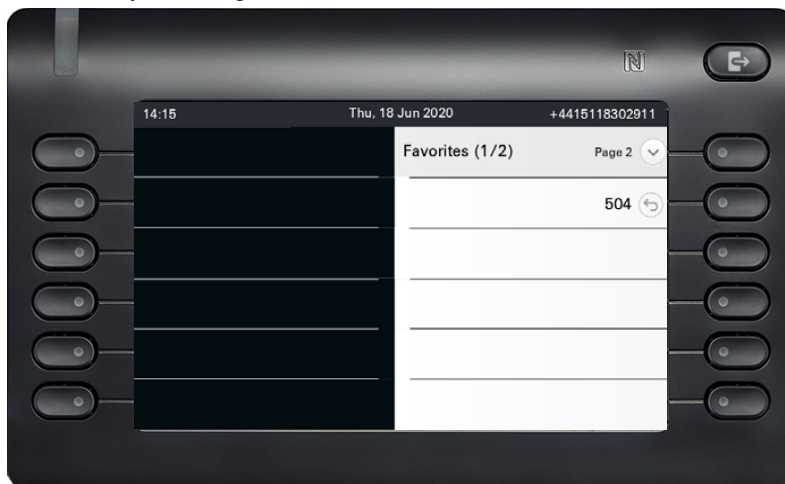


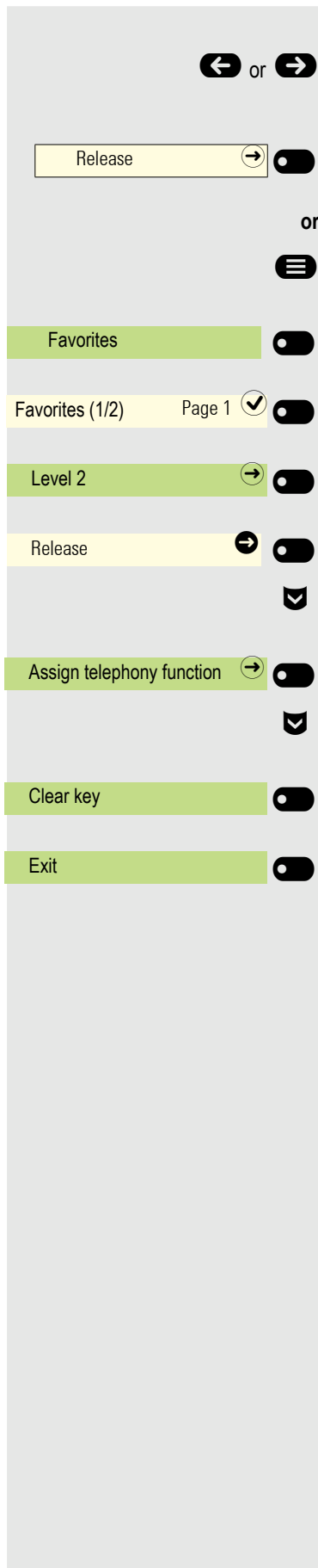
You will be redirected back to the Edit selected dialing screen where the Number now shows the default number or the chosen number of the contact and the Label shows the contact's name.

To edit these fields, highlight either Number or Label and press the Softkey next to them.



If the Function key you have programmed is in Favorites menu, then when you navigate to the Favorites option of the main menu screen, you can see that the function key is configured and can be used.





Deleting key programming

If necessary, switch to another level

Hold down the Function key in the left panel or on a connected OpenScape Key Module 600 that is to be deleted until the key programming menu is displayed.

Press the Main Menu key, if needed.

Open using the Softkey.

Select desired page (1 to 4).

Switch to the second level if necessary.

Hold down the Function keys to be deleted.

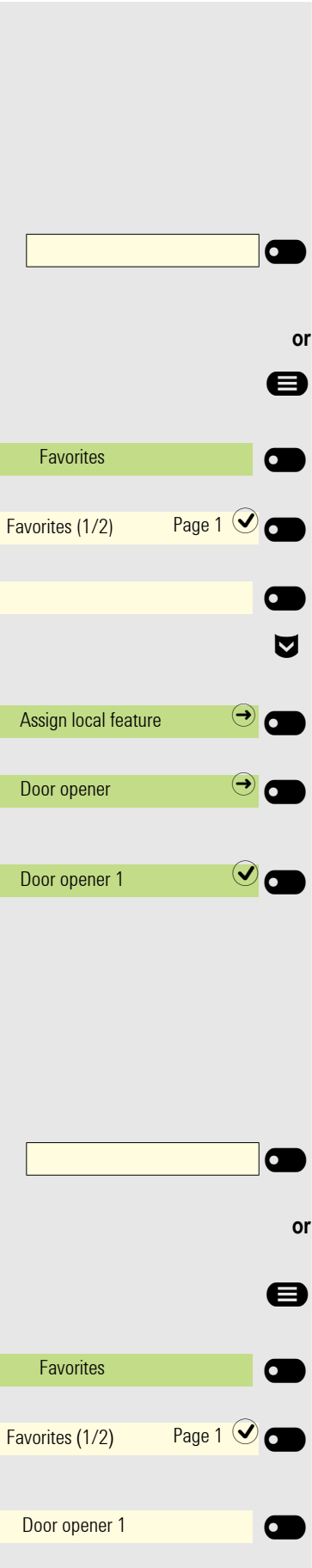
Select "Assign telephony function"

Confirm.

Select "Clear key"

Confirm. The key programming is deleted.

Confirm to end the process.



Local features

How to program a local feature

Example: "Door opener" set up

Hold down the Function key in the left panel or on a connected OpenScape Key Module 600 to which a function is to be assigned, until the programming prompt is displayed.

Press the Main Menu key, if needed.

Open using the Softkey.

Select desired page (1 to 4).

Press and hold the Function keys to be programmed.

Select "Assign local feature"

Confirm.

Confirm.

Confirm. The key is programmed.

How to delete a local feature

Example: "Door opener" delete

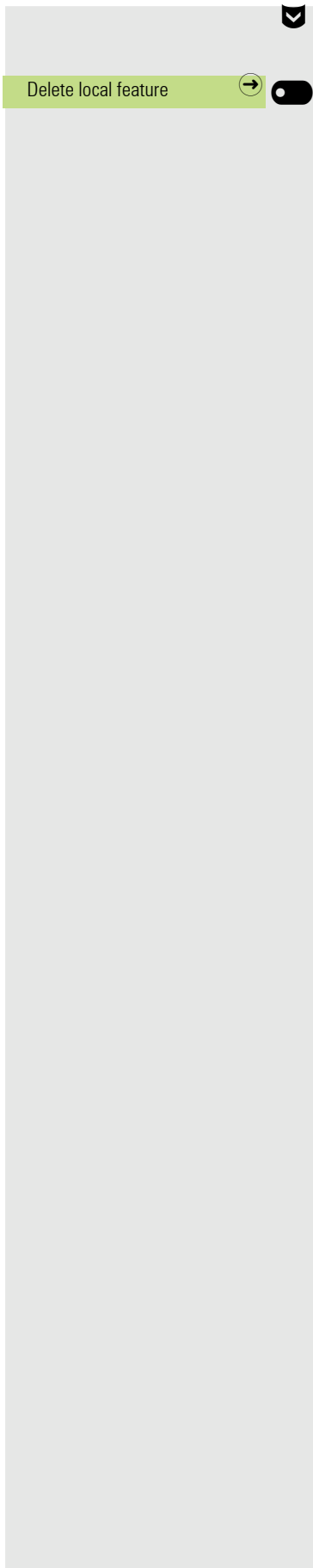
Hold down the Function key in the left panel or on a connected OpenScape Key Module 600 that is to be deleted, until the key programming menu is displayed.

Press the Main Menu key, if needed.

Open using the Softkey.

Select desired page (1 to 4).

Hold down the Function key that has been programmed for the Door opener in order to delete it.



Select "Delete local feature"

Confirm. The key indicating the local feature is deleted.

Making calls



To better understand the steps described here, it is recommended that you read the introductory chapter ""Getting to know the OpenScape Desk Phone CP700/CP700X" → Page 17".

Receiving a call

The call number or name of caller will be shown on the display.

Answering a call via the handset

The phone rings.

Lift the handset¹.

Answering a call via the loudspeaker (speakerphone mode)

The phone rings.

Press key. LED is lit¹.

or

Answer 

Press the Softkey shown.

Answering a call via the headset

Prerequisite: A headset is connected.

The phone rings. The  key flashes.

Press key¹.

Rejecting calls

You can reject a call you do not wish to accept. The call is then sent to another definable phone (consult relevant Administrator).

Press the Softkey shown.

Reject call 

1. Set volume → page 215

Taking calls for colleagues

You hear another telephone ringing.

Via a permanently displayed programmable key in the left panel or from a connected OpenScape Key Module 600

Prerequisite: The Call pickup key is configured in the left panel or on a connected OpenScape Key Module 600.

Press the Function key in the left panel or on a connected OpenScape Key Module 600.

Select and confirm the participant whose call you want to accept.

or

Confirm the option shown

Enter the call number for ringing the telephone. You take the call.

Via Favorites

Prerequisite: The Call pickup key is configured in Favorites.

Press the Main Menu key, if needed.

Open using the Softkey.

Select the required page with the Softkey.

Press the Function key, if it is shown.

Select and confirm the participant whose call you want to accept.

or

Confirm the option shown

Enter the call number for ringing the telephone. You take the call.

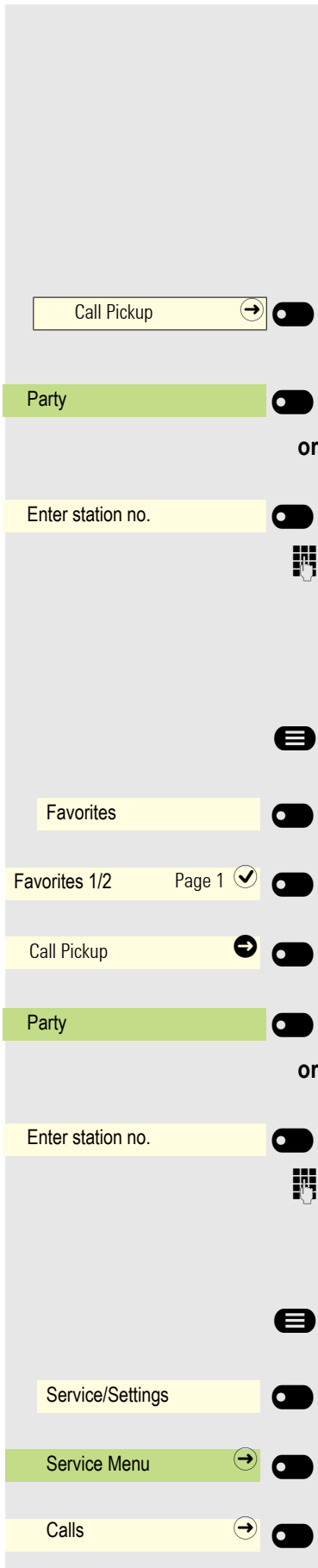
Via the Service Menu

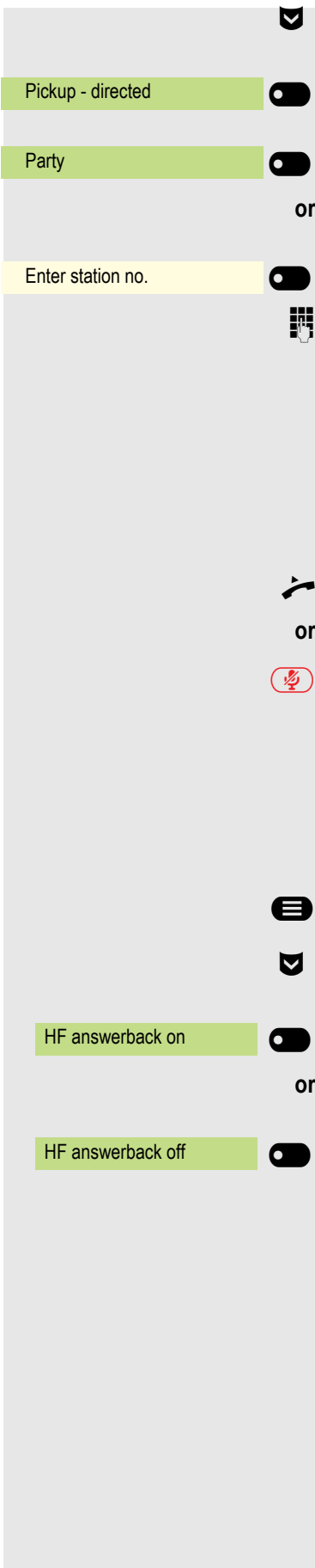
Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Confirm.





Select "Pickup - directed".

Confirm.

Select and confirm the participant whose call you want to accept.

Confirm the option shown

Enter the call number for ringing telephone. You take the call.

Spoken via loudspeaker

You are being spoken to directly by a colleague over speakerphone. Before this happens you will hear an alert tone. The partner's name or phone number is shown on the display. You can answer directly with the handset or via loudspeaker .

Lift handset and answer.

Press the illuminated microphone key.



You can answer hands-free immediately.

If hands-free answering is blocked (default), proceed as described above.
See also "Speaking to colleagues directly via loudspeaker" → Page 115.

Allow/block handsfree answerback

Press the Main Menu key, if needed.

Select "HF answerback on" or "HF answerback off".

Confirm.

Confirm.

Switch microphone on/off



To prevent the other party from listening in while you consult with someone in your office, for example, you can temporarily switch off the handset microphone or the handsfree microphone (see → page 17)

Ending a call



Press the illuminated key. The key is no longer lit.

or



Press the illuminated key. The key is no longer lit.

or



Replace the handset.

or

Release



Press the Function key in the left panel or in Favorites or on a connected Open-Scape Key Module 600, if such a key has been configured (see "Example: "Release key" set up" → Page 95).

Dialing/Calls

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

- Dialed and received calls
- Participants from Circuit
- Participants from Exchange
- Participants from a company-wide directory.

Off-hook dialing

Lift the handset.

The input field in Conversations is opened in numeric mode.

Internal: Enter the phone number.

External: Enter external code and phone number.

Confirm when the complete number has been entered.

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

Participant does not answer or is busy:

Replace the handset.

Dialing with the handset on-hook

Enter digits via the dial pad.

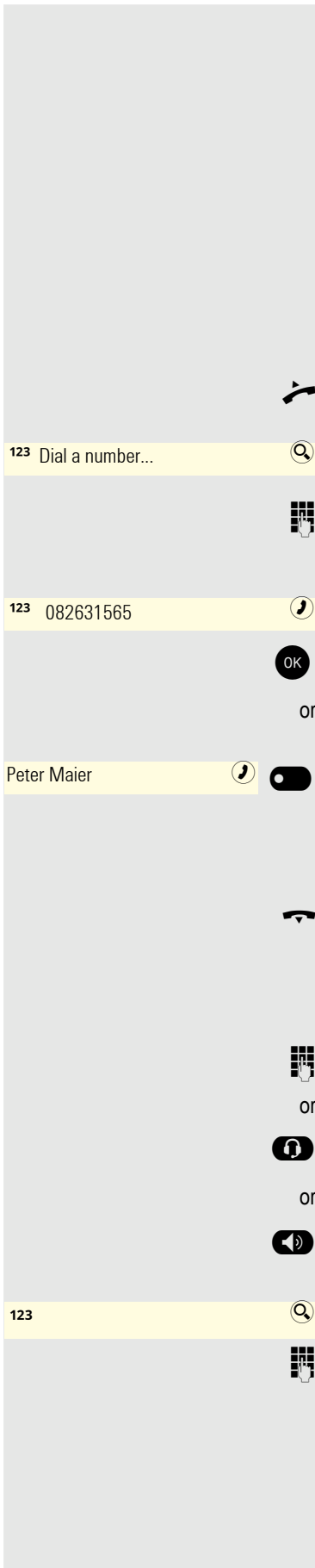
Press the key if a headset is connected.

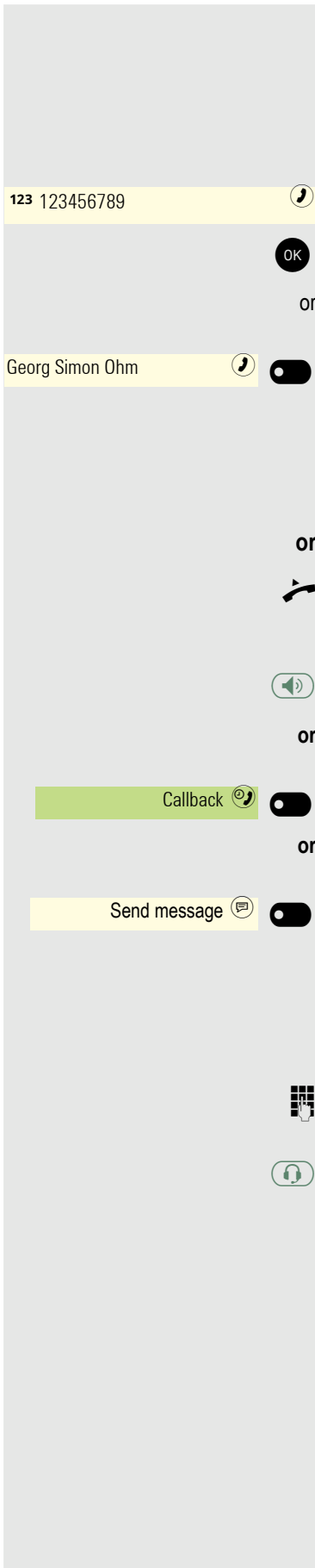
Press key.

The input field in Conversations is opened in numeric mode.

Internal: Enter or complete the phone number.

External: Enter or complete the external code and phone number.





Your system can be programmed so that before you call an internal number you must press the "Internal" key.

As such, when you call an external number you do not have to enter an external code (simplified dialing is switched on; ask relevant Administrator).

Confirm when the complete number has been entered.

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

Participant answers over loudspeaker:

With handset on hook: Speakerphone mode.

Lift the handset.

Participant does not answer or is busy:

Press key. LED goes out.

Press the Softkey to arrange a callback. (see also → page 123)

Press the Softkey to send a message (see also → page 115)

Dialing with connected headset

Prerequisite: The headset is connected.

Internal: Enter the phone number.

External: Enter external code and phone number.

The headset key is lit.

The connection is set up as soon as you finish your input.



Dialing from conversations

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

or search by entering the phone number or name.

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

If visible, confirm immediately with the Softkey for the contact. The phone number is dialed.

Dialing with the selected dialing key

Prerequisite: You have saved a call number on a selected dialing key
→ page 99.

If necessary switch to another level on an optionally connected OpenScape Key Module 600.

Press the key with the saved number in the left panel or on OpenScape Key Module 600, if such a key has been configured.



You can also confirm the selected dialing key during a call, which will automatically start a callback → page 127 .

Redialing

From the conversation list

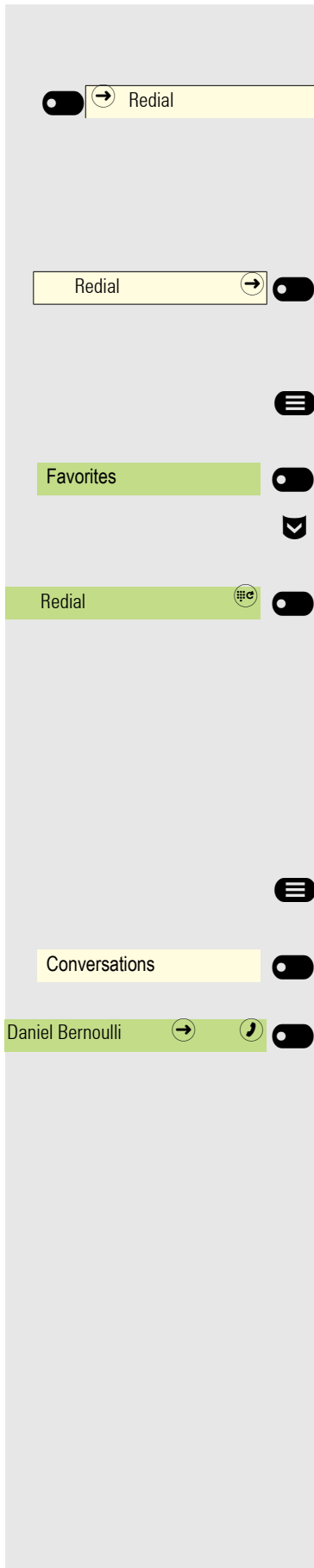
You can use conversation list to call your last connected party. You can do this via the history of a conversation (for more information, see "Display the history of a conversation" → Page 50) or via contact details (for more information, see "Opening details of a conversation or conducting a call" → Page 38).

Via the fixed redial key

You can also call your last connected party via the Redial key.

Redial is the default function assigned to the key, unless otherwise configured by your administrator.

Press the redial key.



Via a permanently displayed programmable key in the left panel

Press the Function key.

From a connected OpenScape Key Module 600

Press the Function key.

Via Favorites

Press the Main Menu key, if needed.

Open using the Softkey.

Select the Function key.

Press the Function key.

The connection to the last subscriber dialed is established.

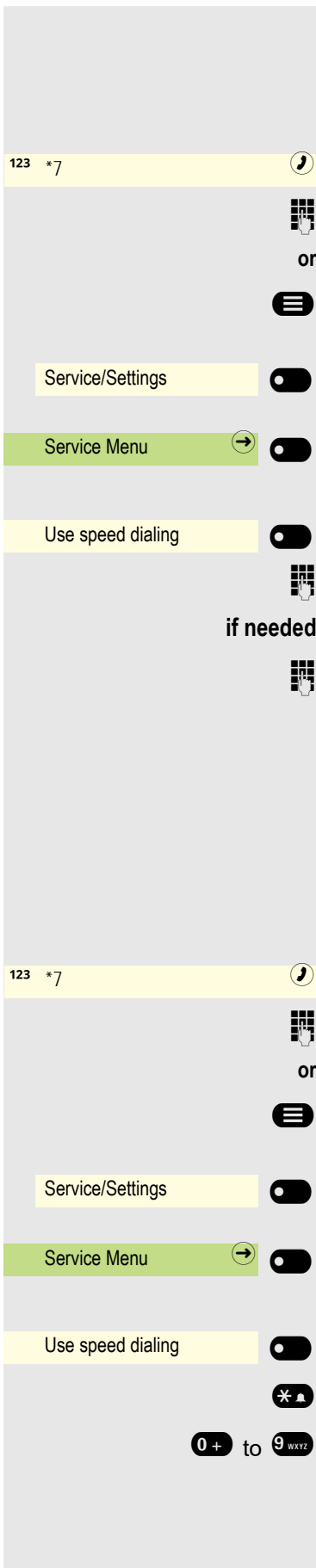
Calling back a missed call

Contacts who have tried to reach you are identified accordingly in the conversations list and appear at the top of the list. In addition to the menu name, i.e. Conversations, the number of missed calls is shown against a red background → page 26.

Press the Main Menu key, if needed.

Open using the Softkey.

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



Dialing with central speed dial numbers

Prerequisite: You know the central speed dial numbers (ask your relevant Administrator).

Enter and confirm mode *7 for "Use speed dialing" .

Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Open with the Softkey.

Enter the 4-digit speed dial number.

Post-dialing

Depending on requirements, you can post dial more digits in addition to saved numbers (e.g. extension to participant).

If configured, post dial is automatically selected if you do not dial any further numbers within 4-5 seconds (e.g. "0" for central).

Dialing with speed-dial keys

Prerequisite: You have set up speed dial → page 93.

Enter and confirm code *7 for "Use speed dialing".

Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Open with the Softkey.

Press key.

Press the required line key.

Speaking to colleagues directly via loudspeaker

You can speak to an internal party directly using the loudspeaker on their telephone.

Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Open with the Softkey.

Select "Speaker call".

Confirm.

Enter the phone number.

 Respond to Speaker call → page 108.

Automatic connection setup/hotline

If configured, (ask relevant Administrator) after lifting the handset the connection to an internal or external destination is automatically made.

Lift the handset.

According to the set up, the connection is made **immediately** or **after** a specified **time** .

Sending information (message)

You can send short text messages to individuals or groups of participants.

Creating and sending messages

Press the Main Menu key, if needed.

Select "Send message"

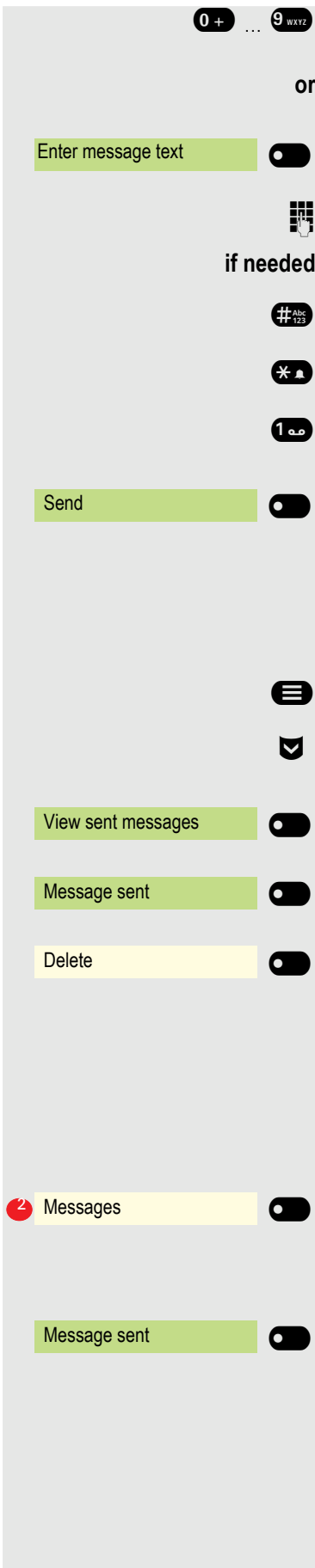
Open using the Softkey. The Functions dialog opens.

Enter the internal phone number of recipient or group.

Select a predefined text (can be modified by Administrator)

and confirm.





Enter code directly.
The display will show codes with relevant text.

Select and confirm.

Enter text (maximum 24 characters) → page 23.

Delete last letter.

Switch between upper-case and lower-case letters.

Insert space.

Confirm.

 On system phones without display, impulse or tone dial telephones, sent text messages are saved as callback requests.

Deleting or viewing sent message

Press the Main Menu key, if needed.

Select "View sent messages".

Open using the Softkey. The Functions dialog opens.

Confirm. Text message is displayed.

Confirm. The message is deleted.

Viewing and editing received messages

Pay attention to the notes on → page 123.

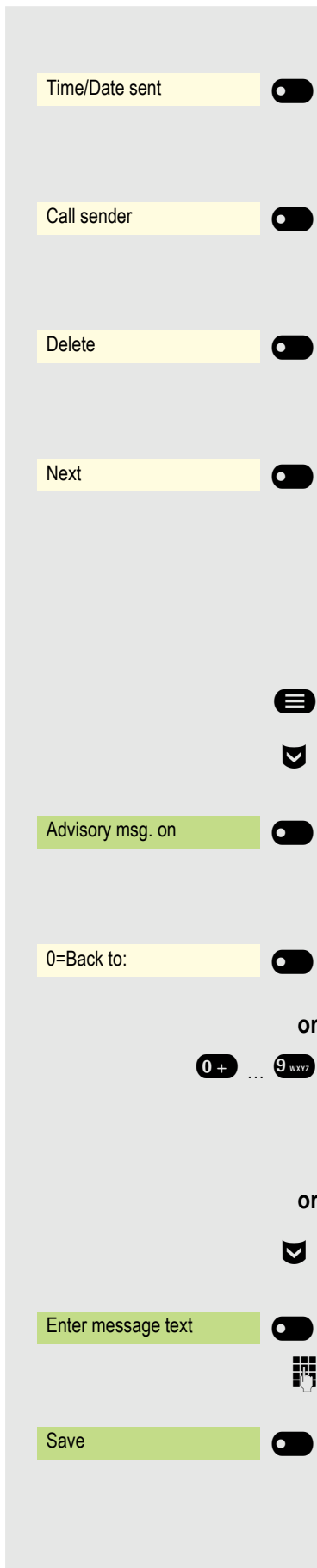
The notification LED and the MWI key LED flashes red. The "Messages" option is shown in the idle screen with relevant number.

Press the Softkey to open the Messages list.

In the Notification area under "Msg from:" the first participant who sent a message is displayed.

Confirm.

The text message is displayed in the Notification area, e.g. "Please bring coffee".



Viewing the date/ time a message of a message

Confirm.

Call sender

Confirm.

Deleting a received message

Confirm.

Switching to next message

Confirm if more messages are available.

Leaving an advisory message

You can leave an advisory messages on your phone's screen for internal callers who want to reach you in your absence.

When a call is received, the message appears on the caller's display.

Press the Main Menu key, if needed.

Select "Advisory msg. on".

Open using the Softkey. The Functions dialog opens.

Predefined messages

Select and confirm the predefined message (can be changed by relevant Administrator).

Enter the code for a predefined message directly (if known).



Predefined messages with a double point can be supplemented with a numerical input, e.g. 12:30 (enter a double point with #).

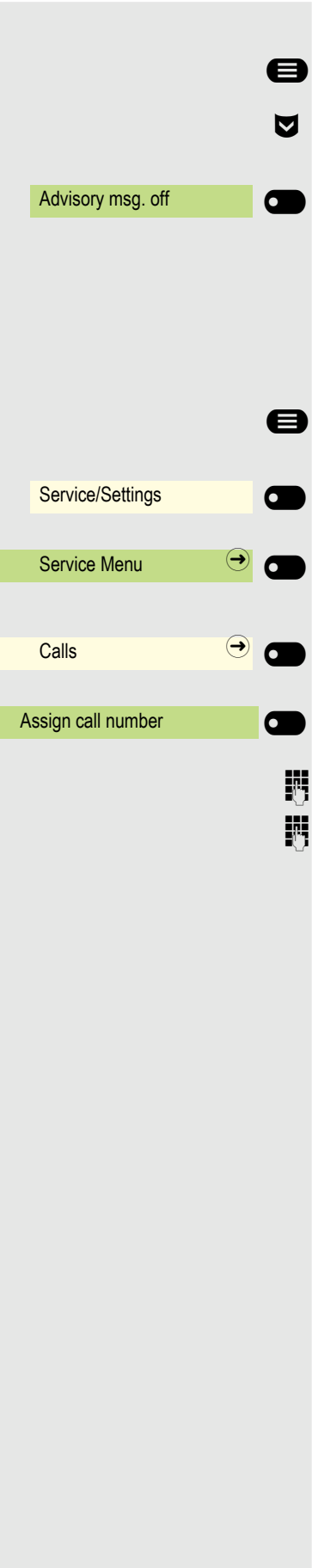
Own text

Select "Enter message text"

and confirm

Enter text (up to 24 characters).

