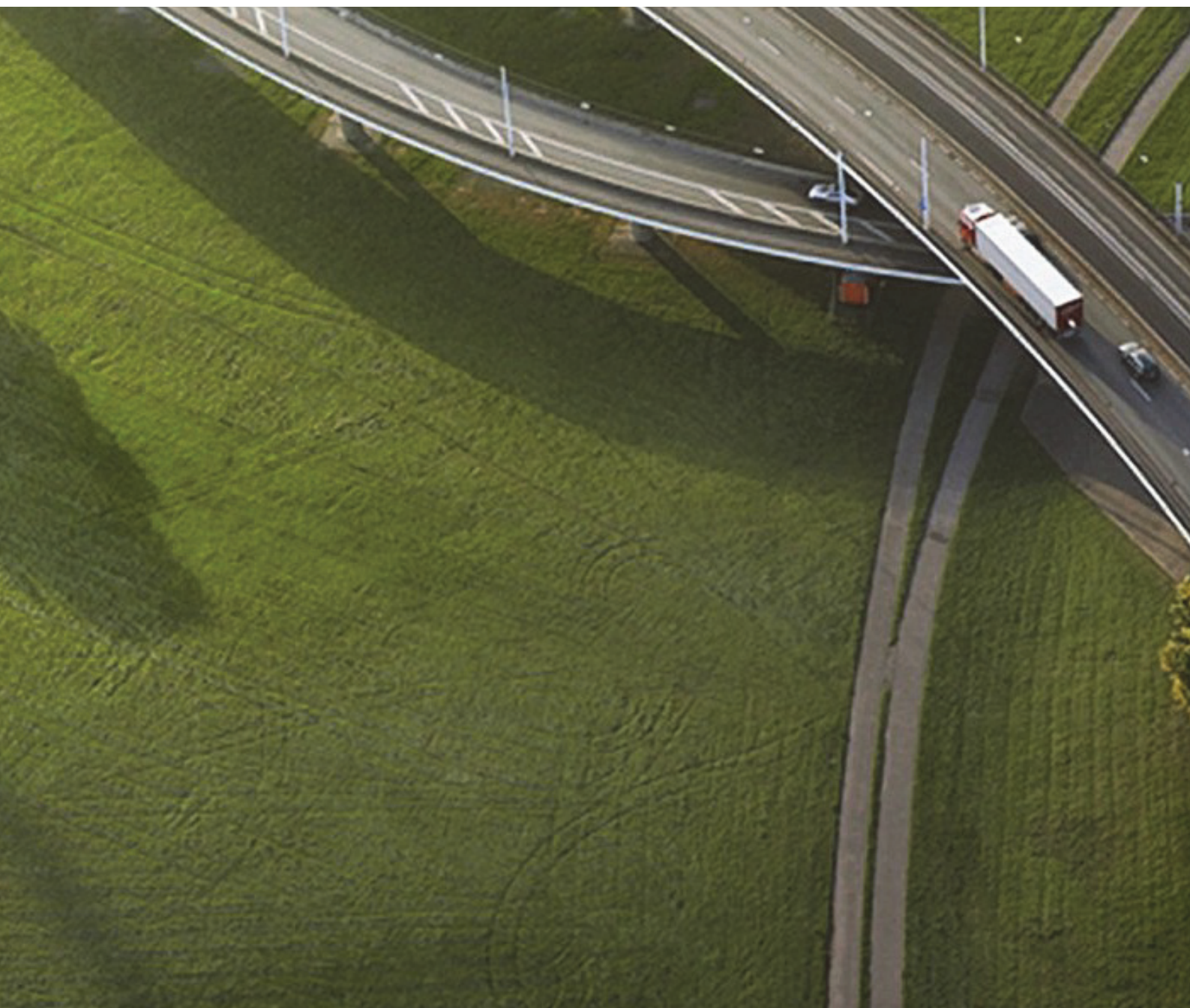




OpenScape Desk Phone CP400 OpenScape Key Module 400 OpenScape Voice

User Guide SIP

A31003-C1000-U101-2-7619

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Important information

	For safety reasons, the telephone should only be supplied with power: • using the original power supply unit. Reference No.: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK) or • in a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.
	Never open the telephone or a key module. Should you encounter any problems, consult your administrator.
	Use only original accessories. The use of other accessories may be hazardous and will render the warranty, extended manufacturer's liability and the CE marking invalid.

Trademarks

	The compliance of the equipment according to EU directives is confirmed by the CE mark. This Declaration of Conformity and, where applicable, other existing declarations of conformity as well as further information on regulations that restrict the use of substances or affect the declaration of substances used in products can be found in the Unify Expert WIKI at http://wiki.unify.com under the section "Declarations of Conformity".
	All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities. The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition for reuse and recycling of used electrical and electronic equipment. For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative. The statements quoted above are only fully valid for equipment that is installed and sold in the countries of the European Union and is covered by the European Directive 2002/96/EC. Countries outside the European Union may have other regulations regarding the disposal of electrical and electronic equipment.

Location of the telephone

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

Product support on the Internet

Information and support for our products can be found on the Internet at:

<http://www.unify.com/>.

Technical notes, current information about firmware updates, frequently asked questions and lots more can be found on the Internet at:

<http://wiki.unify.com/>.

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

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



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

These operating instructions are designed to be simple and easy to understand, providing clear step-by-step instructions for operating the OpenScape Desk Phone CP400.

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

Icons used in the manual

Tips



Refers to a setting performed via the web interface.



Indicates additional important information in relation to handling.



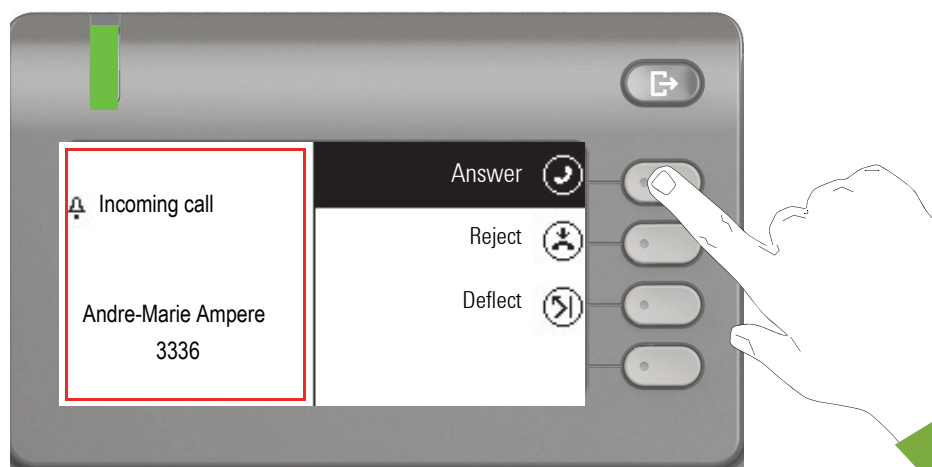
Indicates intervention required by the administrator.

Displays for describing operation

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

Selected action

Original illustration on display



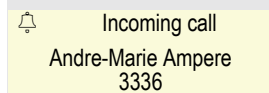
Step-by-step illustration in the User Guide

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 **OK** key on the navigator (→ page 20).



Action not selected

Illustration on display



Step-by-step illustration in the User Guide

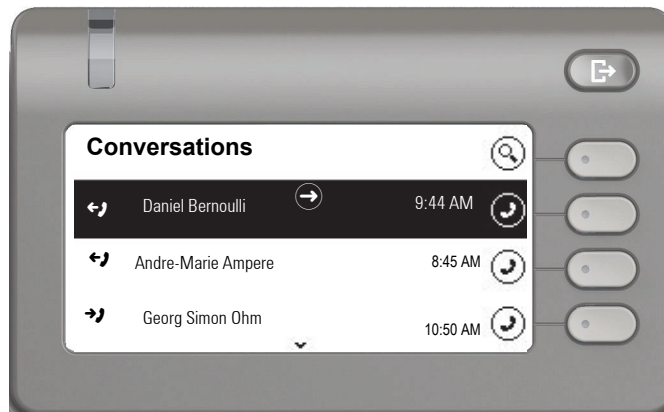
Reject



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

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

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

Information displayed for a non-selected conversation

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

Call directly with the Softkey to establish the connection.

Navigation and action in lists

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.

OpenScape Desk Phone CP400 and OpenScape Key Module 400

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

The OpenScope Desk Phone CP400 or OpenScope Key Module 400 key shown here is referred to as a Funktionstaste in the User Guide. Note the information on → page 168 with respect to the key labeling.

Service



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

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

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

Intended use

The OpenScape Desk Phone CP400 phone is a desktop unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. Any other use is regarded as unintended.

Telephone type

The identification details (exact product designation and serial number) of your telephone can be found on the nameplate on the underside of the base unit. Specific details concerning your communication platform can be obtained from your administrator.

Please have this information ready when you contact the service department regarding faults or problems with the product.

Speakerphone quality and display legibility

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

Getting to know the OpenScape Desk Phone CP400

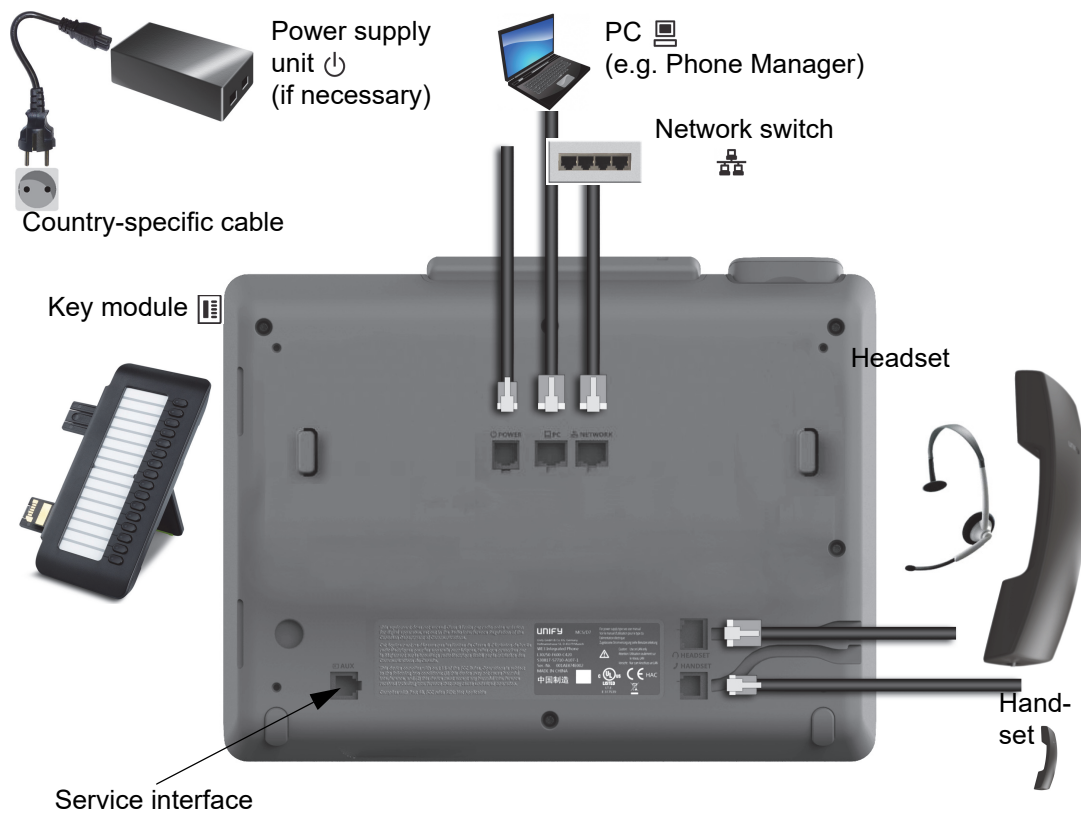
The following sections describe the most frequently used controls and displays.

The user interface of your OpenScape Desk Phone CP400



1	You can make and receive calls as normal using the handset .
2	The graphic display permits intuitive operation of the phone → page 23.
3	Use the menu key to open the main menu.
4	Use the navigator to navigate conveniently through the applications on your telephone → page 20.
5	You can use the Softkeys to activate a function or open a menu → page 19.
6	The audio keys are provided to allow you to optimally configure the audio features on your telephone → page 19.
7	Incoming calls, new voice messages or missed calls are visually signaled via the Notification LED .
8	The dialpad can be used to enter phone numbers and write text → page 21.
9	Use the Out-of-Office / Call Forwarding key to open a menu, for example in order to set up immediate call forwarding or to activate do not disturb → page 24.
10	Programmable function keys for functions and selected dialing.

Ports on the underside of the phone



Properties of your OpenScape Desk Phone CP400

Display type	Grayscales 240*120
Illuminated display	✓
Full-duplex speakerphone function	✓
Headset	✓
Interface for key module	✓
10/100 Mbps switch → page 18	✓
1000 Mbps switch → page 18	✓
Web-Based Management (WBM)	✓
Notification LED (red/green/orange)	✓
OpenScape Key Module 400 optional	✓

Using network ports more efficiently

The OpenScape Desk Phone CP400 has a Gigabit Ethernet switch. This means that you can also connect a PC with a Gigabit LAN port to the LAN directly via the phone. The option for connecting the telephone and PC must first be activated on the telephone by your administrator.



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

OpenScape Key Module 400

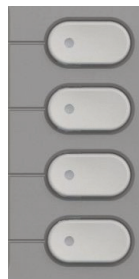
The OpenScape Key Module 400 is a key module attached to the side of the phone that provides an additional 16 programmable function keys at two levels. These keys can be programmed and used according to your needs → page 37.



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

Keys and controls

Softkeys



Key	Function when key is pressed
	Activates the function of the left display option or opens another menu. Used in the Team menu as a line key.

Audio controls

Audio keys



Key	Function when key is pressed
 / 	Activate/deactivate the loudspeaker → page 46.
 / 	Activate/deactivate the headset → page 47.
 / 	Activate/deactivate microphone (also for speakerphone mode) → page 60.

Volume

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



Mode keys

You can switch to the relevant application using these keys.



Key	Function when key is pressed
	Toggle between current screen and main menu → page 23.
	Switch to Presence and back → page 24.

Navigator

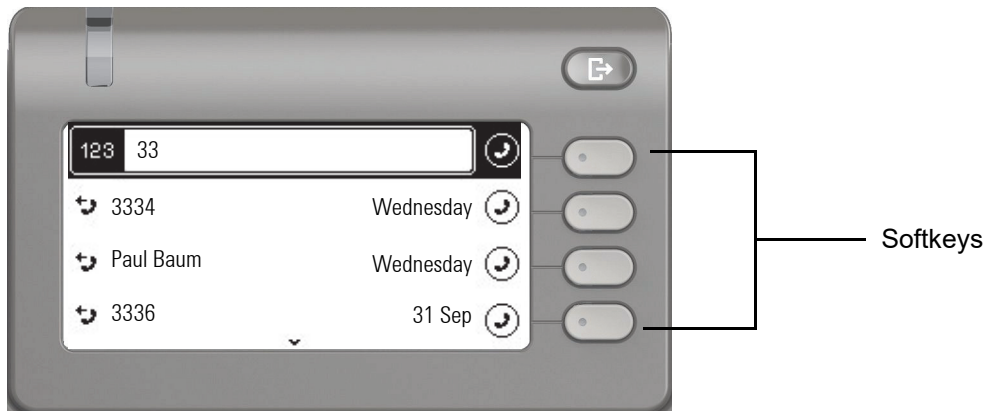
This control allows you to navigate in lists and perform actions in the selected area.

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

Dialpad

Numeric input

If you enter a number when the telephone is in idle mode, for example, an input field opens automatically for numeric input. Only the digits 0 to 9 as well as the * and # characters can be entered via the keypad in "123 mode" (indicated at the left margin of the input field).

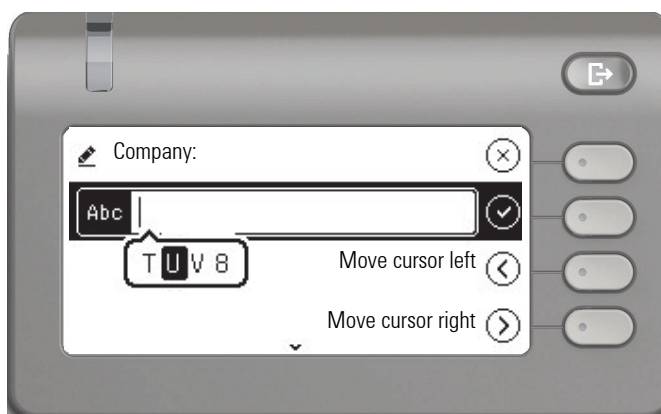


➡ Alphabetic labeling of dial keys is also useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the telephone spell a name, e.g. 0700 - PATTERN = 0700 - 687837).

Text input

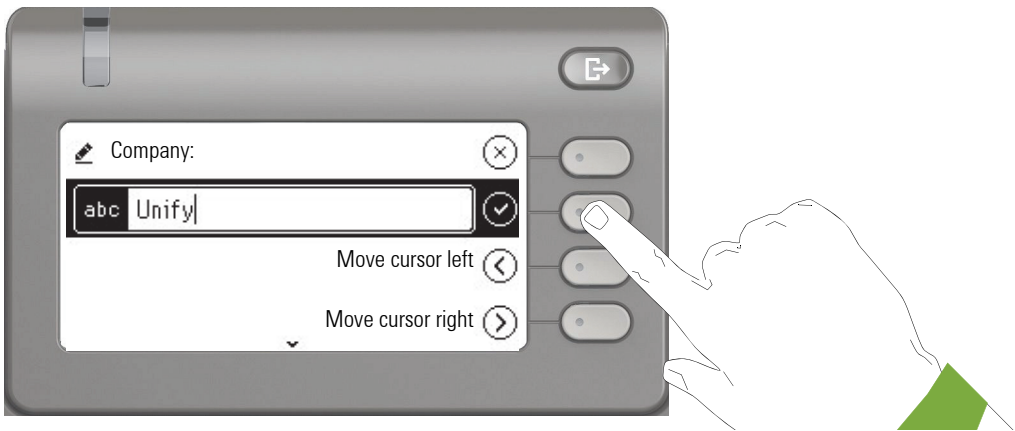
In cases where text input is possible, you can use the dialpad to input text, punctuation and special characters in addition to the digits 0 to 9 and the hash and asterisk symbols. To do this, press the numerical keys repeatedly.

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



➡ To enter a digit in an alphanumeric input field, press the relevant key and hold it down. You no longer need to scroll through the entire list of possible characters.

Complete your input:



Press the Softkey for to complete your input.

Character overview (depends on the current language setting)

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x	16x	17x
	1	2	3	=	\$	\	&	[	]	{	}	%					
	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	z	9												
	0	+															
	.	*	1	#	,	?	!	'	"	+	-	(	)	@	/	:	-

Multi-function keys:

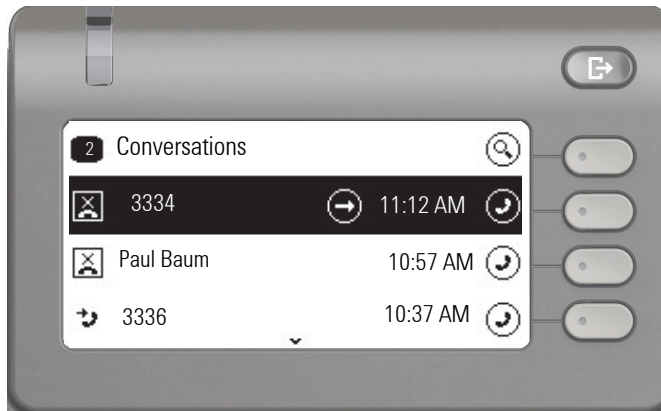
Key	Function during text input	Function when held down
	Type special characters	Deactivate the ringer → page 118
	Switch between uppercase and lowercase text and number entry • Abc mode • ABC mode • 123 mode	Activate the telephone lock → page 124
	Type special characters (not in 123 mode)	Call the answering machine

Graphic display

Your OpenScope Desk Phone CP400 is equipped with a color graphic display → page 17.

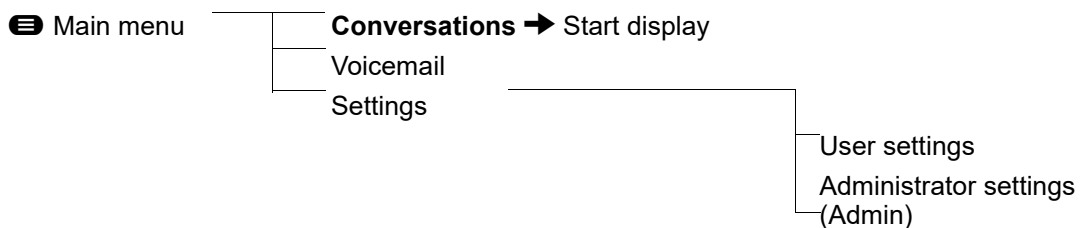
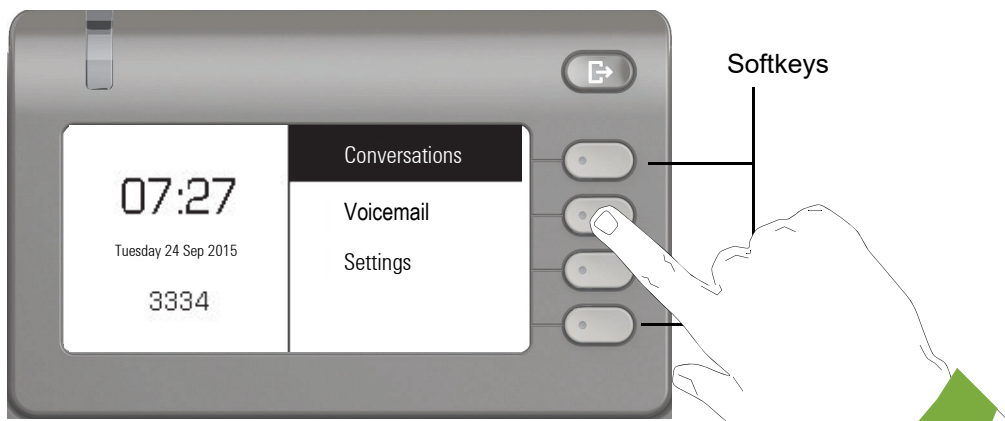
Conversations

The conversations list appears in the start display and is a collection of contact data and data from the call log. See from → page 28 for detailed information.



Main menu

Use the  key to access the main menu from any situation. The time, day of the week and date as well as the subscriber's own phone number are displayed. The main menu can do much more, as can be seen from the screenshot. As the name suggests it is the starting point for the entire menu tree. However, as telephony has priority on a telephone, the start display shows the conversations list.

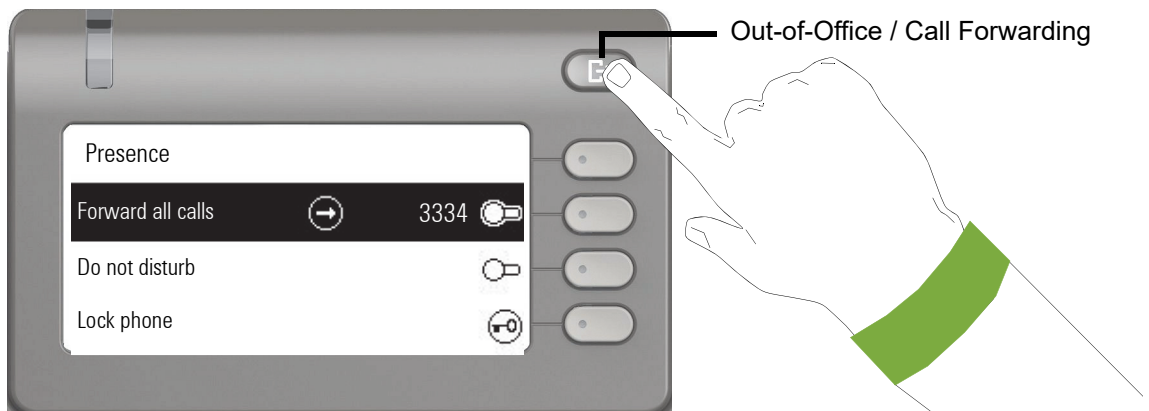


In addition, different icons represent different situations and options:

Icon	Meaning
	The ringer is deactivated → page 118
	The ringer is set to a beep → page 118
	The "Do not disturb" function is activated → page 119
	The phone lock is activated → page 124

Presence

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

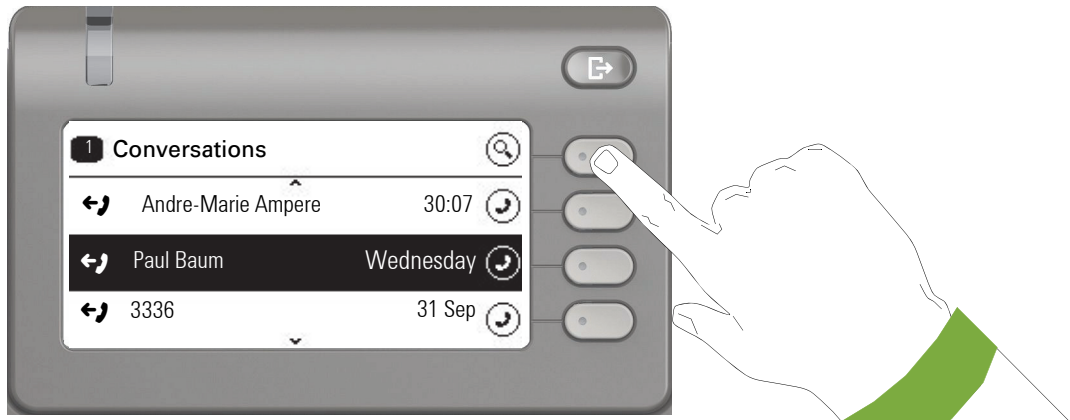


Personal Presence via the phone is temporarily suspended with call forwarding or do not disturb.

Context-dependent displays

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

Action with Softkey



Press the top softkey to start an alphanumeric search → page 33.