Confirm.



Deleting advisory messages

- Press the Main Menu key, if needed.
- Select "Advisory msg. off".
- Confirm.

Assign phone number (not for U.S.)

If configured (ask relevant Administrator), you can assign a specific number (dial-up number) to your telephone line before dialing an external number. The assigned number then appears on the called party's screen.

- Press the Main Menu key, if needed.
- Open using the Softkey.
- Open with the Softkey.
- Open with the Softkey.
- Confirm.

- Enter the number you wish to dial.
- Dial external number.

Rollover

You can set up the volume for all notifications, which occur during your call. For more information, see "Volumes" → Page 215.

Forwarding calls

Use variable call forwarding

You can immediately forward internal and/or external calls to your lines to different internal or external telephones (destinations) (external destinations are also possible if the system is configured accordingly).

➡ If call forwarding is activated, a special dial tone sounds when the handset is lifted.

If DTMF dial-in (ask relevant Administrator) is active, you can also divert calls there. Destinations: Fax = 870, Direct inward dialing = 871, Fax-Direct inward dialing = 872.

If you are the end caller of a forwarded call, you can see the call number or the name of the forwarding party in the Notification area of the display (first line) and those of the caller below it.

➡ If your telephone is connected to a system network, pay attention to any specific features → page 211!

Setting up call forwarding via the forwarding menu

Prerequisite: The Presence menu is not available → page 90

Open the Forwarding menu.

➡ In the menu, you immediately have an overview of call forwarding currently set-up. This menu is also available via the user settings.

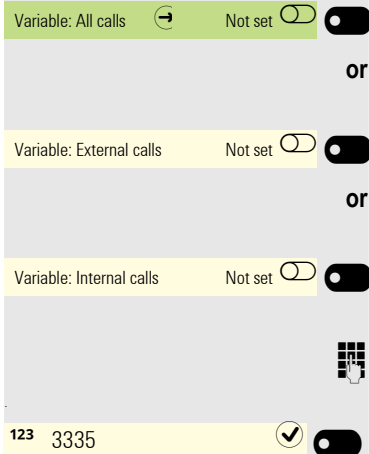
Confirm.

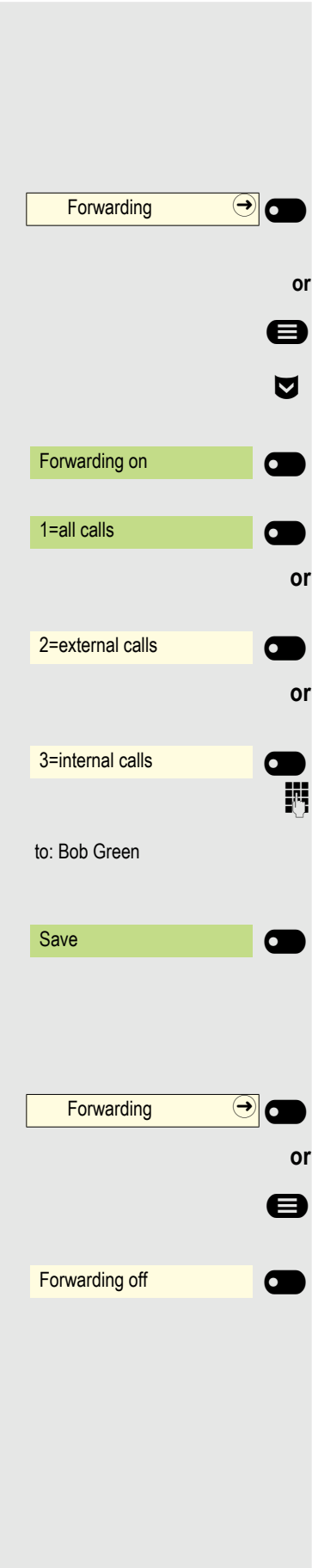
Confirm.

Confirm.

Enter the destination phone number.

Confirm your input with the Softkey.





Activating call forwarding with key

The advantage of a specific key for call forwarding is that you do not have to re-enter a phone number every time. The programmed key already contains a destination. You can therefore set up several keys with different forwarding destinations.

Press the key if it is set up. The LED is illuminated.

Setting up call forwarding via the idle menu

Press the Main Menu key, if needed.

Select "Forwarding on".

Confirm. The Functions dialog opens.

Confirm.

Confirm.

Confirm.

Enter the destination number.

The number or the name of the forwarding destination is displayed in Notification area.

Confirm.

The LED of the call forwarding button flashes on the destination telephone.

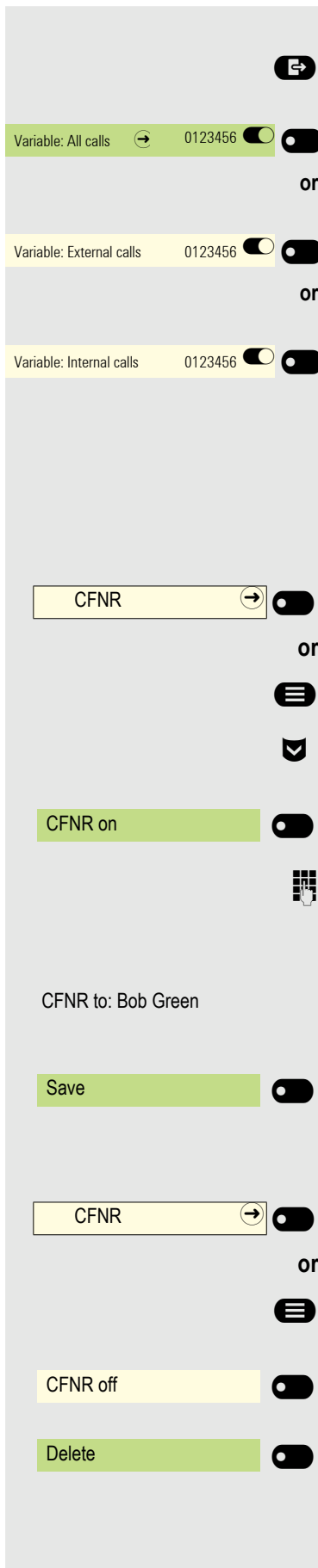
Switching off call forwarding via the key

Press the key if it is set up. The LED goes out.

Switching off call forwarding via the idle menu

Press the Main Menu key, if needed.

Confirm.



Switching off call forwarding via the forwarding menu

Open the Forwarding menu.

Confirm. Call forwarding is switched off and the destination is deleted.

Confirm. Call forwarding is switched off and the destination is deleted.

Confirm. Call forwarding is switched off and the destination is deleted.

Use CFNR

Calls that you cannot answer after ringing three times (= default, can be modified by Administrator) or any calls you receive while currently on the phone can be automatically forwarded to a defined phone of your choice.

Press the key if it is set up. The LED is illuminated.

Press the Main Menu key, if needed.

Select "CFNR on".

Confirm. The Functions dialog opens.

Enter the destination number.

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

The number or the name of the forwarding destination is displayed in the Notification area.

Confirm.

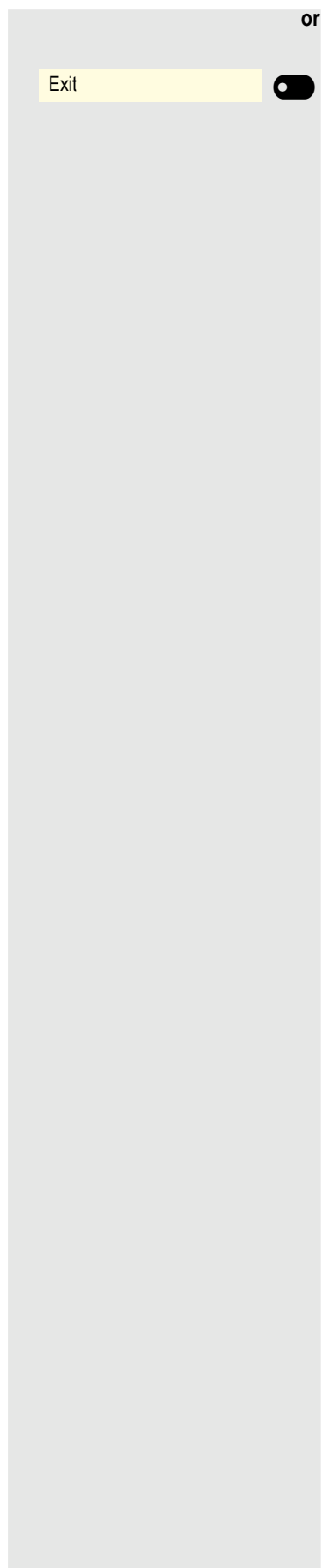
Switch off call forwarding after time

Press the key if it is set up. The LED goes out.

Press the Main Menu key, if needed.

Confirm.

Confirm.



Select and confirm to return to the idle state and to not turn off call forwarding.



If call forwarding is activated after a certain period of time, the "CFNR on" appears on the display for a short time after the handset has been replaced.

Using callback

You can request a callback if the individual called is busy or if nobody answers. This also applies to external calls via switching centers. This will save you from repeatedly attempting to call someone.

You receive a callback

- you receive a callback when the other party's line becomes free.
- as soon as the party who did not reply has held another conversation.



If configured (ask relevant Administrator), all callback requests are automatically deleted overnight.

Requesting a callback

Prerequisite: The line is currently busy or nobody answers.

Confirm.

Accepting a callback

The party from whom a callback was requested is now no longer busy or has phoned in the meantime. Your phone now rings.

Lift the handset.



or



or

Press key. LED lights up.

Confirm to accept the callback.

Checking /deleting callback requests

Press the Main Menu key, if needed.



Select "View callbacks"



Confirm.

Confirm to display additional entries if applicable.

Deleting an entry that is displayed

Confirm.

Callback



Answer



View callbacks



Next



Delete



Delete

or

or

End query

- Confirm
- Press key.
- Press key. LED goes out.

During the call

Switching to speakerphone mode

Prerequisite: You are conducting a call via the handset.

Press and hold the key, hang up the handset, and then release the key and continue the call.

US mode

If the country setting is set to US (ask relevant Administrator), you do not need to press the loudspeaker key when you hang up the phone.

Press key.

Replace the handset. Proceed with your call.

Switching to handset mode

Prerequisite: You are conducting a call via speakerphone mode.

Lift the handset. Proceed with your call. The hands-free microphone is switched off.

Open listening in the room during a call

You can allow other people in the room to listen in on a call. Let the other party know that you have turned on the loudspeaker.

Prerequisite: You are conducting a call via the handset.

Activating

Press key. LED lights up. The hands-free microphone remains off.

Deactivating

Press key. LED goes out.

Using second call (call waiting)

You are still available to other callers, even when you are on another call. A warning tone and the new caller's phone number and name, if available, appears on the display to indicate the waiting call.

You can ignore or accept the second call.

Before you accept the second call, you can end the first call or place it on hold for subsequent retrieval.

You can also block the second call or the signal tone (→ page 92).

Prerequisite: You are on the phone and hear a warning tone (approx. every six seconds).

Ending the first call and answering the second call



Replace the handset. Your phone rings.



Accept second call. Lift the handset.

Placing the first call on hold and answering the second call

Call waiting



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

Quit and return



Confirm the option shown

or



Replace the handset.

Answer



Recall the first individual. Confirm.

or



Lift the handset.

Call second individual (request)

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

Confirm.

Calling a second participant

Enter the phone number of the desired participants.

Select one from the conversations list.

Back to the first participant, second participant does not answer:

Confirm.

Ending a consultation call:

Confirm the option shown

Switching to the held party (alternating)

Confirm the option shown

Transferring a call

If the person you are speaking to wishes to be forwarded to one of your colleagues, you can transfer the call.

Prerequisite: You are conducting a call.

Press the Softkey shown.

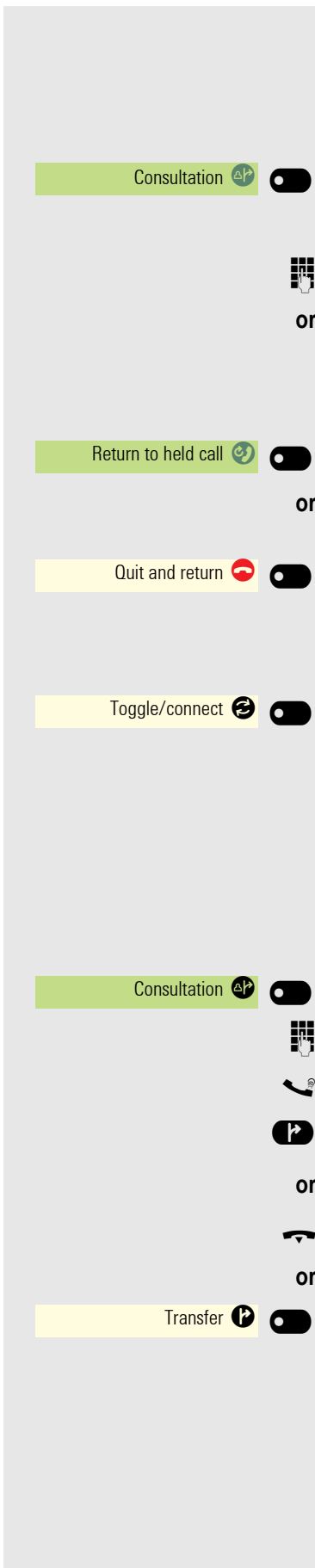
Enter the phone number of the desired participants.

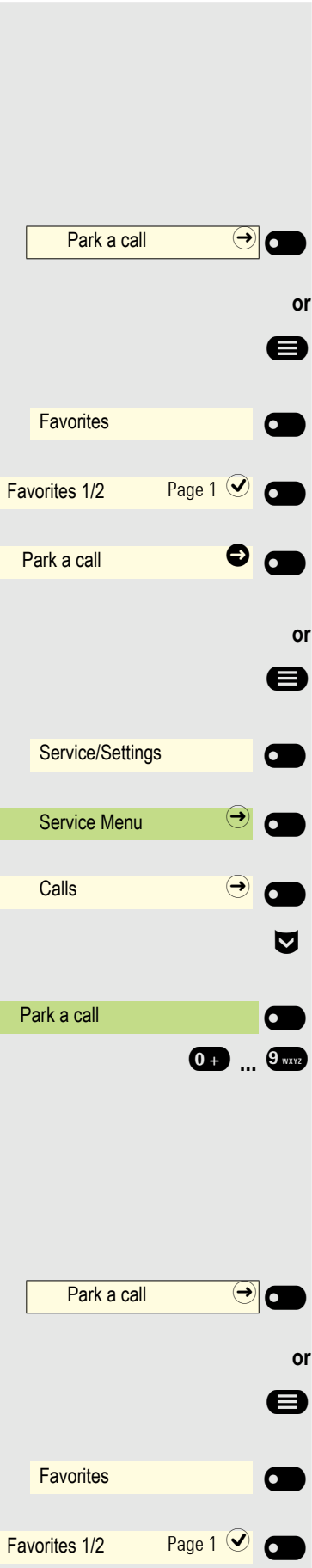
Potentially announce the call.

Press the fixed **Transfer** key.

Replace the handset.

Press the Softkey shown.





Parking a call

You can park up to 10 internal and/or external calls. You can resume the parked calls on another telephone. In this way, you can continue a call on another phone.

Prerequisite: You are conducting a call.

Press the Function key in the left panel or on a connected OpenScape Key Module 600, if such a key has been configured.

Press the Main Menu key, if needed.

Open using the Softkey.

Select the required page with Softkey.

Press the Softkey for the Function key, if such a key has been configured and it is shown.

Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Confirm.

Select "Park a call".

Confirm.

Enter and note a parking position number between 0 and 9. If the entered parking position number is not accepted, it is already busy; please enter a different number.

Retrieving a parked call

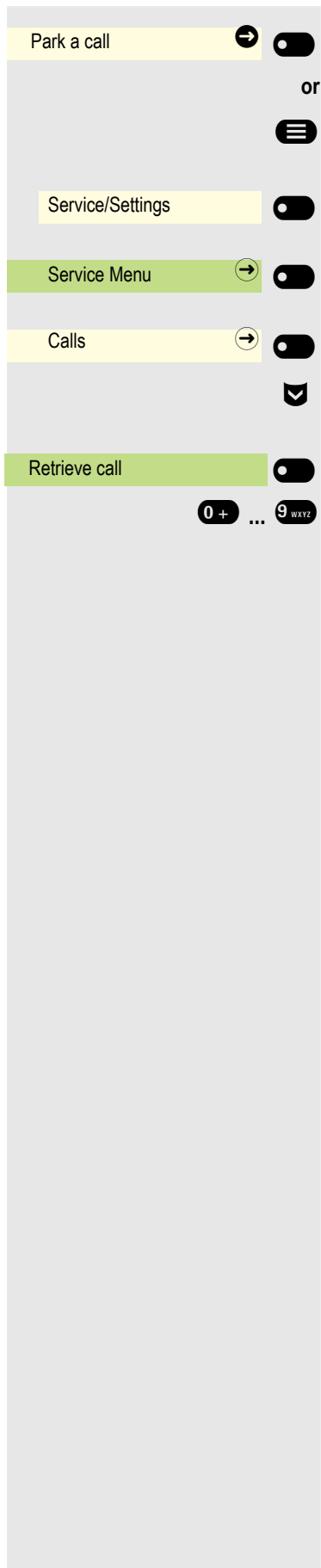
Prerequisite: One or more calls have been parked. The phone is idle.

Press the Function key in the left panel or on a connected OpenScape Key Module 600, if such a key has been configured.

Press the Main Menu key, if needed.

Open using the Softkey.

Select the required page with Softkey.



If visible, press the Softkey of the Function keys .

or



Press the Main Menu key, if needed.

Service/Settings



Open using the Softkey.

Service Menu



Open with softkey.

Calls



Confirm.



Select "Retrieve call".

Retrieve call



Confirm.

0 +

...

9 WXYZ

Enter the parking position number you have noted.

If the entered park position number is not assigned, you cannot answer the call.



If a parked call is not picked up, it returns to the station from which it was parked after a certain time (= recall).

Call holding

You can place a call partner on hold. They will hear music on hold.

Press the Hold key.

You can now perform a consultation call or hang up.

Recall

If you have hung up, a recall occurs after a set time.

Confirm recalling the parties.

Being on hold

You have been placed on hold by your call partner and informed accordingly in the Notification area.

Confirm to receive information about the call partner in "Conversations".

or

Press the Softkey to send a message (see also → page 115).



Answer



Held remotely

Pending calls



Send message



Start a conference

 You can initiate a conference by calling the "Start conference" function in the context menu of either the active or held call.

Talk to up to seven other call partners at the same time during a conference call. These can be external or internal participants.

 Only the conference call initiator can connect and disconnect participants.

Call first individual.

Press the Softkey.

Call second individual. Announce that a conference is to be set up.

Press the fixed **Conference** key.

Press the Softkey.

Press the Function key in the left panel or on a connected OpenScape Key Module 600, if such a key has been configured.

A notification tone sounds every 30 seconds (can be switched off, ask relevant Administrator), to signal a conference call is taking place.

If the second individual does not answer

Confirm.

Expand conference for up to five participants

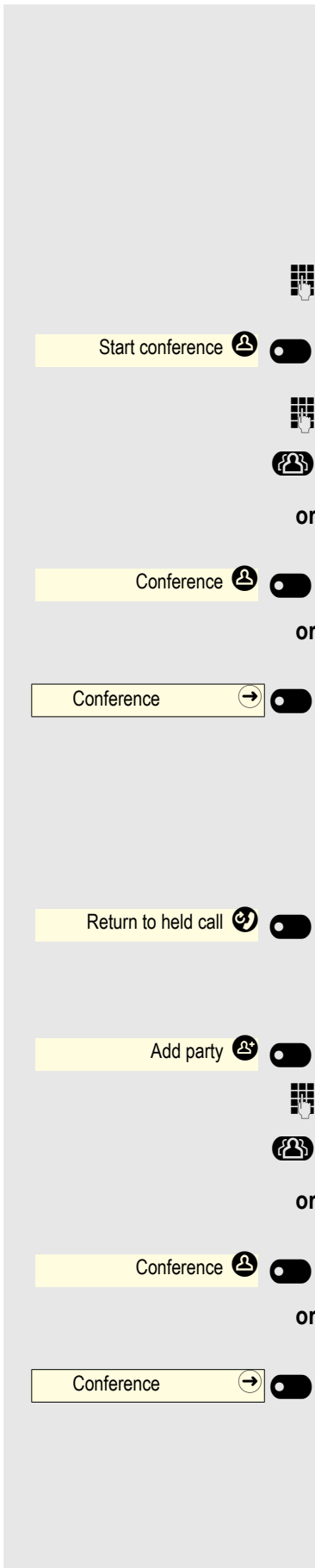
Press the Softkey.

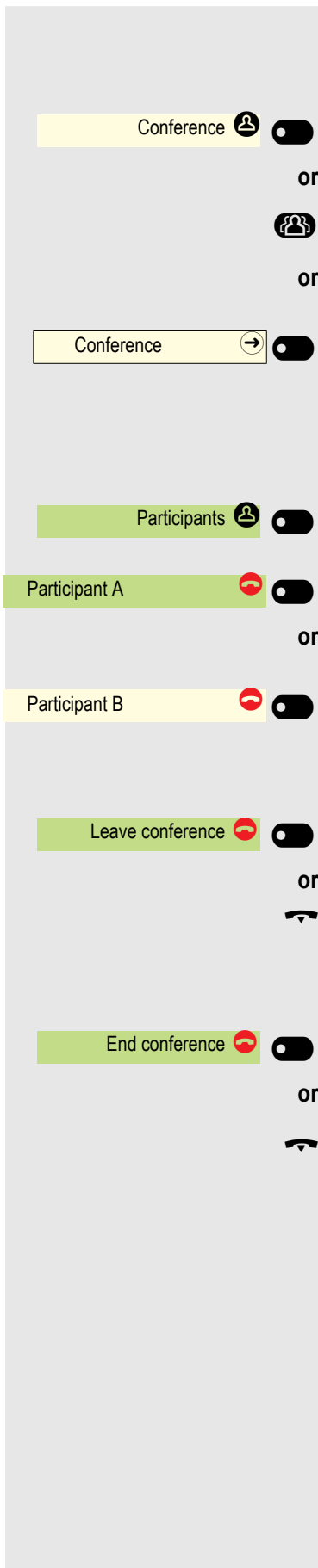
Call the new party. Announce that a conference is to be set up.

Press the fixed **Conference** key.

Press the Softkey.

Press the Function key in the left panel or on a connected OpenScape Key Module 600, if such a key has been configured.





Connect call partner to a conference

Prerequisite: You are on a consultation call (→ page 127).

Confirm.

Press the fixed **Conference** key.

Press the Function key in the left panel or on a connected OpenScape Key Module 600, if such a key has been configured.

Disconnect participants from the conference

Press the Softkey. The participants are displayed.

Confirm to disconnect participant A.

Confirm to disconnect participant B.

Leaving a conference

Confirm.

Hang up the phone, when instructed (ask relevant Administrator).

End conference

Confirm.

Hang up the phone, when instructed (ask relevant Administrator).

Carry out DTMF-suffix/dial tone

For controlling devices, such as answering machines or automatic information systems, you can send out DTMF signals (**D**ual **T**one **M**ulti- **F**requency).



Press the Main Menu key, if needed.

Service/Settings



Open using the Softkey.

Service Menu



Open with the Softkey.

Calls



Open with the Softkey.



Select "DTMF dialing".

DTMF dialing



Confirm.



You can now send out DTMF-signals with the **0+** to **9 WXYZ**, ***** and **# ABC 123** keys.



Ending the call also deactivates DTMF suffix dialing.

Your system can also be configured in such a way that you can start the DTMF dial-up immediately after establishing the connection. You can also set-up a key for DTMF dialing.

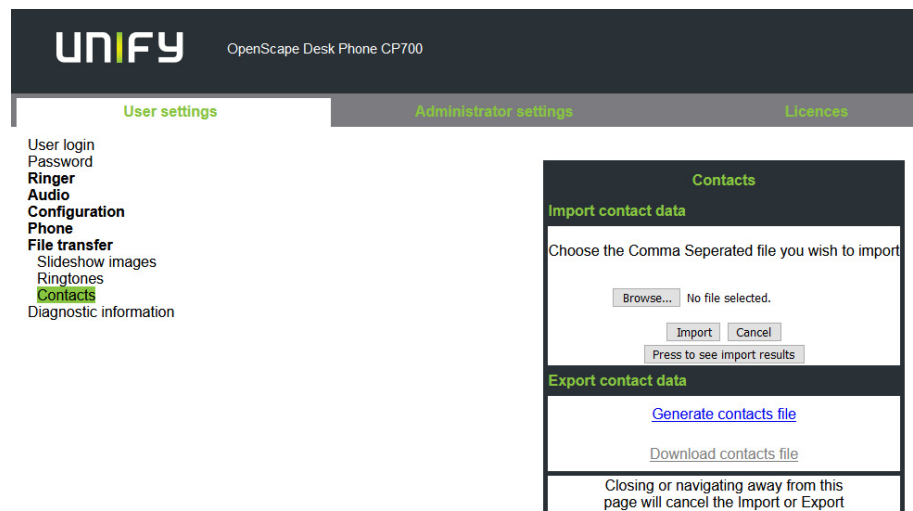
Importing contacts via WBM

You can import your contacts into your phone through WBM interface (for more information, see "Web interface" → Page 227). The contact file can be exported from Outlook or OSM.

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

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

➡ Log on to the User Pages on WBM using your password (for more information, see User Pages → page 227.)

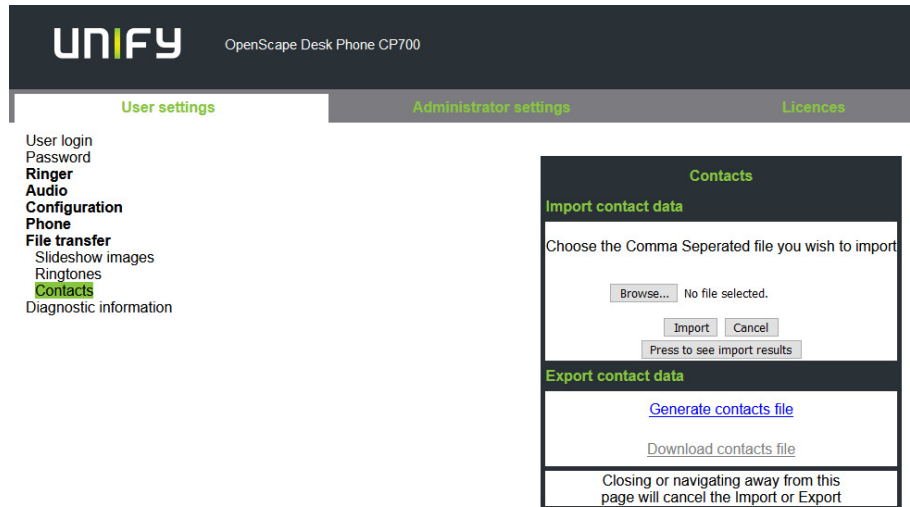


A contact list can be downloaded on your phone via your browser:

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

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

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



Using Bluetooth

Bluetooth is used for wireless communication, e.g. between PCs or tablets and smartphones or headsets. Bluetooth can be used at a distance of up to 10 meters. To exchange data between Bluetooth-enabled devices, the devices need to undergo a once-off pairing procedure.

Discoverability

When first enabling a connection to a Bluetooth device, this function must be switched on → page 154.

The OpenScape Desk Phone CP700/CP700X is recognizable by default for other Bluetooth devices once you have opened the pairing menu.

The OpenScape Desk Phone CP700/CP700X discoverability feature is disabled on exiting the pairing menu in order to prevent misuse.



A connection is established for devices that are already connected even if the "Discoverable" function is deactivated.

Pairing

Pairing is the process used by two Bluetooth-enabled devices to "see" one another and to "recognize" that they can exchange data. It is therefore used for checking the access authorization of a Bluetooth device in a Bluetooth network. A connection key is generated for later identification.



Pairing is only performed the first time contact is established between a Bluetooth device and your OpenScape Desk Phone CP700/CP700X. If the Bluetooth device is successfully paired, no further access authorization checks are necessary. Instead, each subsequent check uses the previously created link key.

Pairing NFC-enabled devices

If your Bluetooth device has an NFC reader (**N**ear **F**ield **C**ommunication), it can be very easily connected to your OpenScape Desk Phone CP700/CP700X (often smartphones, but not headsets).

The NFC transmitter on the OpenScape CP700 is located in the top right area of the display, to the left of the Presence key and below the "N" logo.



To pair the Bluetooth device, hover over this logo and follow the instructions (see instructions for Bluetooth device).

Using a Bluetooth headset

You can connect a Bluetooth headset to your OpenScape CP700, which is approved for use with the OpenScape CP700. Ask your administrator about approved headset types.

Connecting the Bluetooth headset

Prerequisite: The Bluetooth function on your OpenScape CP700 is activated → page 153.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Finding and connecting the Bluetooth headset

Now switch your Bluetooth headset to pairing mode (see the user manual supplied with the device).

Paired devices are displayed. Start the search for new devices with the Softkey. Start or set the paging function on the Bluetooth device if needed.

Located devices are displayed. Repeat the search if needed with the Softkey.