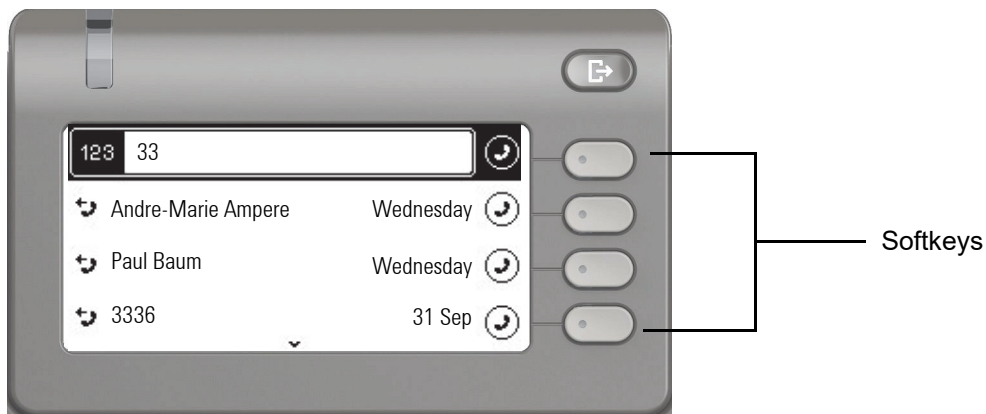


Use the Softkey to dial the respective subscriber. You can choose a conversation beforehand using the navigator keys and and open the details of the conversation with the key → page 29.



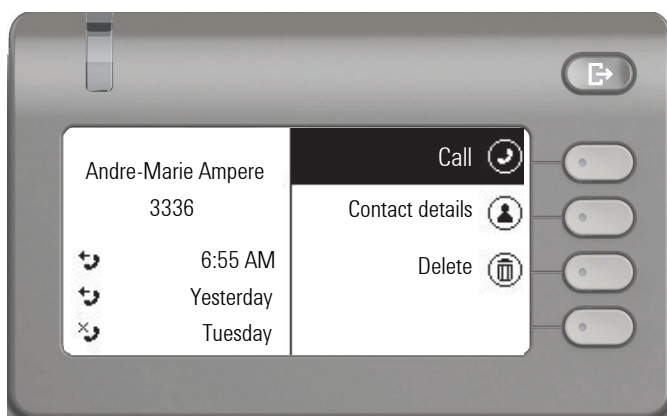
Action via dialpad

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 29 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 25.

Operating your OpenScape Desk Phone CP400

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



Before looking at the functions and settings, you should set up the User password to protect your phone against unauthorized use → page 121.

Navigating in menus

Activating an application

You can use the mode keys → page 19 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 20.

Opening context menus

If the arrow  appears beside a selected entry, a context menu is available for this entry → page 25.

Conversations

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

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

If you activated use of Circuit (→ page 93), then only conversations from Circuit will be included in the conversations. The list is identical to that in your browser.

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.

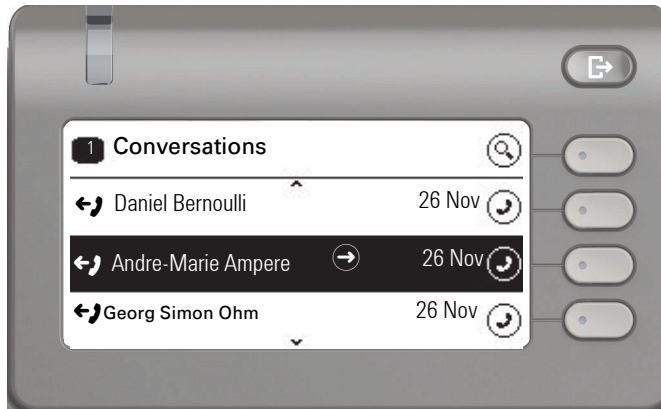


The status of a conversation is displayed with an icon.

Icon	Message sent
	Active call
	Missed call (current)
	Missed call (old)
	Dialed call
	Answered call
	Voicemail
	You forwarded the call
	Your call was forwarded

Opening details of a conversation or conducting a call

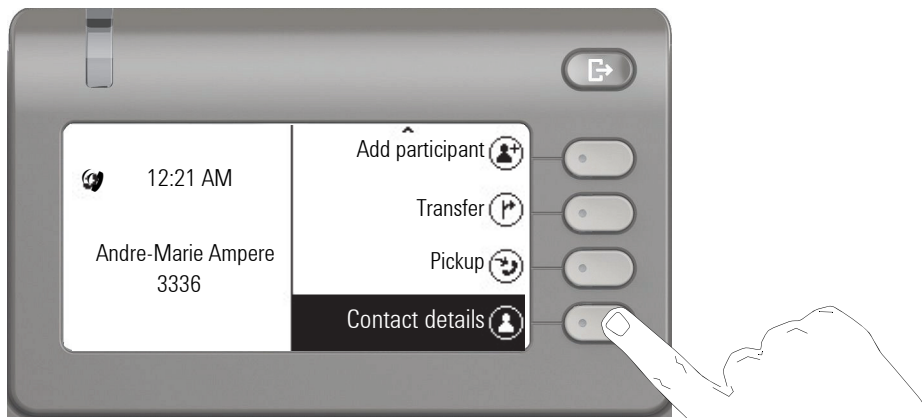
You can open a selected conversation using the navigation key  or start a call using the softkey  or the navigation key . You start a call using the softkey  if the conversation has not been selected.



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



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

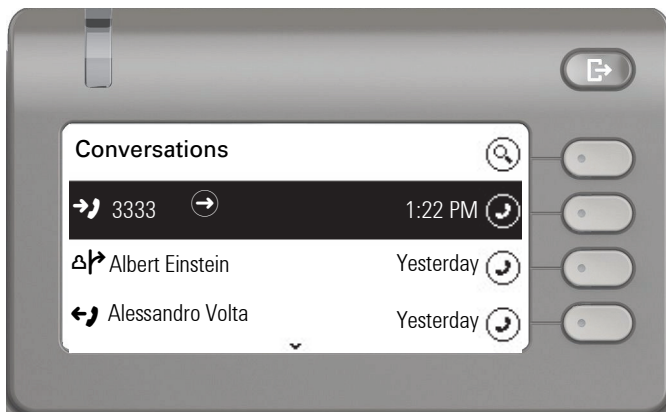


Use the  key to navigate to the Contact details option and select this option using the Softkey.

Creating or editing conversations

Conversations are created based on dialed or answered calls. New contacts are synchronized with the phone when connected to Exchange. When you search for a subscriber using LDAP → page 115, this contact is transferred to conversations.

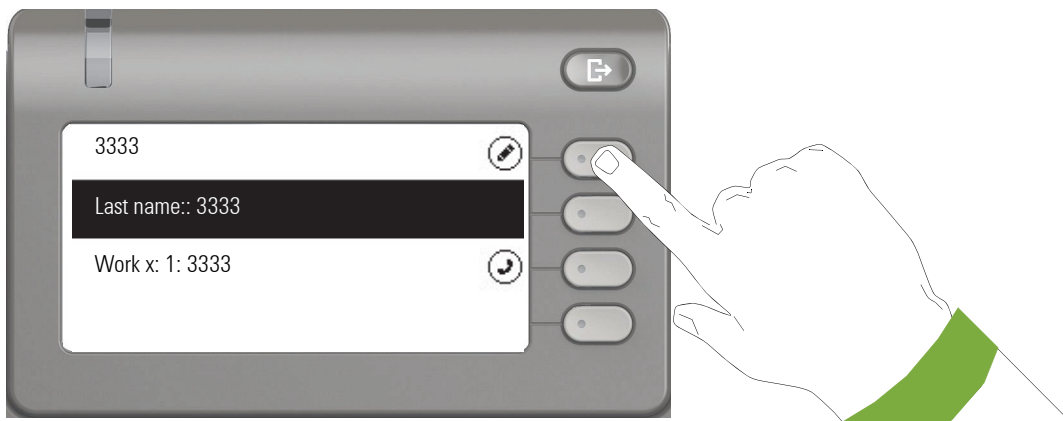
For example, you receive a call from a subscriber for whom a conversation does not yet exist in the list. When you have hung up again, this subscriber appears in your list with phone number only.



Open the details of the conversation using the  key.



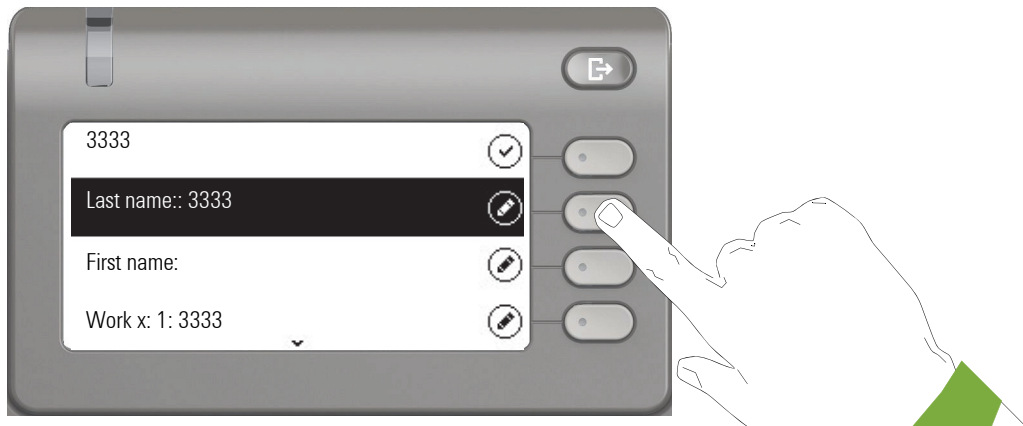
Use the Softkey to open the "Contact details" menu.



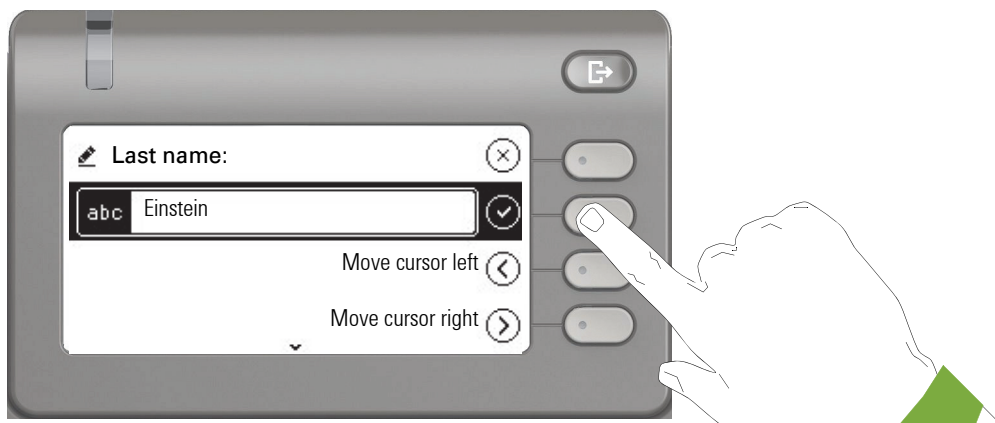
Press the Softkey for  to access edit mode.

You can complete the following fields for a contact:

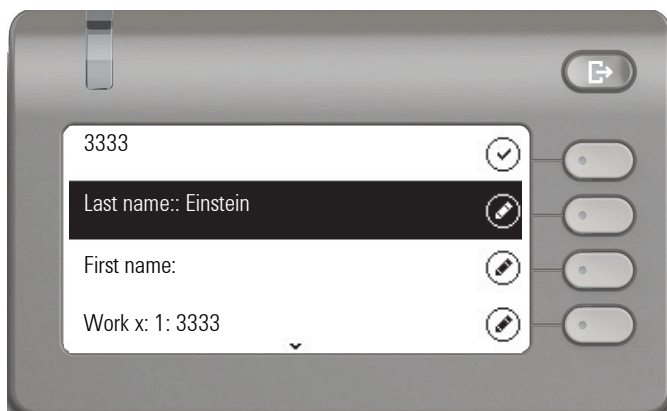
- Last name:
- First name:
- Work x:
- Work x:
- Mobile:
- Home:
- Company:
- Address x:
- Address x:
- Role:
- Email:
- Avatar:



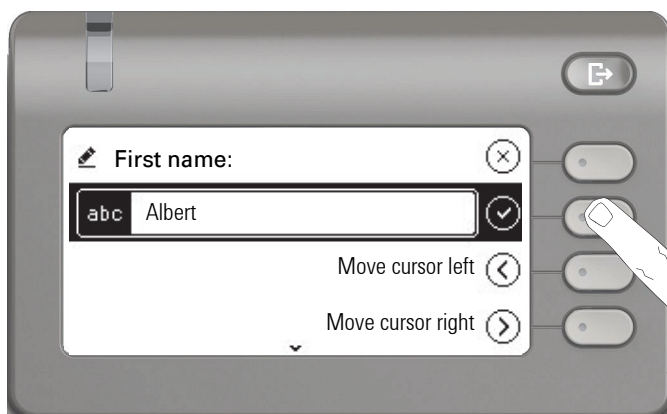
Press the Softkey for  to enter the last name.



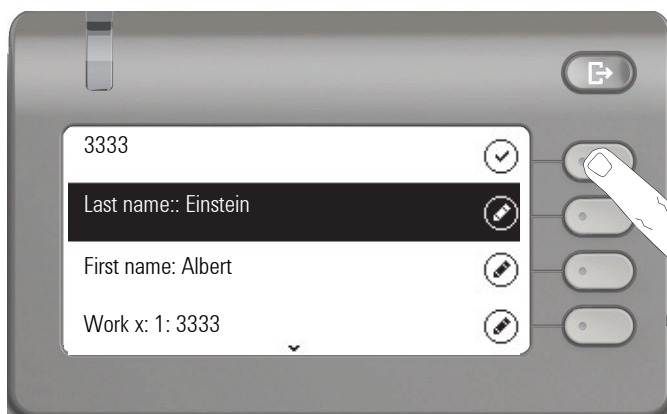
Delete the digits using the  key and enter the last name. Press the Softkey in the input field to complete input for this field.



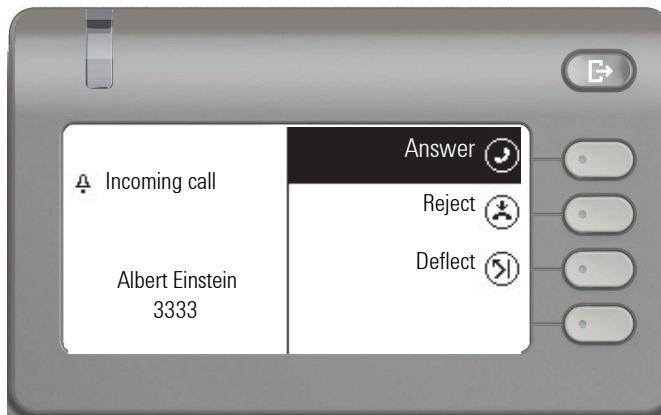
Use the  or  key to switch, for example, to "First name" and enter the first name here if appropriate.



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



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

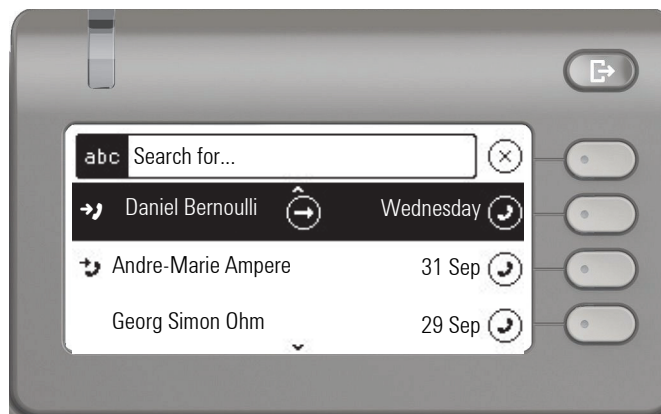


Searching for conversations

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

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

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



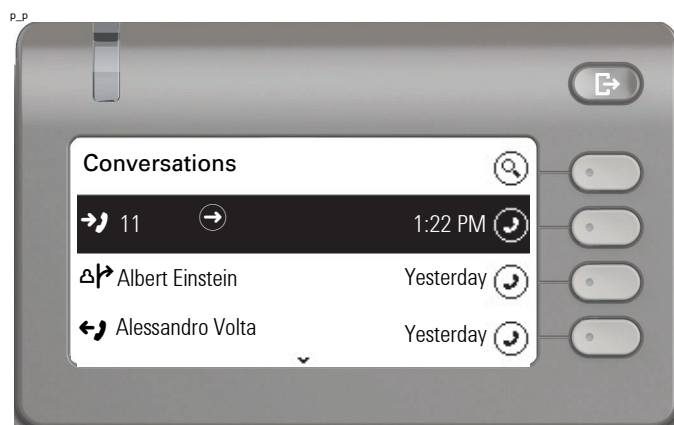
or choose a purely numeric input field for the search by entering a digit.



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

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 can also be removed from the list.



Open the relevant entry using the navigator key **↔**.



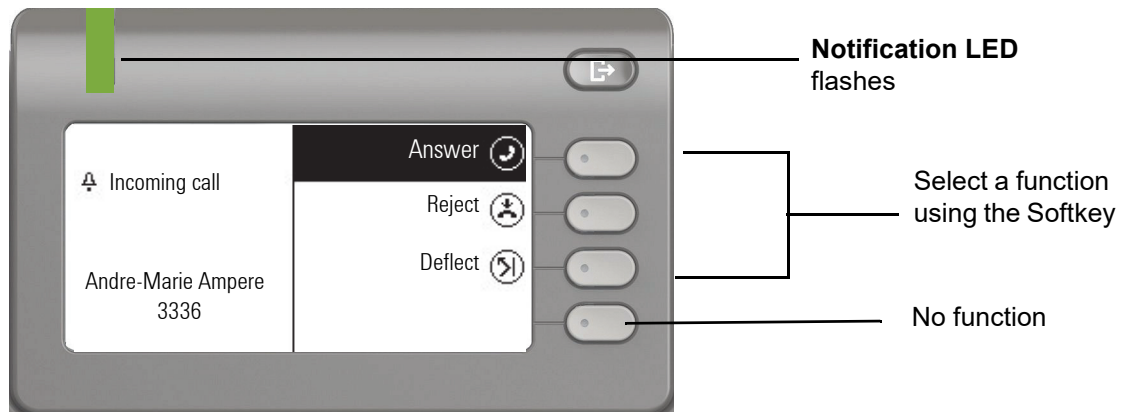
Press the Softkey for **🗑** to delete the entry. There is no confirmation prompt.

Telephony interface

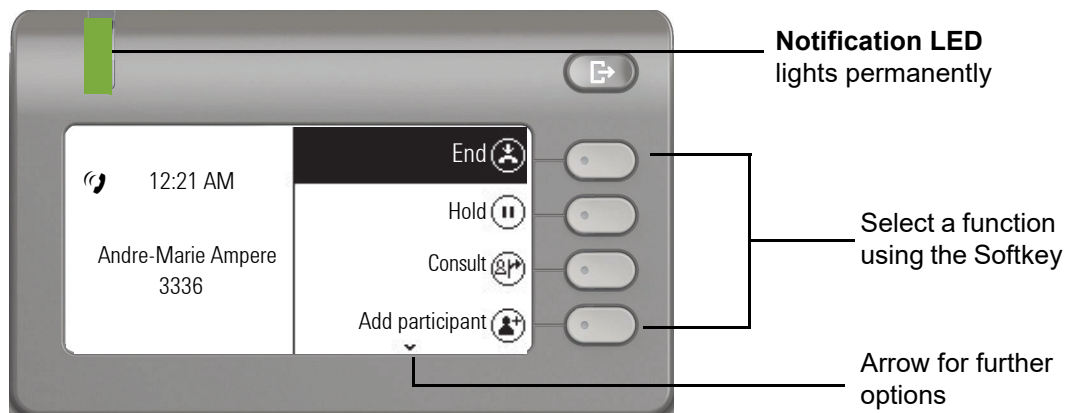
Telephony view

Incoming call

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



When conducting a call:



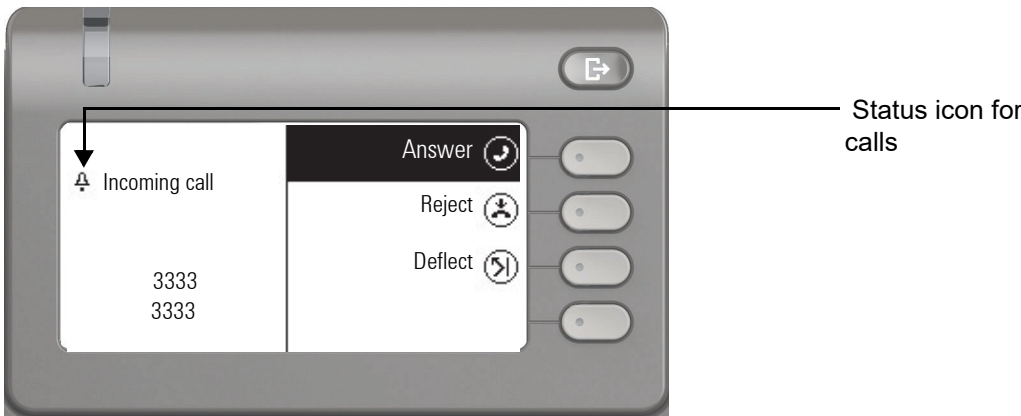
Switching to a different menu during a call

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

 Detailed descriptions of the various functions can be found in the sections "Basic functions" → page 46 and "Enhanced phone functions" → page 76.

Programmable keys on the OpenScape Desk Phone CP400 and OpenScape Key Module 400

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



Increase the number of programmable function or selected dialing keys by connecting an additional OpenScape Key Module 400 → page 18.

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

- function key → page 70
- Selected dialing key → page 70
- Line key → page 98
- DSS key → page 105

Press the key to activate the programmed function or dial the stored number → page 74.

Your OpenScape Desk Phone CP400 and OpenScape Key Module 400 are delivered with label strips. Write functions or names in the white fields on the label strips. You can also use the Key Labeling tool already available online for this purpose → page 168.

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



Line and direct station selection (DSS) keys can only be programmed by the administrator via the program/service menu → page 44.

Meaning of LED displays on function keys

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

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

Corporate directory

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

Answering machine (voicemail)

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

Listening to messages

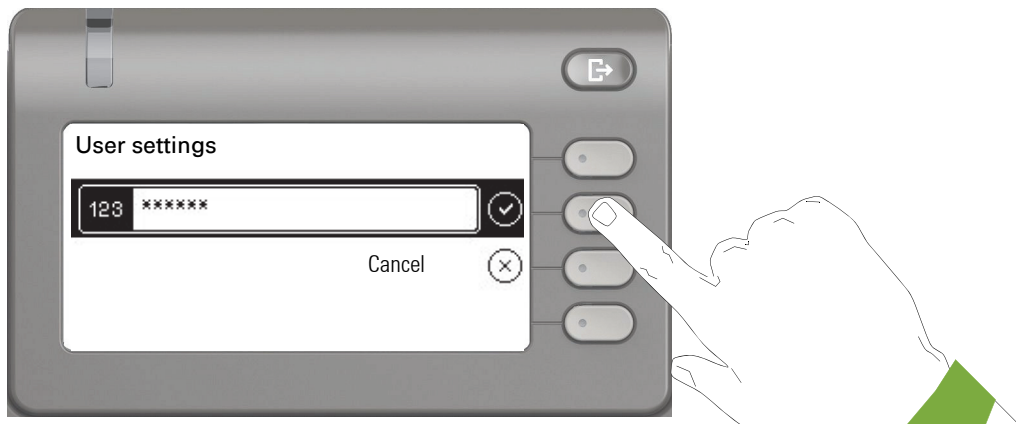
If new messages are available, they will be displayed at the top position in the list of conversations and highlighted.

Settings

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



The menu consists of a configuration area both for users and for administrators.

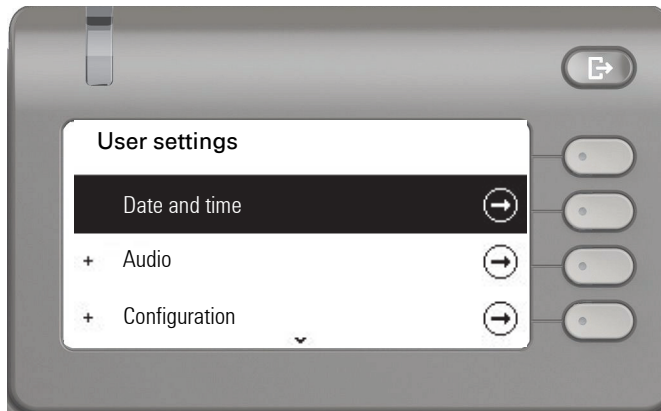


The first time you open the user settings you have to enter the User password → page 121.

User settings

Menu

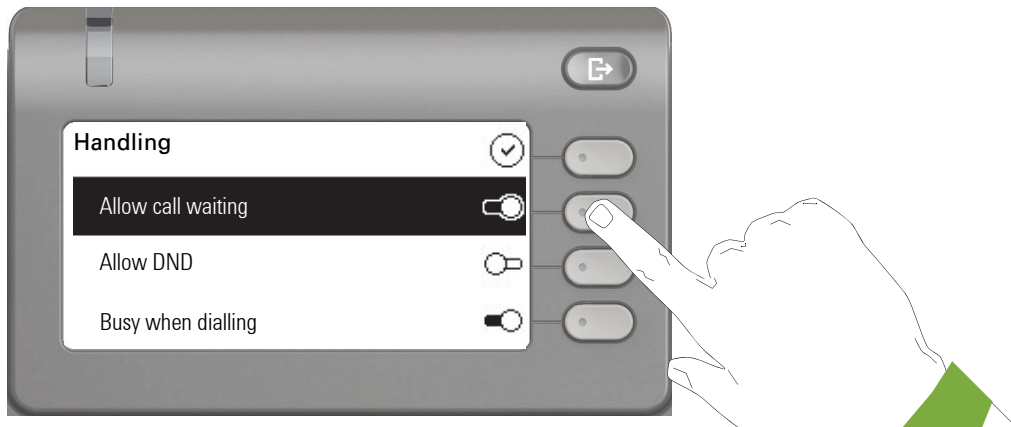
You can adjust local settings for your OpenScape Desk Phone CP400 using the "User" menu. The menu structure consists of several levels.



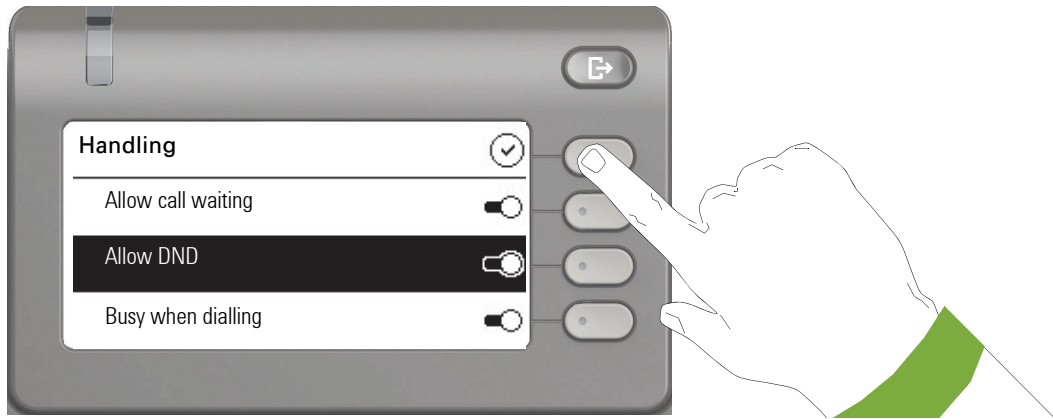
➡ You can also configure all of the settings using your OpenScape Desk Phone CP400's **web interface** → page 162.

Switches

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



Press the Softkey "Allow do not disturb" to enable the function. The switch is moved to the right. Alternatively you can use the  and  keys to select the option and confirm with  to actuate the switch.



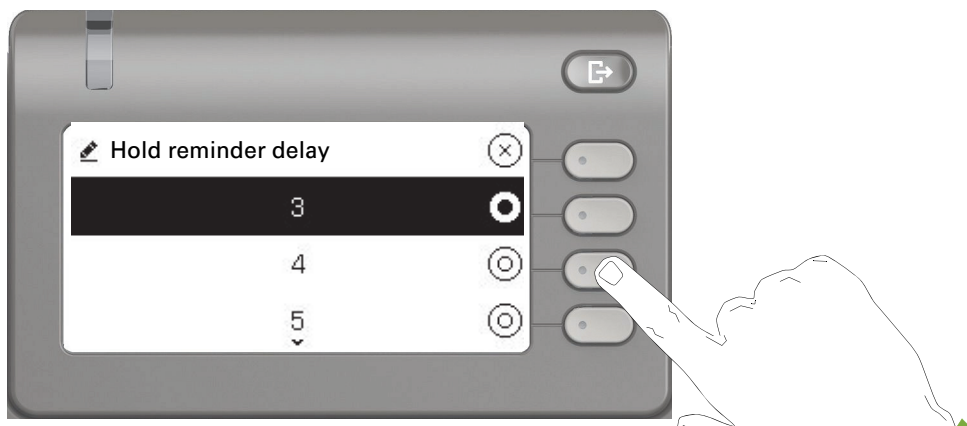
Press the Softkey for ✓ to save your new setting.

Parameters

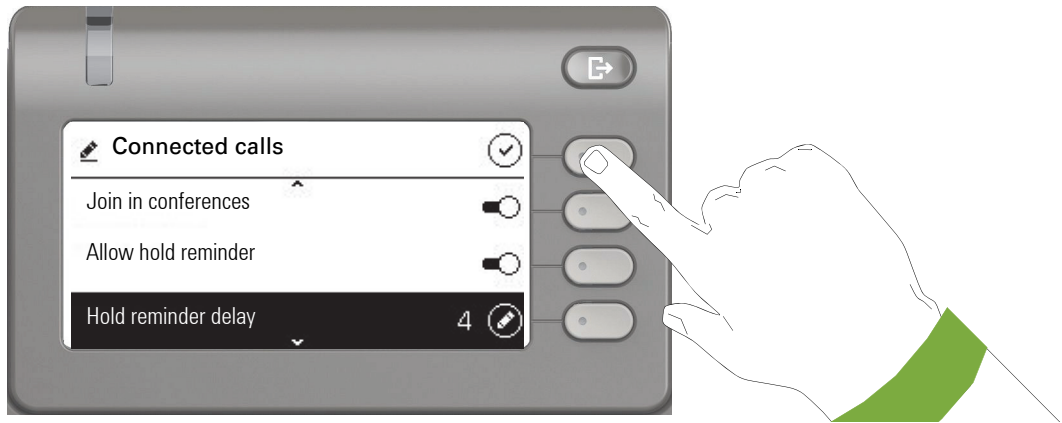
You can set values in some submenus.



Press the Softkey for ✎ to open the setting.



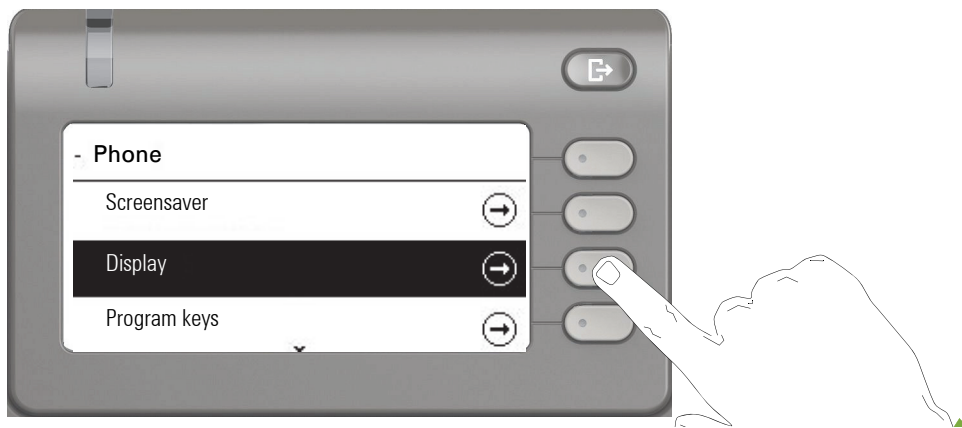
Press the Softkey for the value 4 for example. The setting is changed and you return to the previous menu.



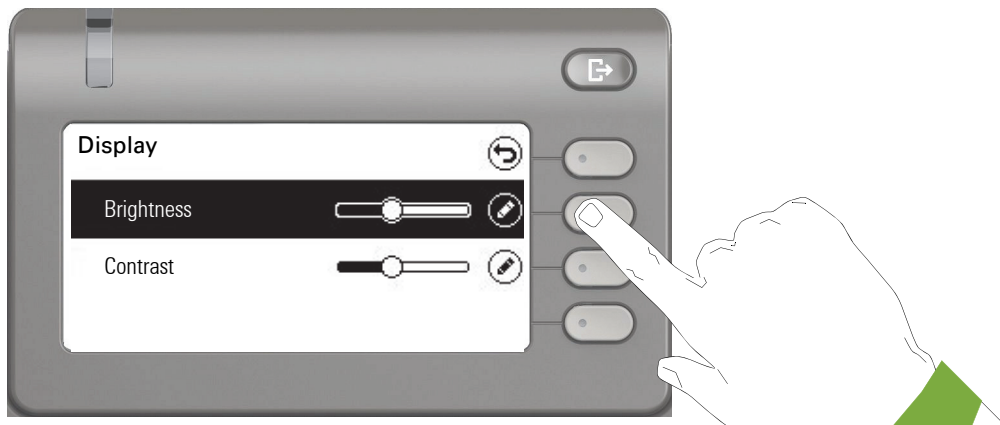
Press the Softkey for ✓ to save your new setting.

Level

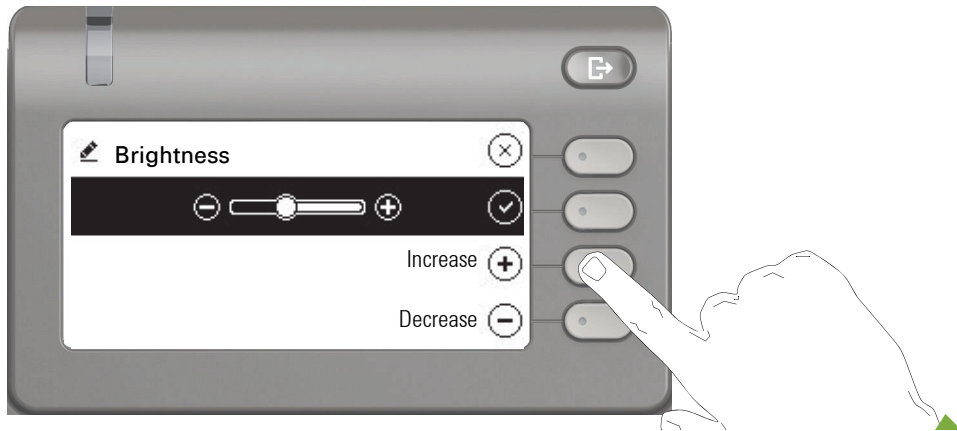
You can use menus with levels to adjust the volume or brightness, for example. An example of display brightness is given here. Switch to the telephone settings menu



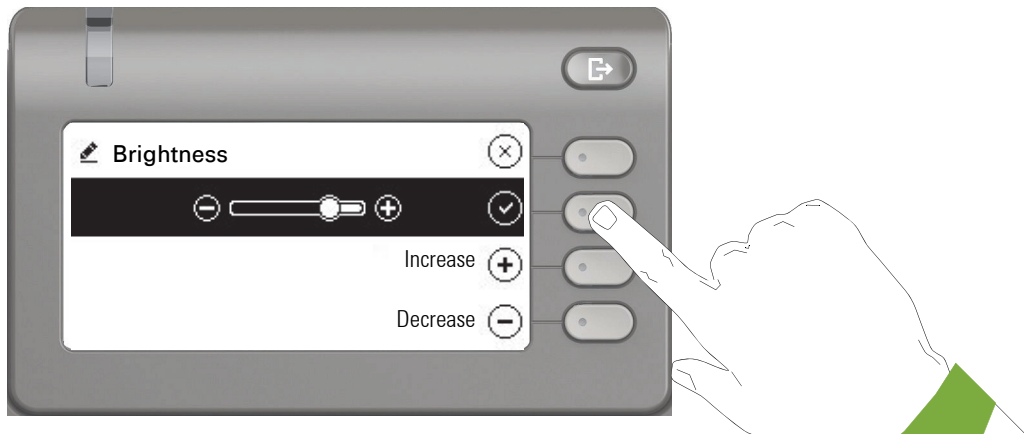
and open the display menu with the Softkey.



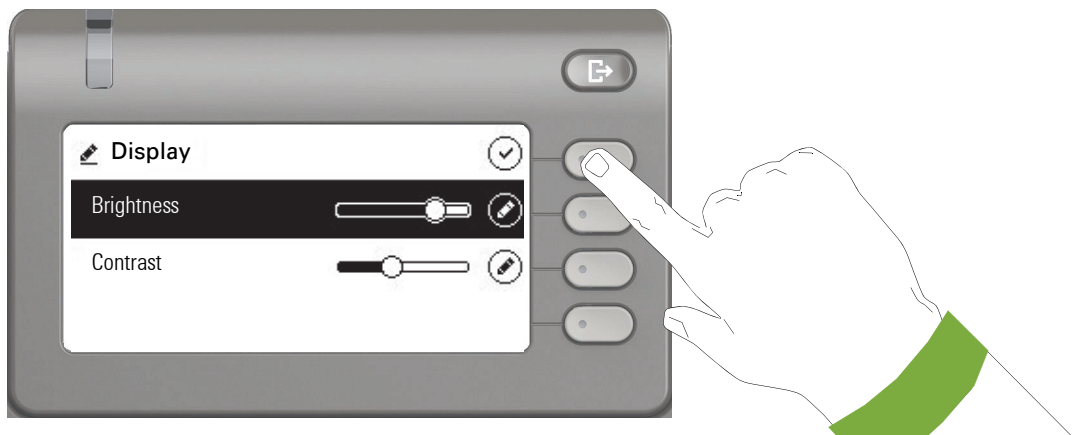
Open the menu for the brightness setting.



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



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



Save your new settings.

Overview of user settings

Settings menu	Options	Go to
Date and time		→ page 131
Audio	Volumes	→ page 136
	Settings	→ page 137
	Special ringers	→ page 143
Configuration	Call forwarding	→ page 64
	Enhanced phone functions	→ page 76
	Keyset	
Phone	Screensaver	→ page 129
	Display	→ page 126
	Programming keys	→ page 70
Locality	Country	→ page 147
	Language	→ page 147
Security	Change user password	→ page 121
Network information		→ page 150
Diagnostic information		→ page 160
Reset phone		→ page 152

Administration

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

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



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

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

Control and monitoring function

A control or monitoring function can be activated on your phone for service purposes by remote maintenance.

Control function

Your administrator has the option to activate and deactivate features of the phone via remote maintenance. During maintenance, the handset, microphone, loudspeaker and headset are deactivated. You are additionally informed on the display that the control function is active.

Monitoring function

In order to detect malfunctioning of a phone, for example, your administrator can install a monitoring function. You can use your phone as normal during monitoring. However you will first be informed about the operation with a message on the display and prompted to allow monitoring.

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

Activating a diagnostic call

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

Basic functions

 Please read the introductory chapters "Getting to know your OpenScape CP400" → page 16 and "Operating your OpenScape CP400" → page 27 carefully before performing any of the steps described here on your phone.

Incoming calls

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

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

 If you have set a pattern melody → page 139 or a ringer → page 138 on your phone, it is possible that your administrator may have preset a different ringer depending on the call type (e.g. an external or internal call).

Answering a call via the handset

The phone rings. The caller is displayed.

Lift the handset.

if nec.   Adjust the call volume → page 19.

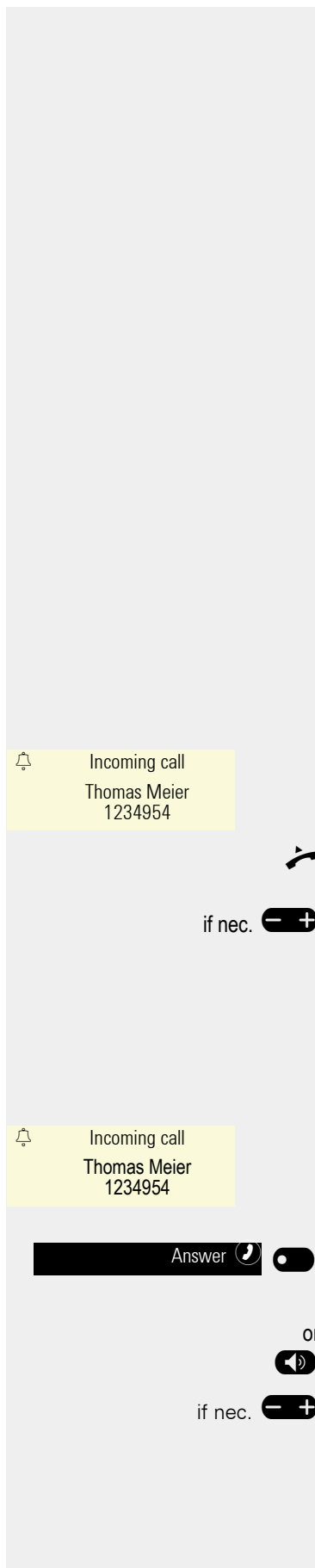
Answering a call via the loudspeaker (speakerphone mode)

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

Press the Softkey.

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

Adjust the call volume → page 19.



Suggestions for using speakerphone mode:

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

Answering a call via the headset

Prerequisite: A headset is connected.

 Make sure your headset port is set up properly → page 142.

Answering calls via the headset key

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

Press the key shown.

Adjust the call volume → page 19.

Answering calls automatically via the headset



The administrator has additionally configured a function key with the "Auto-Headset" function (AICS Zip tone) (→ page 70).

Press the function key to activate automatic call answering. The key LED and the headset key illuminate.

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

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

 Incoming call
Thomas Meier
1234954



if nec. 

Auto-Headset



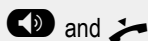
Switching from handset to speakerphone mode



Take note of the two different processes and activate your preferred mode as appropriate → page 141.

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

Open listening in standard mode



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

Open listening in US mode (default setting)

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



Press the key shown.



Replace the handset. Proceed with your call.



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

Switching from speakerphone mode to the handset



Prerequisite: You are conducting a call in speakerphone mode.

Lift the handset.



The key shown is no longer lighting.

Switching from headset to speakerphone mode

In standard mode



Press and hold the key (open listening is activated).



Press the key shown. Speakerphone mode is activated.

In US mode



Press the key shown.



Press the key shown. Speakerphone mode is activated.

Open listening

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

Prerequisite: You are conducting a call via the handset.

Activating



Press the key shown.

Deactivating



Press the illuminated key.

Switching to speakerphone mode



Hold down the illuminated key and replace the handset.

Placing a call on hold

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

Hold



or

Hold



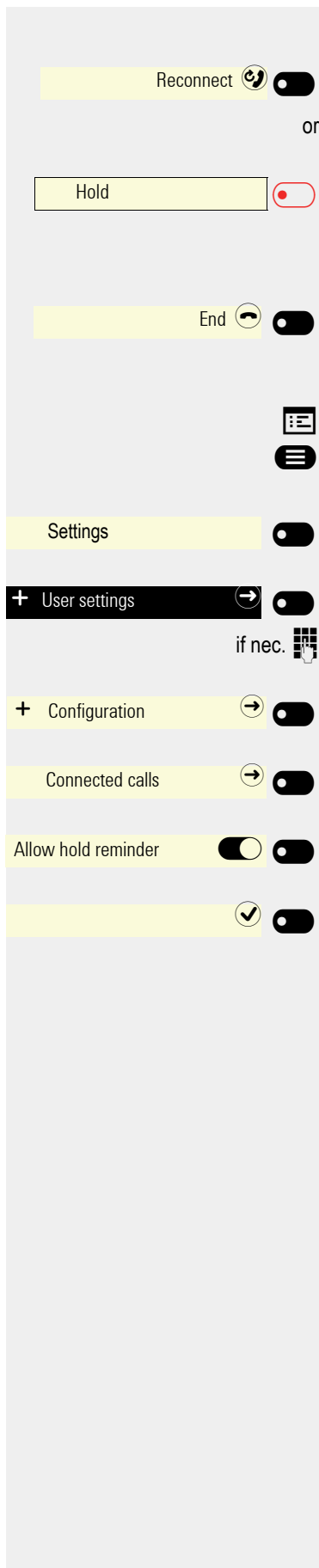
Press the Softkey. The call is now on hold.

Press the function key. The key illuminates. (The "Hold" key has to be configured → page 70).

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



If you do not retrieve the held call after a defined time interval, a reminder beep sounds three times. Only the two functions "Retrieve held call" and "End" are shown on the display. The call display flashes orange and the phone rings. The relevant settings can be found on → page 50 and → page 51.



Retrieving a held call:

Press the Softkey. You resume the call.

Press the illuminated "Hold" function key. (The "Hold" key has to be programmed → page 70.)

Disconnecting a held call:

Press the Softkey to disconnect the held call.

Activating/deactivating the hold reminder tone

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Enable or disable using the Softkey.

Save the setting with the Softkey.

Setting the hold reminder time

Use "Hold reminder" to specify when you want to receive an automatic reminder about a held call. The minimum time value is 3, in other words the reminder is output after three minutes. The maximum value is 15 minutes.

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

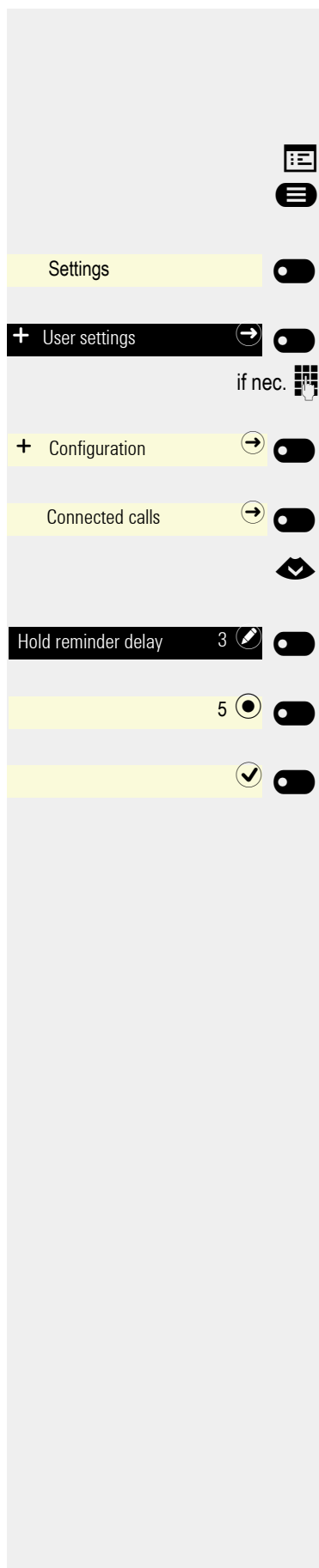
Open using the Softkey.

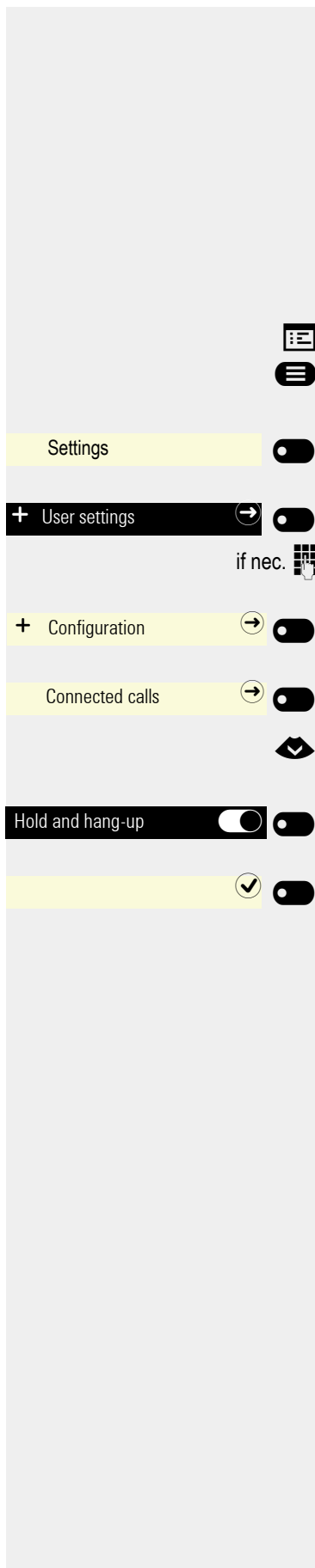
Switch to Hold reminder delay. The current setting is displayed.

Open using the Softkey.

Confirm with the Softkey to set the new time.

Save the setting with the Softkey.





Activating/deactivating Hold and hang-up

This function works in the following call scenarios:

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

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



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

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

if nec.



Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.



Switch to Hold and hang-up.

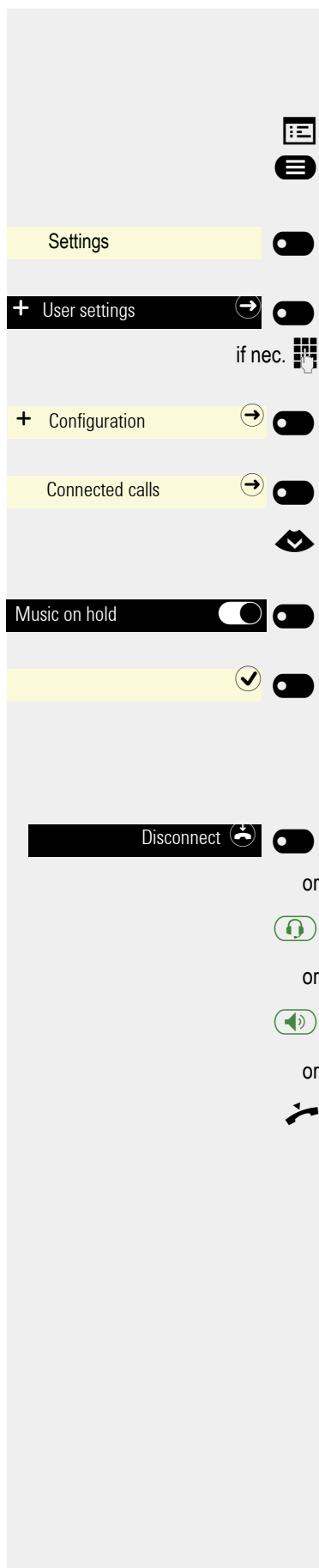
Hold and hang-up



Enable or disable using the Softkey.



Save the setting with the Softkey.



Music on hold

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

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Switch to Music on hold.

Enable or disable using the Softkey.

Save the setting with the Softkey.

Ending a call

Press the Softkey.

or

Press the key shown. The key LED goes out.

or

Press the key shown. The key LED goes out.

or

Replace the handset.

Group call

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

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

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

The volume settings can be found from → page 136.



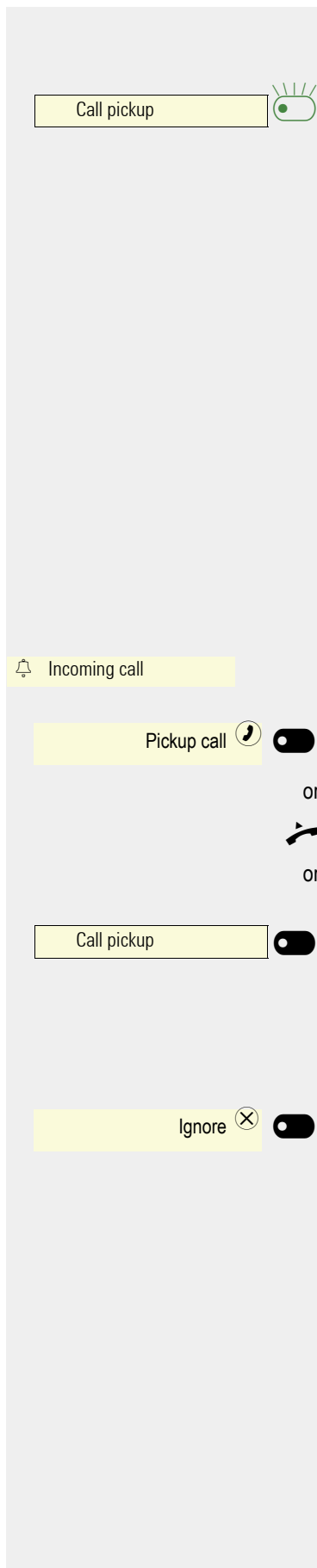
Further administrator settings for group calls:

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

Picking up the group call only using the key



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



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

Press the function key.