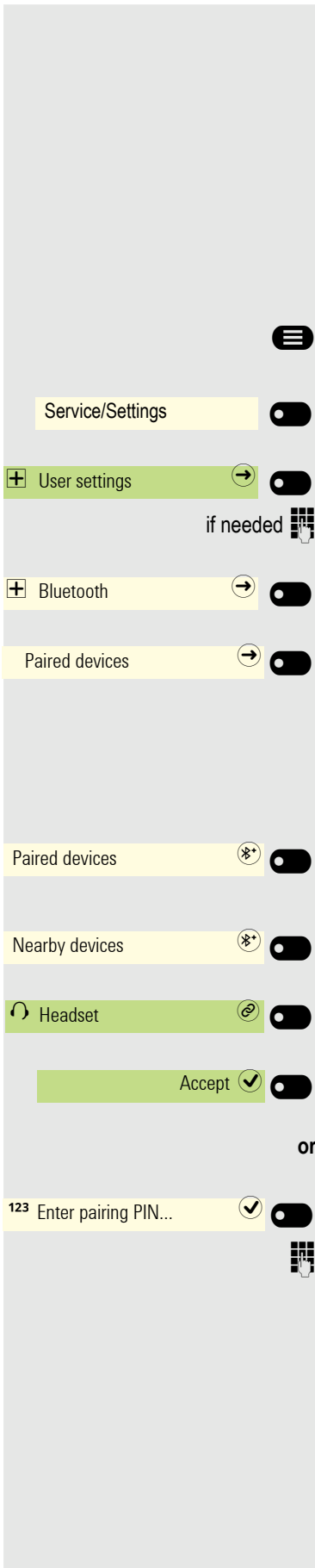
Select the relevant headset and open with the Softkey.

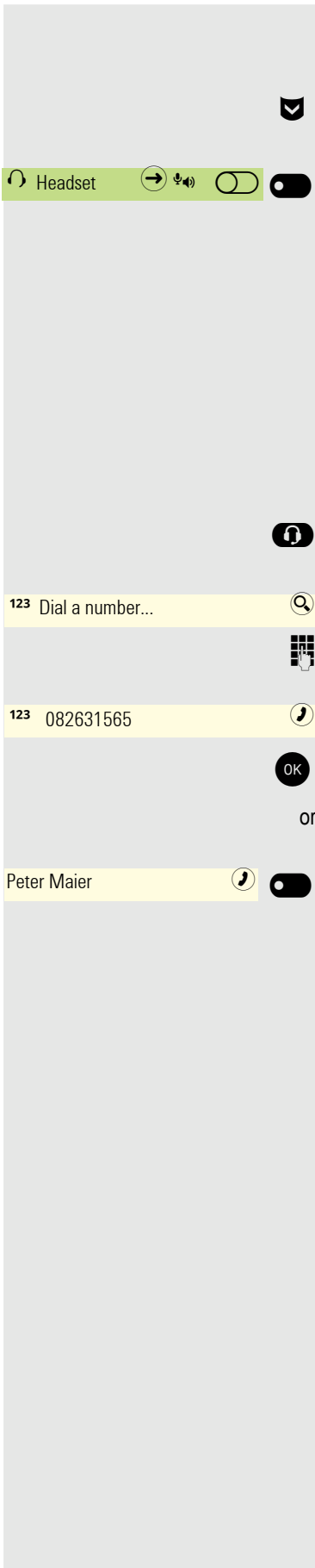
Confirm the pairing prompt with the Softkey. The Bluetooth device is paired and added to the list.

or

A pairing PIN is requested.

Enter the pairing PIN and confirm with the Softkey. The Bluetooth device is paired and added to the list.





Connecting a Bluetooth headset to OpenScape CP700

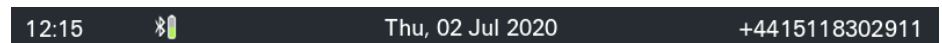
The Bluetooth headset must now be connected to the OpenScape CP700.

Select the Bluetooth headset in the list.

Confirm with the Softkey to connect. You will receive a corresponding confirmation. The connection is immediately established and the headset is ready for operation.



Once your Bluetooth headset is connected to the telephone device, you can see the headset's battery level in the status bar.



Testing a Bluetooth headset

Press key. You should now hear the on-hook signal in the headset.

The input field is opened.

Enter the phone number.

Confirm when the complete number has been entered.

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

If needed, adjust the volume of the headset.

Transferring contacts

The Bluetooth function on your OpenScape CP700 allows you to transfer contacts in **vCard format** (file extension: vcf) from other Bluetooth devices to your OpenScape CP700 and save them in the Conversations list. You can also send entries from the Conversations list as vCards to other Bluetooth-enabled devices.



Due to the diverse range of PCs, smartphones and PDA devices currently available, we are unable to provide universal instructions on how to transfer vCard files in this manual.

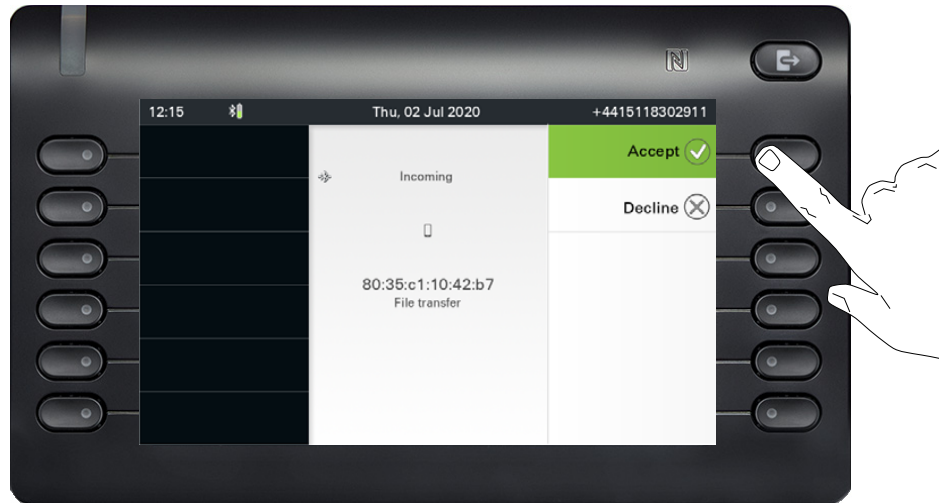
The instructions for data transfer via Bluetooth provided in the relevant manufacturer documentation should be observed.

Receiving a vCard

Prerequisite: The Bluetooth function on your OpenScape CP700 is activated → page 153. A vCard file is stored on your Bluetooth-enabled device (PC, tablet, mobile telephone, etc.). Start the data transfer.

If a vCard is transmitted, you will be prompted to accept the data transfer.

Example:



Accept ✓



Press the Softkey to allow the data transfer.

Saving contacts

Press the Softkey again to save the vCard(s) to the contact list. You will receive confirmation.

Save ✓





Sending a vCard

Sending to a paired device

Prerequisite: The receiving device is included in the list of paired devices, Bluetooth is activated on the device and can receive vCards.

Select the required contact from the Conversations menu.

The selected contact is highlighted.

Open the contact.

Press the Softkey. The menu for paired devices opens. A search is initiated for devices.

Use the Softkey to confirm sharing on the relevant paired device. The vCard for the entry is sent. (You will receive confirmation).

Perform the necessary steps on the destination device to save the vCard data.

Sending to an unpaired device

Prerequisite: Bluetooth is activated on the device and the device can receive vCards.

Select the required contact from the Conversations menu.

The selected contact is highlighted.

Open the contact.

Press the Softkey. The menu for paired devices opens. A search is initiated for devices. Wait until the relevant unpaired device appears.

Use the Softkey to confirm sharing on the relevant device. The vCard for the entry is sent (you will receive confirmation).

Perform the necessary steps on the destination device to save the vCard data. Detected devices are then deleted from the list.

Using a Bluetooth conference phone

You can connect a Bluetooth conference phone to your OpenScape CP700, which is approved for use with the OpenScape CP700. Ask your administrator about approved conference devices.

Connecting a Bluetooth conference phone

Below is an example of connecting and operating a conference phone.

Prerequisite: The Bluetooth function on your OpenScape CP700 is activated → page 153. The conference phone is ready for use but **switched off** (see conference device User Guide).

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Finding and pairing the Bluetooth conference phone

Hold down the **trim** key on the conference phone for two seconds until the blue display light flashes (Warning: the device must be switched off first – observe the instructions in the operating instructions of the conference equipment).

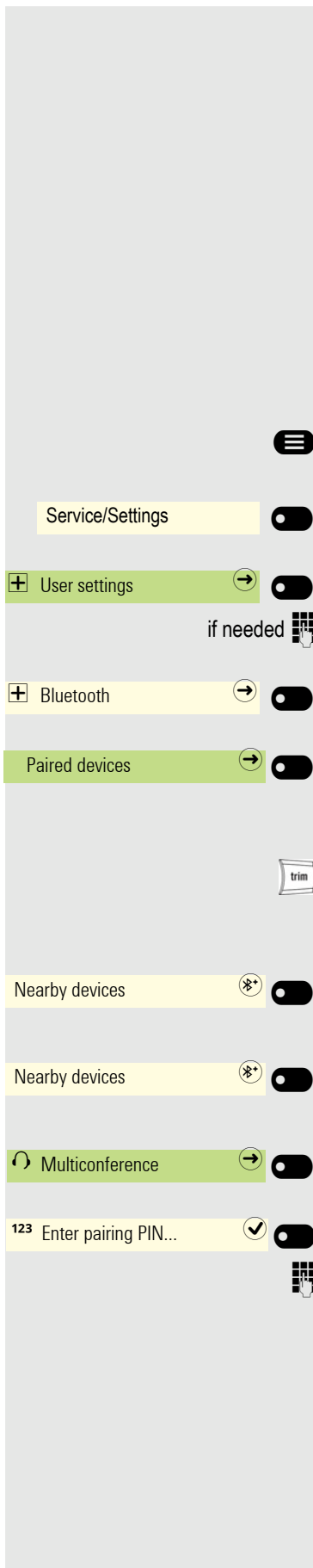
Start the search for new devices with the Softkey. If needed, start or adjust the paging function on the Bluetooth device.

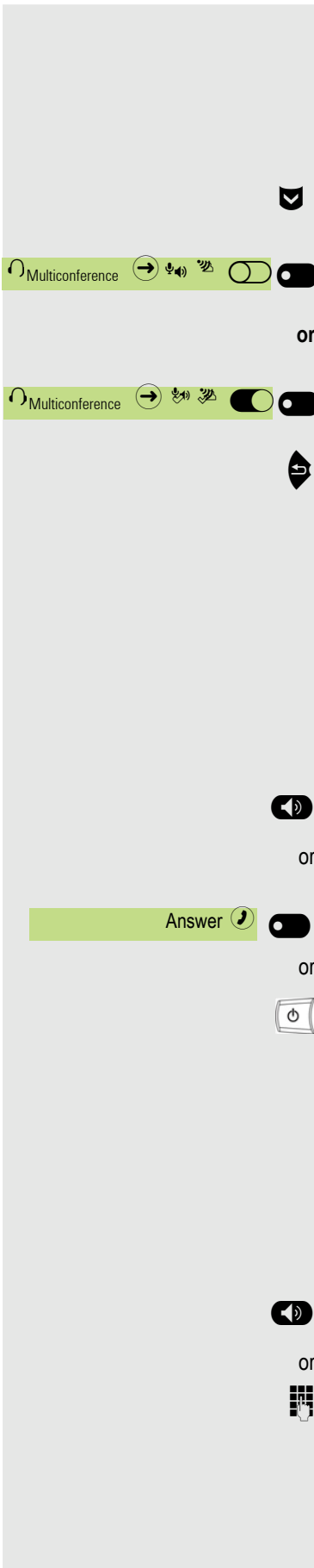
Located devices are displayed. Repeat the search if appropriate with the Softkey.

Select the conference phone and open with the Softkey.

The pairing PIN for the conference phone is requested.

Enter the pairing PIN ("0000") and confirm with the Softkey. Following successful pairing, the device is added to the list of paired devices. You hear a short confirmation tone from the conference phone before it switches itself off again.





Connect/disconnect the conference device with OpenScape CP700

The conference phone must still be connected to the OpenScape CP700. If you want to subsequently use the conference phone at another location, for example, you should first disconnect it from the OpenScape CP700.

Select the conference device from the list of paired devices.

Confirm with the Softkey to connect. The connection is immediately established and the conference phone is ready for use.

Confirm with the Softkey to disconnect. You will receive a corresponding confirmation.

Exit the menu if appropriate.

Testing the Bluetooth conference phone

Answering a call

Prerequisite: The conference device is ready for operation and the OpenScape CP700 is in idle mode.

Both the phone and the "conference device" ring. The caller is displayed. To answer the call, you can now:

Press key.

Press the Softkey shown.

Press the On/Off key on the "conference device".

You are connected with the other party. The "conference device" is switched on. You can now, for example, initiate a consultation call or accept a second call to set up a conference.

Calling a participant

Prerequisite: The conference phone is ready for use but **switched off**. The OpenScape CP700 is in idle mode.

Press key.

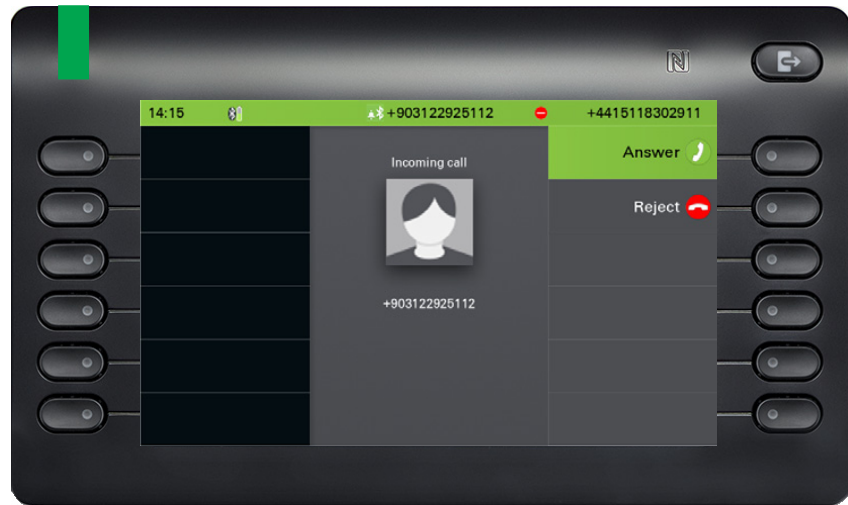
Enter the phone number. The "conference device" switches on automatically. Once the subscriber answers, you can set up a conference via a consultation or second call.

Using a Bluetooth device

You can control calls on the HFAG (hands-free audio gateway, e.g. mobile device) from your OpenScape CP700 phone via Bluetooth.

Once your mobile device is connected to CP700 through the Bluetooth, you can see the mobile's battery level on the top of your CP700 main menu screen.

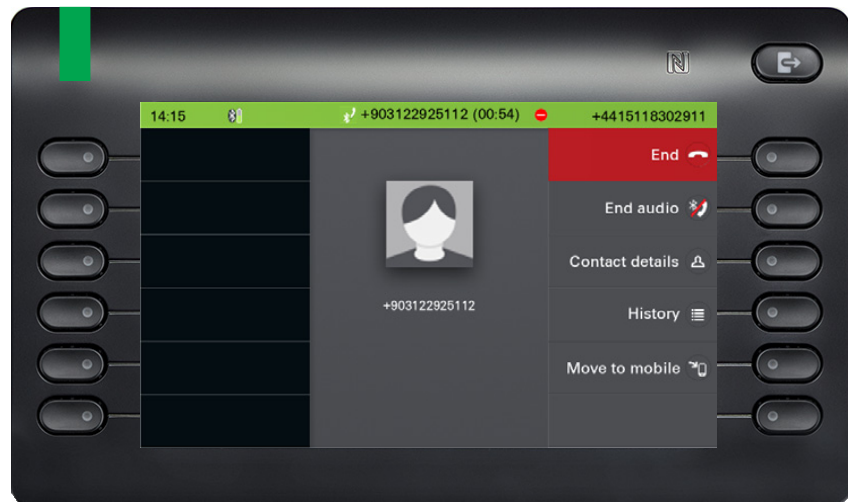
Incoming HFAG call



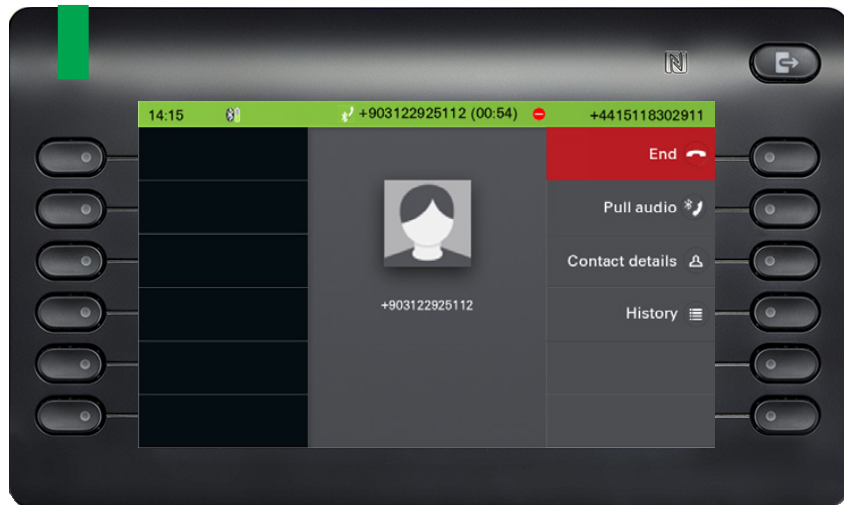
Bluetooth status bar icon indicates an HFAG call.

For more information about how to proceed during incoming call, see "Receiving a call" → Page 106.

Connected HFAG call



Bluetooth status bar icon indicates an HFAG call. The “End audio” button transfers the HFAG call audio from the OpenScape Desk Phone CP700/CP700X to the HFAG.



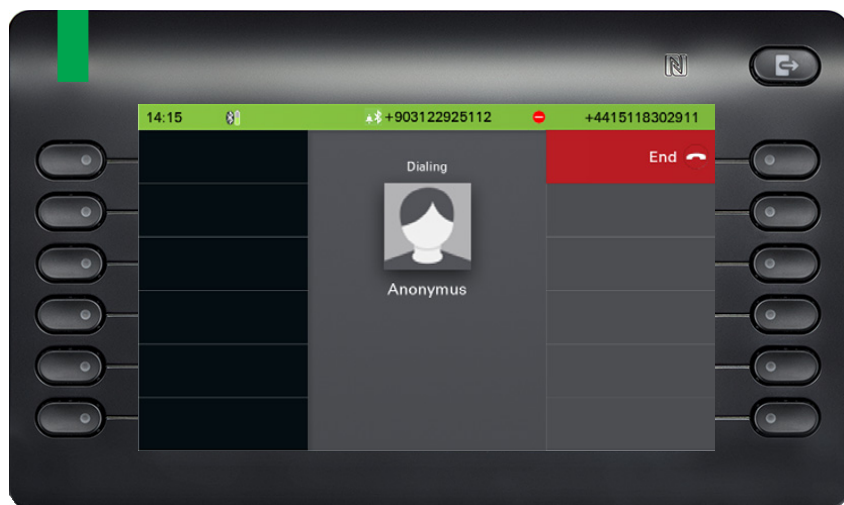
The “Pull audio” button reroutes the audio stream from HFAG back to OpenScape CP700.

The “Move to mobile” button reroutes the audio stream from OpenScape CP700 to the HFAG. Call is removed from the CP phone.

For more information about how to proceed during a call, see “During the call” → Page 125.

Outgoing HFAG call

Outgoing Call Dialing



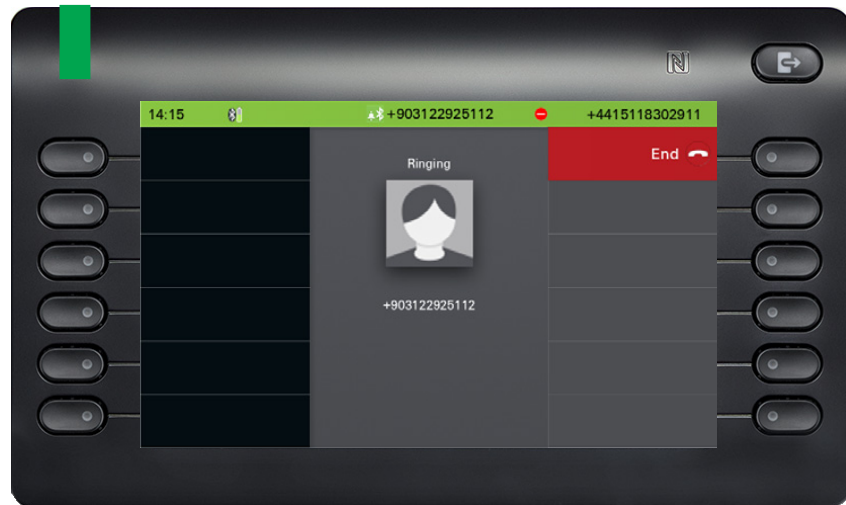
Bluetooth status bar icon indicates an HFAG call.

Failure in dialing the outgoing HFAG call is indicated by the HFAG by one of the unsolicited extended response indication codes:

- NO CARRIER
- BUSY

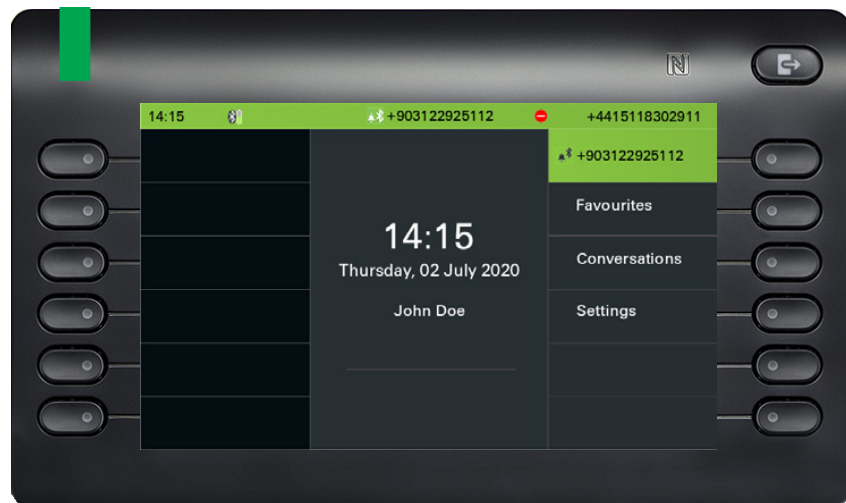
- NO ANSWER
- DELAYED
- BLACKLISTED

Outgoing Call Ringing



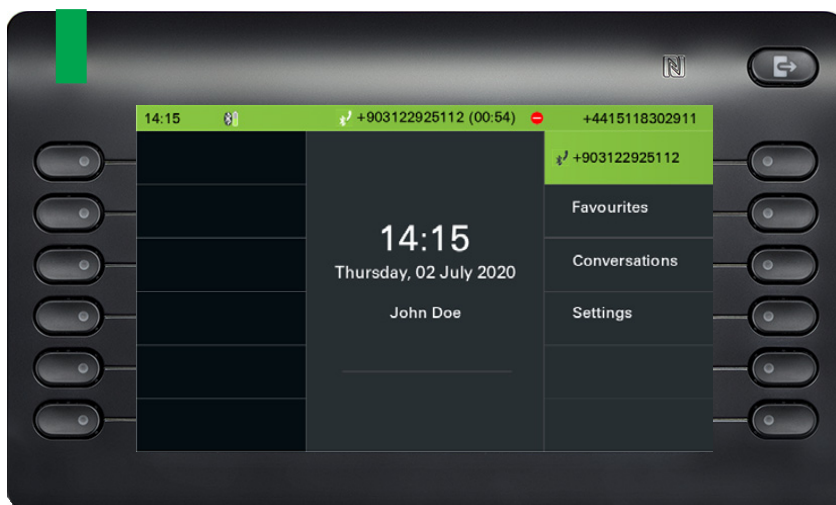
HFAG call states in Main Menu Screen

Incoming HFAG call in the Main menu screen



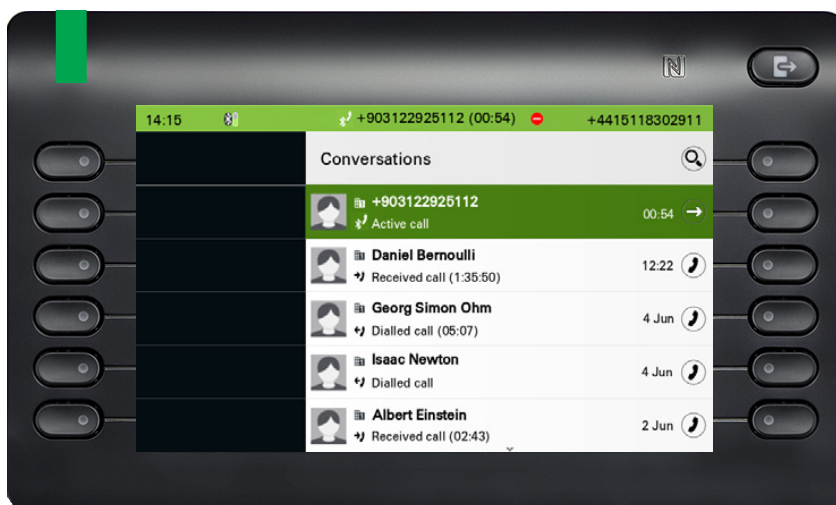
The icon with the Bluetooth rune index indicates incoming HFAG call.

Connected HFAG call in the Main menu screen



The icon with the Bluetooth rune index indicates connected HFAG call.

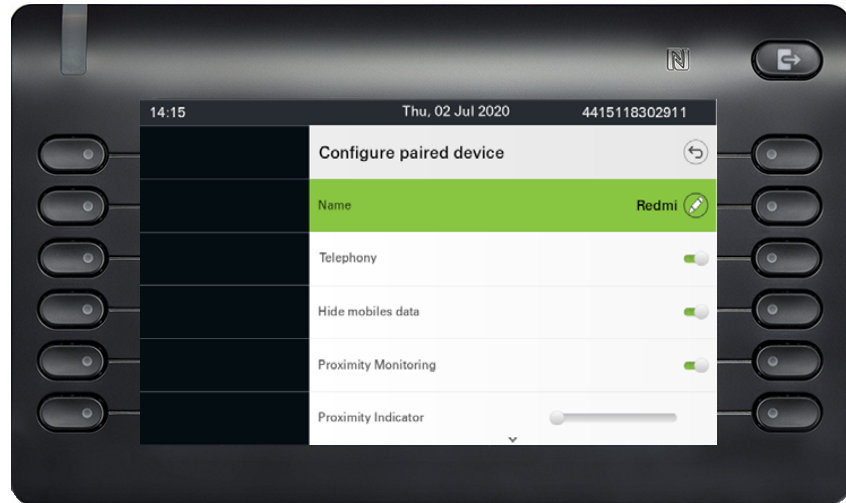
HFAG call states in Conversations Screen



Connected HFAG calls are displayed in the conversation list. The HFAG call is distinguished from native calls by a special call state icon under the user name or number.

Anonymous mode

As a User, you are able to configure “Hide mobiles data”. In this mode, no caller information will be presented, only presence and state of the call. All Bluetooth calls are logged to Anonymous conversation.

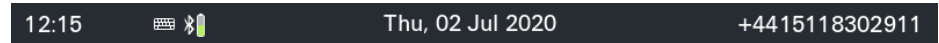


Using Bluetooth keyboard

Bluetooth keyboard can be paired with phone in User settings section under "Paired devices". After successful pairing keyboard appears in the paired devices list.

There can be only one Keyboard device connected at the same time.

Special "keyboard" icon should be shown in status bar when Bluetooth keyboard is connected.



Parallel usage of Bluetooth keyboard and phone keypad is possible. Phone interface differentiates between events from Bluetooth keyboard and phone's keypad and shows speller and its settings only for phone's keypad.

Supported languages

- German, English, French, Italian and Spanish
- For other languages, English layout will be used.

Navigation keys

Navigation keys work as following:

- Direction keys → should work as direction keys on 5-way navigator
- Enter → OK
- Backspace → Back
- Esc → Go to landing screen
- Volume keys → Volume keys
- Mute key → Microphone mute
- Page down key → moves highlight down by the number of screen lines. Since this is only CP600 that is equivalent to 5 down nav. key presses
- Page Up key → equivalent to 5 up navigation key presses
- Home key → equivalent to long press Up navigation key presses
- End key → equivalent to long press Down navigation key presses

When phone is in idle state, pressing number keys on keyboard initiates dialing in the same way as number keys on keypad do.

When phone is in call, pressing number keys on keyboard sends DTMF tones in the same way as number keys on keypad do.

Keyboard pairing modes

Keyboard initiates pairing and sets the pairing mode. The pairing mode differs depending on the keyboard type and manufacturer.

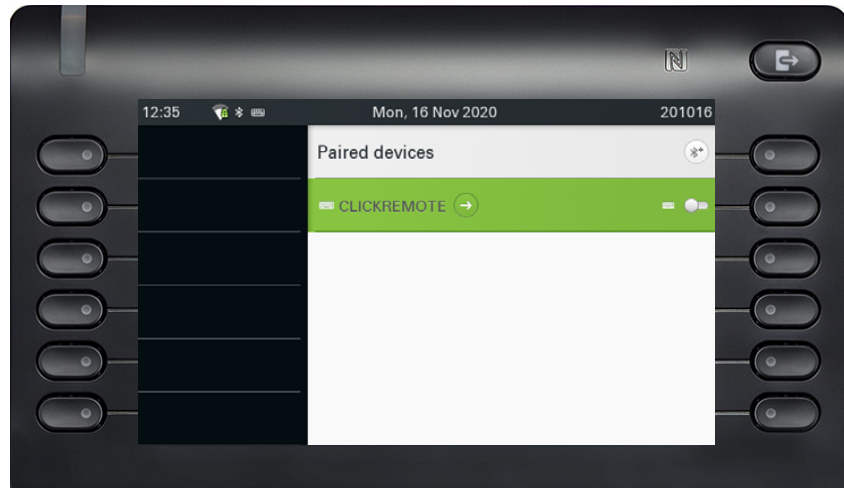
There are three possible pairing modes supported:

- Simple pairing (passkey entry) - if keyboard initiates "simple pairing", PIN is generated by keyboard and CP700 shows this PIN on display and waits until the number is typed on the keyboard.
- Legacy (numeric comparison) - if keyboard initiates "legacy" pairing, CP700 generates random number, displays it to user and waits until the number is re-written on the keyboard.
- Just works - if keyboard initiates "just works" pairing, CP700 displays Bluetooth keyboard pairing request and waits until it is confirmed.

Using Bluetooth “Remote button”

Bluetooth Remote button can be paired with the phone in User section under "Paired devices". After successful pairing, the Remote button is shown with a keyboard profile in paired devices list.