The group call is now shown on the display:

Pickup: *Caller*

for: *Party*

is displayed.

The pop-up menu opens:

Picking up a group call immediately



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

A group call is waiting and is shown on the display:

Pickup: *Caller*

for: *Party*

is displayed.

Picking up a group call

A group call is signaled.

Confirm with the Softkey.

or



or

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

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

Ignoring a group call

Press the Softkey. The phone stops signaling the group call. It can still be answered however from the conversations list.

Listening to voicemail

To use this function, you need to have a voice mailbox set up on your communication platform for voicemails (see → page 38).

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

Picking up messages

Press the key shown if appropriate.

Open using the Softkey.



Voicemail



Making calls



If you allowed the option "Busy When Dialing" → page 89, you will not be interrupted by an incoming call. In this case, the caller hears the busy signal.

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

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

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

Off-hook dialing



Lift the handset.

123 Dial a number...



The input field in Conversations is opened in numeric mode.



Enter the phone number.

123 082631565



Confirm that the phone number is complete or wait until the autodial delay expires (see → page 88).



or

Peter Maier



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

On-hook dialing

The connection is set up with on-hook dialing via a connected headset or via the loudspeaker (speakerphone mode). The line is seized before dialing. Use the search function in Conversations if appropriate (→ page 33).

Enter digits via the dialpad.

Press the key if a headset is connected.

Press the key shown.

Enter or complete the phone number.

Confirm that the phone number is complete or wait until the autodial delay expires (see → page 88).

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

Entering the phone number first

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

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

Confirm that the phone number is complete or wait until the autodial delay expires (see → page 88).

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



Redial

 No history is created for contacts if the call log or Exchange is deactivated. Conversations that have been dialed manually or searched for via LDAP are likewise not created. Previous entries have been deleted.

Redialing from conversations

The last active conversations always appear at the top.

 Only calls for the primary line are received on multi-line phones
→ page 98.

Select the required contact from the Conversations menu (→ page 28).

Confirm the conversation with the Softkey. The connection is set up.

If the subscriber is currently visible in the list

Confirm immediately with the Softkey. The connection is set up.

Redialing via the function key

Prerequisite: The "Redial" function key is configured.

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



Activating/deactivating the microphone

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

Prerequisite: You are conducting a call.

Deactivating the microphone

Press the key shown.

Activating the microphone

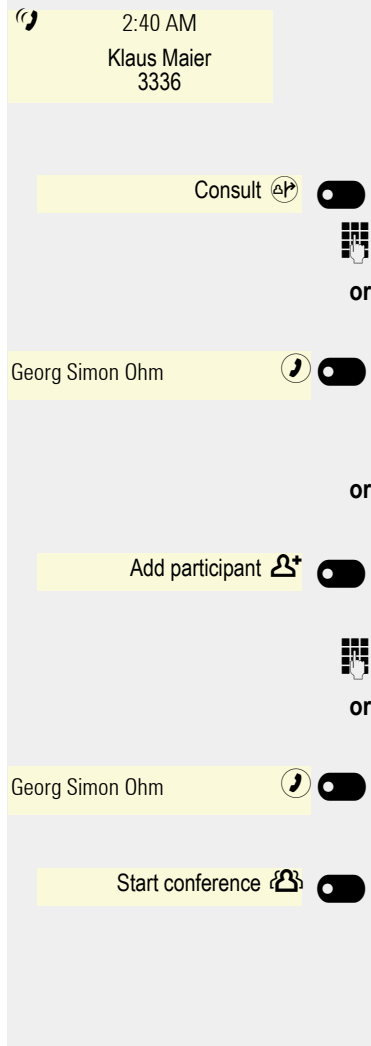
Press the key shown.

Consulting a second party

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

Prerequisite: You are conducting a call.

The connection is set up to a subscriber.



Press the Softkey. You switch to input.

Enter the phone number of the second party.

Search for the subscriber in conversations (→ page 33) and confirm with the Softkey. The connection is set up.

Starting a conference

Press the Softkey.

Enter the phone number of the second party.

Search for the subscriber in conversations (→ page 33) and confirm with the Softkey. The connection is set up.

Press the Softkey – the conference is started.

Ending a consultation call

You end the consultation

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

The second party hangs up

If the second party hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ page 52). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

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

Ending the consultation with an active headset



The administrator has additionally configured a key with the "Auto-Headset" function (AICS Zip tone) on a key module or in the Favourites menu (→ page 70).

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

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

End & reconnect



Retrieve held call



Auto-Headset



Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call → page 60 or have accepted a second call → page 79. You are in the call connection menu.

Press the Softkey.

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

Ending an alternate operation

Press the Softkey. The active call is disconnected.

Putting on hold and retrieving alternately or simultaneously

Prerequisite: You are conducting a consultation call → page 60 or have accepted a second call → page 79. You are in the call connection menu.

Putting an active call on hold

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

Retrieving the first call

Press the key shown to switch to Conversations.

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

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

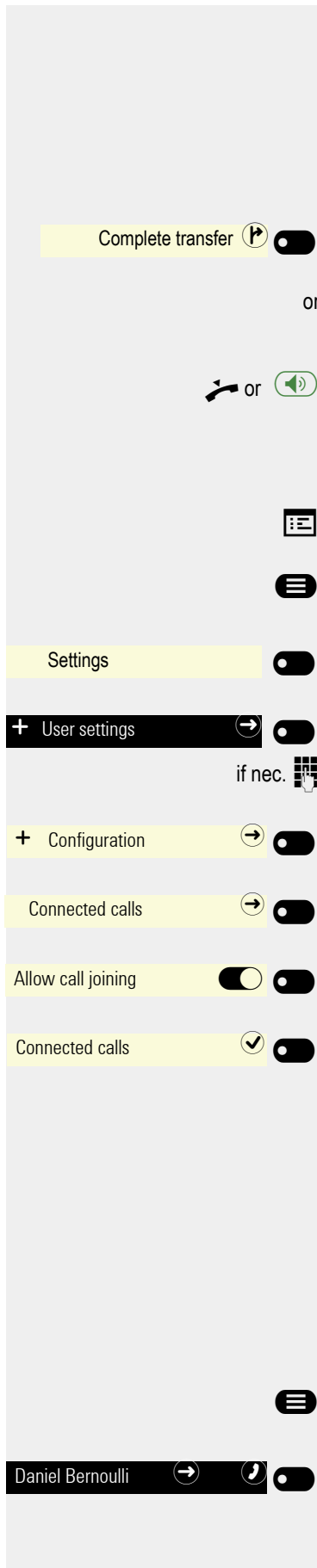
Retrieving the second call

Press the key shown to switch to Conversations.

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

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





Connecting parties

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

Prerequisite: You are conducting a consultation call → page 60 and you are in the call menu of an active call.

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

Connecting by hanging up

Prerequisite: Call joining must also be allowed → page 63.

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

Allowing call joining

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Activate with the Softkey.

Save the setting by selecting the Softkey.

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 28.

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

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

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

Call forwarding

Depending on the settings made by the administrator, standard call forwarding may be configured for the phone or alternatively a forwarding call by type option that is supported by OpenScape Voice.

Standard call forwarding

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



On multi-line telephones → page 98, you can only configure call forwarding for the primary line.

Three forwarding conditions can be programmed in the forwarding menu:

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

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

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

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

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

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



Alternatively, call forwarding can be programmed on one or more keys with a fixed destination and a predefined forwarding or call type → page 73.

Using call forwarding

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

- "Activating or deactivating immediate call forwarding" → page 65
- "Saving destination phone numbers for call forwarding" → page 65
- "Copying and pasting destination phone numbers" → page 66
- "Activating/deactivating call forwarding" → page 68
- "Defining the ring duration before call forwarding on no reply" → page 69

Activating or deactivating immediate call forwarding

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



Press the key shown to open the Presence menu.

Activating forwarding for all calls to one destination

Activate with the Softkey.

All calls are forwarded.

Exit the menu.

Saving destination phone numbers for call forwarding



You can alternatively enter the call forwarding settings via the user menu (→ page 78) or also using the WEB interface→ page 162. If a number was entered first, it can no longer be deleted via the local telephone settings rather can only be overwritten.

Entering a destination for Forward all calls



Open the Presence menu.



Open the "Forward to" menu.



Use the Softkey to open the editor for the destination phone number.



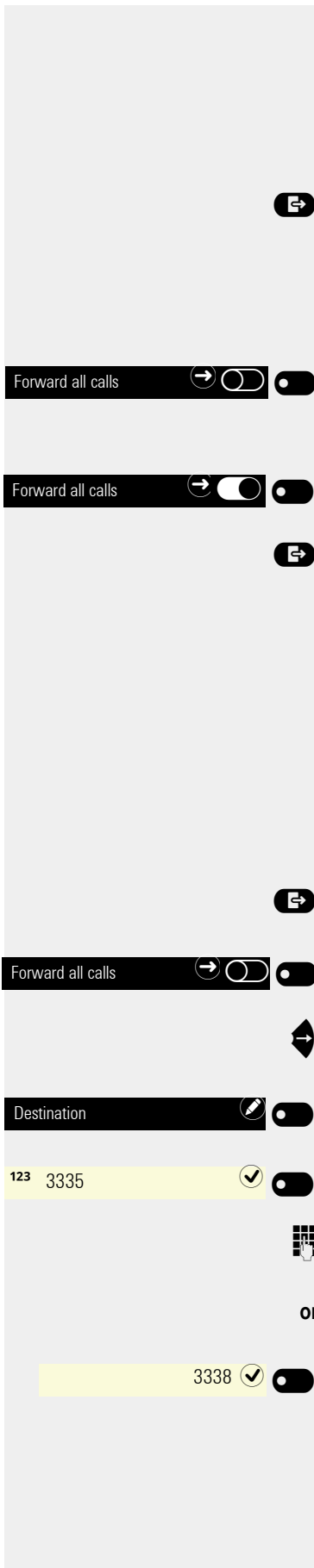
If no destination or your desired destination has not been preset, enter the destination number using the dialpad.

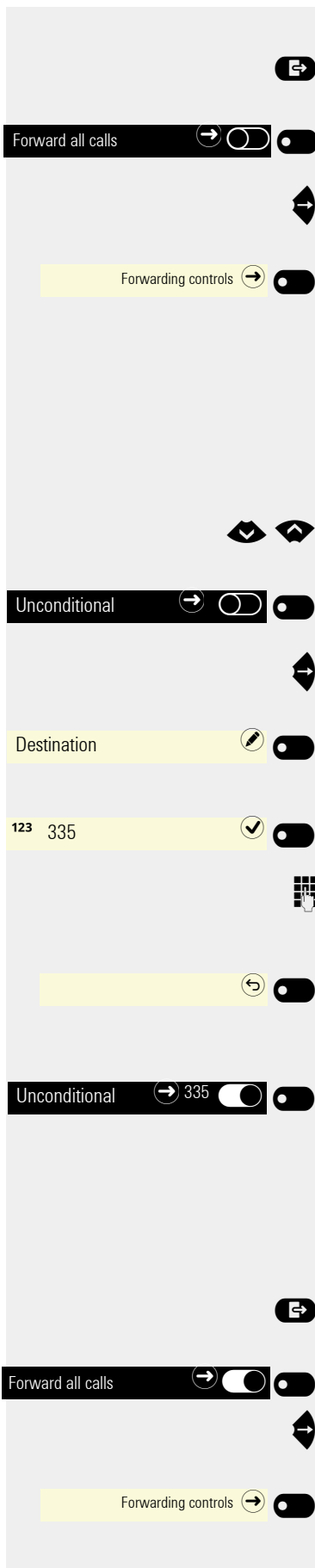
Enter/change the destination phone number. Confirm your input with the Softkey.

or



Confirm a preset destination with the Softkey.





Managing call forwarding

Open the Presence menu.

Open the "Forward to" menu.

Open the Forwarding controls menu.

Three types of call forwarding are offered in the Forwarding menu:

- Unconditional
- Busy
- No reply (after xs)



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

Select the forwarding type.

Here for instance Unconditional.

And open it.

Open the editor (→ page 21).

The input field is displayed.

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

Exit the menu for entering the destination.

Activate call forwarding if appropriate with the Softkey.

Copying and pasting destination phone numbers

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

Open the Presence menu.

Open the "Forward to" menu.

Open the Forwarding controls menu.



Select the forwarding type.

Here for instance Unconditional.

And open it.

Open the input field with the Softkey (→ page 21).

The input field is displayed.

Copy the content of the input field with the Softkey.

Exit the editor with the Softkey.

Return to the Forwarding menu with the Softkey.

Select the forwarding type.

Here for instance Busy.

And open it.

Open the input field with the Softkey (→ page 21).

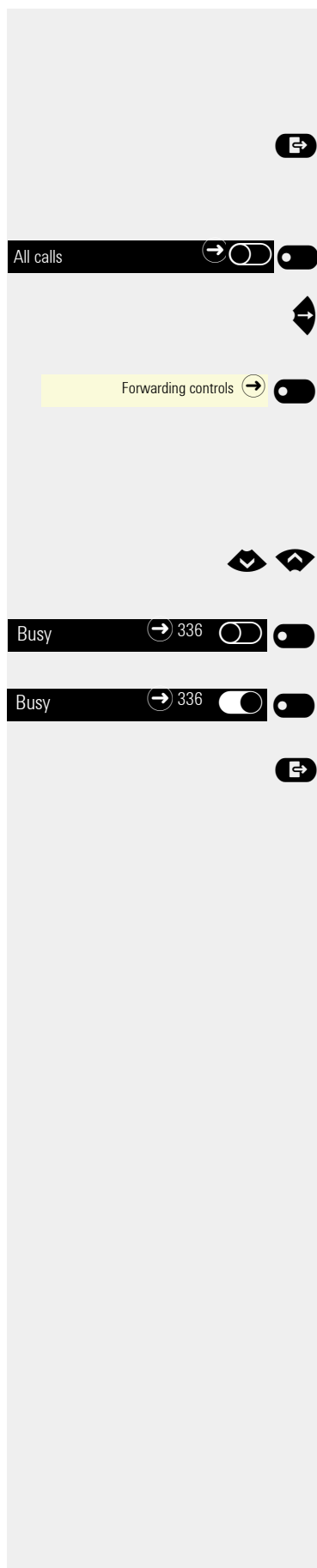
The input field is displayed.

Select Paste.

Paste the contents of the clipboard using the Softkey.

Conclude your input with the Softkey.

Save the changes with the Softkey and switch to the Forwarding menu.



Activating/deactivating call forwarding

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

Open the Presence menu.

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

Open the "Forward to" menu.

Open the Forwarding controls menu.

Three types of call forwarding are offered in the Forwarding menu:

- Unconditional
- Busy
- No reply (after xs)

Select the forwarding type.

Forwarding type Busy is disabled.

Activate with the Softkey.

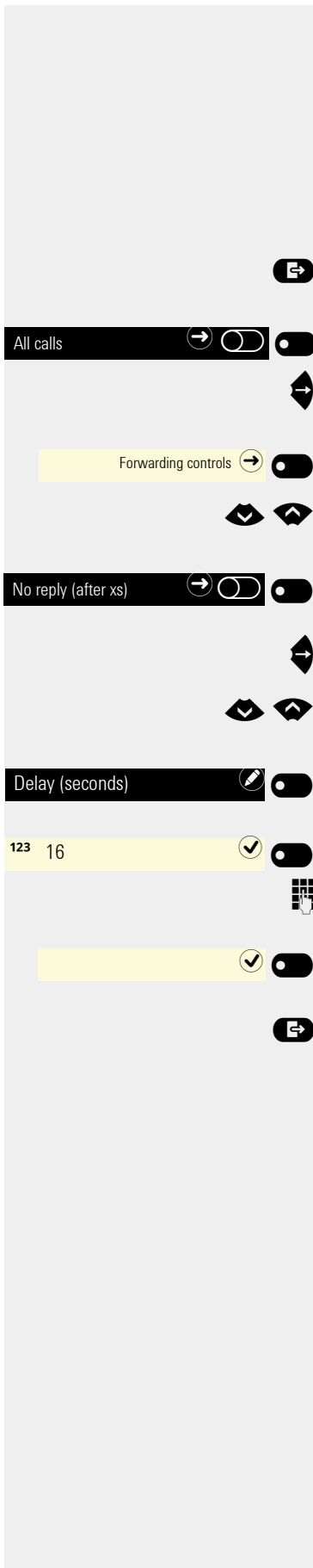
Exit the Presence menu.

Defining the ring duration before call forwarding on no reply

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



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



Open the Presence menu.

Open the "Forward to" menu.

Open the Forwarding controls menu.

Select the forwarding type.

Here for instance No reply (after xs).

And open it.

Select Set delay (seconds).

Open the input field with the Softkey (→ page 21).

The input field is displayed.

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

Save your input. The new time is displayed.

Exit the Presence menu if appropriate.

Call forwarding chain

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

The following forwarding information is shown on your telephone's display:

- Who is calling.
- Who forwarded first or last.
- The reason for the forwarding is displayed by an icon.

You can set whether the subscriber who forwarded first or last is displayed (see → page 78).

Programmable keys

You can assign a series of functions for the phone to programmable keys on the OpenScape CP 400 and an additional OpenScape Key Module 400 to suit your requirements. The OpenScape Key Module 400 comes with 16 keys, in the same way as the OpenScape CP 400, all of which can be programmed on two separate levels → page 37. The keys can also be programmed conveniently via the web interface → page 162.

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

List of available functions

- | | |
|---|-----------------------|
| 1. Unallocated | 21. Deflecting |
| 2. Selected dialling | 22. Shift |
| 3. Redial | 23. Conference |
| 4. Forward all calls | 24. Headset |
| 5. Forward no reply | 25. Do not disturb |
| 6. Forward busy | 26. Group pickup |
| 7. Forwarding: all calls | 27. Repertory dial |
| 8. Forwarding: internal calls | 28. Directed pickup |
| 9. Forwarding: external calls | 29. Release |
| 10. Forwarding busy: all calls | 30. Callback |
| 11. Forwarding busy: internal calls | 31. Cancel callbacks |
| 12. Forwarding busy: external calls | 32. Consult |
| 13. Forwarding no reply: all calls | 33. Call waiting |
| 14. Forwarding no reply: internal calls | 34. Immediate ring |
| 15. Forwarding no reply: external calls | 35. Vorschau |
| 16. Ringer off | 36. Anwendung starten |
| 17. Hold | 37. Call recording |
| 18. Alternate | 38. Built in fwd |
| 19. Blind transfer call | 39. Pause callbacks |
| 20. Transfer call | 40. Resume callbacks |

Programming a key

Initiating programming

Directly via the key

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



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

Press the Softkey to open the programming.

Via the user menu

You can also program keys via the user menu.

Press the key shown if appropriate.

Open using the Softkey.

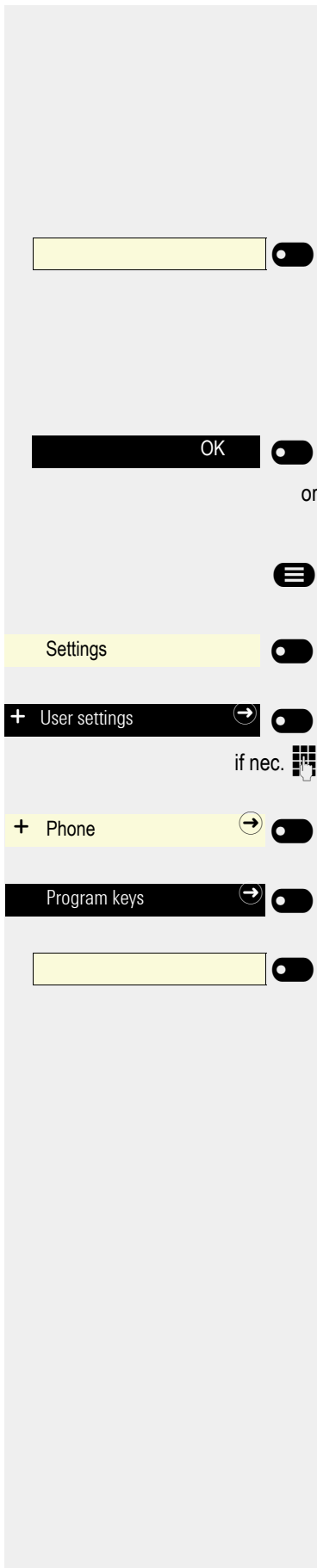
Open using the Softkey.

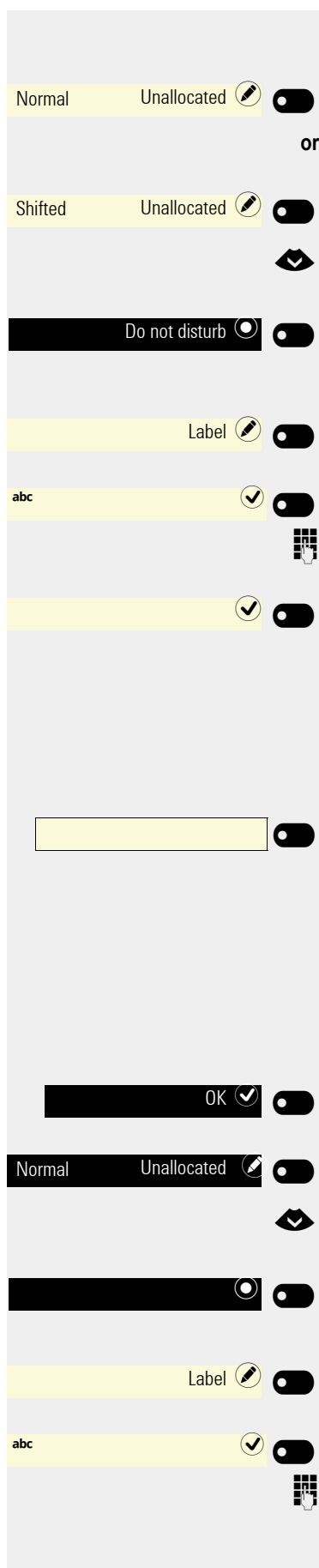
Enter and confirm the User password.

Open using the Softkey.

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

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





Beginning programming

Open using the Softkey.

Open using the Softkey.

Choose the function to be programmed on the key.

Confirm with the Softkey to set the function, for example Do not disturb.
If you do not want to accept the standard label for the function:

Open using the Softkey.

The input field is displayed.

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

Save the programming with the Softkey.

Programming enhanced functions

Selected dialing

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



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

Confirm with the Softkey.

Open using the Softkey.

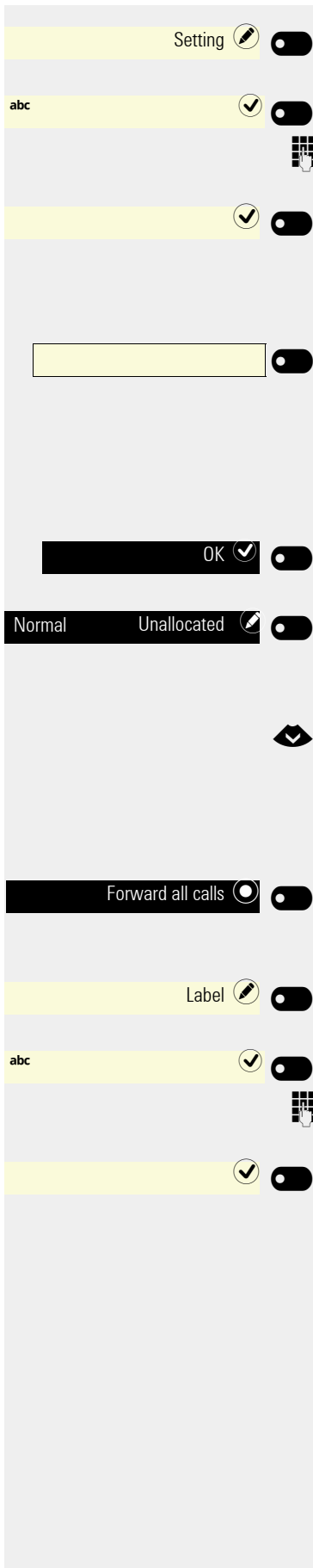
Choose the function to be programmed on the key.

Confirm with the Softkey to set the function. If you do not accept the standard label for the function, rather use the name of the subscriber:

Open using the Softkey.

The input field is displayed.

Enter the label you want and confirm with the Softkey.



Use the Softkey to open the input field for the destination phone number.

The input field is displayed.

Enter the subscriber's destination phone number and confirm with the Softkey.

Save the programming with the Softkey.

Configuring a fixed forwarding key

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



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

Confirm with the Softkey.

Open using the Softkey.

Call forwarding depending on the forwarding type

Choose one of the forwarding types to be programmed on the key:

- Forward all calls
- Forward no reply
- Forward busy

Confirm with the Softkey to set the call forwarding type.

If you do not want to accept the standard labeling:

Open using the Softkey.

The input field is displayed.

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

Save the programming with the Softkey.

Using keys

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

Press "Shift" if appropriate to switch level.

Example 1: Calling saved number

Prerequisite: The idle menu is shown on the display.

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

Example 2: Activating/deactivating Call waiting

You can press a key to activate or deactivate call waiting functionality, even during a call. The prerequisite for this is that a second call is permitted (→ page 81). A second call is allowed by default.

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

Example 3: Holding and retrieving

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

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

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

Example 3: Immed ring

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

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

Shift



Party



Call waiting



Hold



Hold



Immediate ring



Resetting keys

Here you can reset keys you configured back to factory settings (see also → page 152).

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

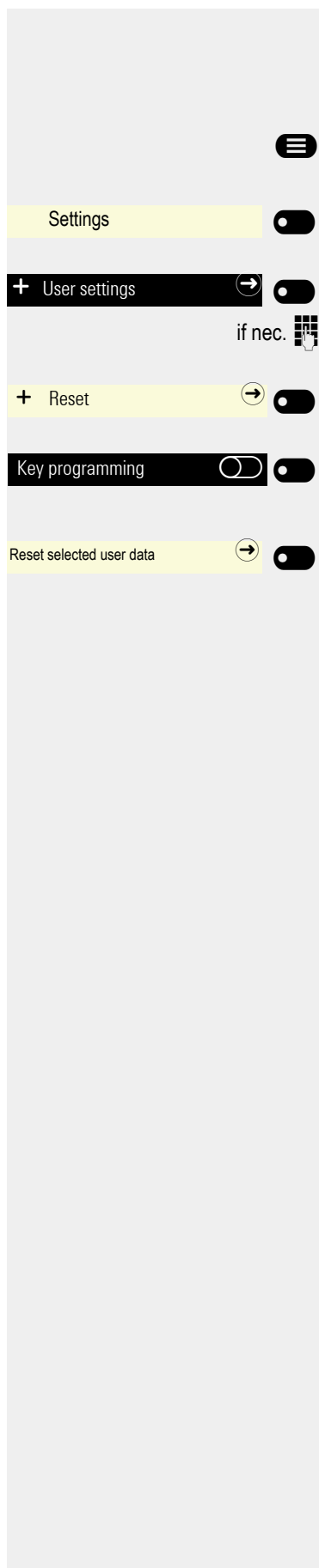
Open using the Softkey.

Activate with the Softkey if appropriate if you really want to delete the contents of the programmed keys.

Select the Softkey to delete the key programming **immediately**. The contents of the keys you configured are deleted.



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



Enhanced phone functions

Incoming calls

Rejecting a call

You can reject an incoming call.

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

Press the Softkey. The caller hears a busy signal.



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

Deflecting a call

Using call deflection

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

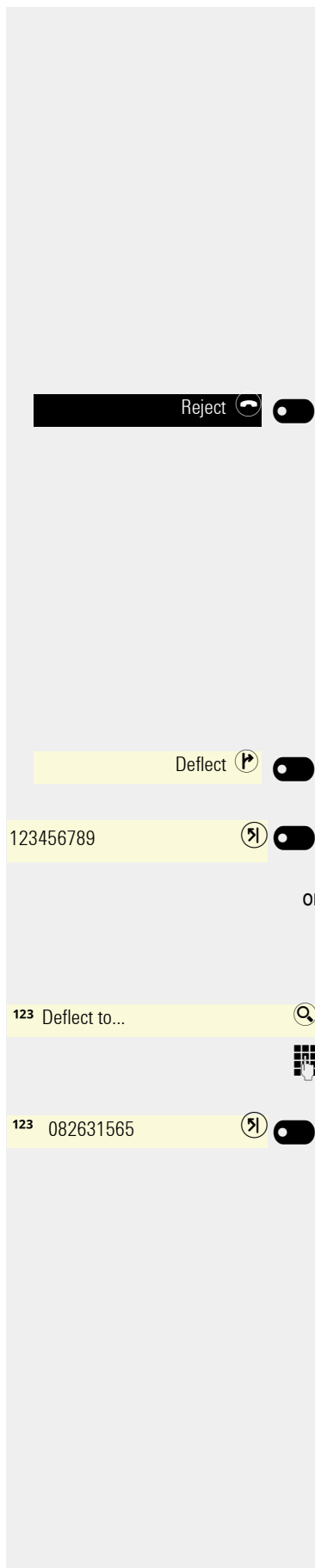
Press the Softkey. The conversations view is opened.

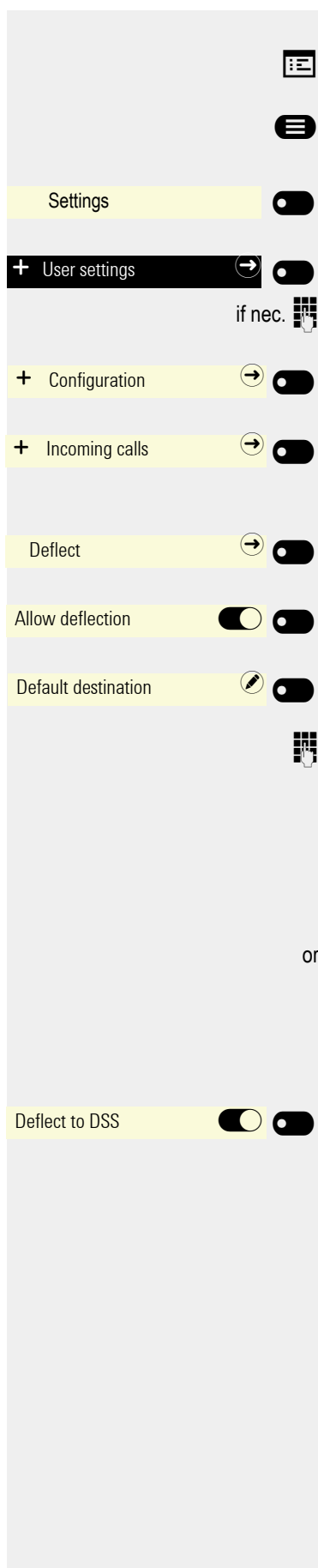
If a destination phone number is programmed, it will appear as the top entry in the list → page 77. Press the Softkey to dial this number.

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

Enter the alternative phone number.

Confirm with the Softkey. The call is deflected.





Permitting call deflection

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

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.

Activate with the Softkey.

Open the setting by selecting the Softkey.

Enter the phone number to which the subscriber is to be deflected and confirm (see → page 21).



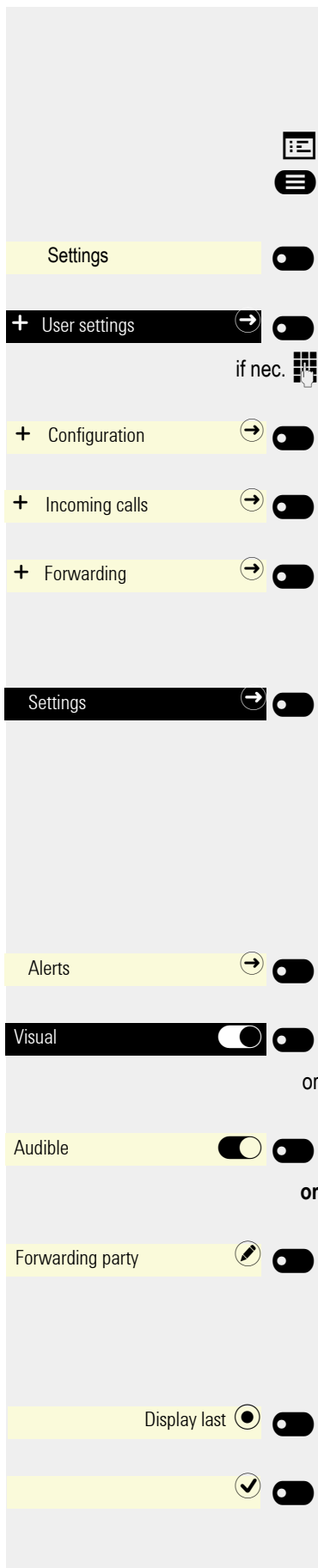
Entering a destination phone number is not mandatory when call deflection is active. To forward a call, you will be prompted in the case of the unsaved destination phone number to enter a destination number or select a corresponding subscriber from the conversations list.

Deflecting to a DSS number

A call can be deflected to a direct station selection (DSS) subscriber using the DSS key, if the key is configured and the deflect function is activated by your administrator → page 107.



Information only, as set by the administrator: on or off.



Configuring call forwarding

 You can also enter the call forwarding settings via the "Presence" key (→ page 65).

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

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.

Configuring call forwarding

Open using the Softkey.

For a description of the settings, see section "Standard call forwarding" → page 64.

Setting alerts

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

Open using the Softkey.

Enable or disable using the Softkey.

Enable or disable using the Softkey.

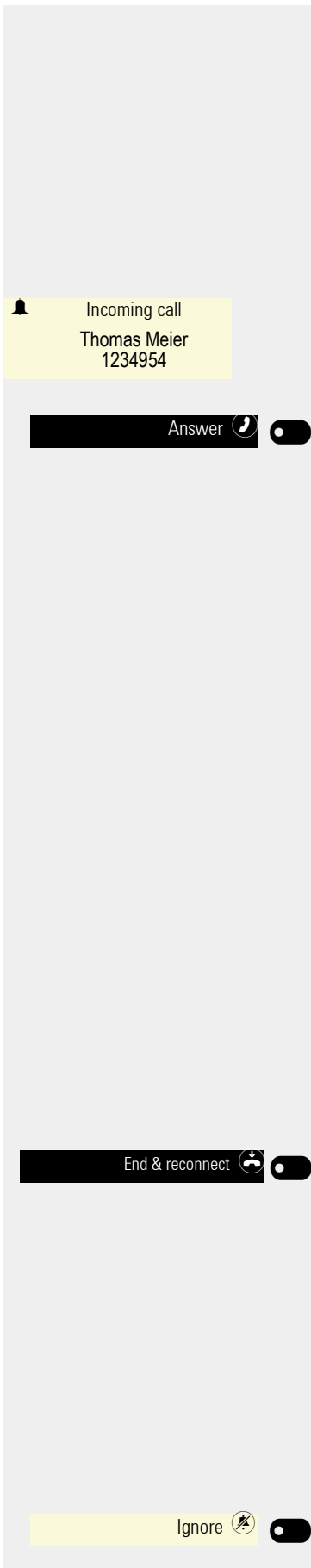
Open with the Softkey. The current setting is displayed.

You will be offered the following options:

- Display last
- Display first

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

Save all settings with the Softkey.



Call waiting (second call)

You can accept a second incoming call in the course of an ongoing call. The caller hears the on-hook signal while you hear a call-waiting signal tone. You can reject, forward or accept the second call. You can block the second call or the signal tone → page 81.

Answering a second call

Prerequisite: You are conducting a call and call waiting is allowed → page 81.

The phone rings. The caller is displayed.

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

You can still

- toggle between the first and second call or
- put on hold and retrieve the second and first call alternately → page 62 or
- initiate a conference

Consultation call from second call

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



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

From a consultation call in the second call you can

- initiate a conference
- toggle between the second call and a consultation call
- put on hold and retrieve the second and consultation call successively → page 62
- transfer a call
- disconnect the calls again

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

Disconnecting the second call

Press the Softkey. The call to this subscriber is disconnected and the call to the first subscriber is reconnected.

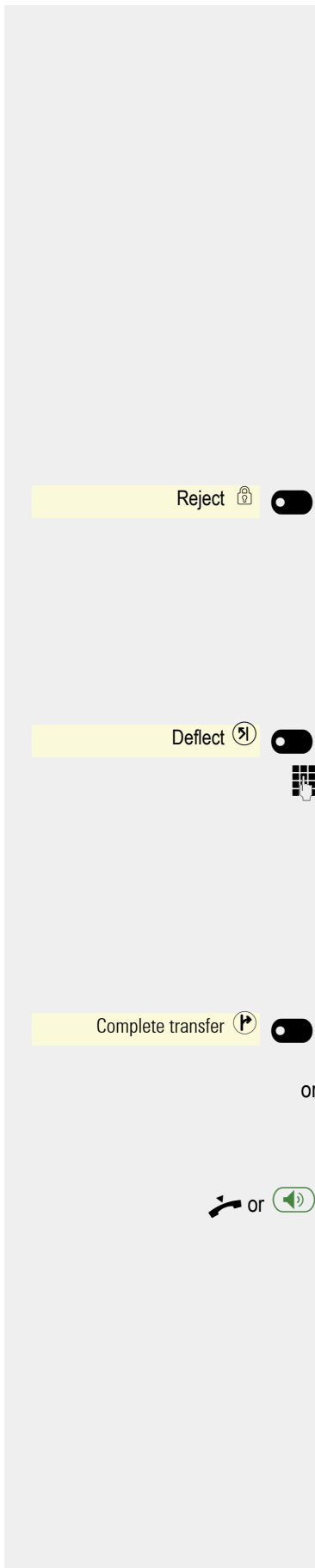
Ending the second call End & reconnect by hanging up

If you or the second call partner hangs up, you will be prompted to retrieve the first call again if "Hold and hang-up" is disabled (→ page 52). Otherwise, the first call will remain on hold until you receive this prompt after a defined time interval.

Ignoring the second call

Prerequisite: You are conducting a call and call waiting is allowed → page 81.

Press the Softkey.



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

While the ignored second call continues to wait, from the active call you can:

- initiate a consultation call
- initiate a conference
- toggle between the consultation call and your call partner
- transfer a call

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

Rejecting a second call

Prerequisite: You are conducting a call and call waiting is allowed → page 81.

Press the Softkey.

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

Deflecting a second call

Prerequisite: You are conducting a call and call waiting is allowed → page 81.

Press the Softkey.

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

The second call is deflected to the destination specified.

Connecting parties

Prerequisite: You have answered the second call.

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

Connecting by hanging up

Prerequisite: Connecting by hanging up is activated (ask your administrator) and "Toggle associate" must be enabled (→ page 82).

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

Allowing call waiting



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

Prerequisite: The option was programmed by your administrator.

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

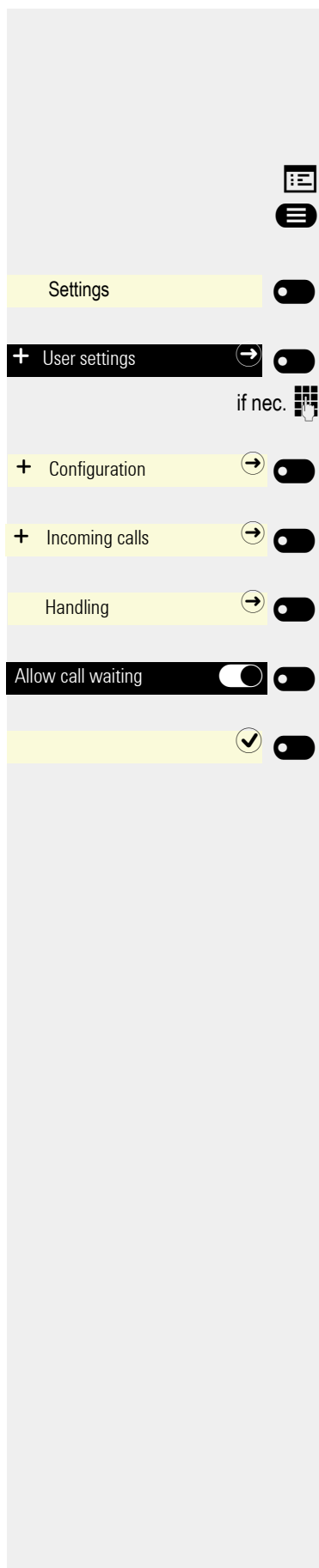
Open using the Softkey.

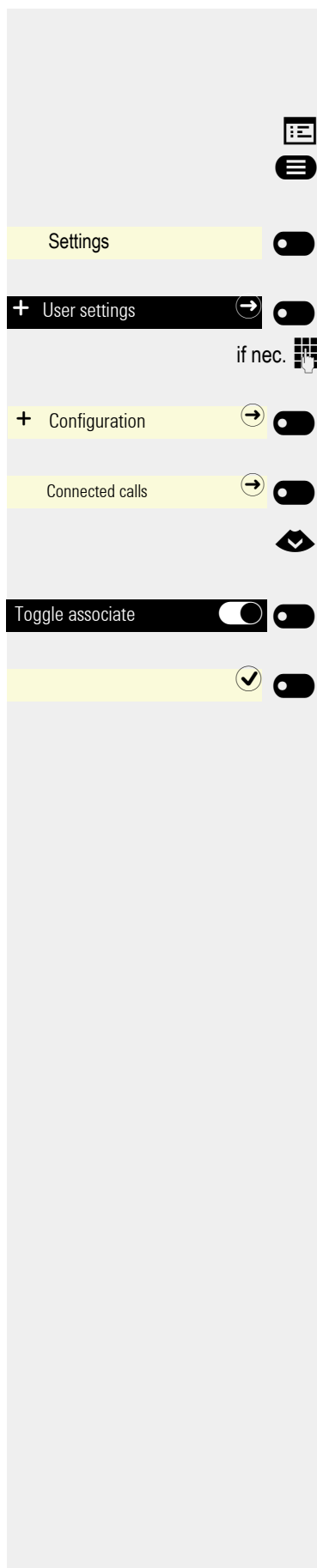
Open using the Softkey.

Enable or disable using the Softkey.

Save the setting with the Softkey.

Assuming **Allow call waiting** is activated, you can toggle a configured key to switch call waiting on/off (→ page 74).





Connecting subscribers by hanging up

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

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Switch to "Toggle associate".

Enable or disable using the Softkey.

Save the setting with the Softkey.

Transferring a call

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

Blind transfer

Prerequisite: You are conducting a call. The "Allow call transfer" and "Transfer on ring" options are allowed → page 84.

Press the Softkey.

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



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

Transferring with consultation

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

Prerequisite: You are conducting a call. The options "Allow call transfer" and "Transfer on ring" are allowed → page 84.

Press the Softkey.

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

Announce the call you want to transfer.

Press the Softkey.

If the party does not answer:

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

Press the Softkey.

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

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

Transfer 



Consult 



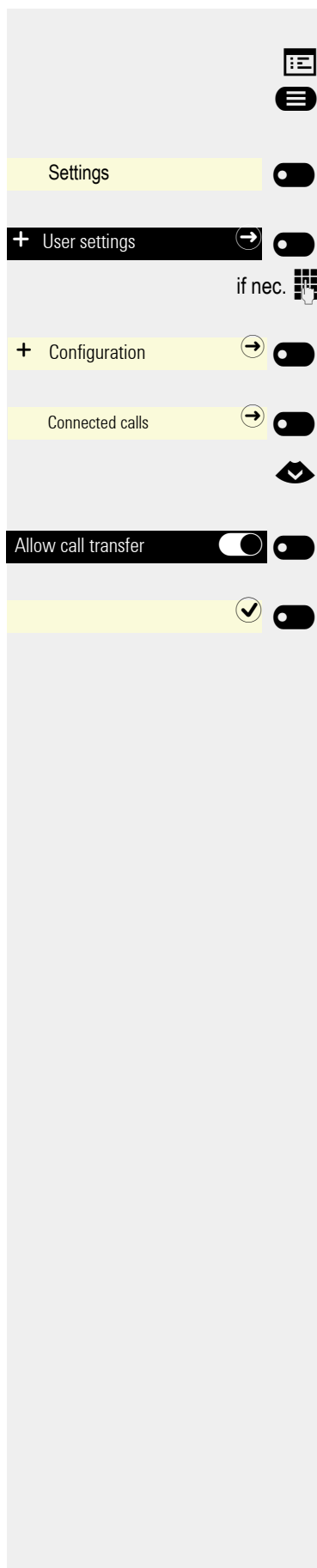
Complete Xfer 



Complete transfer 



or



Allowing call transfer

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

if nec.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Switch to Allow call transfer.

Enable or disable using the Softkey.

Save the setting with the Softkey.

CTI calls

Beep on auto-answer

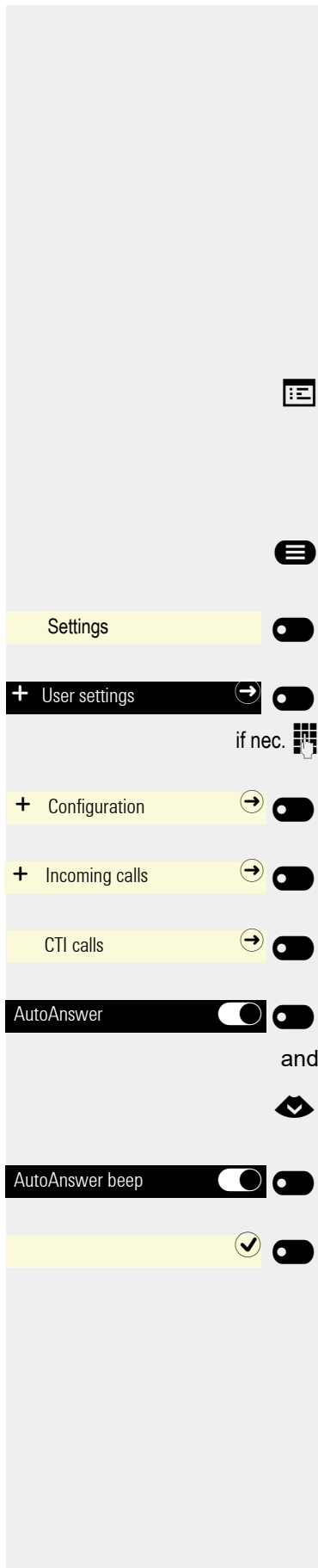
When you dial a number with a CTI application (e.g. Outlook) and auto-answer is activated, the phone switches automatically to speakerphone mode. If auto-answer is deactivated, the phone first rings and you have to press the loud-speaker key or lift the handset in order to set up the call. This setting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

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

You can also configure this setting via the WEB interface → page 162.



The option was programmed by your administrator.



Press the key shown if appropriate.

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.

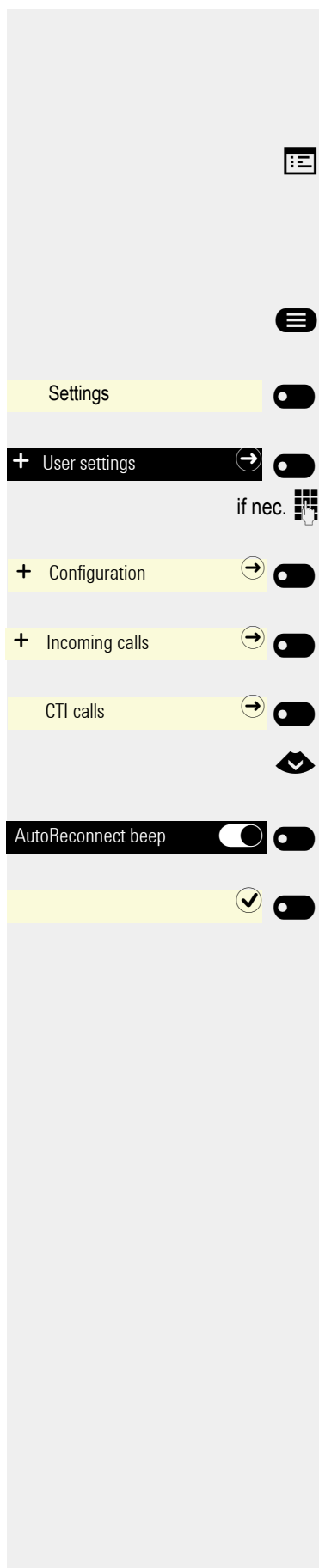
Enable or disable using the Softkey.

and

Switch to AutoAnswer beep.

Enable or disable using the Softkey.

Save the setting with the Softkey.



Beep on auto-reconnect

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

You can also configure this setting via the WEB interface → page 162.



The option was programmed by your administrator.

Press the key shown if appropriate.

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.

Switch to AutoReconnect beep.

Enable or disable using the Softkey.

Save the setting with the Softkey.

Making calls

Dialing with the selected dialing key

You can program frequently used phone numbers on programmable keys → page 70. If you press a selected dialing key, the associated contact or phone number is displayed and the connection is set up.

Prerequisite: A function key for selected dialing is programmed → page 70.

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

Dialing from conversations

The conversations list contains:

- Dialed, received and missed calls
- Subscribers from Circuit (if activated)
- Subscribers from Exchange (if activated)
- Subscribers from the corporate directory (if already activated by the administrator)

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

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

or search by entering the phone number or name.

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

or

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



Using autodial delay

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

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

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

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



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

Settings for autodial delay

You can also configure this setting via the WEB interface → page 162.



The setting does not affect automatic emergency number dialing.

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

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

The current setting is displayed. Open using the Softkey.

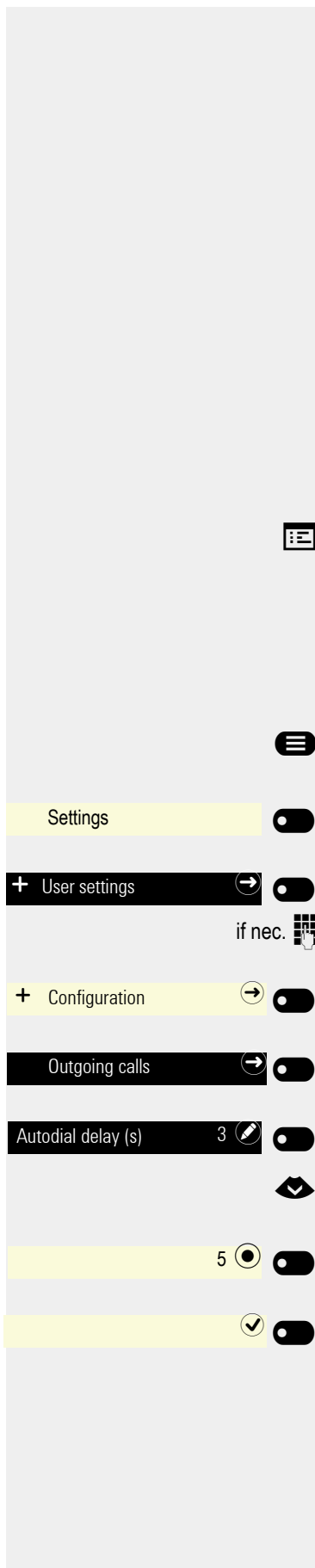
Select a new time.

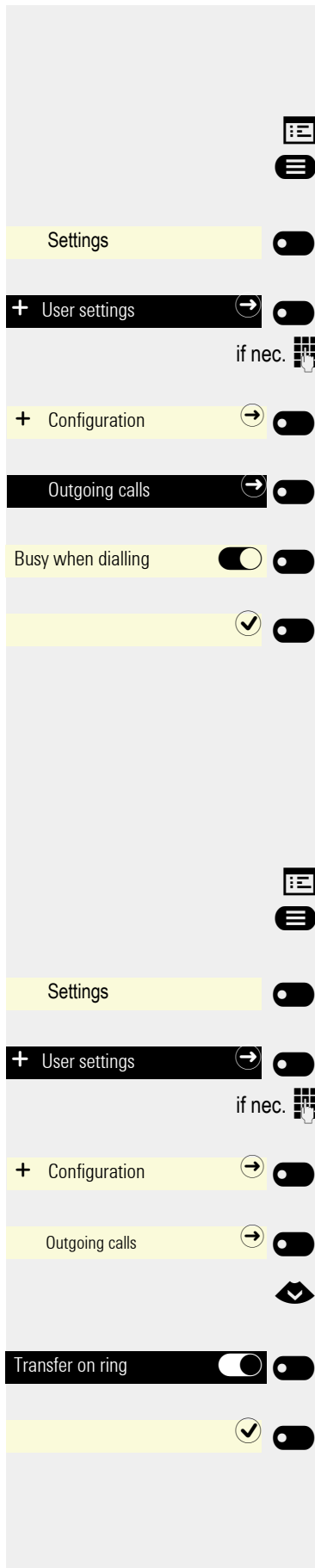
Confirm with the Softkey to set the new time.