The Remote button device behaves as Bluetooth keyboard device until the user configures it to be a Remote button. When Remote button is enabled then the device appears, and behaves, as a Bluetooth Remote button device.

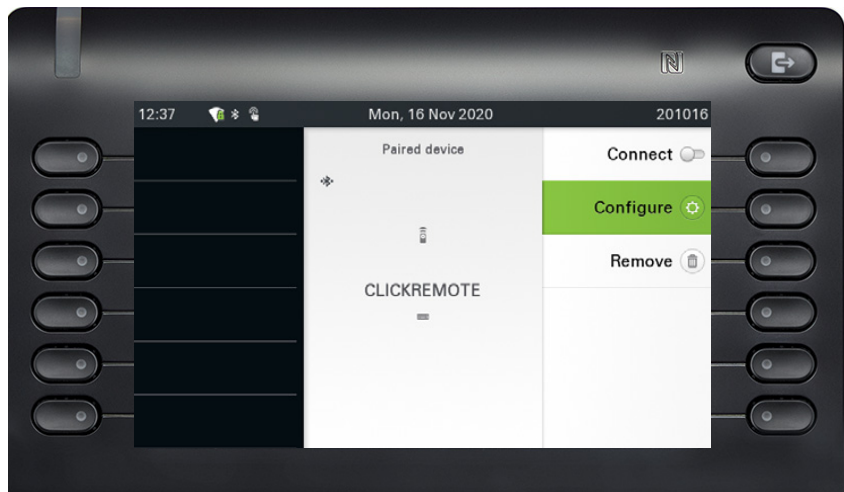


By pressing the Remote button, you can trigger certain action (e.g. under the Function keys or on OpenScale Key Module 600) configured by you on your OpenScale CP700. You can choose from the following keys:

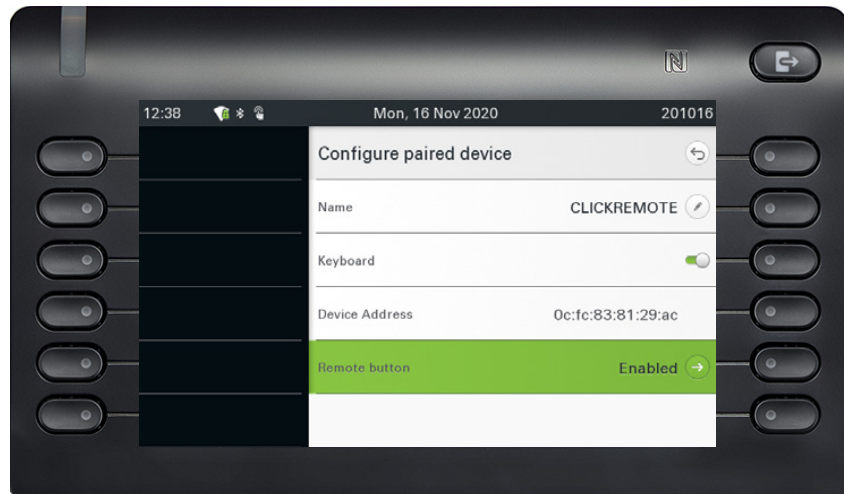
- Function keys
- Key Module keys

Please note that the shifted level function of an Function keys cannot be selected.

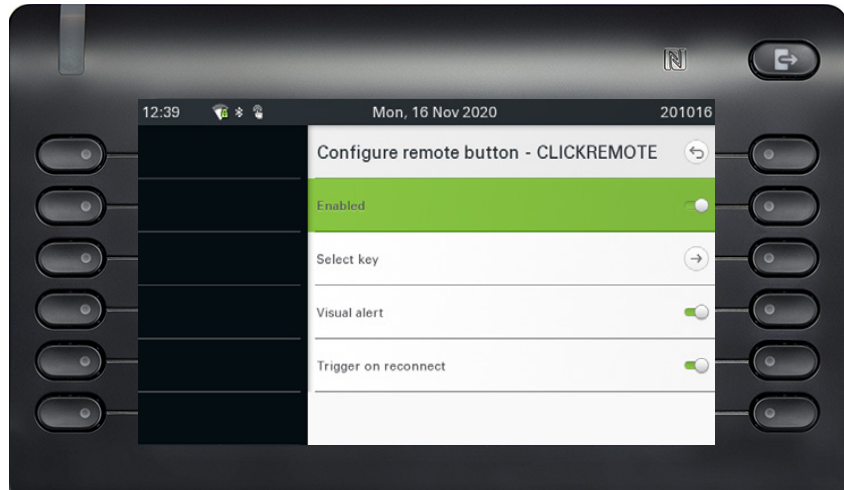
Using the Configuration option leads to the Configuration Menu for that device. The device name is "Selfie" in the screens shown.



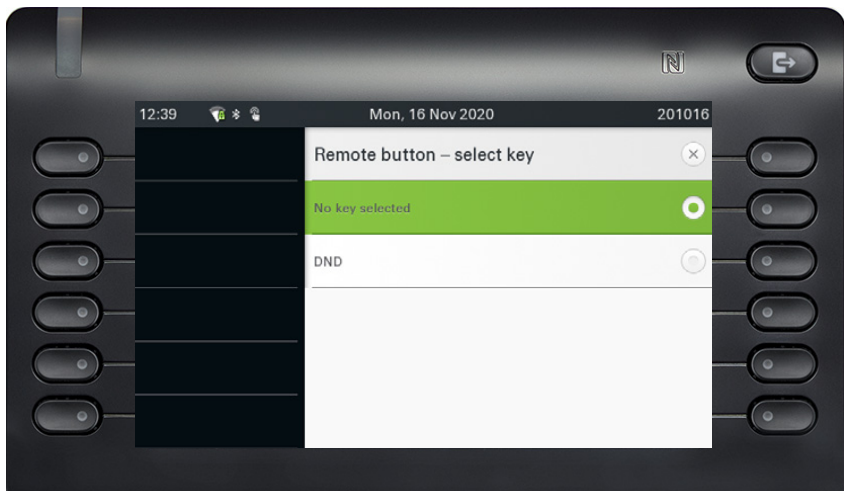
In this Configuration Menu the device can be identified as a Bluetooth Remote button device via the "Remote button" status. The action of the entry allows the Bluetooth Remote button device to be configured.



Selecting the "Remote button" menu above leads to the screen that allows this Bluetooth Remote button device (called Selfie) to be configured. The Function keys are identified by their key label in the "Select key" screen.

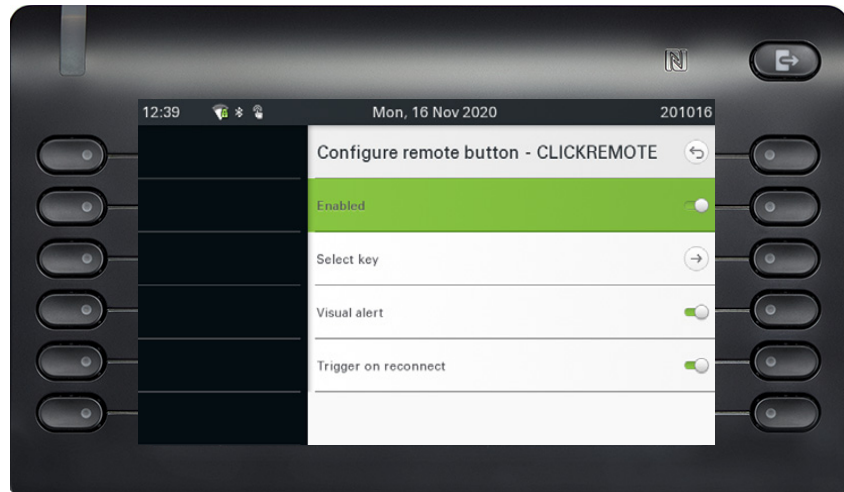


Selecting the "Select key" menu above leads to the screen that allows the Function keys for this Bluetooth Remote button device to be configured.



Only a Function keys with a function configured can be selected to be triggered by the Bluetooth Remote button click. All unallocated keys are hidden.

Function keys from any attached Key Module are potentially available to be selected. No shifted level keys can be selected.

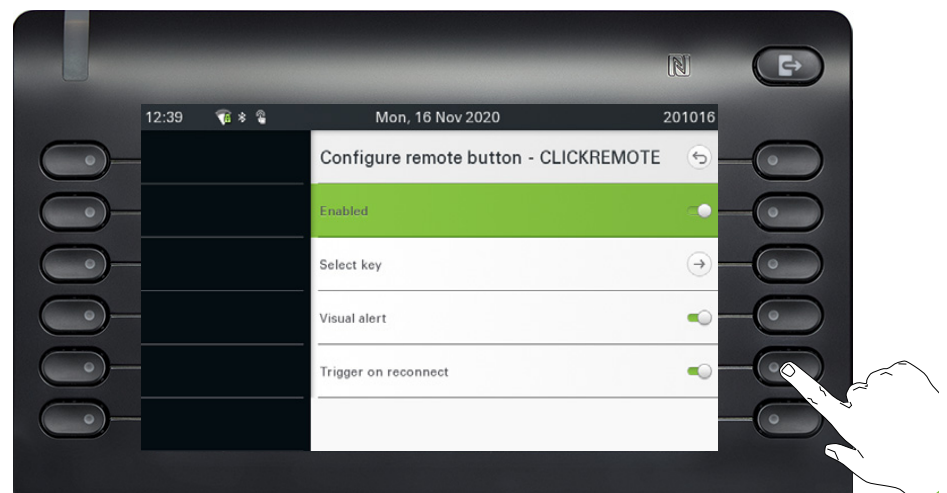


The “Configure remote button” screen now shows the label for the Function keys that has been configured to be triggered by this Bluetooth Remote button device.

Trigger on reconnect

If the Bluetooth Remote button is disconnected (e.g. the device is in energy saving mode) and you want to reconnect it, the following may happen based on the settings of the functionality “Trigger on reconnect”.

- If enabled, the remote button will connect and trigger the configured Function key at the same time. You need to press the Remote button only once.
- If disabled, you need to press the Remote button twice. First time it will reconnect and second it will trigger the configured Function key.



Bluetooth settings

Activating and deactivating Bluetooth



The Bluetooth function was activated for your phone by the administrator.

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

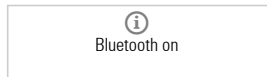
Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Activate with the Softkey. The Bluetooth function is activated and is now available.



A Bluetooth icon appears in the status bar.

Changing the Bluetooth name of your OpenScape CP700

Here you can determine which name your OpenScape Desk Phone CP700/CP700X should use to register at other Bluetooth devices.

You can also configure this setting via the Web interface → page 227.



By factory default, the Bluetooth name is: OpenScape CP700 BF:4B:7C.

If you are currently in the Bluetooth configuration, then the phone is visible.
If you exit the menu, it will be hidden again after a short time.

Press the Main Menu key, if needed.

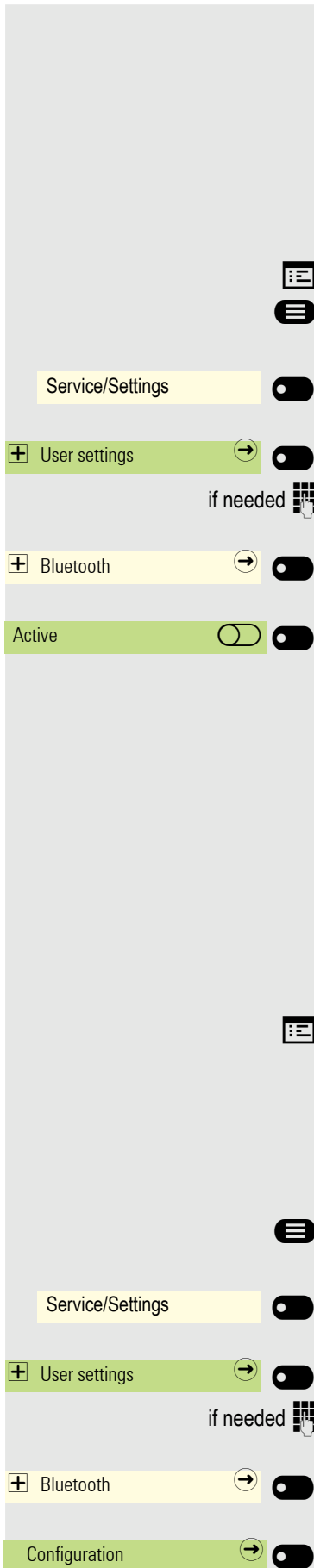
Open using the Softkey.

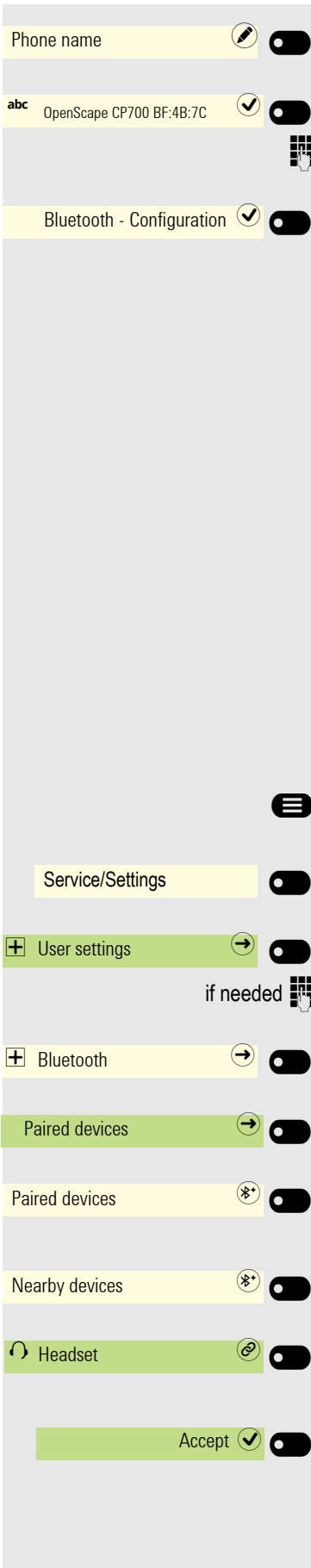
Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey

Open using the Softkey





Open using the Softkey. The current name is displayed.

The predefined name appears.

Change to the desired name and conclude your input with the Softkey.

Save the setting by selecting the Softkey.

Managing Bluetooth devices

The following functions are available in the Bluetooth pairing manager:

- Adding Bluetooth devices
- Deleting Bluetooth device list
- Connecting or disconnecting paired Bluetooth devices
- Removing single Bluetooth devices from the list
- Renaming Bluetooth devices in the list



The OpenScope CP700 is visible for other Bluetooth devices in the vicinity when you are in this menu.

Adding Bluetooth devices



If your Bluetooth device has a NFC reader (**N**ear **F**ield **C**ommunication), it can be paired very easily with your OpenScope CP700, see → page 136.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

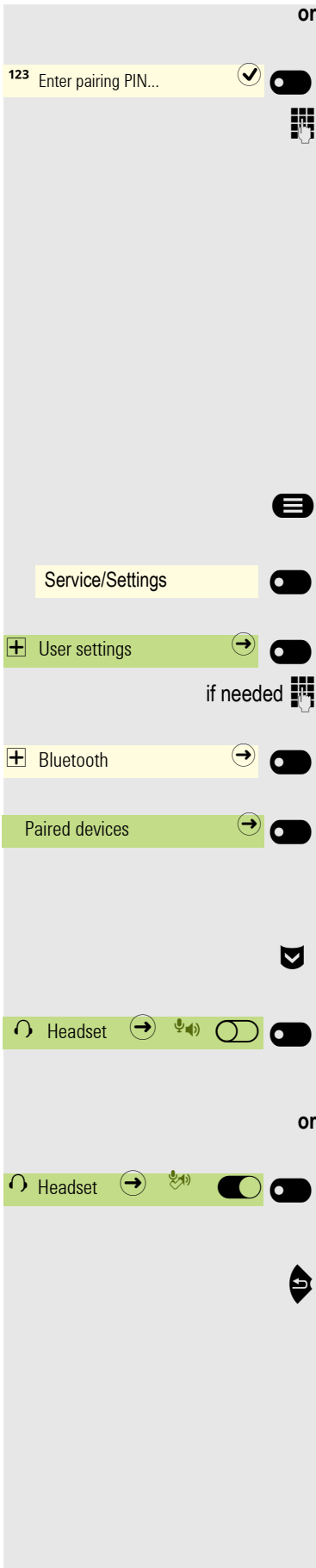
Open using the Softkey.

Paired devices are displayed. Start the search for new devices with the Softkey. If needed start or set the pairing function on the Bluetooth device.

Located devices are displayed. Repeat the search if needed with the Softkey.

If at least one new device was found, select the relevant Bluetooth device and open with the Softkey.

Confirm the pairing prompt with the Softkey. The Bluetooth device is paired and added to the list.



A pairing PIN is requested

Enter the pairing PIN and confirm with the Softkey. The Bluetooth device is paired and added to the list.

Your OpenScape CP700 is now "paired" with the Bluetooth device, but not yet connected → page 155.

➡ Pairing is only performed the first time contact is established between a Bluetooth device and your OpenScape CP600. If the Bluetooth device is successfully paired, no further access authorization checks are necessary. Instead, each subsequent check uses the previously created link key.

Connecting/disconnecting a Bluetooth device

Prerequisite: At least one Bluetooth device is listed.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey. Paired devices are displayed.

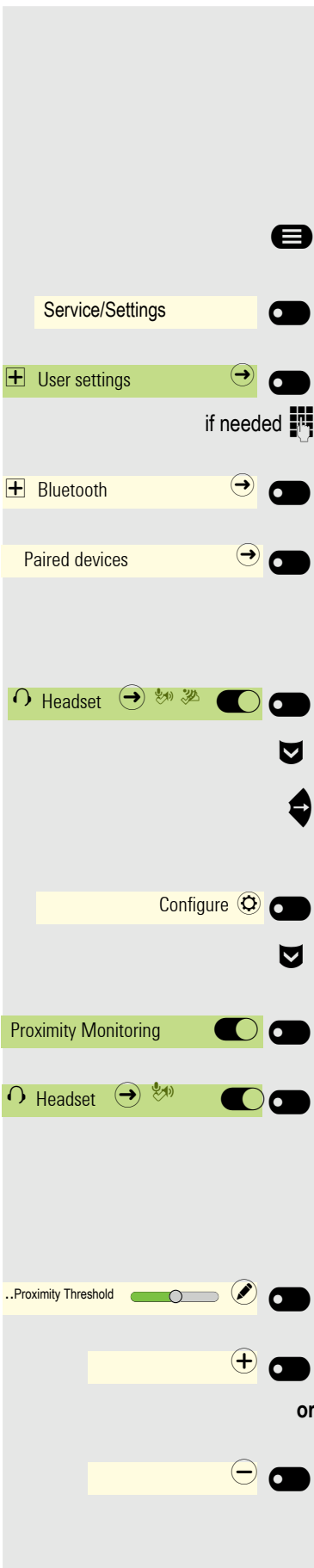
➡ You receive a message that the OpenScape CP700 is now visible for other Bluetooth devices while you are in this menu.

Select the relevant Bluetooth device.

Confirm with the Softkey to connect. You will receive a corresponding confirmation. It often suffices to switch on the Bluetooth device in order to establish the connection automatically.

Confirm with the Softkey to disconnect. You will receive a corresponding confirmation. The connection is dropped automatically if you switch off the Bluetooth device.

Exit the menu using the backspace key.



Connecting/disconnecting a Bluetooth device automatically

If your Bluetooth device is proximity-system enabled, Proximity Monitoring is activated by default. This means that when the paired device comes into the immediate vicinity of the OpenScape CP700, the connection is established automatically. If the device is removed from the vicinity, the connection is dropped automatically. The default setting is for Proximity Monitoring to be enabled but you can disable it at any time.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

 You receive a message that the OpenScape CP700 is now visible for other Bluetooth devices while you are in this menu.

Paired devices are displayed.

Select the relevant Bluetooth device.

and open it. The status of the device is displayed and activated, for example, with "(aud)".

Open the configuration menu with the Softkey.

Select the "Proximity Monitoring" function.

Deactivate with the Softkey.

Proximity Monitoring is deactivated.

Setting the Proximity Threshold

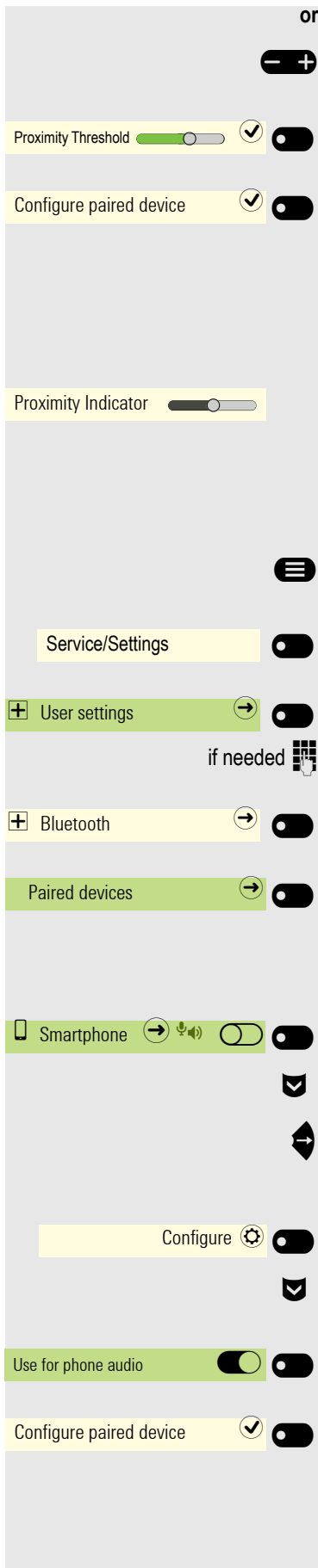
You can set the "Proximity Threshold" if appropriate to suit the required circumstances.

Open the setting for the Proximity Threshold by selecting the Softkey¹.

Use the Softkey to increase the proximity.

Use the Softkey to reduce the proximity.

1. The display shows the current setting



Adjust using the toggle key

Confirm the setting with the Softkey.

Save the setting with the Softkey and exit the menu.

Checking the proximity display

Check different positions of your Bluetooth device at which the connection can still be maintained.

This is a read-only setting.

Activating/deactivating audio

If no audio function is provided for your Bluetooth device, you should disable audio in your device's settings. The function is always activated by default.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

 You receive a message that the OpenScape CP700 is now visible for other Bluetooth devices while you are in this menu.

Paired devices are displayed.

Select the relevant Bluetooth device.

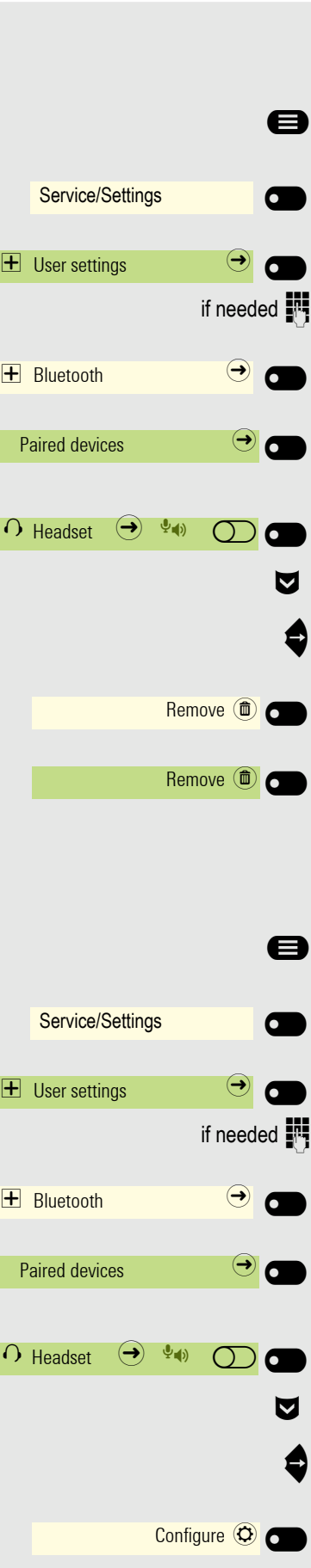
and open it. The status of the device is displayed and activated, for example, with the icon  for "Proximity Monitoring".

Open the Configuration menu with the Softkey.

Select the "Use for phone audio" function.

Deactivate with the Softkey.

Save the setting by selecting the Softkey. The icon  for the device name was removed.



Deleting a Bluetooth device from the list

You can delete a single Bluetooth device from the list, for example, if it will no longer be in the vicinity for an indefinite period.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey. You receive a message that the OpenScape CP600 is now visible for other devices in the vicinity as long as the menu is open.

Paired devices are displayed.

Select the relevant Bluetooth device.

and open it.

Confirm deletion with the Softkey.

Confirm deletion again with the Softkey.

Renaming a Bluetooth device in the list

A Bluetooth device is entered in the list with the name set in the device. This is often the device type. You can change this name.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

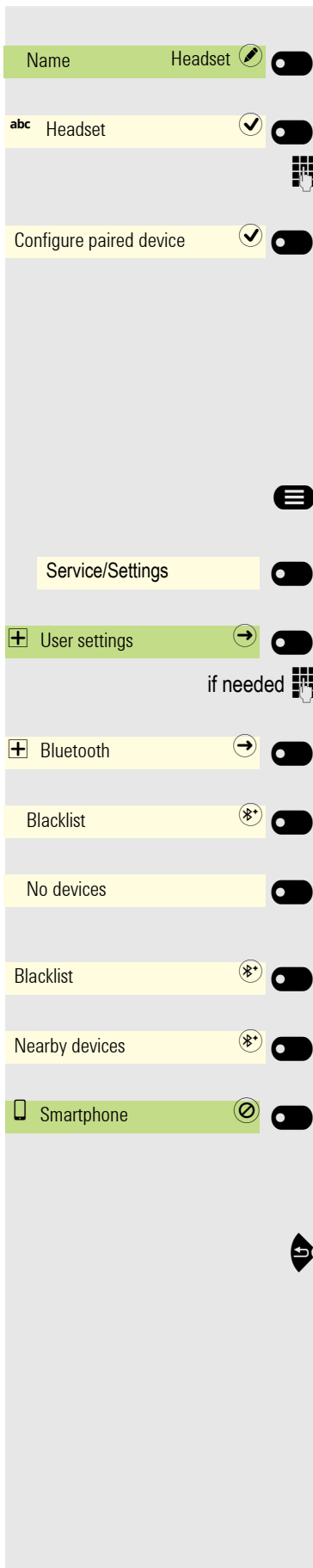
Open using the Softkey. You receive a message that the phone is now visible for other devices.

Paired devices are displayed.

Select the relevant Bluetooth device.

and open it.

Open the Configuration menu with the Softkey.



The current name is displayed. Open the field name with the Softkey.

The predefined name appears.

Change to the desired name and conclude your input with the Softkey.

Save the setting by selecting the Softkey.

Blacklist for Bluetooth devices

The blacklist contains the Bluetooth devices for which a connection setup attempt should be rejected by the OpenScape CP700. The connection will only be allowed if the setup attempt comes from the OpenScape CP700.

Adding Bluetooth devices

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Blacklisted devices are displayed. In this example, the blacklist contains no devices.

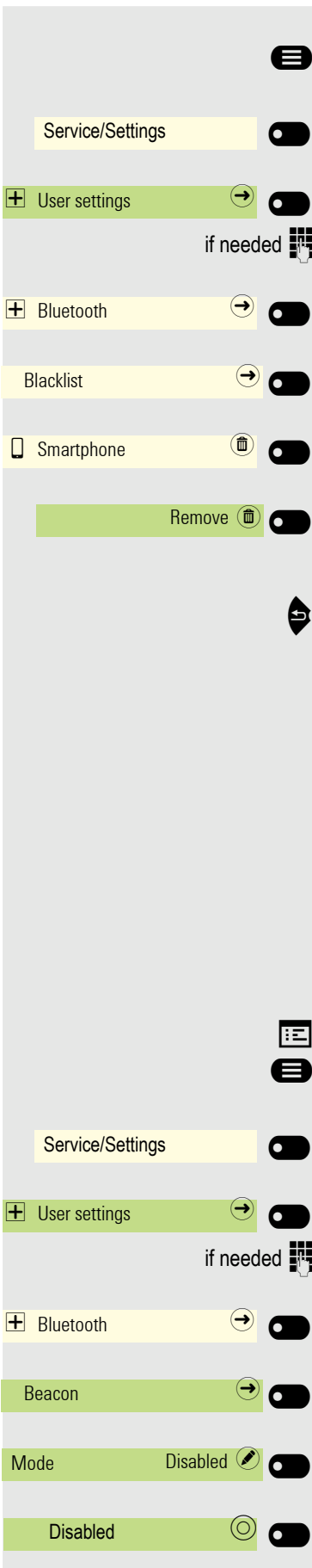
Start the search for the devices in the vicinity with the Softkey.

Repeat the search if necessary with the Softkey.

Open a located device in the search list with the Softkey. You see the following message, for example: "Smartphone added to the blacklist". The device is deleted from the search list.

Add another device to the blacklist if needed.

or exit the search menu.



Removing a Bluetooth device from the blacklist

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Open the device Softkey.

Confirm deletion with the Softkey. The entry is deleted from the blacklist. You see the following message, for example: "Smartphone removed from the blacklist".

Exit the menu.

Eddystone Beacon

Beacons are small devices that use Bluetooth to connect to smartphones or tablets in the environment. In the retail sector, for example, they are used to present personalized special offers to customers.

The phone can use Beacons to connect to smartphones or tablets in the area via Bluetooth. You can then, for example, exchange information between the phone and a smartphone. Eddystone is an open source project by Google for Beacon applications.

Set-up/deactivate Eddystone Beacon

You can also configure this setting via the web interface → page 227.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

The current status is displayed. Open the mode with Softkey.

Deactivate with Softkey,

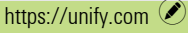
or

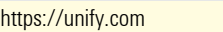
Eddystone  

or

iBeacon  



URI   

abc   





Interval (ms)   

123   



Activate with Softkey,

Activate with Softkey.

Set up connection for telephone beacon to a server

Select input for URI

Current address is displayed. Open using the Softkey.

The predefined HTTPS address appears.

Change to the desired address and conclude your input with the Softkey. This should be an HTTPS address that is as short as possible. For long addresses, use a URL shortener to shorten it. It cannot be changed when setting up iBeacon.