Save the setting by selecting the Softkey.



Automatic dial delay does not work if you are using a dial plan and Immediate ring is configured (see → page 90). The number is automatically dialed as soon as the string entered matches an entry in the dial plan.





Allowing Busy when dialling

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

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Enable or disable using the Softkey.

Save the setting with the Softkey.



This setup option can also be found in the "Incoming calls" > "Handling" menu.

Allowing Transfer on ring

If this option is allowed, you can activate call transfer by replacing the handset even before the called party answers.

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

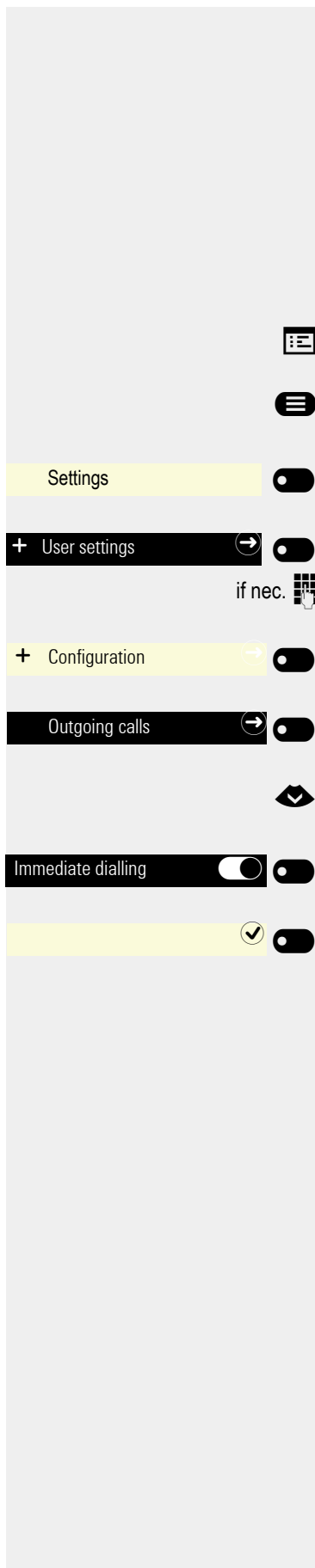
Open using the Softkey.

Open using the Softkey.

Switch to Transfer on ring.

Enable or disable using the Softkey.

Save the setting with the Softkey.



Immediate dialling

Immediate dialling should only be activated if your administrator has configured and approved a dial plan.

Immediate dialling is deactivated by default. For this reason after entering the number you must either confirm the "Immediate dialling" option or wait until the dial delay expires to set up the connection. If **Immediate ring** is configured, your call is automatically dialed as soon as the string entered matches an entry in the dial plan.

Activating or deactivating immediate dialling

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Select the "Immediate dialling" function.

Activate with the Softkey.

Save the setting by selecting the Softkey.

Dialling using the hot or warm line function



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

If you lift the phone's handset or press the loudspeaker key,

- immediately in the case of a hot line or
- after a defined period of time in the case of a warm line, a number specified by you is dialed immediately.

Examples:

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

Callback

You can request a callback if the subscriber called is busy or if nobody answers. You receive a callback when the other party's line becomes free.

 This option is only available if both you and your administrator have activated the function (→ page 92).

 On multi-line telephones → page 98, only the callback requests for your primary line are logged.

Requesting callback

Prerequisite: The subscriber called is busy or nobody answers.

Press the Softkey.

Deleting callback requests

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

Prerequisite: A callback was requested.

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

Responding to a callback

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

Accepting a callback

Press the Softkey.

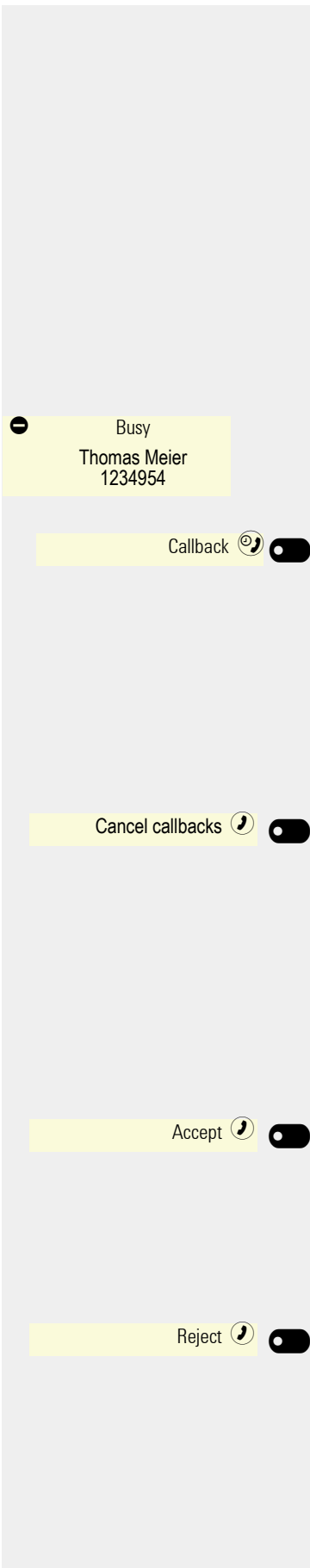
Rejecting a callback

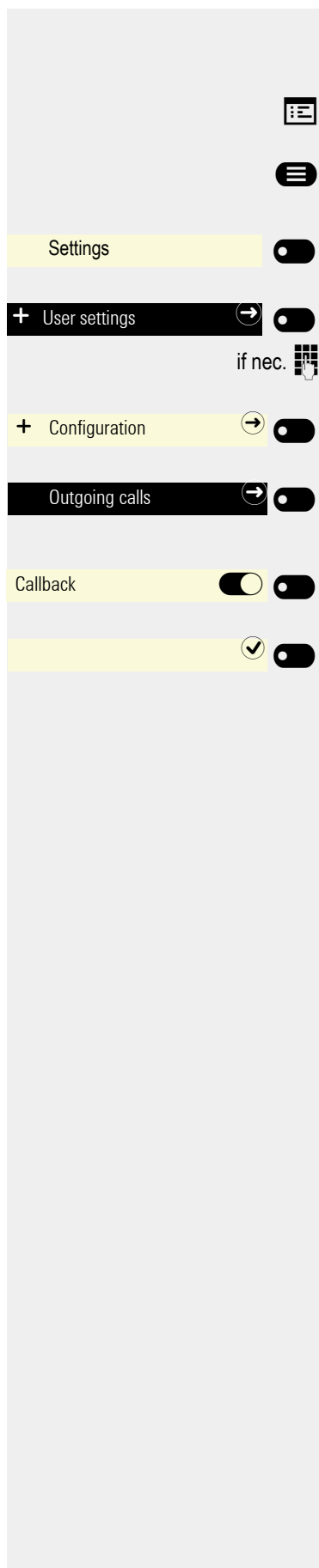


The Reject function is approved by the administrator.

Press the Softkey.

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





Permitting a callback

Prerequisite: The Callback function is approved by the administrator.
You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Activate with the Softkey.

Save the setting by selecting the Softkey.

Setting up conversations

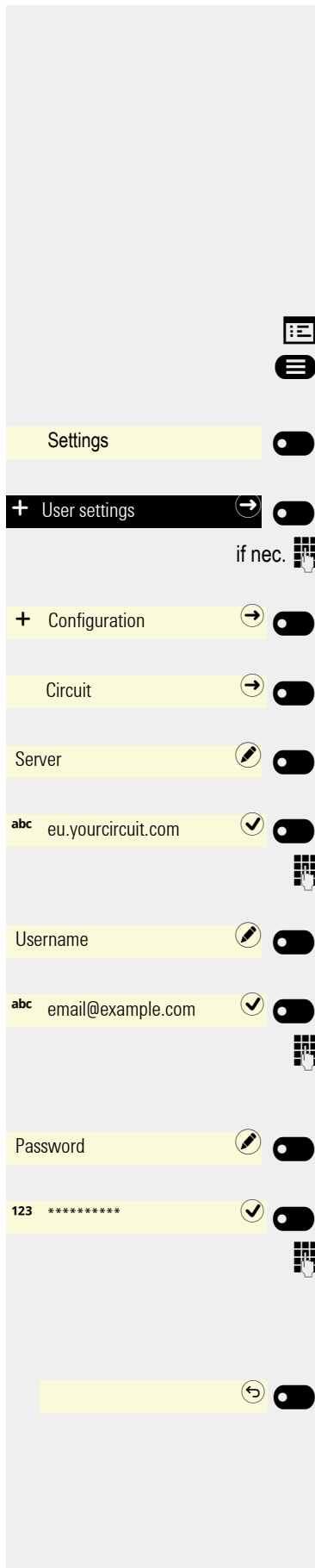
The content of conversations is determined by assigned subscriber lists. You can assign the content of Circuit or the local entries from Exchange and the caller list in conversations. Activating Circuit excludes Exchange and the local caller list.

Activating Circuit

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

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.



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 Circuit server and conclude your input with the Softkey.

Open using the Softkey.

The input field is displayed.

Enter your e-mail address used for Circuit and conclude your input with the Softkey.

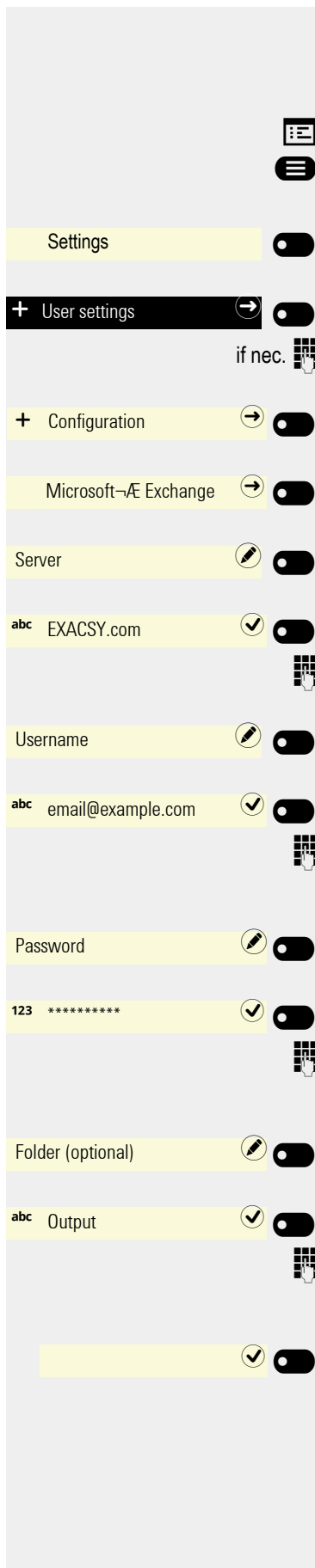
Open using the Softkey.

The input field is displayed.

Enter your password used for Circuit and conclude your input with the Softkey.

If your details are correct, conversations are switched immediately to the Circuit subscriber list.

Exit the menu.



Adjusting Exchange

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

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

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 ActiveSync 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.

Conference

Local conference

This type of conference is also referred to as a three-party conference. It involves up to three participants.

Prerequisite: You are conducting a consultation call → page 60 or have accepted a second call → page 79 and the conference function is allowed → page 96.

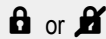
Initiating a local conference

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

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

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

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



Start conference



Participants



User



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

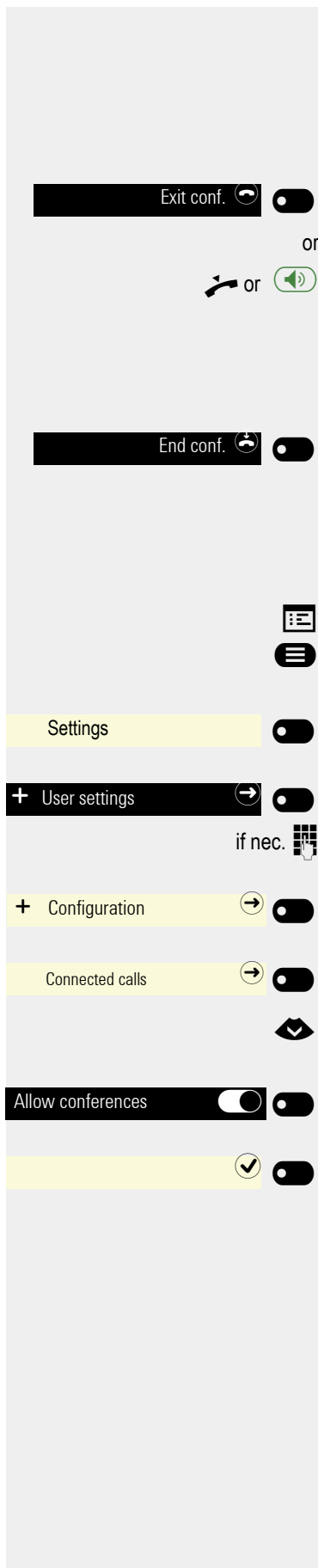
Querying information on subscribers

Press the Softkey to display the subscribers.

Select the subscriber.

The subscriber is busy.

Open the subscriber information.



Ending a local conference

Allowing call partners to continue a conference after you exit

Prerequisite: The function "Allow joining in a local conference" (→ page 97) was activated.

Press the Softkey.

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

Disconnecting a party

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

Allowing a local conference

This option allows or blocks the "Local conference" function.

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Switch to Allow conferences.

Enable or disable using the Softkey.

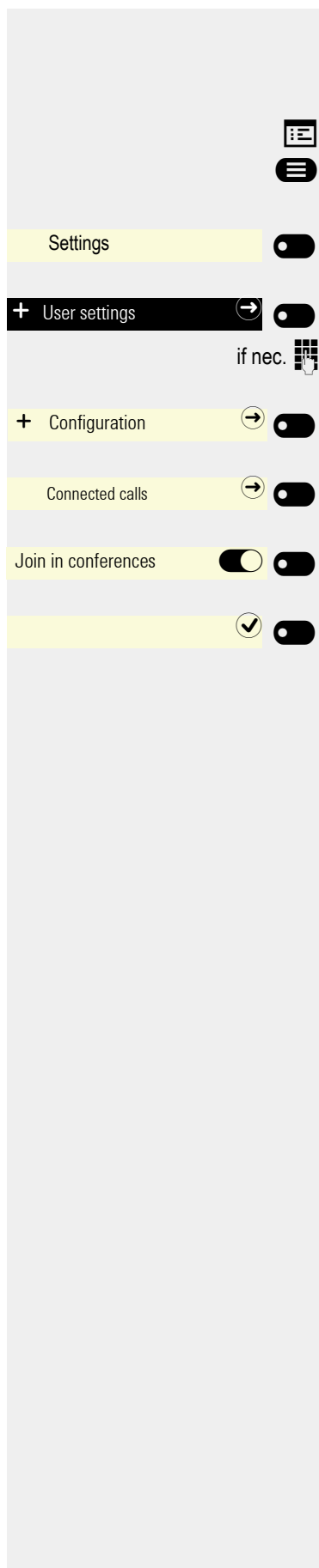
Save the setting with the Softkey.

Allowing joining in a conference

You can use this option to decide whether or not your call partners are allowed to join calls after you exit the conference call.

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.



Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Enable or disable using the Softkey.

Save the setting with the Softkey.

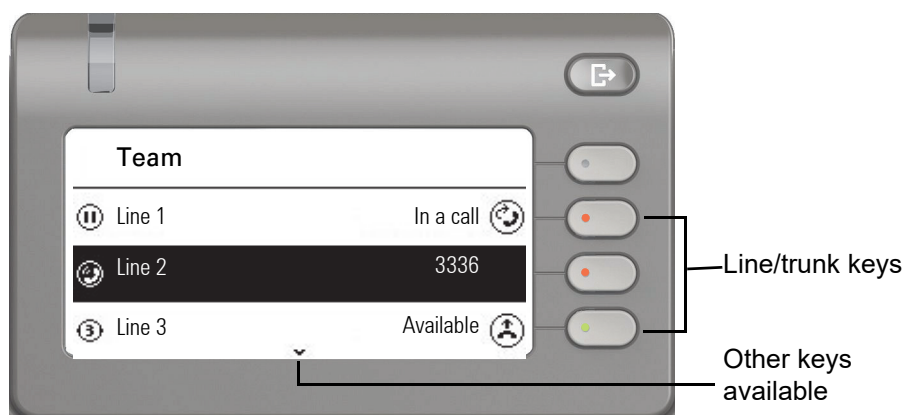
MultiLine

The next section describes the settings for a MultiLine phone and how to use a MultiLine phone. To simplify understanding, we recommend first reading the Section "Operating your OpenScape Desk Phone CP400 (→ page 27)". Refer to → page 111 for a detailed description of the settings.

Line/trunk keys

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

The Team menu could look as follows for example:



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

Each key that is assigned the function "line" corresponds to one line. This means up to 16 lines can be configured on the function keys of the OpenScape Desk Phone CP400.

A distinction is made here between primary, secondary and phantom lines. Each of these line types can be used on a private or shared basis → page 99.

Primary line

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



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

Secondary line

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

Phantom line

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

Line utilization

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

The status of a line can be identified in the Team menu by the icons and the color of the LEDs on the line keys → page 98:

LED displays

LED	Meaning
	LED off: The phone is in idle mode.
	Flashing green: • Incoming call on the line → page 100 • "Hold reminder" is activated → page 50
	LED flickering green: • Outgoing call on the line • The incoming call was prioritized and selected in accordance with the "Automatic line selection for incoming calls" option
	Flickering: The line is on "Hold".
	Flashing: Call forwarding is activated.
	LED lights green: The line is busy.
	LED lights orange: The line is on "Hold".

Incoming calls

Answering calls for the primary line

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

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

Press the Softkey and use speakerphone mode.

Lift the handset. You have answered the call.

Answering calls for a secondary line

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

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

Using the handset

Lift the handset.

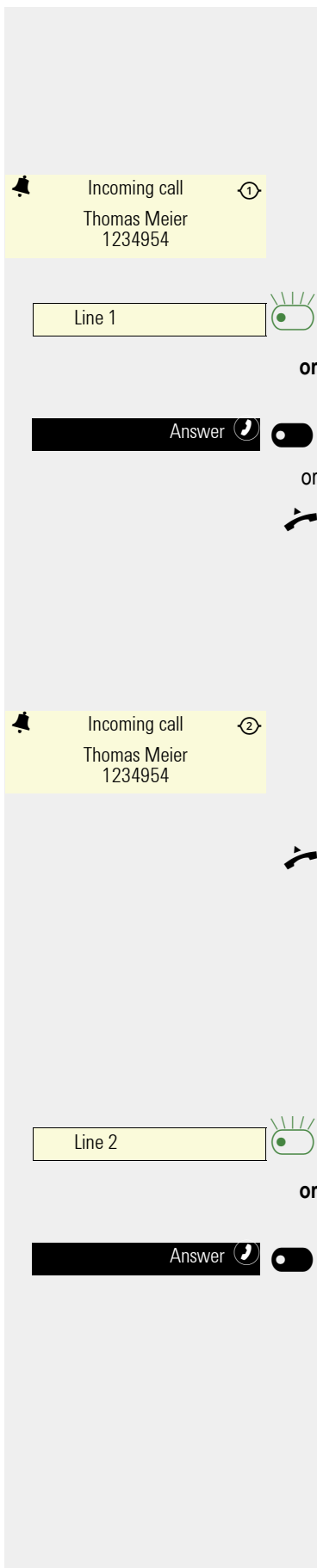
You have answered the call.

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

Using the line keys

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

Press the Softkey and use speakerphone mode.



Making calls

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



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



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

Manual line seizure

Lift the handset or press the speaker key or headset key.

Using a function key

Press the required line key.

The input field in Conversations opens.

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

Calling from the Team menu

Press the key to select a different line.

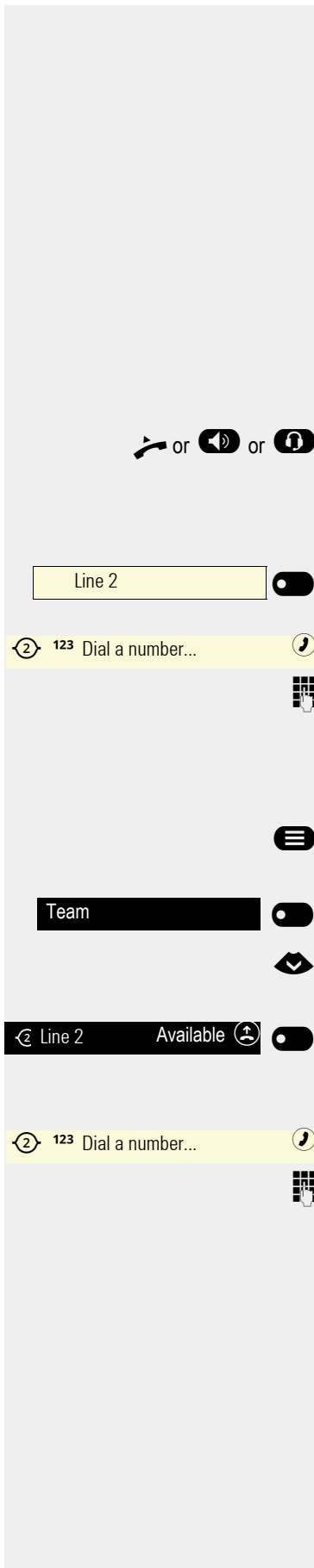
Open using the Softkey.

Select the required line.

Select and confirm the required line (e.g. line 2).

The input field in Conversations opens again.

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





Automatic line seizure



Your administrator has configured automatic line seizure.

Lift the handset or press the speaker key or headset key.

The input field for the fixed line opens.

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

Dialing the last dialed number

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

Lift the handset or press the speaker key or headset key.

Press the required line key.

Press the key to select a line.

Open using the Softkey.

Select the required line.

Confirm line 2 for example.

Press the function key¹. The connection is set up.

Forwarding calls for the primary line

Call forwarding can only be activated for the primary line. Which call forwards are possible and how they are configured and activated can be found from → page 64.

Call forwarding information



Your administrator has activated "Forwarding shown".

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

Call from x forwarded to x

1. Please note the information in relation to the call log → page 59.

During calls

Making and receiving calls on a single line

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

- Number redial → page 59
- Consultation → page 60
- Toggle/Connect → page 62
- Callback → page 91
- Hold → page 49
- Call waiting (second call) → page 79
- Transfer call → page 83
- Conference → page 95

Functions available exclusively for the primary line:

- Voicemail → page 56
- Forward calls → page 64
- Do not disturb → page 119

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

Making and receiving calls with multiple lines

The following description is based on the lines configured on the function keys. The lines in the Team menu are used accordingly → page 98.

Accepting a waiting call

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

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

Conduct call on line 1.

Press line key for line 2.

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

 All multi-line users that share the line on which the call is being held → page 99 can now pick up the held call. To prevent other users from answering the held call, you must place the call on "Consultation" hold → page 60.

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

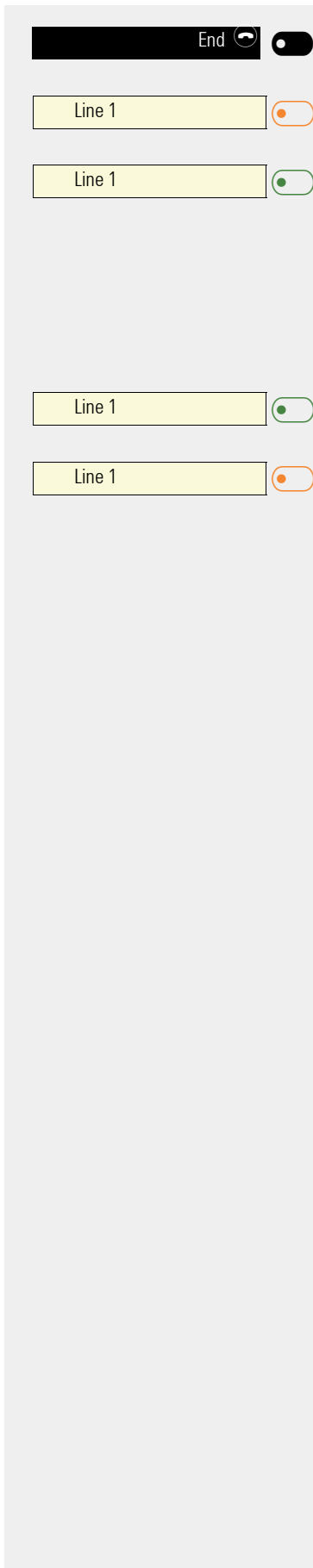
Conduct call on line 2.

Line 1 

Line 2 

Line 1 

Line 2 



Press the Softkey to end line 2.

Press line key for line 1.

Retrieve call on line 1.

Putting a line on hold

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

Prerequisite: You are conducting a call.

Press line key 1.

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

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

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



The LED display → page 99 indicates that the call is on hold to other multi-line telephones where this line is also configured. These phones can then pick up the call.

Lines with hot or warm line function



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

The function is activated when on

- the primary line
you lift the phone's handset or press the line or loudspeaker key
- the secondary line
you press the line key.

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

Examples:

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

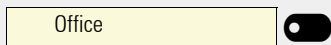
Direct station selection keys

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

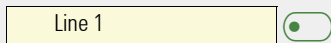
Calling a subscriber directly

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

With default outgoing line

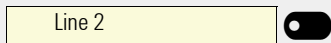


Press the relevant DSS key. The key label switches to show the phone number of the outgoing line.

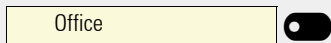


The line key illuminates. The connection was established via the selected outgoing line.

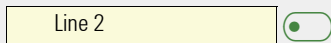
Selecting the outgoing line



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



Press the relevant DSS key.



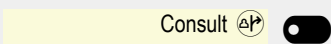
The selected line key illuminates. The connection was established via the selected line.



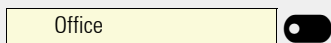
The administrator can configure the DSS key so that the connection is also established when the DSS subscriber has activated do-not-disturb or call forwarding.

Consultation with the DSS subscriber

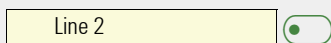
Prerequisite: You are conducting a call and the administrator has configured the DSS key for consultation.



Press the Softkey. The input field in conversations opens.



Press the relevant DSS key.



The connection was established via the active line. The first call is placed on "hold". If the subscriber answers, you can toggle, transfer the first call or initiate a conference.



If the administrator has configured transfer instead of consultation, you can only transfer the current call to the DSS subscriber.

Call pickup

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

Indirect pickup

Prerequisite: The auto-answer function is deactivated → page 85.

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

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

Rejecting a call

Prerequisite: Your administrator enabled the Reject option for DSS keys and deactivated Auto-answer → page 85.

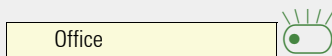
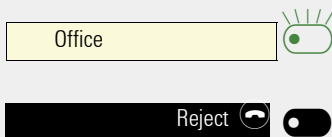
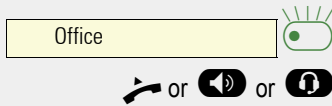
Press the DSS key. The call is routed to your primary line and rings.

Press the Softkey. The caller hears a busy signal.

Direct pickup

Prerequisite: The **auto-answer** function is activated → page 85.

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



Deflecting a call to a DSS subscriber

Prerequisite: The deflect function is enabled for DSS keys. For information on the current setting, see → page 77.

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

Your phone rings and a line key flashes.

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

LED display on DSS keys

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

Line 3



Office



Making calls in an executive/secretary team

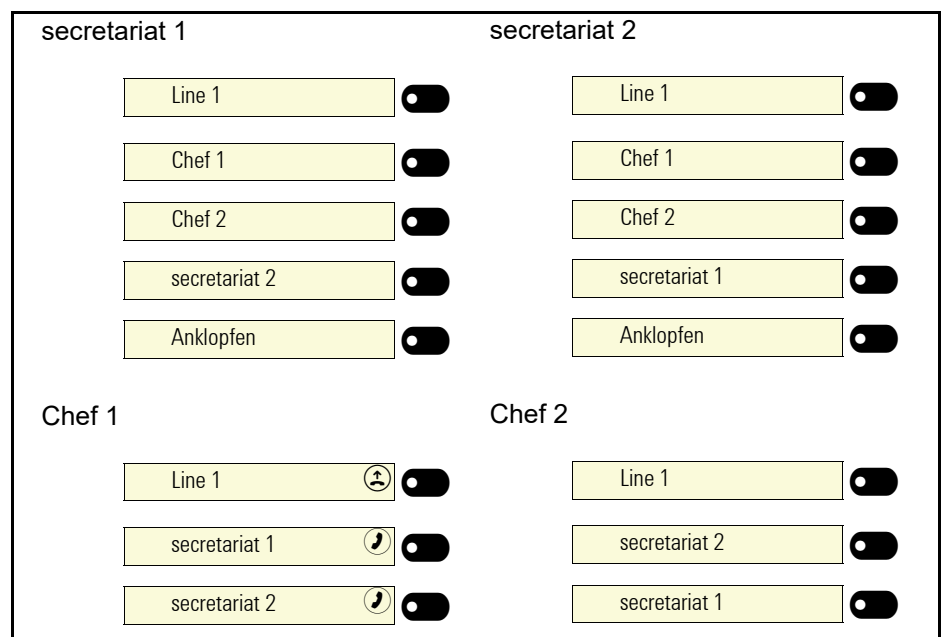
-  An executive-secretary team is configured by the relevant administrator and may include up to four executive and up to two secretary telephones. Line and direct station selection keys have been configured by the administrator and "Übergabe n. Auflegen" and server features have been activated.

Function keys with configured lines are illustrated for the following description. The lines can also be used however via the Team menu.

Sample scenario

This example assumes that two executive and two secretary phones are configured. Calls for the executives are forwarded immediately to the respective secretary phone. A secretary then connects the call with or without consultation to the responsible executive using the direct station selection key.

Subscriber line keys



Prerequisites:

The following call forwards are configured (→ page 64):

- For All Calls from Chef 1 to secretariat 1
- For All Calls from Chef 2 to secretariat 2
- Forward on Busy and forward on No reply from secretariat 1 to secretariat 2
- Forward on Busy and forward on No reply from secretariat 2 to secretariat 1

"Allow call waiting" should be activated on the secretaries' phones (→ page 81). This function can optionally be activated and deactivated using a key.

Accepting a call

Incoming calls for the executives should be forwarded immediately to the assigned secretary and answered there.

Accepting calls at the secretary phone

An incoming call for "Chef 1" rings at the assigned "secretariat 1".

The line key of the "secretariat 1" flashes.



The "secretariat 1" direct station selection key on the "Chef 1" phone likewise flashes.

Press the line key to answer the call. The subscriber answers. The line key illuminates.



The "secretariat 1" direct station selection key on the "Chef 1" phone illuminates.

Early call pickup by Chef 1

An incoming call for "Chef 1" rings on "secretariat 1". The "secretariat 1" direct station selection key on the "Chef 1" phone flashes. The "secretariat 1" has not yet answered the call. Before the call is forwarded to "secretariat 2", "Chef 1" picks up the call early.

Press the "secretariat 1" direct station selection key on the "Chef 1" phone to answer the call.



If for example a call for "Chef 2" on "secretariat 2" is not answered, "secretariat 1" or "Chef 1" can pick up the call early

Forward to secretariat 2

An incoming call for "Chef 1" rings at the assigned "secretariat 1". The call is **not** answered. After a specified period the call is forwarded to "secretariat 2". The line key of the "secretariat 2" phone flashes and it rings.

Press the line key on the "secretariat 2" phone to answer the call. The subscriber answers. The "secretariat 2" direct station selection key on the "Chef 1" phone illuminates.



If "secretariat 1" is busy, the call is forwarded immediately to "secretariat 2" if:

- a consultation call is being made or
- "Allow call waiting" is deactivated.

Line



secretariat 1



Line



Second call

Prerequisite: "Allow call waiting" is activated.

If "secretariat 1" receives a second call, this can be accepted, ignored, forwarded or rejected. Detailed information on this can be found from → page 79.

If the second call was answered, it can be forwarded using consultation or the direct station selection keys.

Connecting a call

If the "secretariat 1" answered a call, for example, it can forward the call to the following telephones using the direct station selection keys:

- Chef 1
- Chef 2
- secretariat 2.

The following examples show connections to "Chef 1".

Connecting with consultation

Press the DSS "Chef 1" key. "Chef 1" answers. Announce the call.

Press the hang-up, loudspeaker or headset key.

➡ You can also select "Complete Xfer" from the call connection menu.

Connecting without consultation

Press the DSS "Chef 1" key. "Chef 1" does not answer.

Press the Softkey.

Press the hang-up, loudspeaker or headset key. The "Chef 1" phone rings.

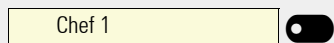
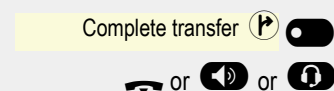
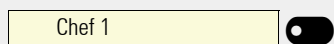
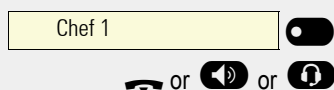
If "Chef 1" does not answer the call, a recall follows (see also → page 83) after a specified period of time.

➡ The "Chef 1" direct station selection key on the "secretariat 1" phone illuminates.

Consultation without connecting

Press the DSS "Chef 1" key. "Chef 1" answers. No transfer is desired. The "secretariat 1" retrieves the call.

Press the Softkey. The "secretariat 1" is reconnected with the caller.



Toggle, disconnect or conference

During a consultation call, the "secretariat 1" can toggle between "Chef 1" and the caller, initiate a conference or disconnect one of the two call parties. More on this subject can be found on pages → page 62 and → page 95.

Settings for MultiLine (keyset)

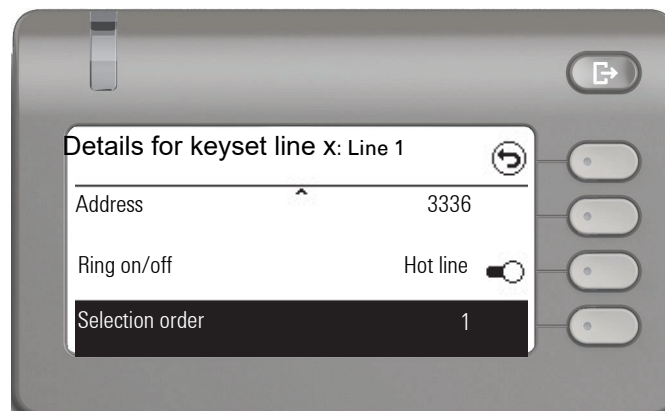
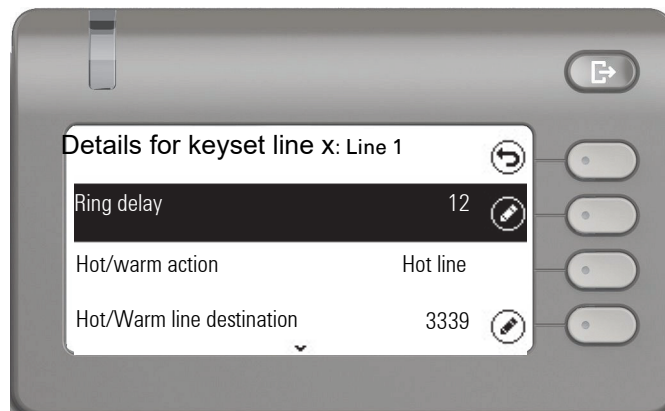
The details for each keyset line contain supplementary information for the user. The following non-editable fields are displayed:

- Address
 - Displays the phone number for the line
- Ringer on/off
 - Shows whether the ringer is activated for this line
- Selection sequence
 - Displays the priority of each line seizure when the handset is lifted or the loudspeaker key for this line is pressed

You can influence the following options:

- Ring delay
 - The length of time before a held call is signaled on a line.
- Hot/warm dest.
 - The phone number to be dialed if the hotline or warm line function is activated.

Example of details for a configured line

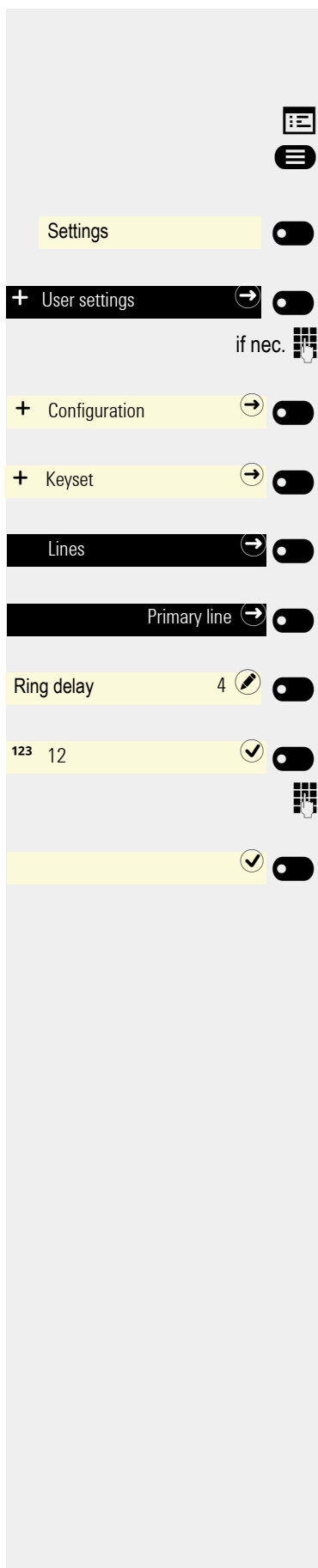


Setting the time for a delayed ringer

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

You can also configure this setting via the WEB interface → page 162.

Press the key for the main menu if appropriate.



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.

Select the required line (e.g. primary line) and open using the Softkey.

Open using the Softkey¹.

The input field is open.

Enter a value (between 0 and 3600 seconds) and confirm using the Softkey.

Save the setting by selecting the Softkey.

You can activate and deactivate the set delay time for all line keys using a function key → page 74.

1. The phone displays the current setting

Entering a number for the hot and warm line function

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

You can also configure this setting via the WEB interface → page 162.

Press the key for the main menu if appropriate.

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.

Select the required line (e.g. primary line) and open using the Softkey.

Open using the Softkey ¹.

The input field is open.

Enter or change the destination and confirm.

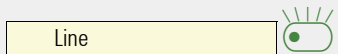
Save the setting by selecting the Softkey. The destination phone number is displayed.

1. The phone displays the current setting

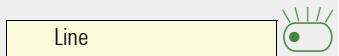
Rollover for a line



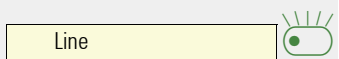
Your administrator can determine how rollover calls are to be signaled.



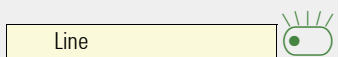
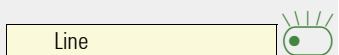
or



or



or



Only the relevant line key flashes.

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

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

You hear a short **notification tone**.



The ringer melody is not played in speakerphone mode.

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

Corporate directory

The corporate directory is an LDAP database. You can search the database for contact entries if you can access this database over your network and your access was correctly configured by your administrator.

You can perform searches using the name (simple search) or different information on an entry (for example Job function). Your administrator can provide you with the list of possible search terms.

Searching for contacts via conversations

For a description of how to perform searches, refer to → page 33. You can use the following search terms, for example, to search in the corporate directory:

- Last name
- First name
- Mobile (Extension)
- Business 1 (Extension)
- Business 2 (Extension)
- Private (Extension)
- Company (Company name)
- Address 1 (Address x:)
- Address 2 (Address x:)
- Email
- Job function (Role:)

Start the search function with the Softkey.

The search field opens.

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

Select the required subscriber.

You can now:

- Call the contact (→ page 115).
- View contact data (see below).

Viewing entries

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

Use the navigation key to open the subscribers.

Press the Softkey to open the Contact details menu.

The available data for the subscriber is listed.

Dialing an entry

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



Call logging

Logging/deactivating the call log

The function can be disabled in order to prevent unauthorized third parties gaining information on the other party involved in the call. No further calls or conversations are then logged in conversations. The function is always activated by default.

➡ When you deactivate the call log, please note that the customary last number redial function will also be affected by this. You can then no longer redial the last number dialed → page 59.

You can also configure this setting via the web interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

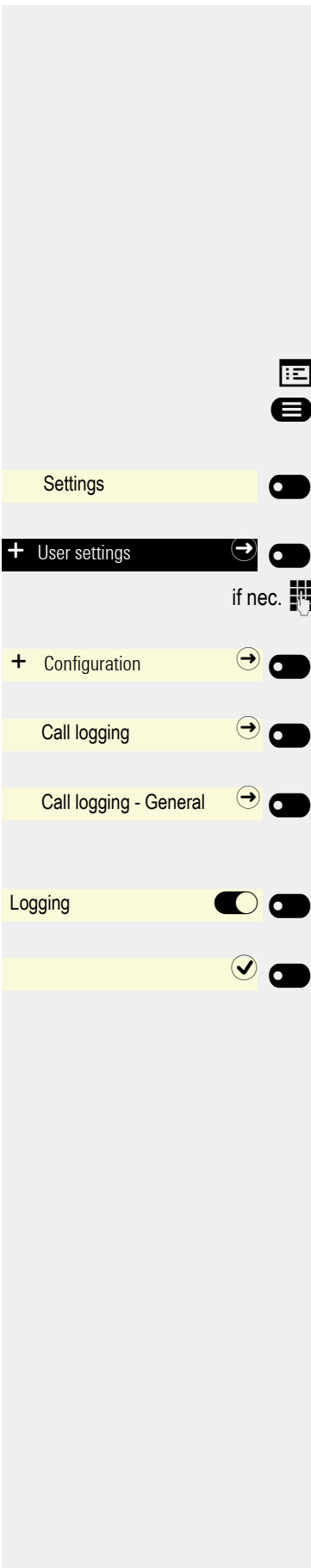
Open using the Softkey.

Open using the Softkey.

Activate or deactivate with the Softkey.

Save the setting with the Softkey.

➡ If the function is deactivated, all corresponding call log entries in conversations are deleted. LEDs and call display are no longer lighting.

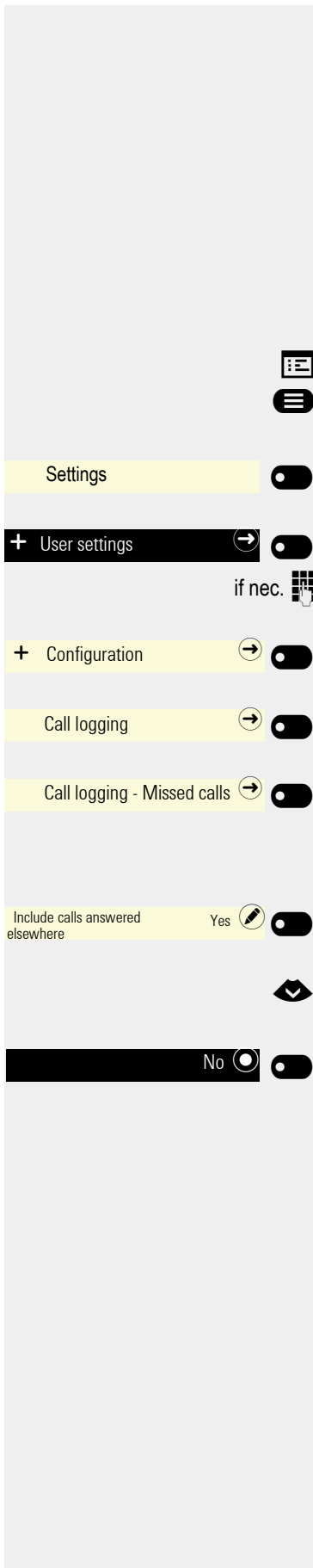


Logging missed calls

All missed calls intended for this line are logged and new missed calls are displayed. If the "No" option is selected for "Include calls answered elsewhere", missed calls for this line that were answered either by other subscribers in the group or with "Directed pickup" are neither displayed nor logged (see also → page 54). The "No" setting is recommended if groups are set up.



Operation of the "Call logging - Missed calls" logging function regarding the setting for Include calls answered elsewhere" is dependent on support by the SIP server.



You can also configure this setting via the web interface → page 162.

Press the key shown if appropriate.

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.

Displaying missed calls that were answered elsewhere

Open using the Softkey ¹. Missed calls that have been answered by other subscribers are indicated with a checkmark.

Select the next option.

Confirm with the Softkey to set No. Calls answered by other subscribers are not displayed in the list.

1. The phone displays the current setting

Privacy/security

Deactivating the ringer or setting to beep

If you do not want to be disturbed by the phone ringing for an incoming call, you can deactivate the ringer permanently or set it so that you are only advised of a call by a beep every 25 seconds. You can also configure the settings while the phone is ringing.

Deactivating the ringer using the dialpad



Hold down the key (approx. 2 seconds) until the "Ringer off" icon appears on the display → page 35.

The ringer is deactivated.



To switch the function off again, hold down the key until the "Ringer off" icon disappears from the display.

Setting the ringer to a beep



Hold down the key (approx. 3 seconds) until the "Beep" icon appears on the status bar on the display (→ page 35). You will hear a short beep every 25 seconds for as long as the caller stays on the line.



To switch the function off again, hold down the key until the "Beep" icon disappears from the display.

or

Deactivating and activating the ringer with a key

Prerequisite: The "Ringer off" key has to be configured → page 70.

Press the function key.

Press the function key with illuminated LED once more to deactivate the function. The beep cannot be set using the key.

Ringer off



Ringer off



Deactivating the ringer temporarily for incoming calls and reactivating it

If you are disturbed on an important call by the phone ringing, for example, you can deactivate the ringer temporarily for this call and then activate it again.



Press the key briefly. The ringer is deactivated.



Now press the key again briefly. The ringer is reactivated.

Do not disturb

If "Do not disturb" is activated, your telephone will not ring. The caller hears the busy tone or an announcement that the called party cannot accept any calls at present.

Do not disturb can be activated/deactivated using a specially programmed key or also from the idle menu.

Enabling do not disturb via a key

Prerequisite: To activate "Do not disturb", a key has to be assigned the "Do not disturb" function → page 70 and the "Do not disturb" function has to be allowed → page 120.

Do not disturb

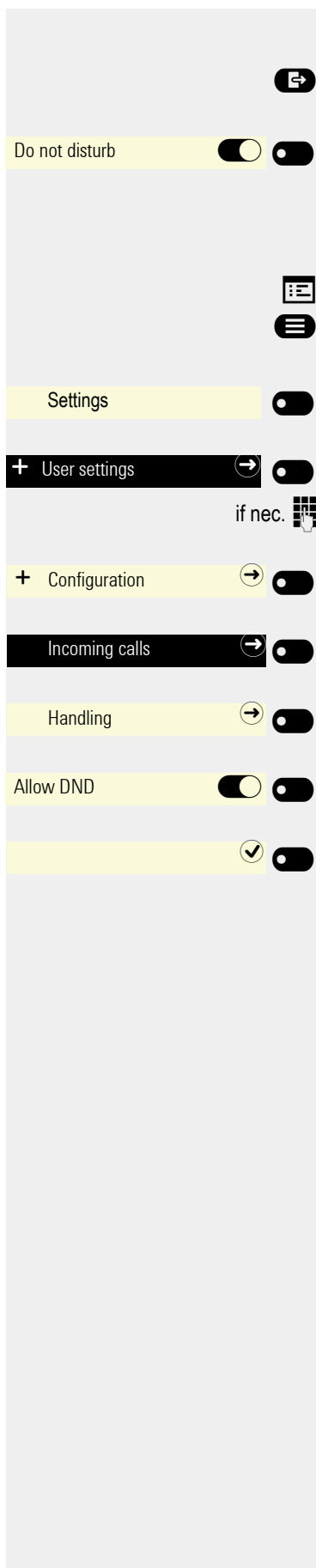


Press the function key.

Do not disturb



Press the function key with illuminated LED once more to deactivate the function.



Enabling do not disturb via the Presence menu

Press the key shown.

Enable or disable using the Softkey.

Allowing "Do not disturb"

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

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.

Activate with the Softkey.

Save the setting by selecting the Softkey.

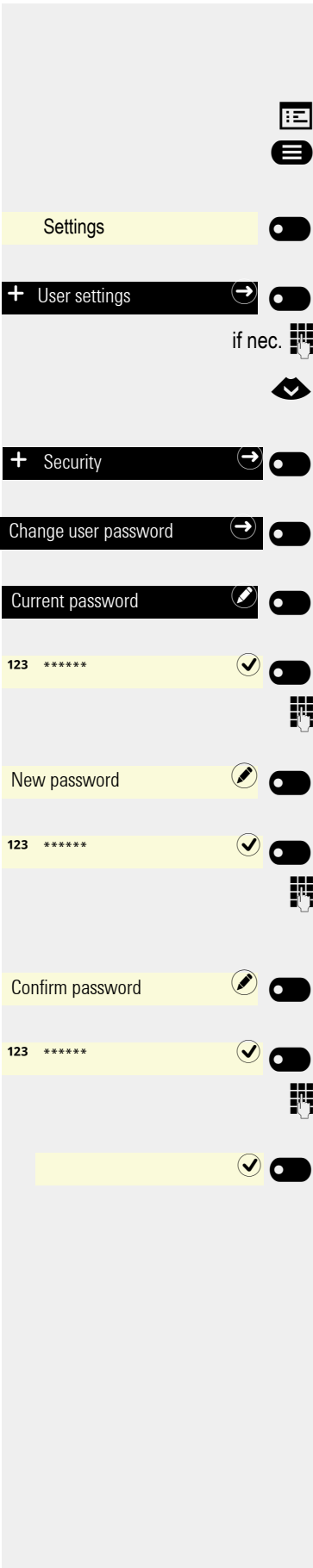
Security

User password

Your User password protects your individual configurations, including your language settings. You can also use the User password to lock your telephone → page 124.

The administrator may have configured the following settings:

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



 The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password protected (see also → page 123).

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select the "Security" function.

Open using the Softkey.

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.

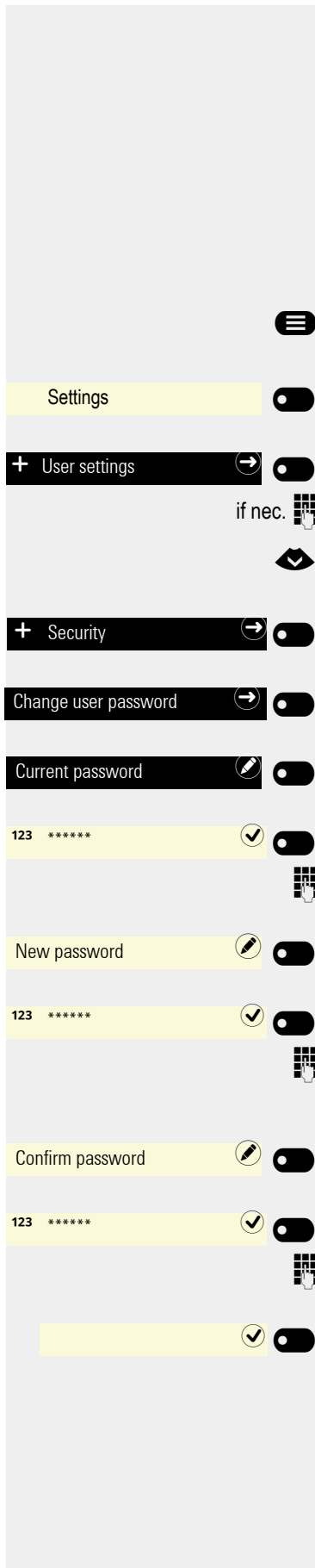
Deactivating the password prompt

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 162 or CTI applications that use a password prompt. As long as the password prompt is deactivated, you do not have access to the web interface via the User settings.

If you deactivate the password prompt, you can **no longer** lock the phone → page 124 and the user menu is **not** password protected.

Press the key shown if appropriate.



Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Select the "Security" function.

Open using the Softkey.

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 prompt. 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.

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

➡ You can only lock the phone if you set a User password → page 121. The password for this must **not** be the default setting "000000". Check if necessary whether the telephone lock function has been activated for you by the administrator.

Activating the phone lock

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

Press the Softkey to activate the lock.

Press the key shown to open the Presence menu.