Set up interval

Select input for Interval (ms)

Current interval is displayed. Open using the Softkey.

The predefined interval appears.

Change to the desired value and conclude your input with the Softkey.

Save the settings with the Softkey.

Making calls with multiple lines

When configured (ask relevant Administrator), you can belong to a team of members with multiple lines: team or executive/secretary groups.

Line/trunk keys (MULAP keys) → page 163 are available on your phone.

Trunks

A distinction is made here between primary, secondary, and phantom lines. Each of these line types can be used on a private or shared basis → page 162.

Primary line

All multi-line telephones have a primary line. This line can be reached in the usual manner via your public phone number. Incoming calls to your number are signaled on this line.

Secondary line

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

Private line

A line that is used by a single telephone. This line cannot be used as a secondary line by another telephone.

Shared line

A line that is configured on multiple telephones. The line status is displayed for all telephones that share this line. If, for example, a shared line is being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones sharing the line.

Direct call line

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

Line Seizure

The line assignment is dependent on the configuration (ask your responsible Administrator). If the automatic line seizure is configured, a line is automatically assigned upon lifting the handset or pressing the loudspeaker key.

Line/trunk keys

On a Multi-Line phone the freely programmable keys function as line/trunk keys.

Every key configured as a "line key" (key marking: MULAP X a.k.a Multi-Line Appearance) corresponds to a line.

As a team member, you yourself can assign the following functions to keys:

→ page 95:

- Direct station selection (DSS)
- Group call on/off
(not for main phone in the executive/secretary group)
- Ring transfer on/off
(only in executive/secretary group)

Otherwise, you can assign a key with the "MULAP forwarding" (call forwarding) function for each line.

LED displays for line/trunk keys

LED		Meaning
	Off	– the line is in idle mode.
	flashes ¹	– Incoming call on the line – "Hold reminder" is activated – the line is on "Hold".
	On	– the line is busy.

¹ Flashing keys are represented by this icon in this manual, without reference to the frequency of flashes. The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.

Accepting calls on the line/trunk keys

Prerequisite: Your phone rings and/or the line/trunk key flashes quickly.

Press quickly flashing line/trunk key in the left panel or on a connected OpenScape Key Module 600.

Lift the handset.

With handset on hook: Speakerphone mode.

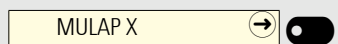
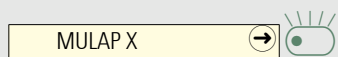
Dialing with line/trunk keys

Press the free line/trunk key in the left panel or on a connected OpenScape Key Module 600 via which you wish to establish your connection.

Dial phone number.

If the participant answers: Lift the handset.

With handset on hook: Speakerphone mode.



Hold a call on a line/trunk key and then accept again

Prerequisite: You are conducting a call via one of your group's lines.

Holding

Press the Hold key.

Replace the handset.

Press the Function key for Release, if it is set up.

As required per configuration (ask relevant Administrator), so that other team members can also accept the call on hold.

Accept again

Press the slowly flashing line/trunk key.

Alternately phone on several lines

Prerequisite: You are conducting a call via one of your group's lines. Another line key flashes.

Press the flashing line key. The first call partner is waiting on the other line.

Press the slowly flashing line/trunk key. Second call partner waiting.

You can change as often as you like. Press the slowly flashing line key.


if needed

or

Release



MULAP X



MULAP X



MULAP Y



MULAP privacy release

If authorized (ask relevant Administrator), you can assign the "MULAP privacy released by:" function to a key on your phone → page 95.

Setting up a conference via the menu is no longer required in this case. Your team partner simply has to press the flashing line/trunk key for your line on his/her phone and can then immediately take part in the conference.



You are conducting a call.

Release



Press key. LED lights up.

Up to 3 team members can now enter the conference.

Prerequisite: The line on which you are speaking is configured as a line/trunk key on the other phone.

MULAP X



Press the flashing line key.

Direct station selection keys

Each team member has a DDS key for every other team member.

As a result, each team member is directly accessible to other team members by the simple press of a key.

Unlike a name key, a DSS key signals to you the status of the other extension via the LED.

LED displays for DSS keys

There are two styles of DSS key status indication via LED: the OpenStage style (default) and the CP style.

OpenStage style (default)

LED		Meaning
	Off	– The team member's phone is idle – The team member's phone is logged off.
	Green, steady	– The team member is phoning
	Green, flashing quickly ¹	– The team member is being called, please accept. – The team member has activated DND. – Another team member is being called and has not yet answered.
	Green, flashing slowly	– You are on call with the team member and you have placed the call on hold.

¹ Flashing keys are represented by this icon in this manual, without reference to the frequency of flashes. The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.

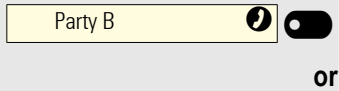
CP style

LED		Meaning
	Off	– The team member's phone is idle – The team member's phone is logged off.
	Red, steady	– The team member's phone is busy – The team member's phone is on hold by another station – You are calling the team member's phone.
	Red, flashing	– The team member has activated DND
	Green, blinking	– The team member is calling you.
	Green, flashing ¹	– The team member's phone is being called by another station – A waiting call is signaled on the team member's phone and the call is from another station
	Amber, steady	– You are on call with the team member and you have placed the call on hold.

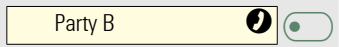
¹ Flashing keys are represented by this icon in this manual, without reference to the frequency of flashes. The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.

If you want to change to the CP style of the DSS key status indication via LED, see → page 80.

Directly call team members



Press the DSS key.



If the desired team member is on the phone, the DSS key on your phone lights up. In this case you can still call if second calling (call waiting) is permitted to team members.

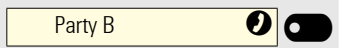


If the participant answers: Lift the handset.

or

With the handset on hook: Speakerphone mode.

Transferring an existing call

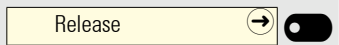


Press the direct station select (DSS) key and, if needed, announce the call.



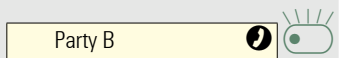
Replace the handset.

or



Press the disconnect key, if such a key has been configured.

Pick up call for another member



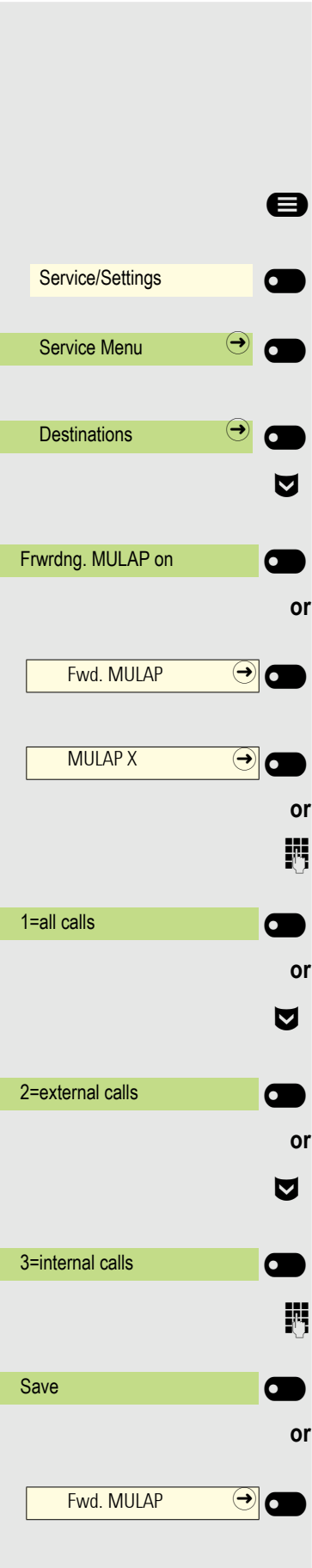
Press the blinking direct station select (DSS) key or line/trunk key.



Lift the handset.

or

With the handset on hook: Speakerphone mode.



Forwarding calls for lines

You can immediately forward internal and/or external calls to your lines to different internal or external phones (destinations).
If you activate call forwarding for a line, this shall apply to all line keys of your group for this line.

Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Open with the Softkey.

Select "Frwrdrng. MULAP on".

Confirm.

or

If available, press the key. (You have incompletely saved the "Fwd. MULAP" key without type and destination of the forwarding → page 95).

Press the required line key.

or

Enter and confirm the desired line/trunk number.

Confirm.

or

Select "2=external calls".

Confirm the option shown

or

Select "3=internal calls".

Confirm.

Enter the destination number.

Confirm.

or

If available, press the key. (You have also saved the type and destination of the forwarding to the "Fwd. MULAP" key, → page 95.)

Deactivate call forwarding

Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Open with the Softkey.

Select "Frwrng. MULAP off".

Confirm.

Press the required line key.

Enter the desired line/trunk number.

If available, press the key.



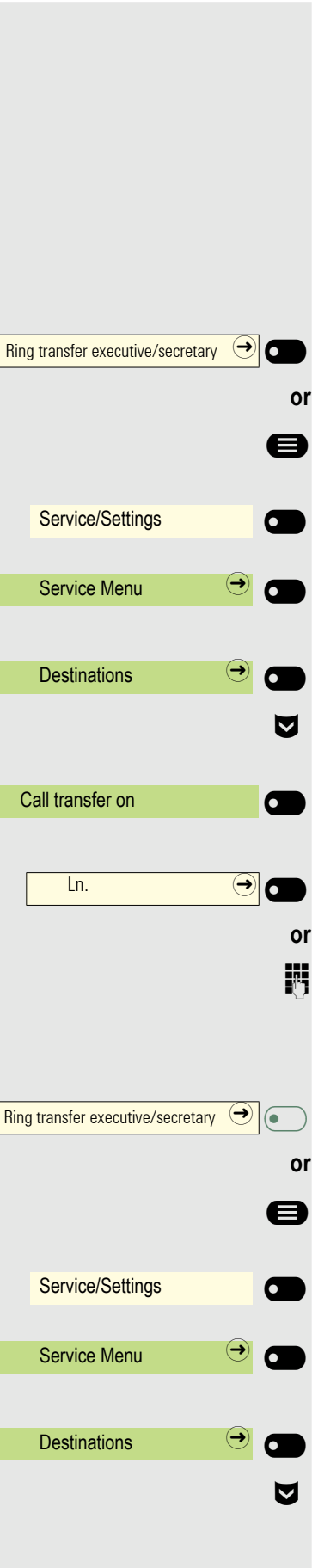
If call forwarding is activated for a line, a special dial tone rings when occupied.

Understanding LED notifications for the key "MULAP forwarding"

LED on the "Fwd. MULAP" is dark – no call forwarding active for this line.

LED on the "Fwd. MULAP" lights up – call forwarding active for this line.

LED on the "Fwd. MULAP" flashes **slowly** – line is the destination of a forwarded call.



Switch calls directly to executive

All calls for the executive are usually only acoustically signaled in the secretary office.
You can set the acoustic signaling so that the calls are only acoustically signaled on the main phone or on an assigned second phone.

Requirement: On your phone there is a key assigned with the "Ring transfer executive/secretary" function.

Activating

- Press key. LED lights up.
- or
- Press the Main Menu key, if needed.
- Open using the Softkey.
- Open with the Softkey.
- Open with the Softkey.
- Select "Call transfer on".
- Confirm.
- Press the required line key.
- or
- Enter the desired line/trunk number.

Deactivating

- Press key. LED goes out.
- or
- Press the Main Menu key, if needed.
- Open using the Softkey.
- Open with softkey.
- Open with softkey.
- Select "Call transfer off".

Call transfer off



Confirm.

MULAP X



Press the required line key.

or



Enter the desired line/trunk number.

Group calls / hunt group

If configured (ask relevant Administrator), your connection is part of a team. The team consists of internal phone connections that can make use of particular functions.

Group call on/off

 If your phone is connected to a system network via LAN, pay attention to specific features → page 210!

If this has been configured (ask relevant Administrator), you will belong to one or more groups of members who can be reached via a hunt group or group call phone number.

Calls are signaled on all telephones in the group either in succession (=hunt group) or simultaneously (=group call), until a member of the group answers the call.

Every party in the group can also remain available under his/her own phone number.

You can activate and deactivate the call for the hunt group, group call, or for the individual lines of a group.

You belong to a hunt group or group call group



Press the Main Menu key, if needed.



Select "Leave group".

Leave group



Confirm.

or



Select "Join group".

Join group



Confirm.

or

Hunt group



Press the Function key in the left panel or in Favorites or on a connected Open-Scape Key Module 600, if such a key has been configured.

or

Hunt group



Press key.

You belong to multiple groups



Press the Main Menu key, if needed.

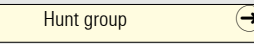
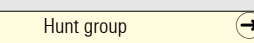
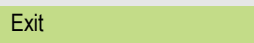
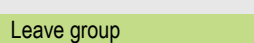
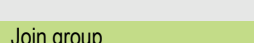
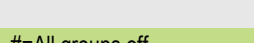
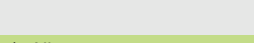


Select "Leave group".

Leave group

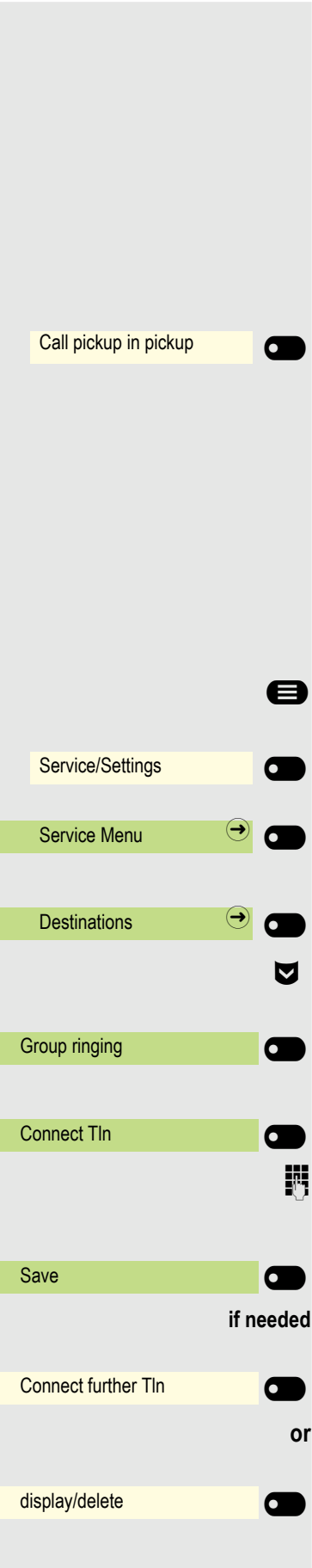


Confirm.

	or	
		Select "Join group".
	or	Confirm.
		Press key.
	or	Press key.
		In the Notification area of the display you can see if a selected group is active or inactive.
301 X Group names		If an "X" appears between the group/line number (e.g. 301) and the group name, the call is active for this group/line.
	or	
301 Group names		No "X" means that the call is deactivated.
		Confirm to select another group/line number.
	or	
		Confirm. The call is deactivated for the displayed group/line.
	or	
		Confirm. The call is activated for the displayed group/line.
	or	
		Confirm. The call is deactivated for all groups/lines.
	or	
		Confirm. The call is activated for all groups/lines.



If you have activated the call for another group/line, or deactivated the call for all groups/lines to which you belong, a special dial tone rings when you lift up the handset.



Accepting calls for a colleague in the team

You can pick up calls for phones within a team (Call pickup group; ask relevant Administrator), on your phone; also during a call.

In contrast to the direct station select function, you do not need any configured direct station select (DSS) to do this, see Page 166.

Prerequisite: Your phone rings briefly. In the top row of the display, "Call with:" appears, with the phone number or name of the initiator and, on the bottom row, the phone number or name of the caller.

Confirm to pick up the call for your colleagues.

Connecting call

You can have calls to your handset signaled acoustically on up to five other telephones. The call is received by the person who answers the call first.

 If your phone is connected to a system network via LAN, pay attention to specific features → page 213!

Saving/displaying/deleting phone for group ringing

Press the Main Menu key, if needed.

Open using the Softkey.

Open with softkey.

Open with softkey.

Select "Group ringing".

Confirm.

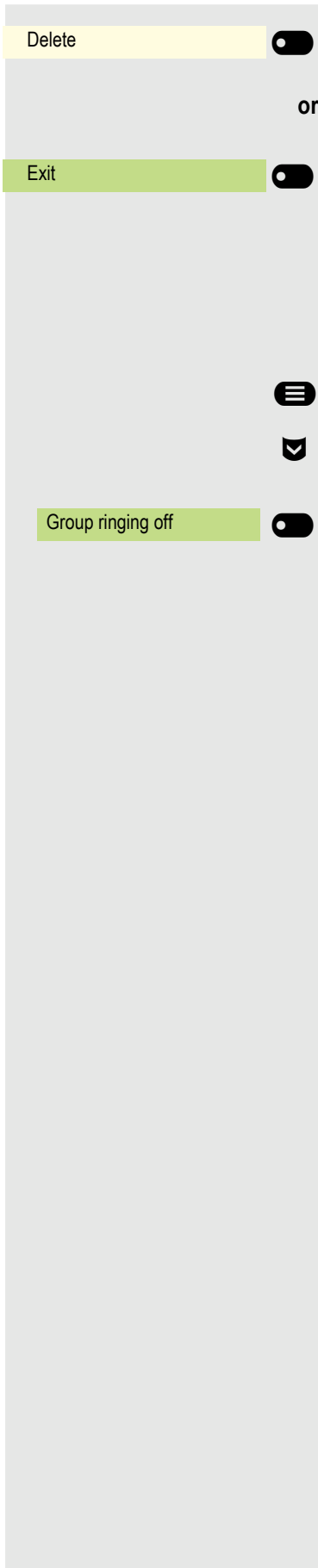
Confirm.

Enter the internal phone number of the party to be added. The party name is displayed.

Confirm.

Confirm to add further parties.

Confirm to display or delete parties.



Confirm to, for example, delete the currently displayed party from the ringing group.

or

Confirm to select another party.



If your phone is connected to a ringing group, you can see the phone number or name of the initiator on the display (top row) and that of the caller (bottom row).

Delete from all ringing group phones

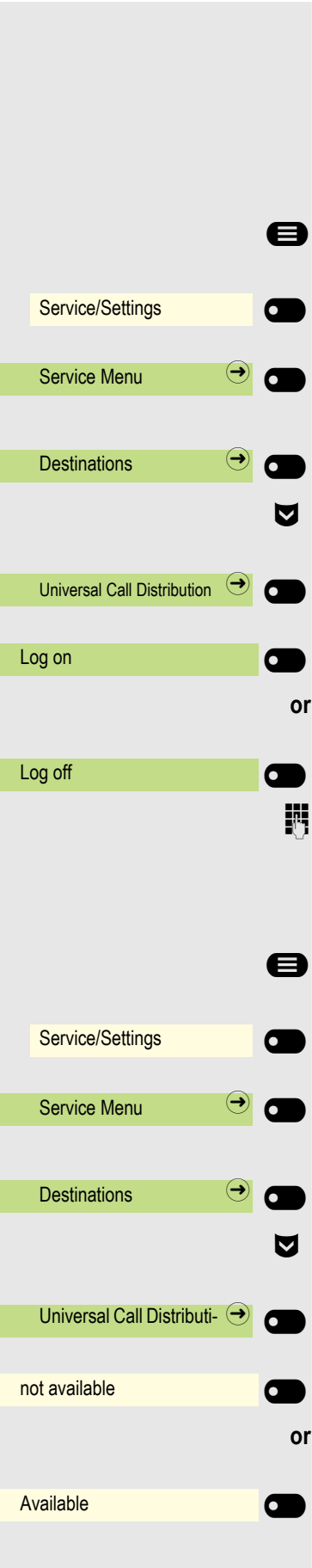
Press the Main Menu key, if needed.



Select "Group ringing off".

Group ringing off

Confirm.



Calls on Universal Call Distribution (UCD)

If configured (ask relevant Administrator), you will belong to a group of members (agents) to whom calls will be assigned.
An incoming call is always delivered to the agent who has been idle the longest.

Login/logout at beginning/end of use

- Press the Main Menu key, if needed.
- Open using the Softkey.
- Open with softkey.
- Open with softkey.
- Select "Universal Call Distribution".
- Open with softkey
- Confirm.
- or
- Confirm.
- Enter your identification number ("Operator") when logging in (ask relevant Administrator).

Log in/out during working hours

- Press the Main Menu key, if needed.
- Open using the Softkey.
- Open with softkey.
- Open with softkey.
- Select "Universal Call Distribution".
- Open with softkey.
- Confirm.
- or
- Confirm.

Requesting/activating post-processing time

If you want to follow-up on your last call without being disturbed, you can request/activate a post-processing time. Your phone is removed from the call distribution for a set amount of time, or until you log back in.

Press the Main Menu key, if needed.

Open using the Softkey.

Open with softkey.

Open with softkey.

Select "Universal Call Distribution".

Open with softkey

Confirm.

or

Confirm.

Activating/deactivating night service for Universal Call Distribution

Press the Main Menu key, if needed.

Open using the Softkey.

Open with softkey.

Open with softkey.

Select "Universal Call Distribution".

Open with softkey

Select "UCD night on".

Confirm.

or

Select "UCD night off".

Confirm.

Display the number of waiting calls



Press the Main Menu key, if needed.

Service/Settings



Open using the Softkey.

Service Menu



Open with softkey.

Destinations



Open with softkey.



Select "Universal Call Distribution".

Universal Call Distribution



Open with softkey

Calls in queue



Confirm.

Private sphere/security

Activating/deactivating idle function

If you do not wish to take calls, you can activate idle mode. Calls are only displayed via **one** call symbol and on the display.



Press the Main Menu key, if needed.



Select "Ringer cutoff on"

Ringer cutoff on



Confirm.

or



Select "Ringer cutoff off"

Ringer cutoff off



Confirm.

Activating/deactivating do not disturb

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the busy tone, while external callers reach another pre-defined phone (ask relevant Administrator).



Press the Main Menu key, if needed.



Select "DND on".

DND on



Confirm.

or



Select "DND off".

DND off



Confirm.



A special dial tone (whirring continuous tone) reminds you that DND is on when you lift the handset.

Authorized internal callers automatically override the DND feature after five seconds.

Caller ID suppression

You can stop your phone number or name from appearing on the display of those you phone externally. This remains active until you reverse it.

Activating



Press the Main Menu key, if needed.



Select "Suppress call ID"

Suppress call ID



Confirm.

Deactivating



Press the Main Menu key, if needed.



Select "Restore caller ID"

Restore caller ID



Confirm.



The relevant Administrator can activate/deactivate phone number suppression for all phones.

Security

Protecting the phone from misuse

You can stop unauthorized parties from using certain functions on your phone while you are away. E.g. the dialing of external phone numbers and access to your mailbox can be prevented. Ask your Administrator which functions are locked.

Locking the phone



Press the Main Menu key, if needed.



Select "Lock phone".

Lock phone



Confirm. The Functions dialog opens.



Enter code (lock code) → page 183.



In locked mode a special dial tone rings when you lift the handset. You can dial internal numbers as usual.

Your phone can also be (un)locked from an authorized station
→ page 182.

Unlocking the phone



Press the Main Menu key, if needed.



Select "Unlock phone"

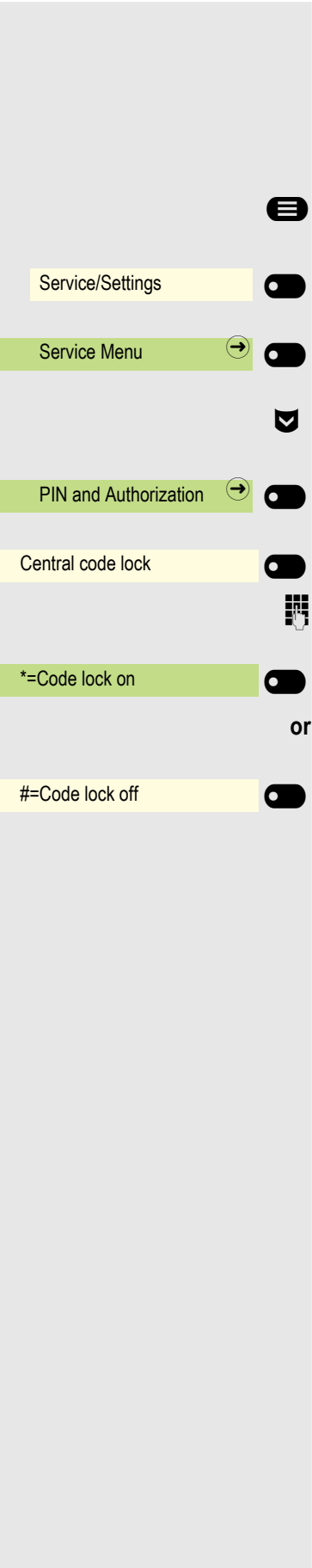
Unlock phone



Confirm. The Functions dialog opens.



Enter code (lock code) → page 183.



Locking a different phone to prevent misuse

If configured (ask relevant Administrator), you can lock other phones against unauthorized use and then unlock them.

If the phone user has locked his/her phone and forgotten his/her personal lock code, you can unlock the phone using this function.

Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Select "PIN and Authorization".

Open with the Softkey.

Confirm.

Enter the internal phone number of the phone that should be (un)locked.

Confirm.

or

Confirm.

Saving personal lock code

For the functions

- Locking the phone to prevent misuse → page 181
- Using a different phone in the same way as your own → page 192

in order to assign, you must enter a personal code (PIN) which you can define yourself.

Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey

Select "PIN and Authorization".

Open with the Softkey.

Confirm.

Request for current PIN.

Enter the current 5-digit PIN.

If you have not assigned a PIN as yet, use the default one: "00000".

Request for new PIN.

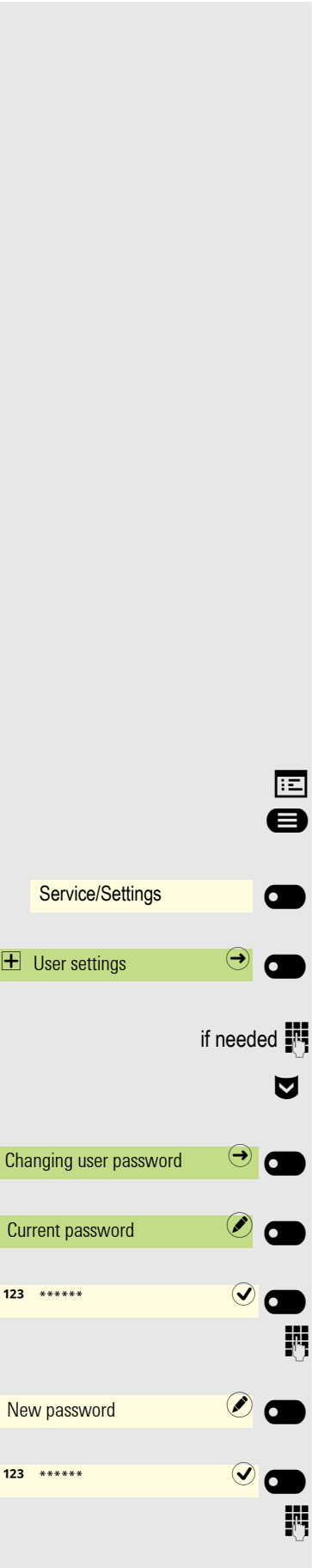
Enter the new 5-digit PIN.

Request for re-entering the new PIN.

Re-enter the new code.



If you have forgotten your code, contact the relevant Administrator for help. Your PIN can be reset to the default one: "00000".



User password

Your User password protects your user settings. You can also use the User password to fully lock your telephone → page 186.

The administrator may have configured the following settings:

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

➡ The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password protected (see also → page 185).

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

Open using the Softkey

Open using the Softkey.

Enter and confirm the User password.

Select "Changing user password".

Open using the Softkey

Open using the Softkey

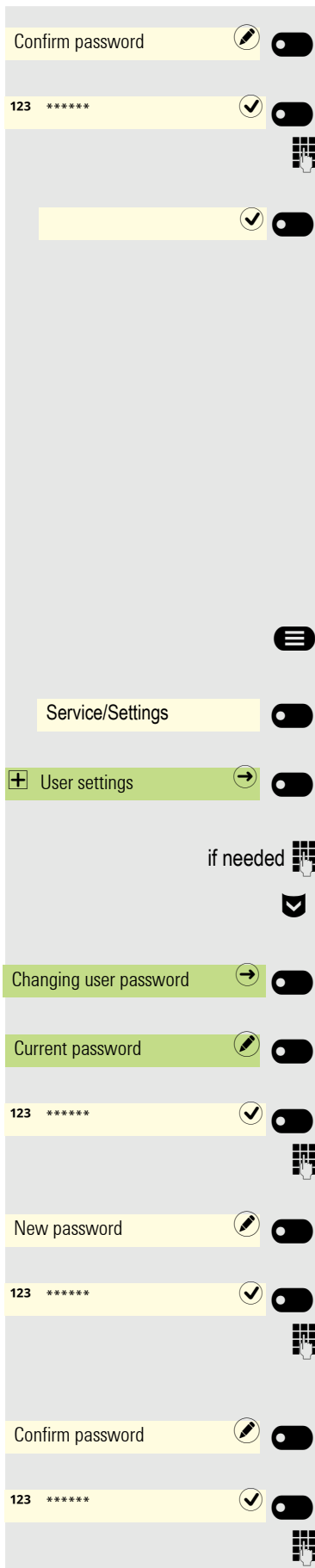
The input field is displayed.

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

Open using the Softkey

The input field is displayed.

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



Open using the Softkey

The input field is displayed.

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

Save your input. The new password is now valid.

Deactivating the password prompt

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



The deactivation of the password prompt does not affect the web interface → page 227. As long as the password prompt is deactivated, you do not have access to the web interface via the User settings.

If you deactivate the password prompt, you can **no longer** lock the phone → page 186 and the user menu is **not** password protected.

Press the Main Menu key, if needed.

Open using the Softkey

Open using the Softkey.

Enter and confirm the User password.

Select "Changing user password".

Open using the Softkey

Open using the Softkey

The input field is displayed.

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

Open using the Softkey

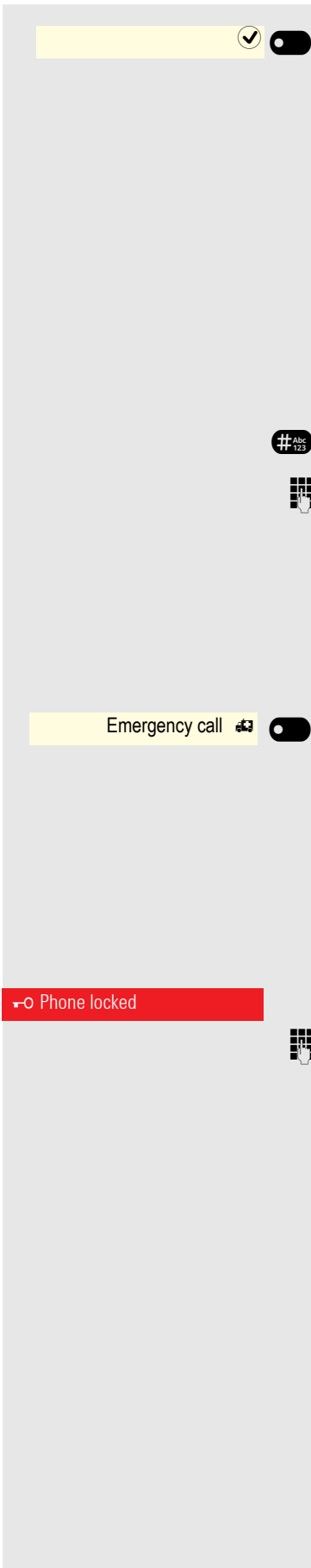
The input field is displayed.

Enter six zeros ("000000") to deactivate the password request. Confirm your input with the Softkey.

Open using the Softkey

The input field is displayed.

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



Save your input. The password is now deactivated.

Locking the phone

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

➡ You can only lock the phone if you set a User password → page 184. The password for this must **not** be the default setting "000000". Check, if necessary, whether the telephone lock function has been activated for you by the administrator.

Activating the phone lock with a single key press

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

Enter code (lock code) → page 183.

Dial emergency number

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

Press the Softkey. The saved emergency number is dialed.

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

Unlocking the phone

The display shows: Phone locked.

Enter code (lock code) → page 183.

➡ If the telephone is locked, an emergency number entered by the administrator can be input using the dial pad or dialed with the Emergency call option. If the phone is locked, selected dialing keys (see → page 112) cannot be used. This also applies if the emergency number is saved on this key.

Other settings and functions

Connection costs

Display connection costs for your phone (not for U.S.)

For the current call:



If the costs are to be displayed continuously during an outgoing call, this function must be requested from the relevant Administrator of the network operator.
The display of the call costs must be applied by the network operator and configured by the relevant Administrator.

Depending on the setting, call costs are displayed during or after the call. Depending on the network provider, no-charge external calls will also be displayed. On the display, "no charge" appears before or during the call. If no cost display is set up, the phone number dialed and/or the call length appear in the display.



If a call is transferred, the costs are assigned to the phone to which the call was transferred.

For all calls and for the last call held

First the call charges for the last charged call are displayed. After five seconds the connection charges incurred (total) are displayed.



Press the Main Menu key, if needed.

Service/Settings



Open using the Softkey.

Service Menu



Open with the Softkey.



Select "More features".

More features

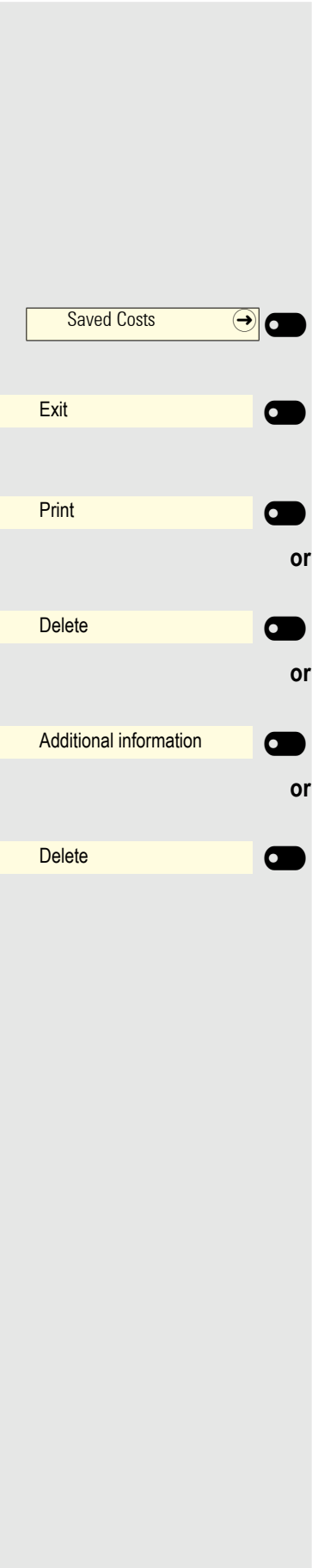


Open with the Softkey.

Show call charges



Confirm. The costs are displayed.



Query connection costs for another phone (not for U.S.)

If configured (ask relevant Administrator), you can also display the fee-based calls from other phones and print these too.

Prerequisite: You have programmed a key with the "Check costs" function → page 95.

If the LED lights up, a chargeable call has been made since the last query.

Press key. The fee-based calls are displayed.

Also confirm to display further fee-based connections.

Confirm with the Softkey.

Confirm with the Softkey.

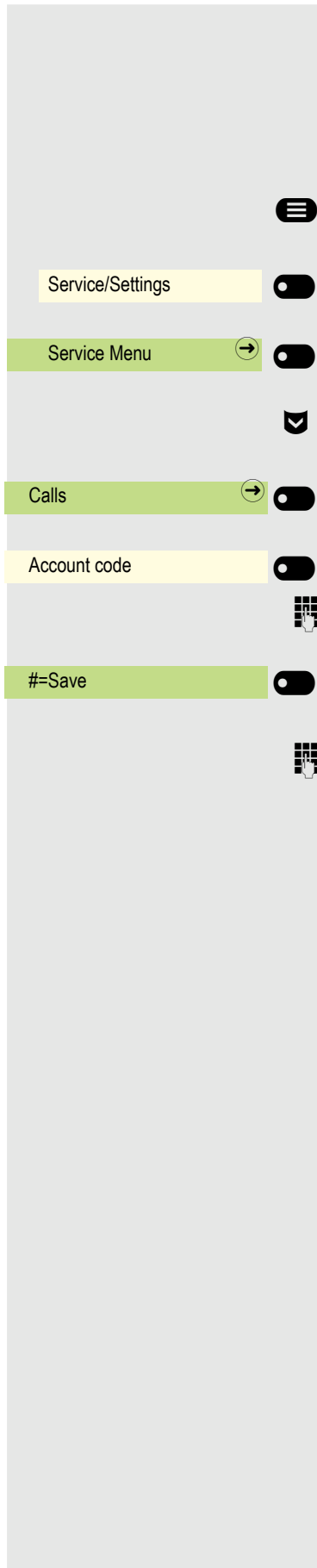
Open with the Softkey.

Confirm with the Softkey.

Calling with call charge assessment

You can assign external calls to certain projects.

Prerequisite: The relevant Administrator has set account codes for you.



Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Select "Calls".

Open with the Softkey.

Confirm.

Enter account code.

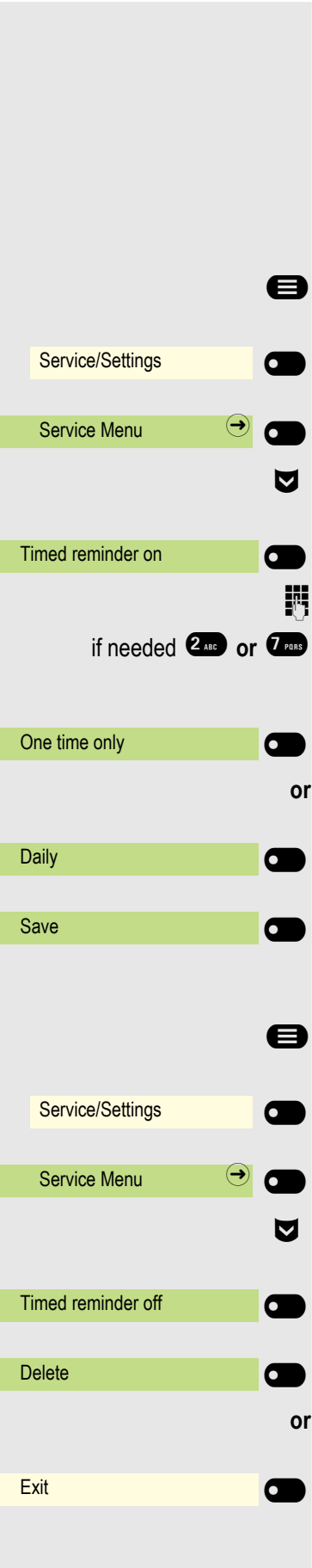
Confirm.

As required per configuration; ask relevant Administrator.

Enter the external phone number.



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



Appointment function

You can arrange for the communications system to remind you of an appointment → page 191. For this to happen, you need to save the desired times of the calls. This is possible for a period of up to 24 hours in advance or for a daily repeating appointment.

Save appointment

- Press the Main Menu key, if needed.
- Open using the Softkey.
- Open with the Softkey.
- Select "Timed reminder on".
- Confirm.
- Enter a 4-figure time, e.g. 0905 for 9.05 a.m. or 1430 for 2.30 p.m.
- With the "American" language setting (setting → page 76) you can enter Code 2 for "a.m." or 7 for "p.m." (default = "a.m.").

- Confirm.
- or
- Confirm.
- Confirm.

Deleting/querying a saved appointment

- Press the Main Menu key, if needed.
- Open using the Softkey.
- Open with the Softkey.
- Select "Timed reminder off".
- Confirm.
- Confirm.
- or
- Confirm.

Reminder at 12:30 pm



or



Using timed reminders

Prerequisite: You have saved an appointment → page 190. The saved time arrives.

The phone rings. The appointment time is displayed.

Press key twice.

Lift the handset and put it back down.



If you do not accept the arranged call, this will be repeated five times before the appointment is deleted.

Using a different phone for a call in the same way as your own

Your phone can be temporarily used by others for an existing call, as if it were his/her own.

Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Select "PIN and Authorization".

Confirm.

Select "Temporary Phone".

Confirm.

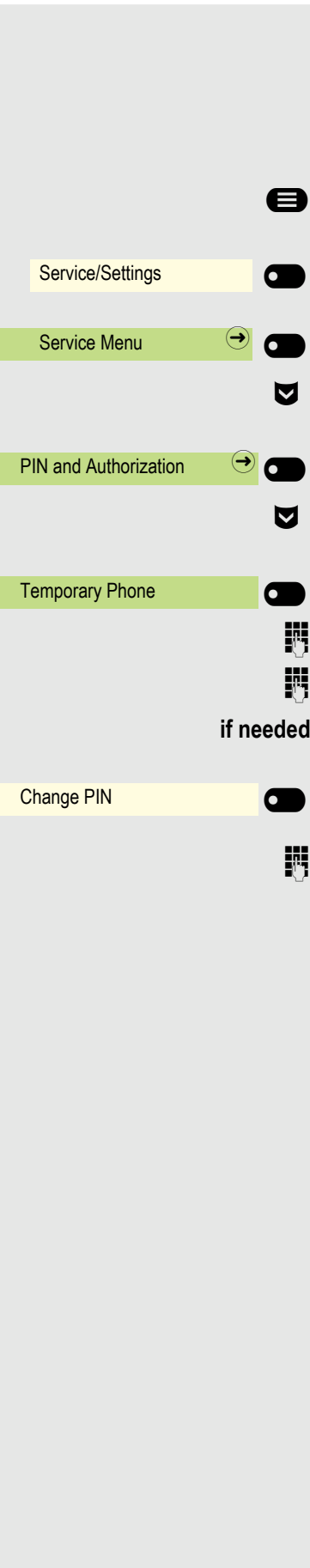
Enter phone number of the other user.

Enter the other user's code. → page 183.

if needed

If the other user has still not set a personal code, he/she is asked to do this on his/her phone.

Dial external number.
After the end of the call, this status is removed again.



Using a mobile connection to a different phone

You can configure a mobile connection that your relevant technician has set up for you on a OpenScape CP700 prepared for it on the system. The original connection to the "guest phone" is deactivated. The mobile connection remains available for as long as you are logged into the "guest phone".

Most of the functions and features (phone number, key assignment, authorizations) of your phone are available to you following login.

Mobility variants

There are two variants available for mobility:

- Basic
- Data privacy

Configuration is carried out by the technician.

Basic

When "logging on" to the "guest telephone", the following settings are transmitted from the mobile connection:

- Key assignment
- Authorizations
- Call forwarding

In addition, outstanding messages or texts are signaled.

"Guest phone" conversations are visible and can be used.

The conversations you have made in the meantime are automatically deleted from the phone following logging off.

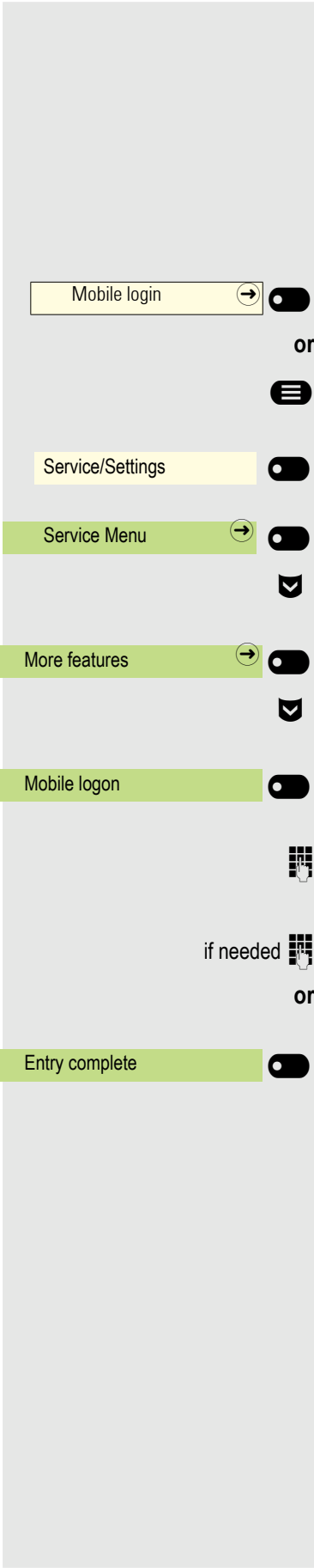
Data privacy

When "logging on" to the "guest telephone", the following settings are transmitted from the mobile connection:

- Key assignment
- Call forwarding
- Authorizations (apart from user password)

In addition, outstanding messages or texts are signaled. The user password is not transferred, so you have to create a new password on the phone.

An empty conversation list is available to you which will be automatically deleted again after logging off from this phone.



Logging on to the "guest phone"

Log on to mobile connection to "guest phone". The phone thereby behaves like your own as regards cost allocation, key programming, call forwarding etc.

 **Prerequisite:** A mobile connection with your own number and a password has been set up for you (ask relevant Administrator). The "Mobile login" key is configured on the OpenScape Desk Phone CP700/CP700X if needed.

Press the "Mobile login" key.

if no key is configured,

Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Select "More features".

Confirm.

Select "Mobile logon".

Confirm.

The "New phone no.:" request is displayed

Enter the "mobile phone number".
The request "Code for nnn" is displayed (e.g. 834):

Enter the code word and confirm it.

Confirm.

The login procedure starts.

After correct login you will see your mobile phone number on the left of the screen.

Transfer connection to next phone

If you want to transfer your connection from the first "guest phone" to a second "guest phone", log in to the second "guest phone" as normal (see → page 194).

If you log in to another phone with your PIN number, without first logging out of the other phone, logout will take place automatically.

Logging off from the "guest phone"

If you no longer require a connection to the "guest phone", and/or if you want to change to another phone, log off the "guest phone".

Mobile login



or



Service/Settings



Service Menu



More features



Mobile logoff



Press the "Mobile login" key.

if no key is configured,

Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Select "More features".

Confirm.

Select "Mobile logoff".

Confirm. The logoff procedure starts.

The "guest phone" is now once more available with its original phone number, features, and functions. Any call forwarding that may have been set up can be removed.

Incoming fax message/message on the answering machine

If a fax or answering machine is connected to your system, and you have assigned the "Fax details" function to a free key → page 95, this key lights up when a fax or message arrives.

Switching signaling off

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

Resetting services/functions (complete phone deletion)

There is a general reset procedure for set functions. The following functions are deleted, if activated:

- Forwarding on
- Advisory msg. on
- Group ringing
- Suppress call ID
- Waiting tone off
- DND on
- Ringer cutoff on
- View sent messages
- View callbacks

Press the Main Menu key, if needed.

Open using the Softkey.

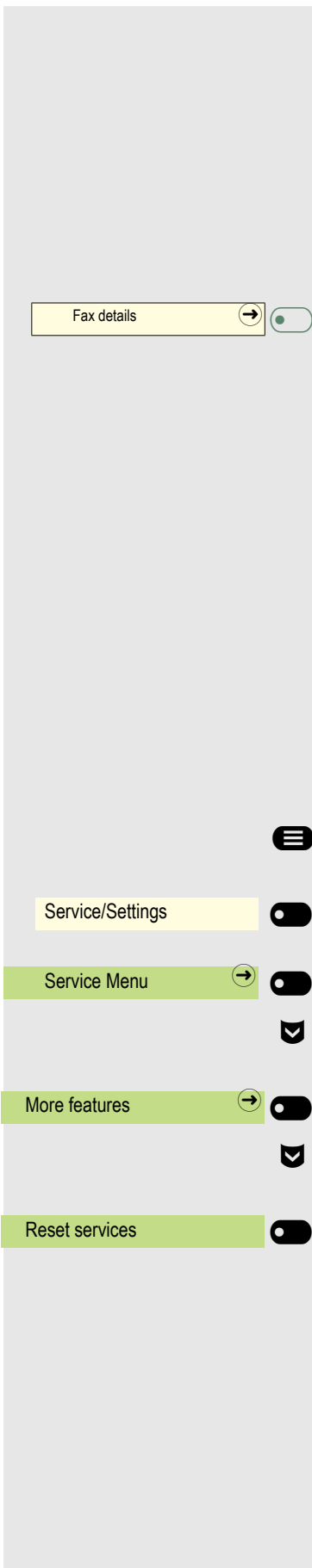
Open with the Softkey.

Select "More features".

Confirm.

Select "Reset services".

and confirm.



Activating functions for another phone

If configured (ask relevant Administrator), you can activate or deactivate the following functions for other phones (assoc. Services):

- DND on/DND off, Code *97/#97 → page 179
- Forwarding on, Code *11, *12, *13/#1 → page 119
- Lock phone/Unlock phone, Code *66/#66 → page 181
- Group ringing, Code *81/#81 → page 172
- Advisory msg. on/Advisory msg. off, Code *69/#69 → page 117
- Join group/Leave group, Code *85/#85 → page 172
- Reset services, Code #0 → page 196
- Night answer on/Night answer off, Code *44/#44 → page 212
- Timed reminder on/Timed reminder off, Code *46/#46 → page 190

Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Select "More features".

Confirm.

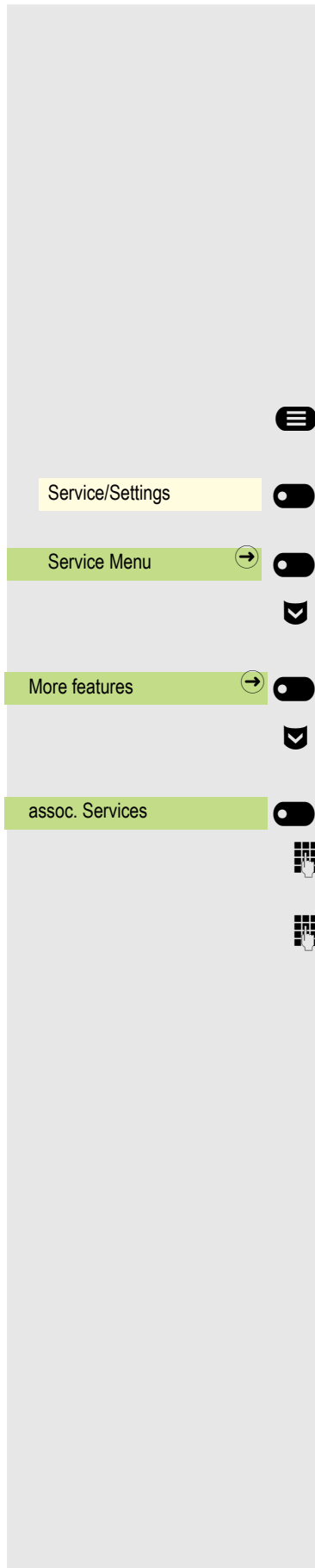
Select "assoc. Services".

Confirm.

Enter the internal phone number of the phone for which the function is to be activated.

Enter code – e.g. *97 for DND on.

Follow the user prompting on the display for any possible further input.



Using system functions externally DISA (Direct Inward System Access)

If configured (ask relevant Administrator), you can establish an outgoing external connection via your OpenScape Business both externally and as an internal party. Otherwise the following functions of your system can be activated and deactivated:

- Reset services, Code #0 → page 196
- Forwarding on/Forwarding off, Code *1/#1 → page 119
- Lock phone/Unlock phone, Code *66/#66 → page 181
- Change PIN, Code *93 → page 183
- Send message/View sent messages, Code *68/#68 → page 115
- Advisory msg. on/Advisory msg. off, Code *69/#69 → page 117
- Group ringing/Group ringing off, Code *81/#81 → page 172
- Join group/Leave group, Code *85/#85 → page 172
- Suppress call ID/Restore caller ID, Code *86/#86 → page 180
- Waiting tone off/Waiting tone on, Code *87/#87 → page 92
- Door opener, Code *61 → page 204
- Door opener on/Door opener off, Code *89/#89 → page 204
- DND on/DND off, Code *97/#97 → page 179
- Ringer cutoff on/Ringer cutoff off, Code *98/#98 → page 179
- Use speed dialing, Code *7 → page 114
- assoc. Services, Code *83 → page 197

Prerequisite: You have a phone with tone dialing (DTMF transmission) or you can switch your phone to tone dialing. The phone is not connected to OpenScape Business.



Creating a connection to OpenScape Business. Enter phone number (ask relevant Administrator).



Wait for continuous tone (if needed switch phone to tone dialing), then enter the internal phone number assigned to you and the associated personal locking code.



Enter code (only necessary if programmed in system).



Wait for dialing tone and enter code – e.g. *97 for DND on. If needed make further entries, see also user guide for pulse/DTMF phones).

or



Dial external number.



Each time only one function or one working call may be carried out. Following the successful activation of a function, the connection is immediately interrupted. The connection is ended in an external call as soon as one of the call partners leaves.

Controlling connected computers/programs/ phone information service

If configured (ask relevant Administrator), you can control, for example, hotel services or information systems with the computer connected to your telephone or its programs.

Prerequisite: You have established a connection.

Press the Main Menu key, if needed.

Select "Unlock phone"

Confirm. You will now be prompted by the connected computer to input the data but you must, depending on the configuration (ask relevant Administrator) enter your input in one of two ways:

Input in block mode:

Enter data.

Confirm.

Input in online mode:

The connected computer directly processes your input.

Enter code.

Enter data.



Searching for people (not for U.S.)

If radio paging equipment (RPE) is switched on in your system (ask relevant Administrator), you can search for people via your pocket receiver. The pocket receiver signals the call request to the sought-after person. The sought-after person can go to the nearest phone and answer.

Searching for people

To ensure you can be searched for, you must have activated a ringing group → page 174, call forwarding → page 119 or alternative call forwarding (service engineer) to the internal party phone number of your RPS.

A call request is then automatically signaled.

React to a search request

Lift the handset.

Enter code.

Enter your own phone number.



Watching a video stream through a camera

You can open a video stream by using a camera e.g. from the door phone and watch a real-time video on your OpenScape Desk Phone CP700/CP700X phone device, when the administrator has configured your device. This enables you to monitor your place.

The phone can control up to four different cameras, but only one of them can be used at a time. Multiple phone users can watch the video simultaneously.

How to program a camera

Example: Programming your door phone's camera

Prerequisite: Direct Video has been enabled by your administrator.

At first you have to set up a programmable key for the activation/ deactivation of the camera.

Long press the Function key in the left panel or hold down the Function key on a connected OpenScape Key Module 600 to which you want to assign the camera until the programming prompt is displayed.

If you want to use a Function key in the Favorites menu:

Press the Main Menu key, if needed.

Open using the Softkey.

Select the desired page (1 to 2).

Press and hold the Function key to which you want to assign the camera.

Select "Assign local feature".

Confirm.

Confirm.

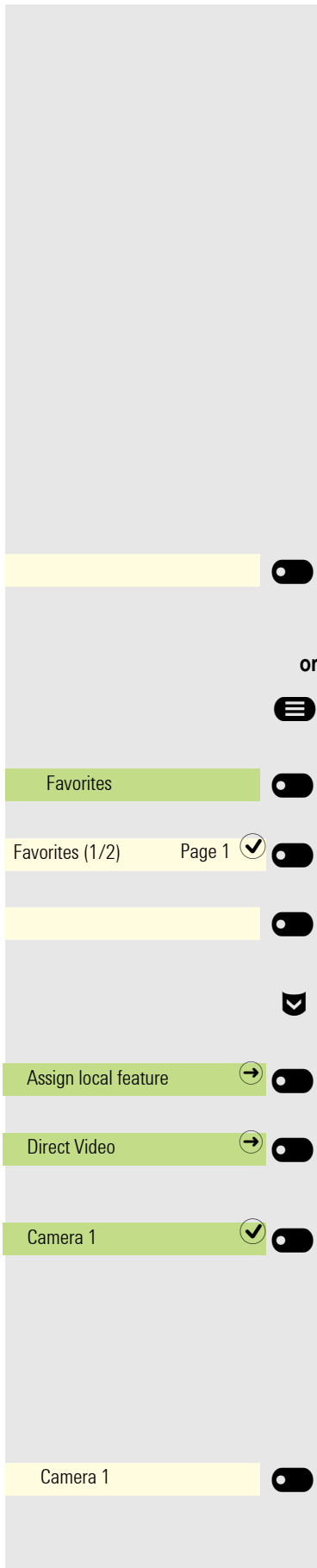
Confirm. The key is programmed.

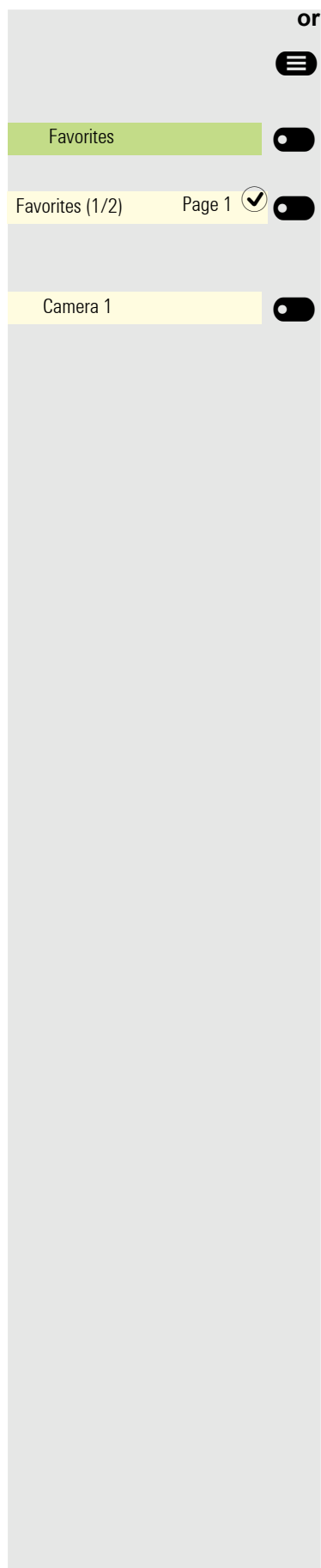
See also information in → page 104 on how to set up a local feature.

How to activate/ deactivate the camera

Prerequisite: The Direct Video has been enabled by your administrator.

When you have configured a programmable key for the camera in the left panel or on a connected OpenScape Key Module 600, you can press the relevant Softkey to turn the camera on.





If you have used a Function key in the Favorites menu:

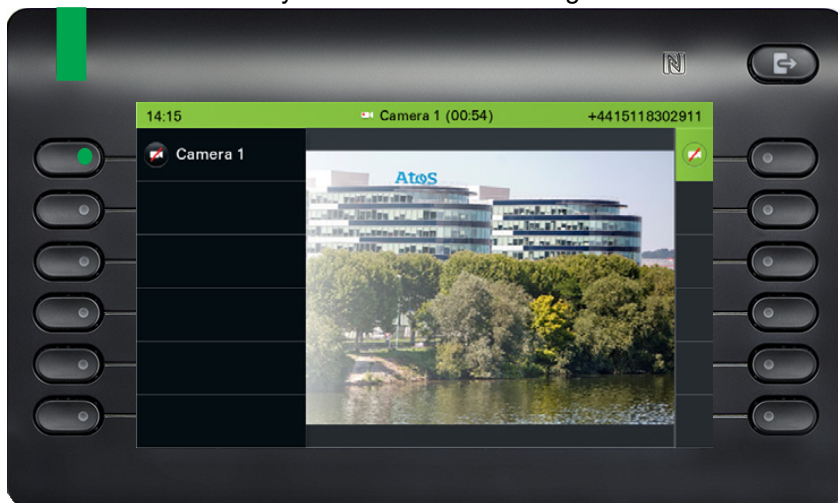
Press the Main Menu key, if needed.

Open using the Softkey.

Select the desired page (1 to 2).

Press the Softkey that corresponds to the camera you want to activate.

The video turns on and you can see the following screen:



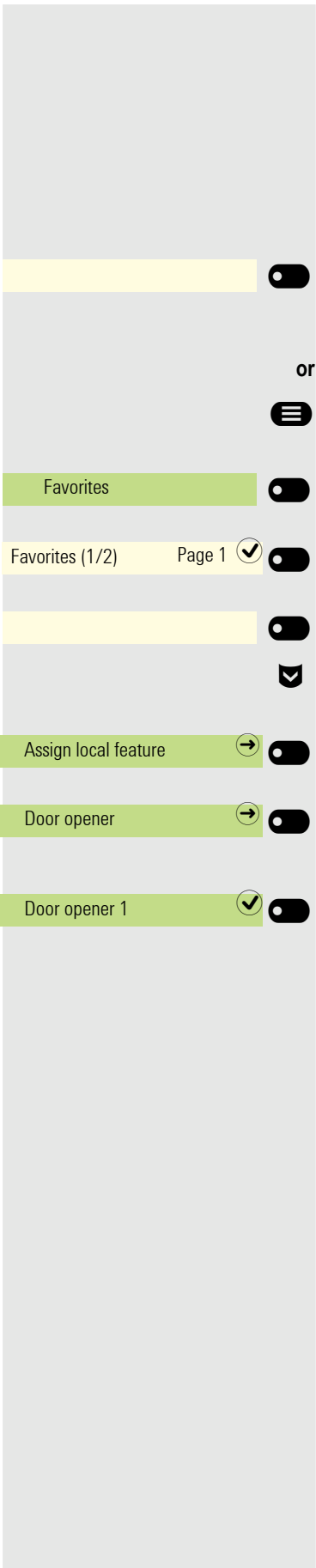
To deactivate the video, click the Softkey next to the camera icon.



You will return back to the idle screen of your phone device.

LED displays for camera keys

LED	Meaning
	LED off: the camera is in idle mode.
	LED lights green: Video stream active
	LED lights orange: In progress.
	LED lights red: Failure, contact your administrator if the problem persists.



Door opener

Activating the Door opener

Prerequisite: Door opener has been enabled by your administrator.

At first you have to set up a programmable key to open the door.

See also information in → page 104 on how to set up a local feature.

Long press the Function key in the left panel or hold down the Function key on a connected OpenScape Key Module 600 to which you want to assign the Door opener function, until the programming prompt is displayed.

If you want to use a Function key in the Favorites menu:

Press the Main Menu key, if needed.

Open using the Softkey.

Select the desired page (1 to 2).

Press and hold the Function key to which you want to assign the door.

Select the Softkey "Assign local feature".

Confirm.

Confirm.

Confirm. The key is programmed.

LED displays for door opener keys

LED	Meaning
	LED off: The door opener is in idle mode.
	LED lights green: Door opened
	LED lights orange: In progress.
	LED lights red: Failure, contact your administrator if the problem persists.

Opening the door without receiving a call

Prerequisite: The functionality has to be enabled by your administrator.

When you have configured a programmable key to open the door, you can press the relevant Softkey to open the door for your visitor without receiving a call from the door phone.

DoorOpener 1



or



Favorites



Favorites (1/2)

Page 1



DoorOpener 1



Press the Function key in the left panel or on a connected OpenScape Key Module 600 to which the Door opener function has been assigned.

If you have used a Function key in the Favorites menu:

Press the Main Menu key, if needed.

Open using the Softkey.

Select the desired page (1 to 2).

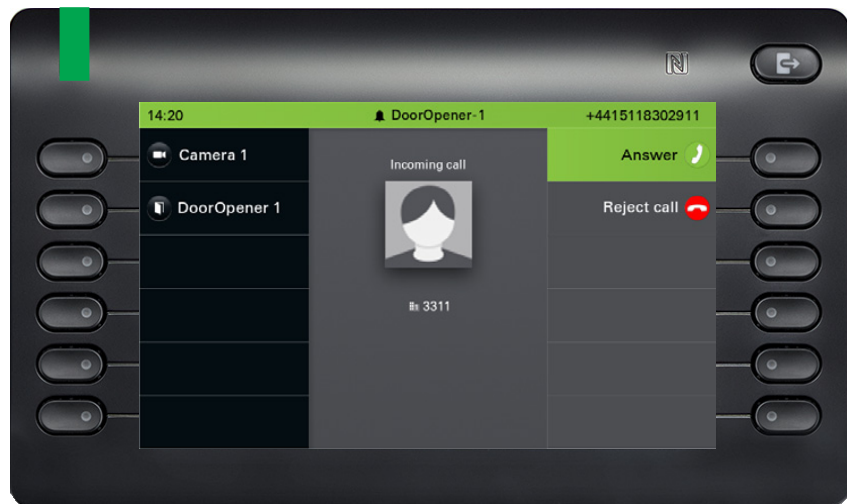
Press the Function key to which the Door opener function has been assigned. The door opens. In case there is a problem with the communication with the door, you will see a pop-up message on your device screen.

Receiving a call from the door phone

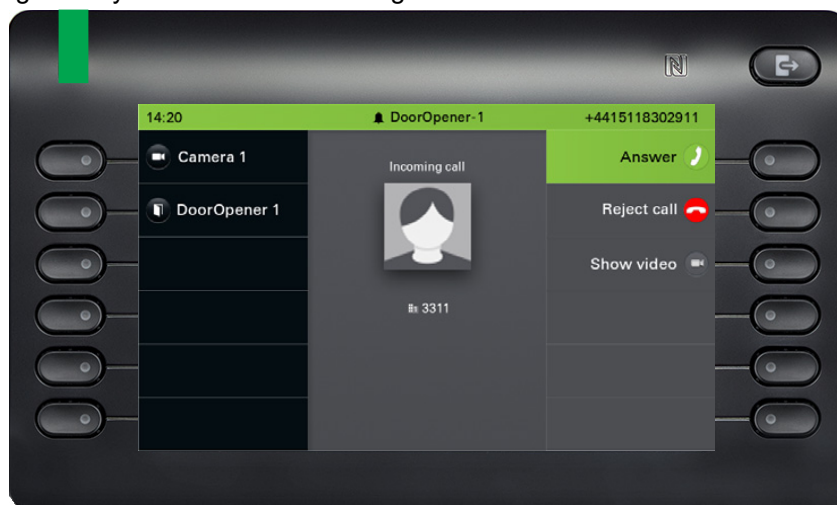
Prerequisite: Door opener has been configured by your administrator. If you have a door phone with an embedded camera, direct video has to be enabled by the administrator too.

If the service engineer has set up a door phone and your administrator has configured it, you can speak to the visitors and activate the door opener from your OpenScape CP700 phone.

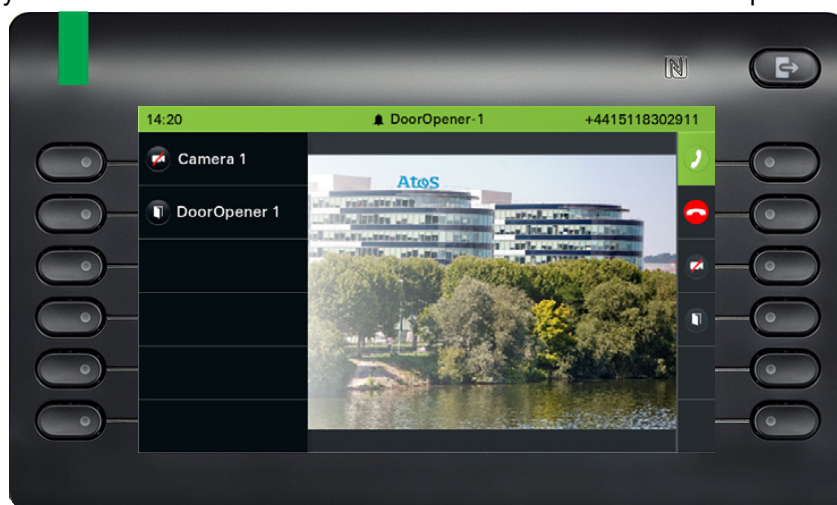
When someone rings the door bell, you will receive an incoming call from the door.



If your door phone has an embedded camera and your administrator has configured it you will see the following screen:



If your administrator has enabled automatic video for your door opener (default), you will also see the camera stream as shown in the next example:



Speak with a visitor over the door terminal

Prerequisite: Your OpenScape CP700 phone is called from the door phone.

Lift the handset. You are connected to the door phone immediately

Press key

Confirm with the Softkey to answer the call.

You can now talk with your visitors.

Rejecting a call from the door phone

Confirm with the Softkey. The call is rejected.



or



or

Answer



Open a video stream before answering a door phone call

Prerequisite: Your OpenScape CP700 phone is called from the door phone. The door opener and the direct video has been configured by the administrator. The administrator has disabled automatic video for your door opener.

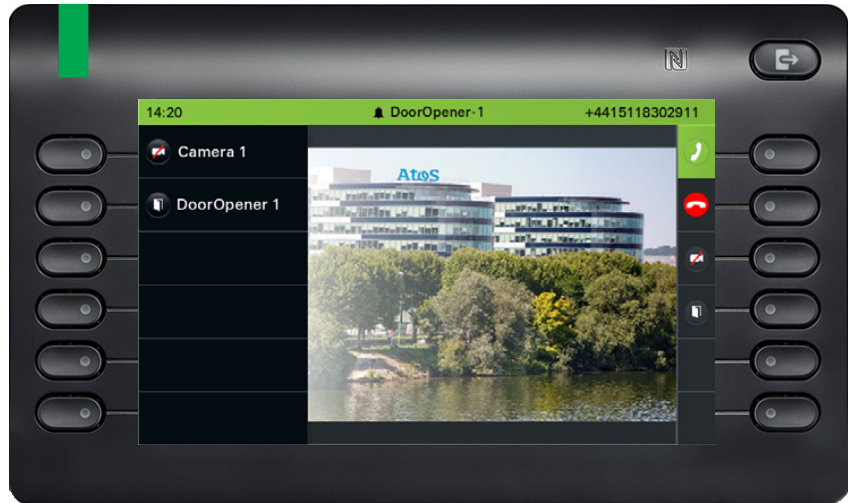
You can watch the video stream of your entrance before opening the door.

Show video

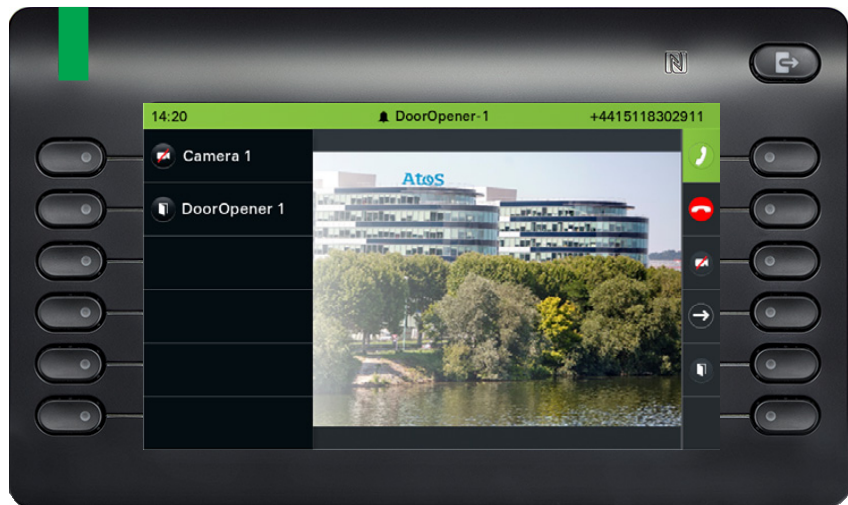


Confirm with the Softkey.

You can see the following screen on your device.



When you have configured more than one camera you will see the following screen. Press the Softkey next to the arrow to see the video screen of another camera.



The phone continues ringing. Press the Softkey next to  to answer the call.

When you answer the call, your OpenScape CP700 screen changes as follows:



Press the Softkey next to the video icon to turn the video off. Alternatively press the Function key you have configured for the camera. See also information in → page 198. The video turns off. You can turn it on again.

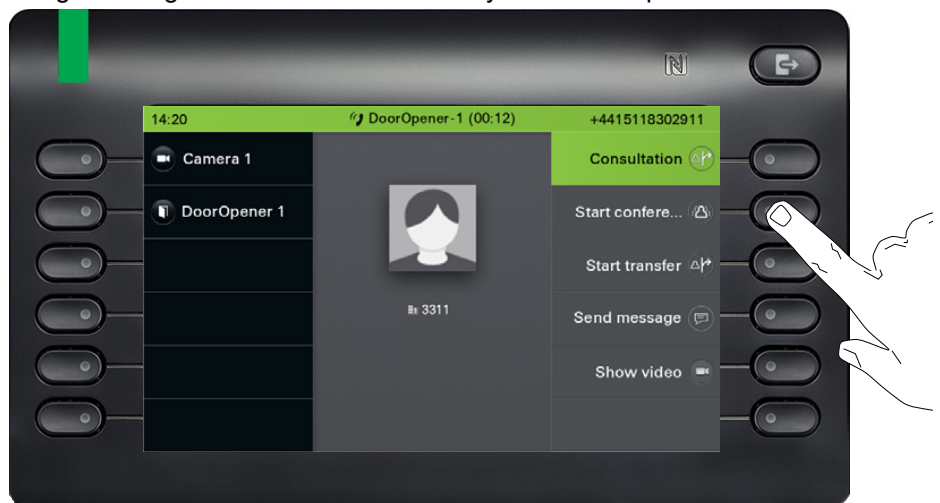
Press the Softkey next to the door icon to open the door.

Open a video stream after answering a door phone call

Prerequisite: Door opener and Direct Video have been configured by your administrator. The administrator has disabled automatic video for your door opener. A call from the door phone has been answered.

When you answer the call from the door phone, you see the following screen on your OpenScape CP700 screen. You can talk to your visitor.

Navigate using the down arrow  until you find the option "Show video".



Press with the Softkey to activate the video. You will be navigated to the following screen:



Press the Softkey next to the video icon to turn the video off. Alternatively press the Function key you have configured for the camera. See also information in → page 198. Your video turns off. You can turn the video on again.

Press the Softkey next to  to end the call.

Opening the door

While you have received a call from the door phone, press the Softkey next to the door to open it.



Ending a call from the door phone

Replace the handset.



or



Press the key

or



Press the Softkey to end the call.

Special functions with networking

If the phone is integrated into an environment in which several OpenScape Business are connected in the one network, you will carry out calls via the network.

If this is the case, you must take note of the specific features of some functions. These are described below.

Logging out from hunt group/group call

Prerequisite: You belong to the hunt group/group call → page 172 of another OpenScape Business

Press the Main Menu key, if needed.

Select DISA intern.

DISA intern

Confirm with Softkey. The Functions dialog opens

Enter the (DISA) phone number of the other OpenScape Business.

Entry complete

Confirm with the Softkey.

Enter the (DISA) phone number of your phone.

Entry complete

Confirm with the Softkey.

Join group

Confirm with the Softkey.

or

Leave group

Confirm with the Softkey.

You belong to multiple groups of another OpenScape Business

Enter group number for "targeted login/logout".

Tracing call forwarding

You can activate/deactivate call forwarding → page 119 for your phone from other phones in the network.

Press the Main Menu key, if needed.

Select DISA intern.

Confirm with the Softkey. The Functions dialog opens

Enter the (DISA) phone number of your OpenScape Business.

Confirm with the Softkey.

Enter the (DISA) phone number of your phone.

Confirm with the Softkey.

Activating

Select Forwarding on.

Confirm with the Softkey.

Confirm with the Softkey.

or

Confirm with the Softkey.

or

Confirm with the Softkey.

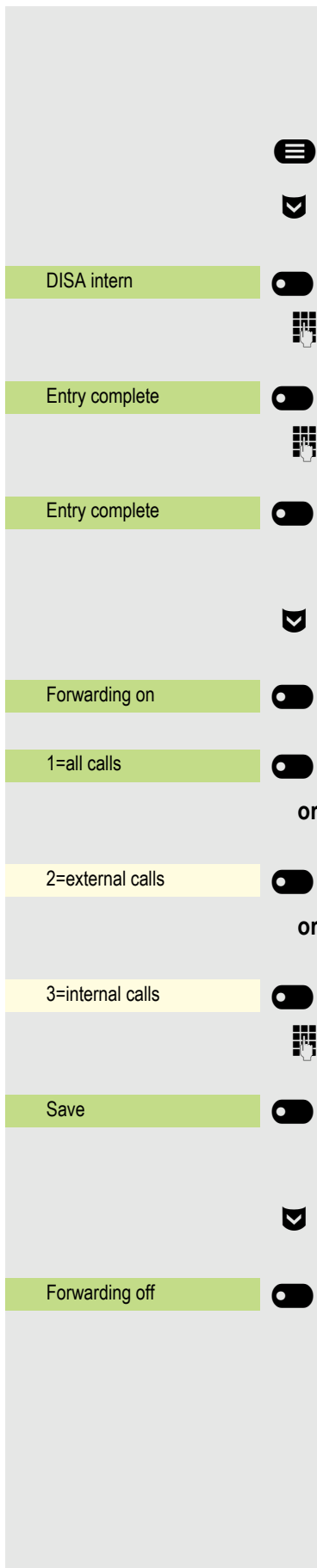
Enter the destination phone number.

Confirm with the Softkey.

Deactivating

Select Forwarding off.

Confirm with the Softkey.



Using night service

If authorized (ask relevant Administrator), you can also set phones on other OpenScape Business systems as night destinations.



Press the Main Menu key, if needed.



Select DISA intern.

DISA intern



Confirm with the Softkey. The Functions dialog opens



Enter the (DISA) phone number for the OpenScape Business to which the night destination phone is connected.

Entry complete



Confirm with Softkey.



Enter the (DISA) phone number of the phone from which you are activating/deactivating night answering.

Entry complete



Confirm with the Softkey.

Activating



Select Night answer on.

Night answer on



Confirm with the Softkey. The Functions dialog opens.



Enter the destination number (= temporary night answer).

Save



Confirm with the Softkey.

Deactivating



Select Night answer off.

Night answer off



Confirm with the Softkey.

Ringing group

You can also have calls to your handset signaled on external phones or on phones in other OpenScape Business systems → page 174.

Saving/displaying/deleting phone for group ringing

Press the Main Menu key, if needed.

Open using the Softkey.

Open with the Softkey.

Confirm.

Select "Group ringing".

Confirm.

Confirm.

Enter the phone number. The party's name is displayed.

Confirm.

or

Confirm.

or

Confirm, then follow the user prompting.

Confirm the option shown

Delete from all ringing group phones

Press the Main Menu key, if needed.

Select Group ringing off.

Confirm with the Softkey.

Releasing the door

If configured (ask relevant Administrator), you can also activate the door release
→ page 204 from other OpenScape Business systems.



Press the Main Menu key, if needed.



Select DISA intern.

DISA intern



Confirm with the Softkey. The Functions dialog opens



Enter the (DISA) phone number for the OpenScape Business to which the night destination phone is connected.

Entry complete



Confirm with the Softkey.



Enter the (DISA) phone number of the phone from which you are activating the door release.

Entry complete



Confirm with the Softkey.

Door opener



Confirm with the Softkey.



Enter the door terminal phone number.

Entry complete



Confirm with the Softkey.

Local phone settings

Audio settings

Volumes

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

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

- Loudspeaker
- Ringer
- Handset
- Headset
- Handsfree
- Rollover
- Warning tone

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

Open using the Softkey

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

E.g. open the Ringer with the Softkey¹.

Use the Softkey to increase the volume.

or

Use the Softkey to decrease the volume

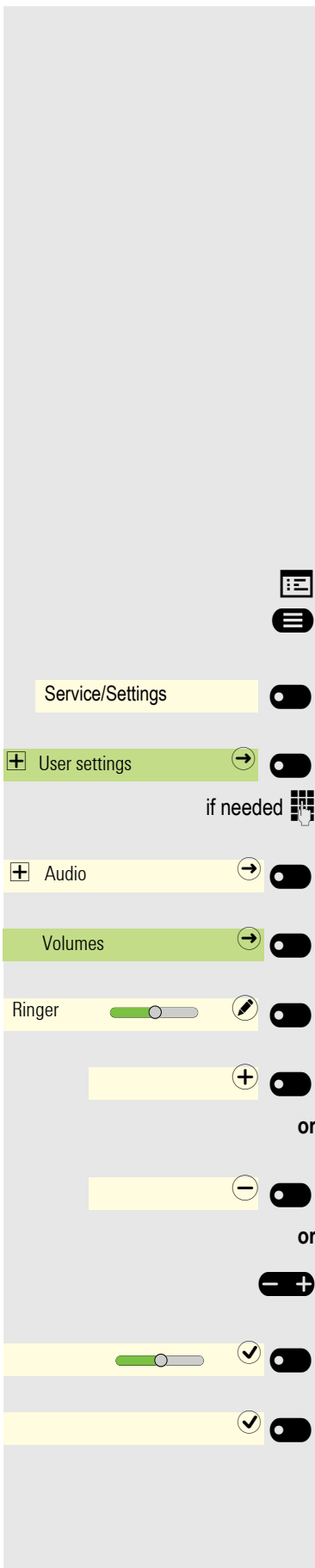
or

Adjust using the toggle key

Confirm the setting with the Softkey.

Save the setting.

1. The display shows the current setting



Set local ringers

Select and configure call type

The ringer mode "Local ringers" is set. Not all of the following types have to be used:

- 1: Internal
- 2: External
- 3: Buzz
- 4: Rollover
- 5: Simple alert
- 6: Multiple alert
- 7: Special 1
- 8: Special 2
- 9: Special 3
- 10: Attention
- 11: Unspecified
- 12: US DSN-Precedence
- 13: US DSN-Routine
- 14: Emergency

Select the desired call type and configure it according to your requirements.

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

Open using the Softkey

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

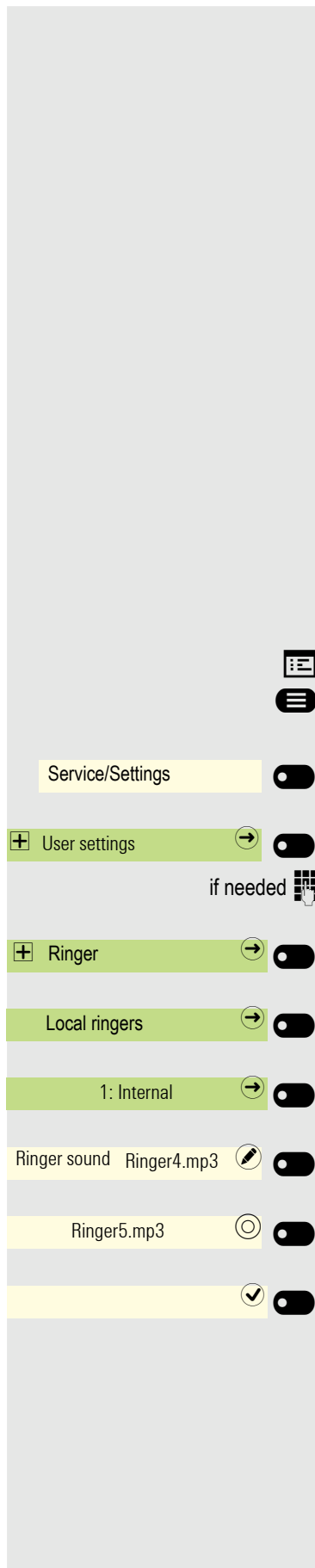
Open with the Softkey to e.g. execute settings for the internal ringers.

Open using the Softkey.

Confirm with the Softkey to e.g. select this tone file.

Save the setting.

If you have selected the "Pattern" instead of a ringer file, you can still set the values for "Pattern melody" and "Pattern sequence".



Ringer mode

With both Ringer mode options

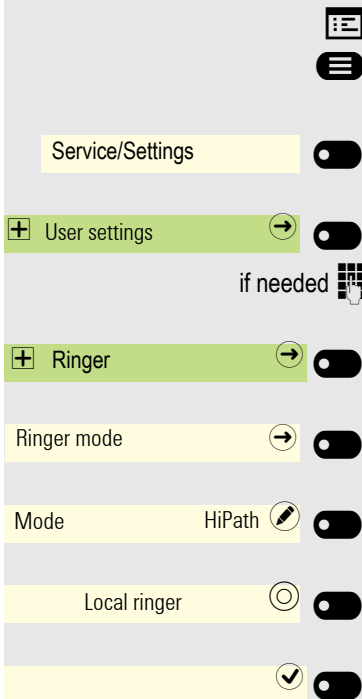
- HiPath
- Local ringer

determine who generates the ringer on the phone. With the "HiPath" setting the system emits the ringer type and the related ringtone, which you can adjust later → page 215.

If "Local ringer" is selected, the phone sends the ringer type and the you determine which ringer should ring with the respective ringer type in the "Local ringer" menu yourself → page 216.

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.



Open using the Softkey

Open using the Softkey.

Enter and confirm the User password.

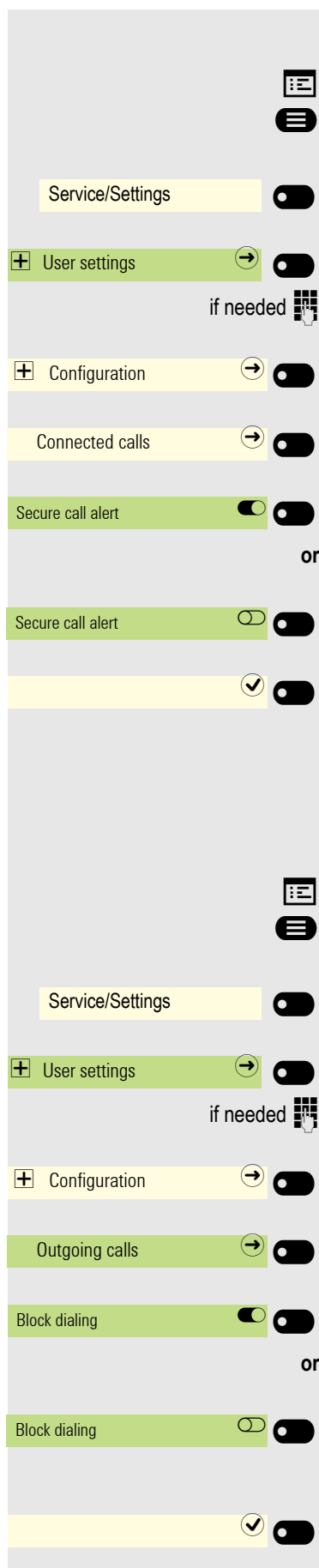
Open using the Softkey.

Open using the Softkey.

Open using the Softkey.

Confirm with the Softkey to set "Local ringer".

Save the setting.



Secure call alert

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

Open using the Softkey

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Deactivate with the Softkey “Secure call alert”.

Activate with the Softkey “Secure call alert”.

Save the setting.

Block dialing for outgoing calls

If block dialing is displayed, when deleting a phone number, for example, all of the characters available in the field are deleted at once. If block dialing is switched on, you can delete individual characters.

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

Open using the Softkey

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Deactivate with the Softkey “Block dialing”.

Activate with the Softkey “Block dialing”.

Save the setting.

Setting up Exchange access

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

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

Service/Settings

User settings

Configuration

Microsoft® Exchange

Server

EXACSY.com

Username

email@example.com

Password

Folder (optional)

Output

Open using the Softkey

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey

Open using the Softkey

The input field is displayed.

Enter the URL for the Exchange server and conclude your input with the Softkey.

Open using the Softkey

The input field is displayed.

Enter your e-mail address used for Exchange and conclude your input with the Softkey.

Open using the Softkey

The input field is displayed.

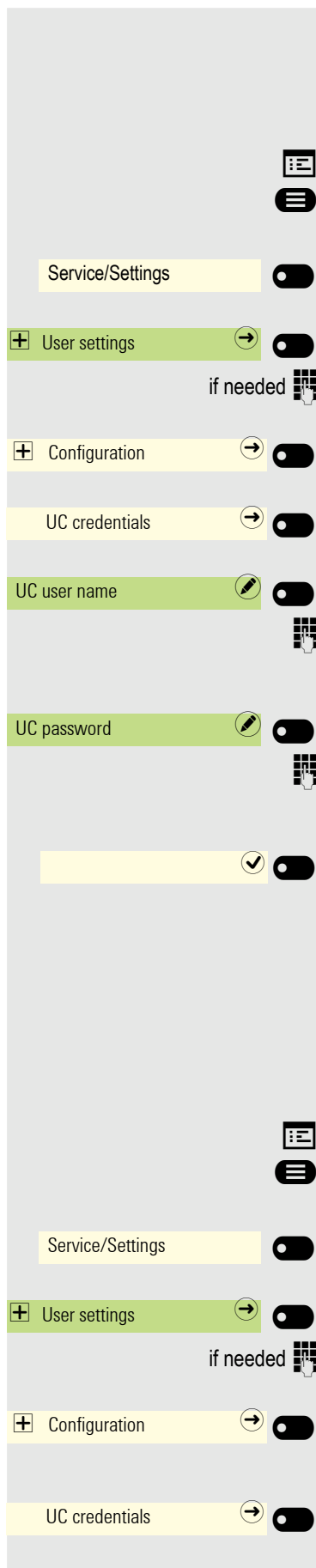
Enter your password used for Exchange and conclude your input with the Softkey.

Open using the Softkey

The input field is displayed.

Enter the folder with the destination data and conclude your input with the Softkey.

Save the configuration.



Configuring the connection to UC

To use the Presence settings → page 90, you must be logged in to the UC server.

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Open using the Softkey.

Enter your name used for OpenScape Business and conclude your input with the Softkey.

Open using the Softkey.

Enter your password used for OpenScape Business and conclude your input with the Softkey.

Save the entries. You can now use the settings for UC → page 90.

UC Journal

You can access your UC Journal on your phone so you have the same list as on your other UC clients. The Conversations will be downloaded directly from the UC server and local conversation list will be replaced. As the Conversation list is controlled by UC server, there is no option to delete conversation or all conversations locally on phone.

You can also configure this setting via the Web interface → page 227.

Press the Main Menu key, if needed.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey

Allow UC Journal  

or

Allow UC Journal  

Activate with the Softkey.

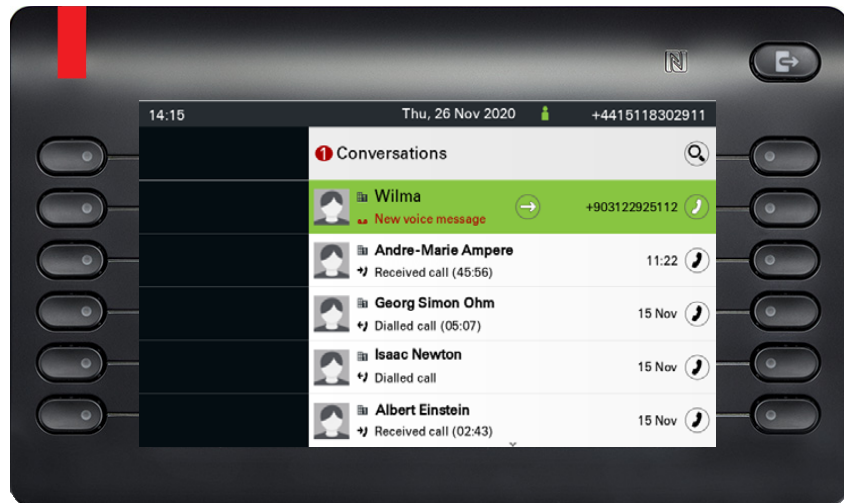
Deactivate with the Softkey.

OpenScape UC Voicemail

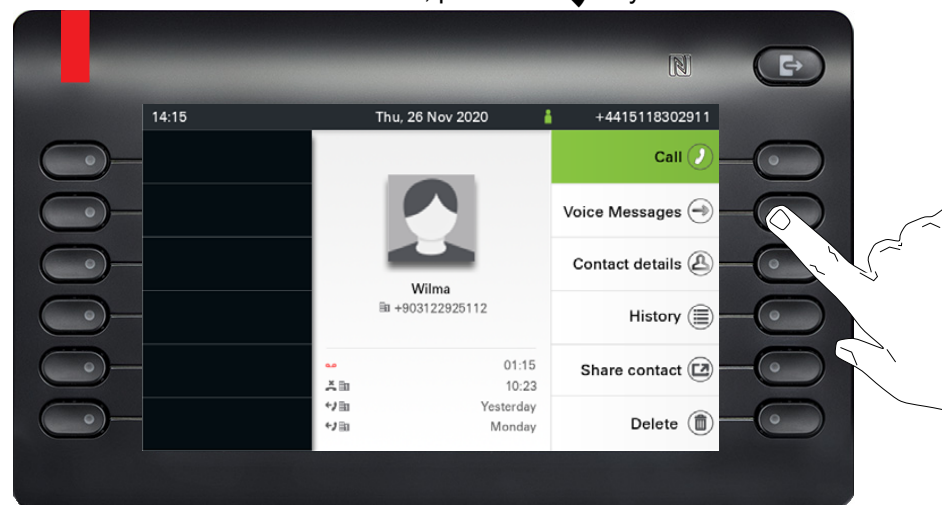
Prerequisite: UC mode is configured → page 220, and „Allow UC Journal“ is enabled → page 220.

When the OpenScape UC Voicemail is activated, the UC server provides all necessary data, including voice streams when playing messages.

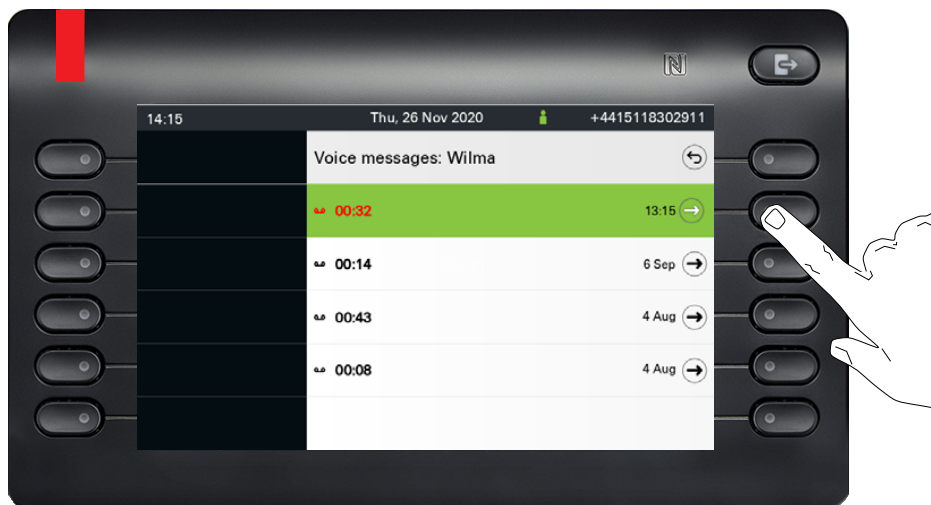
When there are new voicemails from a contact, voicemail notifications are shown in the Conversation list.



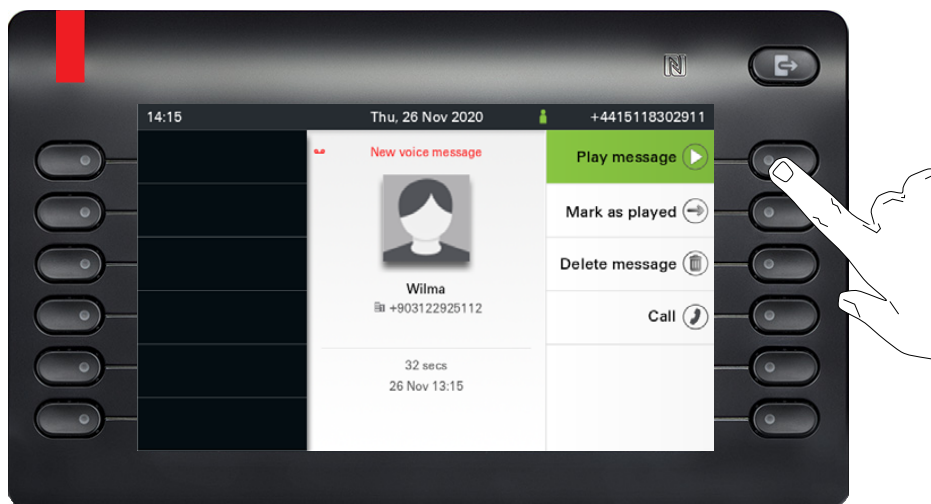
To access the Conversation details, press the  key.



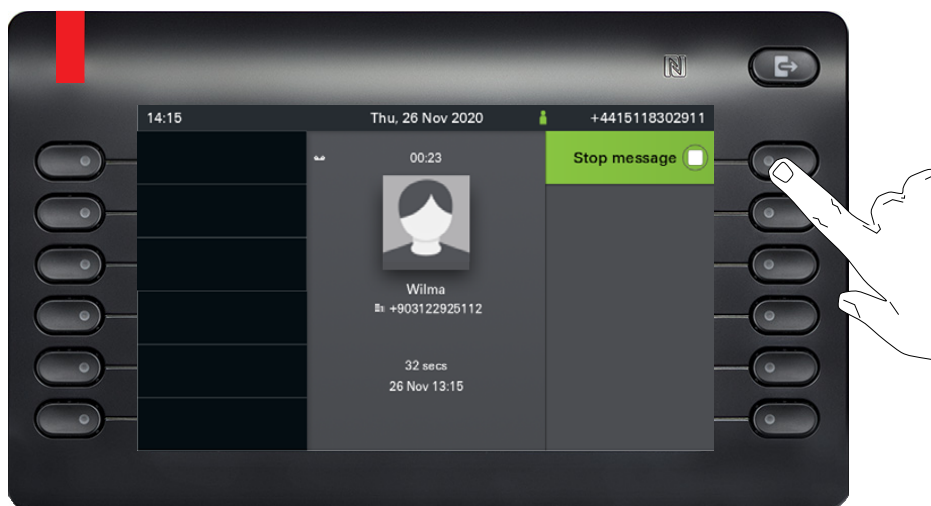
To show the list of voice messages for the particular contact, press the „Voice Messages“. The Voice Messages screen will be displayed.



The selected new voice message will be displayed with different options.



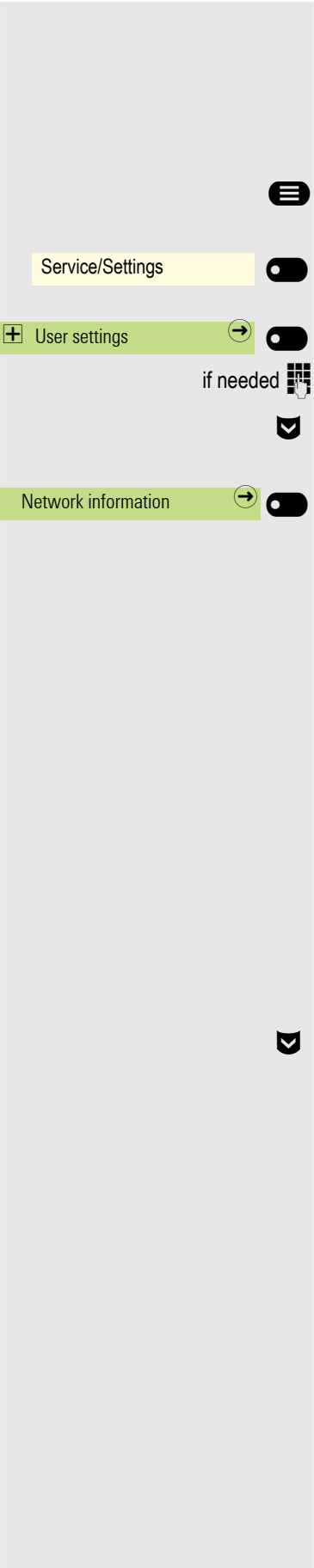
Select the desired option, e.g. „Play message“.



The Voice message playback screen appears. You can stop the message during playing.

Error messages

- The UC Presence (→ page 27) must be in “Office” state, otherwise playing voice message is not allowed by UC Suite. CallMe state also does not allow to play the voice message.
In this case when “Play message” command is selected, the display will stay in the Voice Message screen and show a standard error toast notification with the following text: "Not possible. Presence is not Office. To play voicemails your presence has to be Office".
- If the phone is not in idle state (e.g. the handset is still offhook), it is not possible to create a voicemail call.



Displaying network information

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

Press the Main Menu key, if needed.

Open using the Softkey

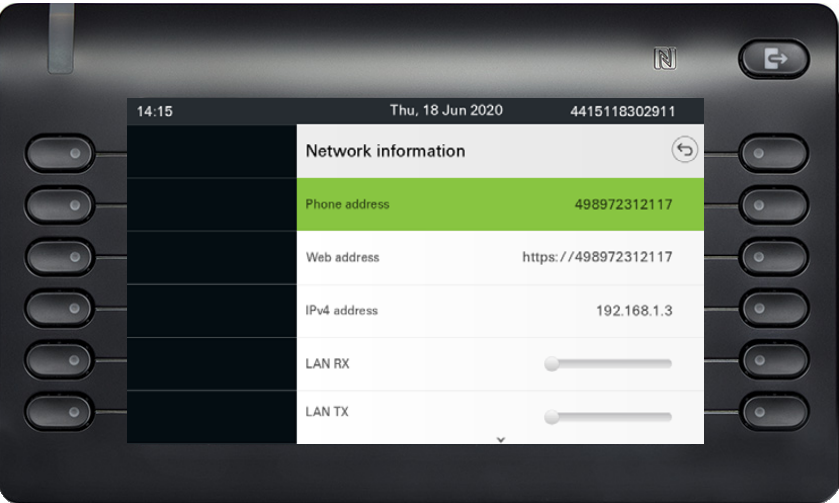
Open using the Softkey.

Enter and confirm the User password.

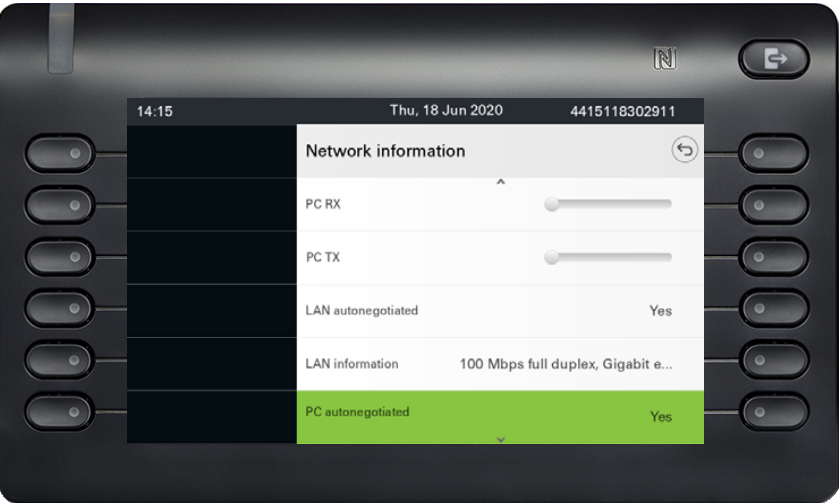
Select the "Network information" menu.

Open using the Softkey.

You can browse the following overview:

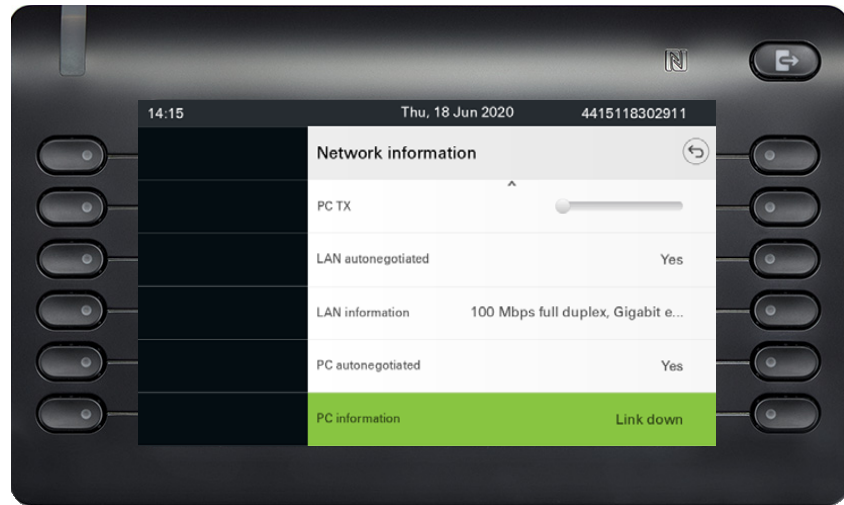


Scroll





Scroll



Phone address: Name or number of telephone.

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

IPv4 Address: Display of the IP address or name that was assigned to the phone in the network.

LAN-RX/PC-RX: The network or PC interface data packets received are illustrated dynamically in graphical form.

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

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

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

Resetting user data

All personal settings changed via the telephone menu or the web interface can be reset to factory settings.



Some images for the screensaver will be deleted or deleted default images will be restored.



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



All of your personal information, and mainly your conversation list with contacts, is also deleted.

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

Initiating the reset



Press the Main Menu key, if needed.

Service/Settings



Open using the Softkey



User settings



Open using the Softkey.

if needed



Enter and confirm the User password.



Select the "Reset" menu.

Reset



Open using the Softkey.

Reset all user data



Perform the reset **immediately** with the Softkey. The user data is reset to factory settings.

Web interface

General

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

Launching the web interface

 For more information on the IP address, the web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → page 224.

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

https://[IP address of the phone]

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

or

https://[Name of the phone]

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

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

You will be prompted to configure a user password the first time you call up the web interface → page 183. You must log in with this password in future every time you want to open the User pages.

Licenses

This area provides you with the information about EULA (End User License Agreement) and Open Source licenses. For further information, consult your administrator or refer to the administration manual.

Administrator pages

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

User pages

All entries under the user menu on the web interface can also be found under the user menu on the telephone → page 67.



You will be prompted to configure a user password the first time you call up the web interface → page 183. You must log in with this password in future every time you want to open the User pages.

- Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
- Click a menu entry to open the corresponding website.
- Make the desired changes.
- Click the corresponding button to save or discard your changes.

Button functions

- "Login": Log in to the phone after you have entered the user password
- "Save": Applying changes
- "Reset": Reset original values
- "Update": Update the values
- "Log out": Log out from the phone

User menu

User Login

Password  → page 184

- Old password
- User password
- Confirm password

Ringer

- Local ringers
- Call type  → page 216
 - Internal call
 - Ringer sound
 - Pattern melody
 - Pattern sequence
 - External
 - Ringer sound
 - Pattern melody
 - Pattern sequence
 - Buzz
 - Ringer sound
 - Pattern melody
 - Pattern sequence
 - Rollover
 - Ringer sound
 - Pattern melody
 - Pattern sequence
 - Single alert
 - Ringer sound
 - Pattern melody
 - Pattern sequence
 - Multiple alert
 - Ringer sound

- Pattern melody
- Pattern sequence
- Special 1
 - Ringer sound
 - Pattern melody
 - Pattern sequence
- Special 2
 - Ringer sound
 - Pattern melody
 - Pattern sequence
- Special 3
 - Ringer sound
 - Pattern melody
 - Pattern sequence
- Attention
 - Ringer sound
 - Pattern melody
 - Pattern sequence
- Unspecified
 - Ringer sound
 - Pattern melody
 - Pattern sequence
- US DSN-Precedence
 - Ringer sound
 - Pattern melody
 - Pattern sequence
- US DSN-Routine
 - Ringer sound
 - Pattern melody
 - Pattern sequence
- Emergency
 - Ringer sound
 - Pattern melody
 - Pattern sequence
- Ringer mode (📞 → page 217)
 - OpenScape
 - Local ringer

Audio

- Audio Settings
 - Ringer 📞 → page 88
 - Pattern melody
 - Pattern sequence
 - Room Character 📞 → page 87
 - Headset socket → page 89

Configuration

- Outgoing calls
 - Autodial delay (seconds)
 - Block dialling 📞 → page 218
- Forwarding 📞 → page 119
 - All calls
 - Favourites / recently used
 - Direct destination
 - Busy
 - Favourites / recently used
 - Direct destination

- No reply
- Favourites / recently used
- Direct destination
- Fixed forwarding allowed
- Favourites / recently used
- Direct destination
- Forward external calls allowed
- Favourites / recently used
- Direct destination
- Forward internal calls allowed
- Favourites / recently used
- Direct destination
- Forward busy/no answer calls allowed
- Favourites / recently used
- Direct destination
- Connected calls  → page 218
- Insecure call alert
- Bluetooth
 - Configuration
 - Active
 - Bluetooth address
 - Phone name
 - Keyboard
 - Beacon
 - Mode
 - URI
 - UUID
 - Major
 - Minor
 - Interval (ms)
- UC credentials  → page 220
 - UC user name
 - UC password
 - Allow UC Journal
- Microsoft® Exchange  → page 219
 - Server
 - User name
 - Password
 - Folder to sync (optional)
- OpenScape UC
 - Serve
 - Username
 - Password

Phone

- Display  → page 75
 - Brightness
 - Key module contrast
 - Key module brightness
 - KM module text level
 - DSS/Keyset indication
- Inactivity
 - Screen type
 - Idle time (mins)
 - Slide time (secs)
- Energy saving  → page 77
 - Activate after

- Backlight dim
- Backlight off

File transfer → page 81

- Slideshow images
- Ringtones
- Contacts transfer

Diagnostic information

Fixing problems

Responding to error messages on the display

Incorrect input

Possible causes:

Number is not correct.

Possible response:

Enter correct number.

No authorization

Possible cause:

Locked function attempted.

Possible response:

Apply for authorization to execute function from executive.

Currently not possible

Possible cause:

Dialing a non-existent number. Phone you are trying to reach is not in use.

Possible response:

Enter correct number. Call again later.

Phone number invalid

Possible cause:

Own number entered.

Possible response:

Enter correct number.

Key memory is full

Possible cause:

External phone number memory space in system currently full.

Possible response:

Try again later.

Conflict on another level

Possible 1st cause:

If "Delete other level" shows in menu:

You have tried to save a function or internal phone number with LED-display using a key on an already occupied level (e.g. an external phone number).

Possible response:

Confirm "Delete other level" to save the phone number/function.

Possible 2nd cause:

If "Clear LED support" shows in menu:

You have tried to save a number without LED-display or an external number using a key that already has an internal number with LED-display.

Possible response:

Confirm "Clear LED support" to save the call number. The existing internal number remains on the other level without LED-display.

Pressed key does not respond:

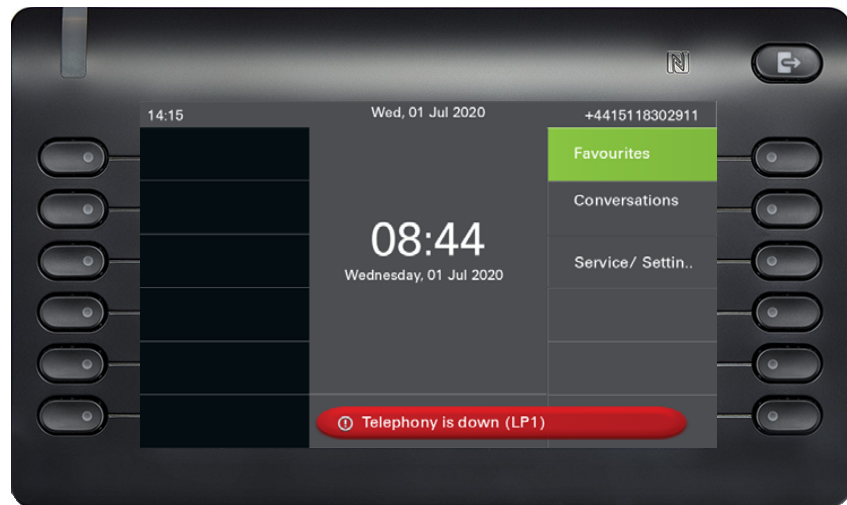
Check if the key is stuck.

Phone doesn't ring when called:

Check if your phone is on silent (silent icon appears on status screen → page 26). If so, turn off silent mode.

To correct any other problems:

Contact your administrator if a fault persists for more than 5 minutes, for example. Pass on the message displayed in the red field, if appropriate, as shown in the next example. Problems that cannot be corrected should be referred to Customer Service.



Contact partner in case of problems

Contact your administrator if a fault persists for more than 5 minutes, for example.

Local user menu

Opening the user menu on the phone

Select and confirm the **User settings** menu option. You are prompted to enter the User password. Confirm your input with the  key. The user menu options are available.

User menu display

Most of the settings that are configured from the User settings menu can also be accessed via the web interface → page 230.

⊞ User settings

⊞ Ringer sound

– Local ringers

→ page 216

– 1: Internal

- Name
- Ringer sound
- Pattern melody
- Pattern sequence

Internal



– 2: External

- Name
- Ringer sound
- Pattern melody
- Pattern sequence

External



– 3: Buzz

- Name
- Ringer sound
- Pattern melody
- Pattern sequence

Buzz



– 4: Rollover

- Name
- Ringer sound
- Pattern melody
- Pattern sequence

Rollover



– 5: Single alert

- Name
- Ringer sound
- Pattern melody
- Pattern sequence

Single alert



– 6: Multiple alert

- Name
- Ringer sound
- Pattern melody
- Pattern sequence

Multiple alert



– 7: Special 1

- Name
- Ringer sound
- Pattern melody
- Pattern sequence

Special 1



– 8: Special 2

- Name

Special 2

- Ringer sound 
- Pattern melody 
- Pattern sequence 
- 9: Special 3
 - Name Special 3
 - Ringer sound 
 - Pattern melody 
 - Pattern sequence 
- 10: Attention
 - Name Attention
 - Ringer sound 
 - Pattern melody 
 - Pattern sequence 
- 11: Unspecified
 - Name Unspecified
 - Ringer sound 
 - Pattern melody 
 - Pattern sequence 
- 12: US DSN-Precedence
 - Name US DSN-Precedence
 - Ringer sound 
 - Pattern melody 
 - Pattern sequence 
- 13: US DSN-Routine
 - Name US DSN-Routine
 - Ringer sound 
 - Pattern melody 
 - Pattern sequence 
- 14: Emergency
 - Name Emergency call
 - Ringer sound 
 - Pattern melody 
 - Pattern sequence 
- Ringer mode
 - Mode HiPath 

Audio

- Volumes → page 215
 - Loudspeaker  
 - Ringer sound  
 - Handset  
 - Headset  
 - Handsfree  
 - Rollover  
 - Warning tone  
- Settings
 - Ringer Pattern  → page 88
 - Pattern melody OpenScape 
 - Pattern sequence OpenScape  → page 87
 - Room character Normal 
 - Normal
 - Echoing
 - Muffled
 - Headset socket Wired headset  → page 89
 - Wired headset
 - Cordless headset
 - Conference unit

⊞ Bluetooth

- Enabled

→ page 153

⊞ Configuration

- Outgoing calls
 - Block dialing
 - Autodial delay (s)
- Call forwarding
 - Variable: All calls
 - Variable: External calls
 - Variable: Internal calls
- Connected calls
 - Secure call alert
- UC credentials
 - UC user name
 - UC password
 - Allow UC Journal
- Microsoft® Exchange
 - Server
 - Username
 - Password
 - Folder (optional)
- OpenScape UC
 - Server address
 - Username
 - Password



6



→ page 218

→ page 220

→ page 220

→ page 219

⊞ Phone

- Inactivity
 - Screen type
 - Start (mins)
 - Slide time (secs)
- Display
 - Brightness
 - Key mod. contrast
 - Key module brightness
 - Key Module Text Level
 - DSS/Keyset indication
- Key programming
 - Edit selected dialing
 - Assign telephony function
- Energy saving
 - Activate after
 - Backlight dim
 - Backlight off

Slideshow

1

10



Normal

OpenStage style

→ page 81

→ page 75

→ page 95

1 min / 5 mins

1 minute

5 minutes

→ page 77

Change user password

- Current password
- New password
- Confirm password



→ page 184

Network information

→ page 224

Diagnostic information

Reset

- Reset all user data → page 226

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Functions and codes in overview (alphabetical)

The following table shows all possible functions, as shown on the display. When configured (ask your service personnel), you can initiate the functions in the direct dialog (select + confirm), via the service menu (select + confirm or code) or via keys configured as function keys.

Functions Displays	... in the direct Dialog	... via the Service menu → page 67		... with Key
	 	 	Code	
Accept call waiting (camp-on)	✓	✓	*55	X
Waiting tone off	✓	✓	*87	X
Waiting tone on	✓	✓	# 87	X
Automatic call wait.on		✓	*490	X
Automatic call wait.off		✓	# 490	X
Headset (Headset)				X
Accept call	✓			
Reject call	✓			
Disconnect				X
DND on	✓	✓	*97	X
DND off	✓	✓	# 97	X
Universal Call Distribution				
Log on		✓	*401	X
Log off		✓	# 401	X
Available		✓	*402	X
Not available		✓	# 402	X
post-processing on		✓	*403	X
post-processing off		✓	# 403	X
UCD night on		✓	*404	X
UCD night off		✓	# 404	X
Calls in queue		✓	*405	X
Advisory msg. on	✓	✓	*69	X
Advisory msg. off	✓	✓	# 69	X
assoc. Services		✓	*83	X
associated dialing		✓	*67	X
Recording				X
Override	✓	✓	*62	X
Audio baby monitor		✓	*88	X
DATA I/O Service			*494	X
Reset services		✓	# 0	X
Speaker call		✓	*80	X

Functions Displays	... in the direct Dialog	... via the Service menu → page 67		Code	... with Key
	 	 			
Handsfree answerback on	✓	✓		*96	X
Handsfree answerback off	✓	✓		# 96	X
DISA					
Internal DISA	✓	✓		*47	X
Discreet calling				*945	
Shift (Shift)					X
Telephone test		✓		*940	
Tracing a call		✓		*84	X
Temporary phone		✓		*508	X
Group calls on	✓	✓		*85	X
Group calls off	✓	✓		# 85	X
All Groups on	✓	✓		*85*	X
All Groups off	✓	✓		#85#	X
Hot line					
Send message	✓	✓		*68	X
View sent messages	✓	✓		# 68	X
Show messages	✓	✓		# 68	X
Mailbox					X
Keypad dial		✓		*503	
Conference	✓	✓		*3	X
Start Conference	✓				
Adding a party	✓				
End conference	✓	✓		# 3	
Release participants	✓	✓			
Disconnect TLN conference				*491	
Show call charges (own Phone)		✓		*65	X
Check costs (other Phone)					X
Select speed-dial number		✓		*7	X
Select speed-dial (individual)		✓		*92	X
Line queuing	✓				X
Toggle/connect	✓	✓		*2	X
DTMF dialing		✓		*53	X
Microphone off				*52	X
Microphone on				#52	X
Mobile login log off				#9419	✓
Mobile login login				*9419	✓
Night answer on	✓	✓		*44	X
Night answer off	✓	✓		# 44	X

Functions Displays	... in the direct Dialog	... via the Service menu → page 67		Code	... with Key
	 	 			
Parking a call		✓		*56	X
Retrieve call		✓		#56	
Paging					
Report (not for U.S.A)		✓		*59	
Project code		✓		*60	X
Consultation	✓				X
Return to held call	✓	✓		*0	
end and back	✓	✓		*0	
Transfer/Accept	✓				
Callback	✓	✓		*58	X
View/delete callbacks	✓	✓		# 58	
Block phone number	✓	✓		*86	X
Forward phone number	✓	✓		# 86	X
Assign phone number (not for USA)	✓	✓		*41	X
Call transfer on		✓		*502	X
Call transfer off		✓		# 502	X
Group ringing		✓		*81	X
Group ringing off		✓		#81	X
Silent mode on	✓	✓		*98	X
Silent mode off	✓	✓		# 98	X
Switch on (only with OpenScape Business)		✓		*90	X
Switch off (only with OpenScape Business)		✓		# 90	X
Network signal (Flash)		✓		*51	X
Language selection		✓		*48	
Key assignment		✓		*91	X
Lock phone	✓	✓		*66	X
Open phone	✓	✓		#66	X
Change PIN		✓		*93	
Phone book					
1=Internal	✓			*54	X
2=LDAP	✓			*54	X
Telephone data service		✓		*42	
Timed reminder on		✓		*46	X
Timed reminder off		✓		# 46	X
Door opener on		✓		*89	X
Door opener off		✓		# 89	X
Door opener		✓		*61	X
Transfer	✓				

Functions Displays	... in the direct Dialog		... via the Service menu → page 67		Code	... with Key
						
Call pickup, directed			✓		*59	X
Call pickup in pickup group	✓		✓		*57	X
Picking up a call	✓					
Forwarding on	✓		✓		*1	X
1=all calls	✓		✓		*11	X
2=only external calls	✓		✓		*12	X
3=only internal calls	✓		✓		*13	X
Forwarding off	✓		✓		#1	X
CFNR on			✓		*495	X
CFNR off			✓		# 495	X
Trunk FWD on	✓		✓		*64	X
Trunk FWD off	✓		✓		# 64	X
Forwarding MULAP on			✓		*501	X
Forwarding MULAP off			✓		# 501	X
Redial	✓					
Reconnect, Ln			✓		*63	X
Central code lock			✓		*943	X