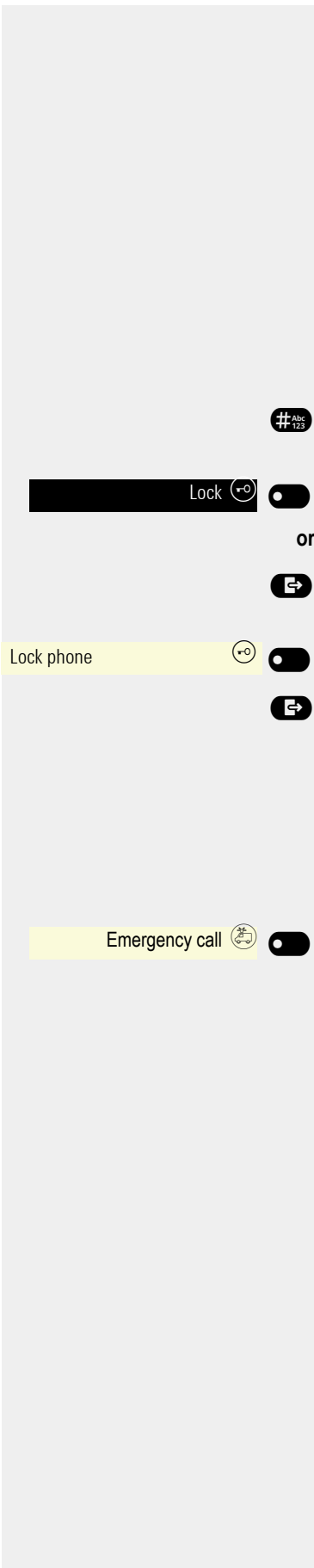
Use the Softkey to lock the phone.

Press the key shown to exit the Presence menu.

Dialing emergency numbers

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

Press the Softkey. The saved emergency number is dialed.



Unlocking the phone

 Phone locked

Unlock phone 



or

Admin unlock 



The display shows: Phone locked.

Press the Softkey.

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

Press the Softkey.

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



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

Individual phone configuration

Display

Adjusting the display to a comfortable reading angle

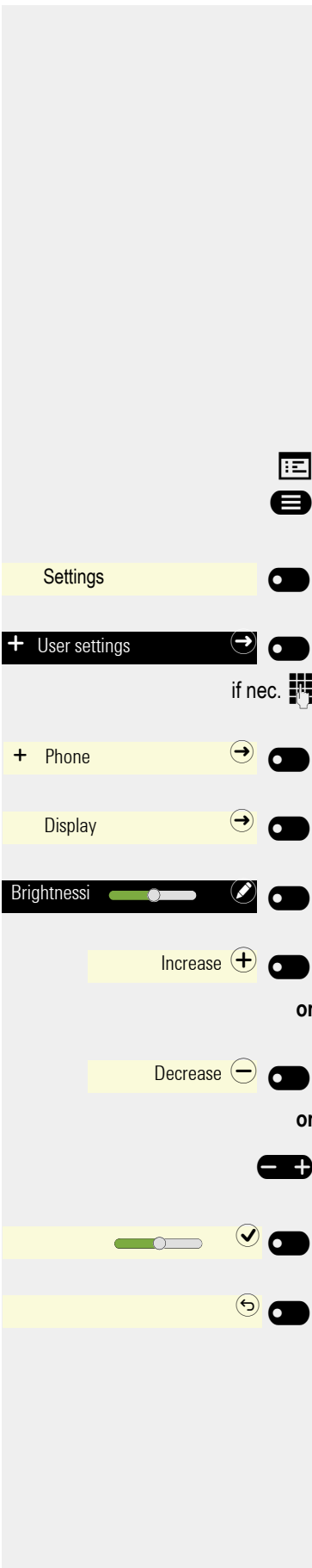
You can swivel the display unit. Adjust the display unit so that you can clearly read the screen.

Adjusting the display brightness

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

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.



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 ¹.

Use the Softkey to set the display brighter.

Use the Softkey to set the display darker.

Adjust using the toggle key.

Save the setting by selecting the Softkey.

Exit the display menu if appropriate.

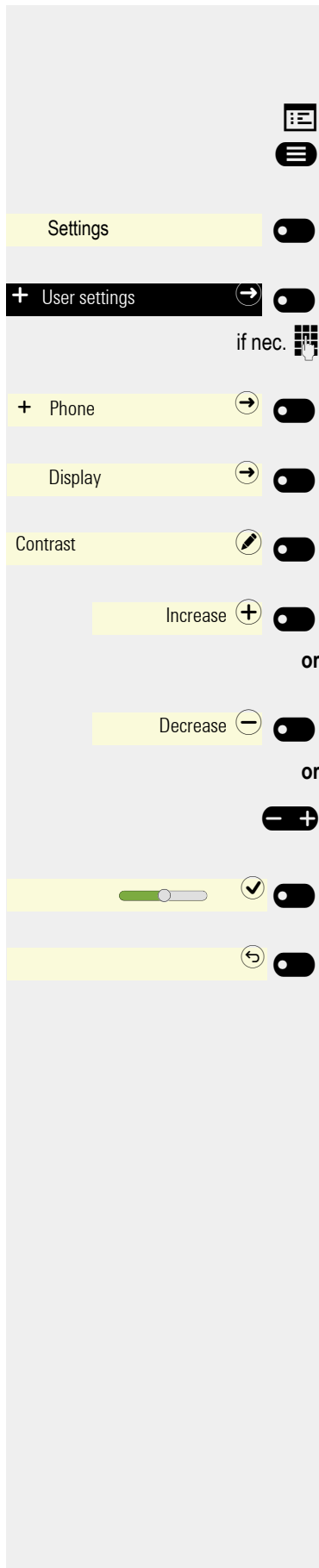
1. The phone displays the current setting

Adjusting the display contrast

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

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.



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 ¹.

Use the Softkey to increase the contrast.

or

Use the Softkey to reduce the contrast.

or

Adjust using the toggle key.

Save the setting by selecting the Softkey.

Exit the display menu if appropriate.

1. The phone displays the current setting

Screensaver

Activate a screensaver for the telephone idle state.



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

You can also configure this setting via the WEB interface → page 162.

Activating the screensaver

The screensaver shows you the current time and date.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

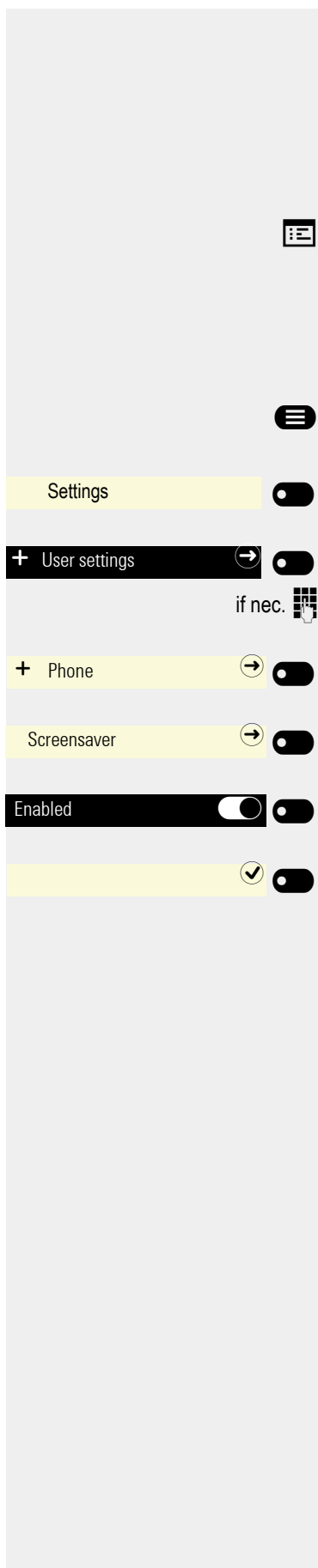
Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Activate with the Softkey.

Save the setting by selecting the Softkey.



Automatic screensaver activation

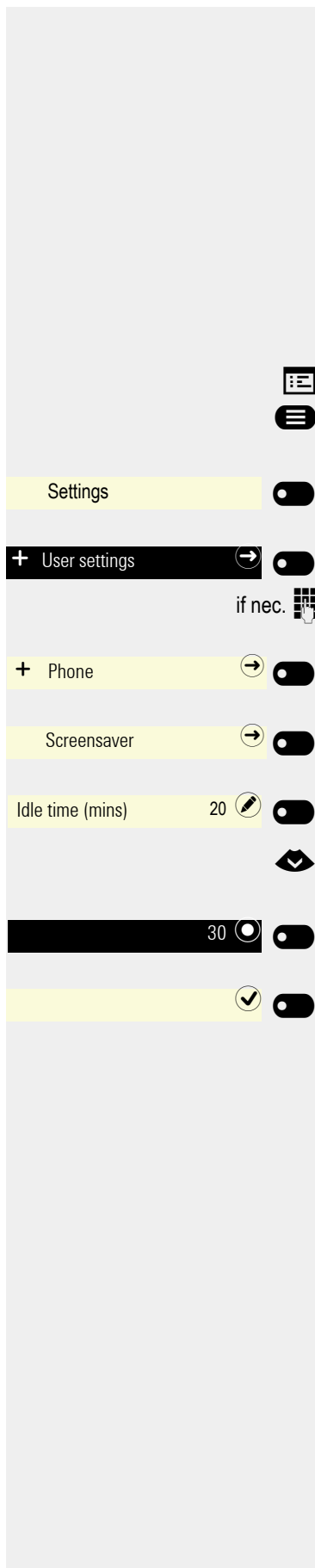
Set how long OpenScape CP 400 should be idle before it automatically activates the screensaver.

You can choose from the following settings:

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

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.



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 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 phone displays the current setting

Energy saving mode

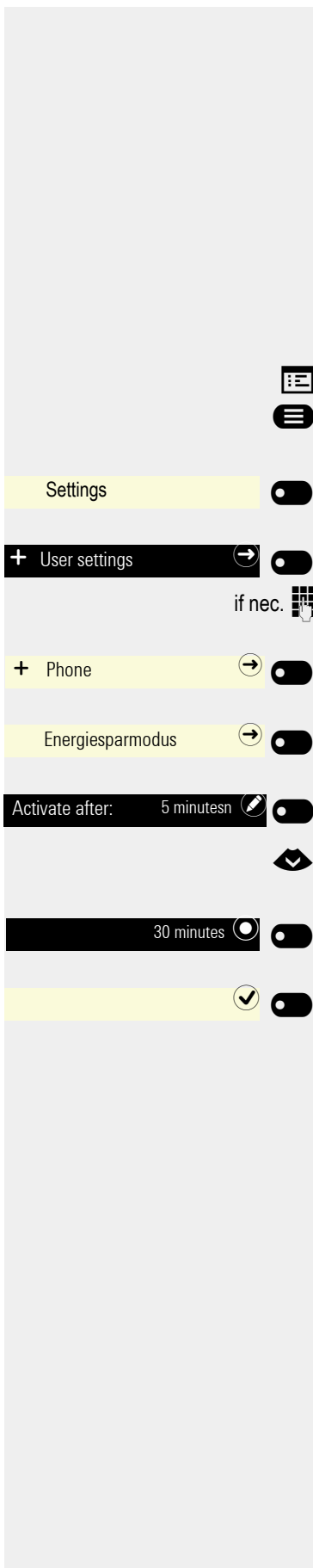
Set how long OpenScape CP 400 should be idle before it switches off the background lighting of the display automatically.

You can choose from the following settings:

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

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.



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 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 phone displays the current setting

Date and time

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

You can also check this setting via the WEB interface → page 162.

Reading the time

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

The set time is displayed.

Exit the display menu if appropriate.

Reading the date

Press the key shown if appropriate.

Open using the Softkey.

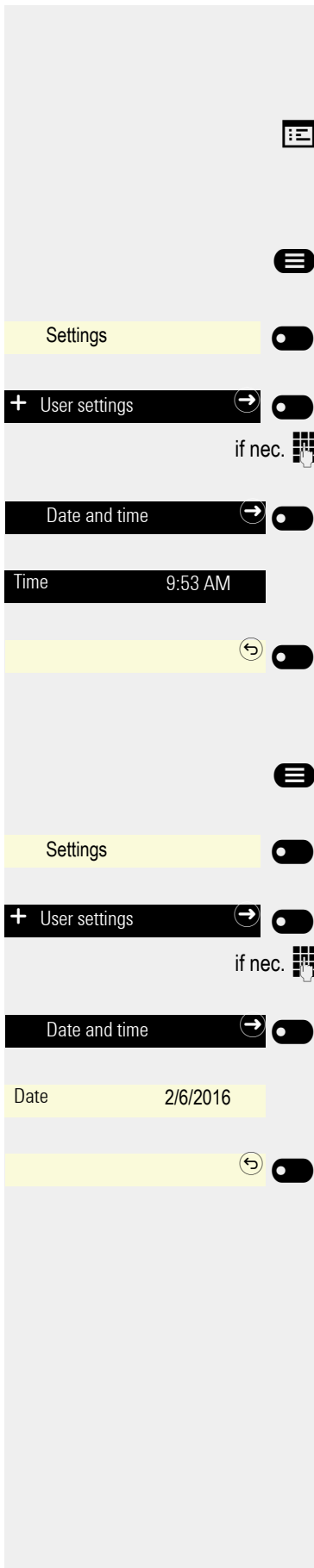
Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

The set time is displayed.

Exit the display menu if appropriate.



Time display format

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Switch to Locality.

Open using the Softkey.

Open using the Softkey ¹.

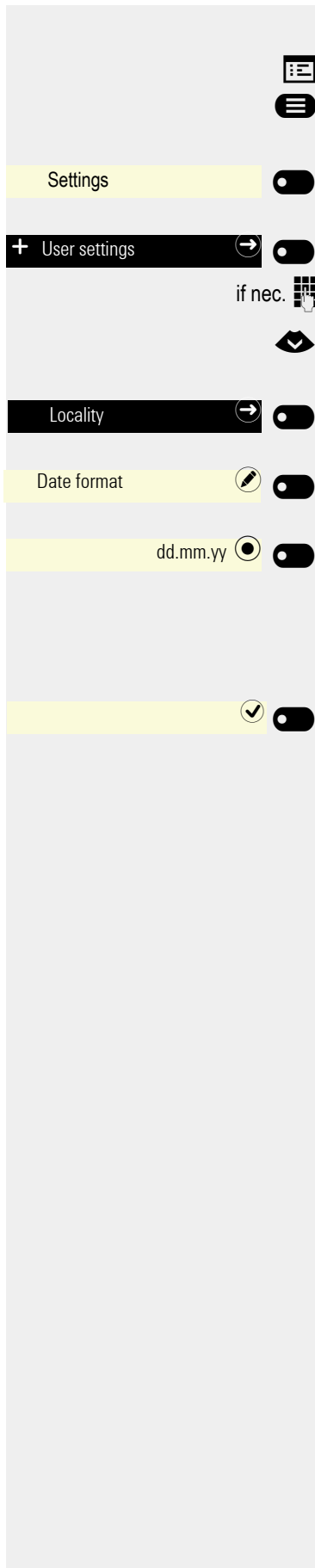
Use the Softkey to set 24-hour format for example.

or

Use the Softkey to set 12-hour format for example.

Save the setting by selecting the Softkey.

1. The phone displays the current setting



Date display format

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Switch to Locality.

Open using the Softkey.

Open using the Softkey¹.

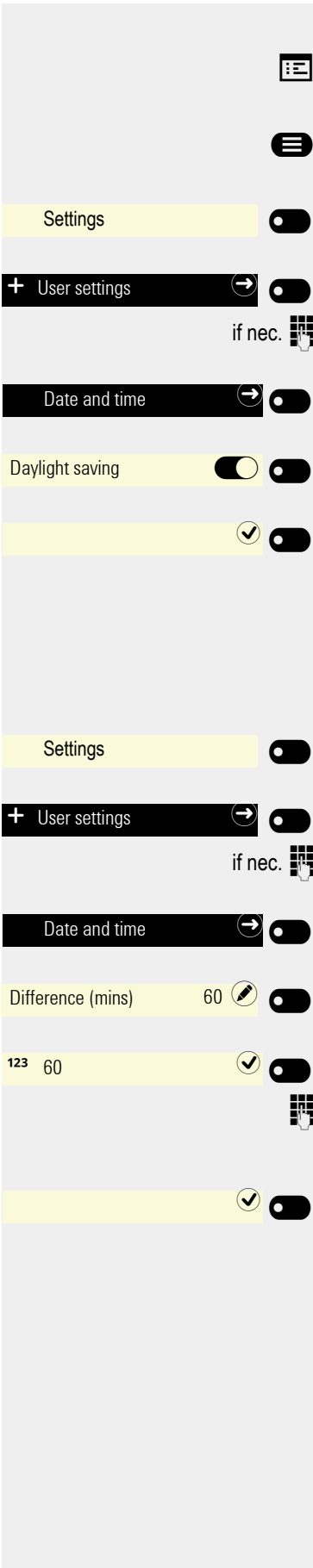
Use the Softkey to set European format for example.

Other options include:

- yy-mm-dd
- MM/TT/JJ

Save the setting by selecting the Softkey.

1. The phone displays the current setting



Setting daylight saving time

You can also configure this setting via the WEB interface → page 162.

Prerequisite: Auto DST is deactivated → page 135.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Activate with the Softkey.

Save the setting by selecting the Softkey.

Setting the difference between daylight saving and standard time

Prerequisite: Daylight saving mode is activated.

Enter the difference to be used for daylight saving time.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey¹.

The input field is open.

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

Save the setting by selecting the Softkey.

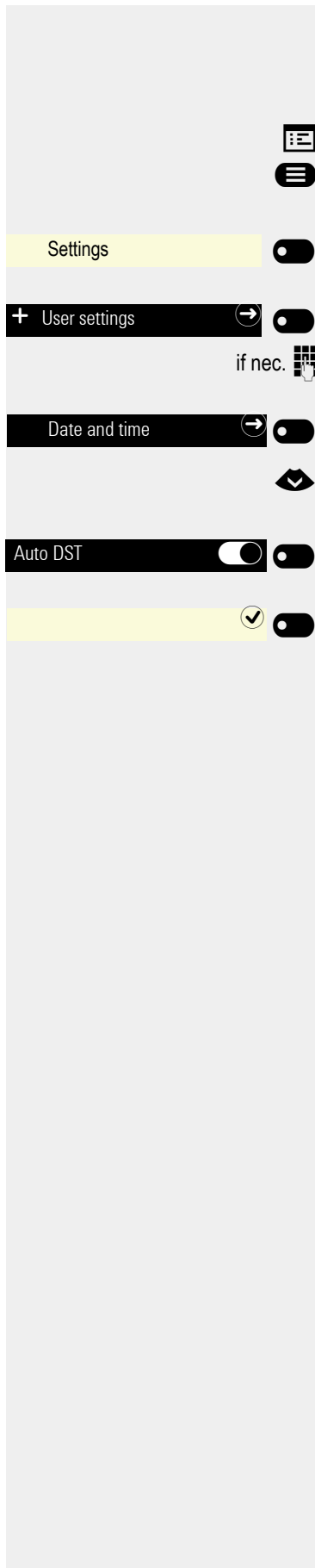
1. The phone displays the current setting

Automatic daylight saving time

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

You can also access this information via the WEB interface → page 162.

Press the key shown if appropriate.



Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Switch to Auto DST.

Provided for information purposes. Cannot be changed.

Save the setting by selecting the Softkey.

Audio

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

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

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Open the Handset for example with the Softkey ¹.

Use the Softkey to increase the volume.

or

Use the Softkey to decrease the volume.

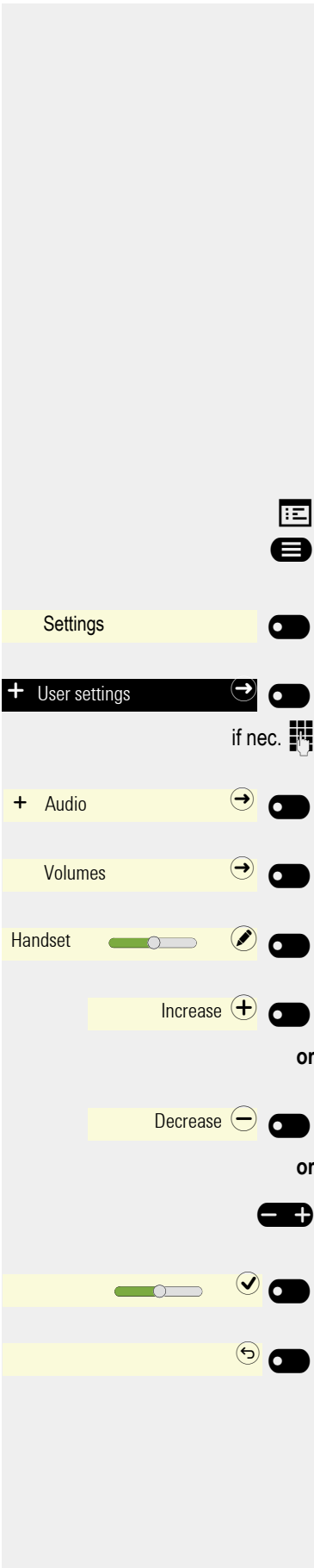
or

Adjust using the toggle key.

Save the setting by selecting the Softkey.

Exit the display menu if appropriate.

1. The phone displays the current setting



Settings

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 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

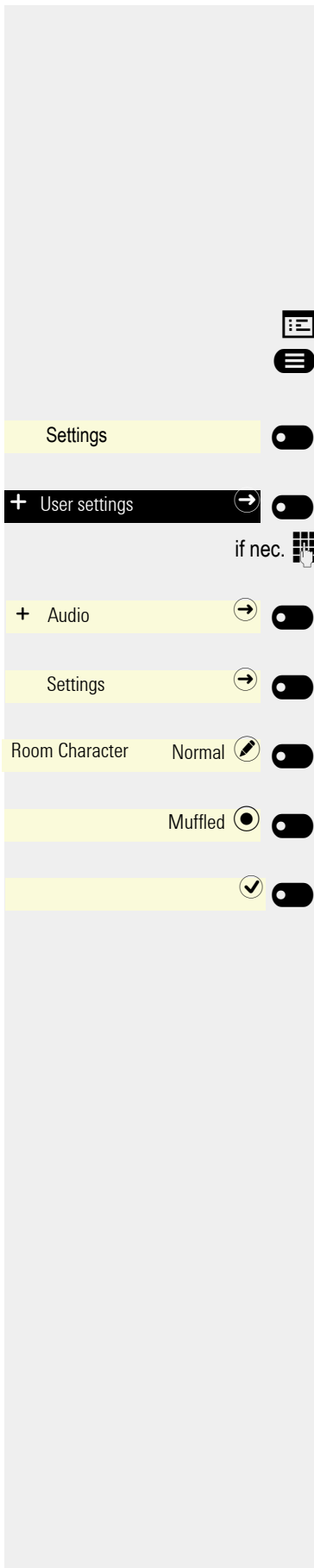
Open using the Softkey.

Open using the Softkey.

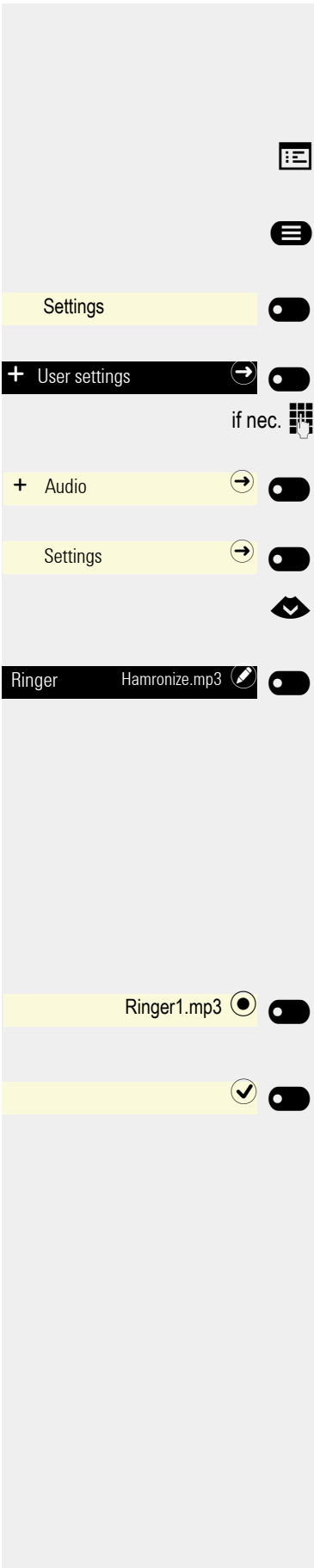
Open using the Softkey¹.

Use the Softkey to set to muffled for example.

Save the setting by selecting the Softkey.



1. The phone displays 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 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Switch to Ringer file.

Open using the Softkey¹.

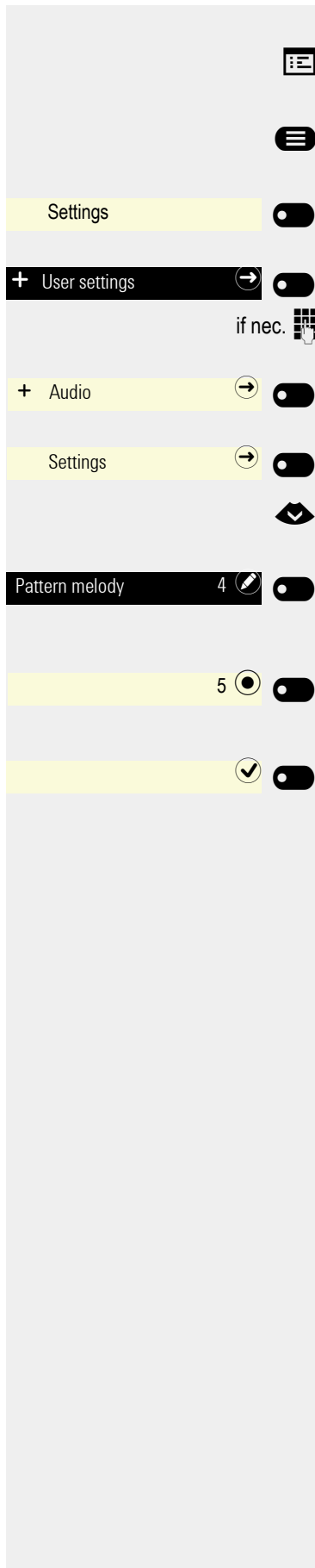
You will be offered the following default options:

- 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 phone displays the current setting



Pattern melody

You can also configure this setting via the WEB interface → page 162.

Prerequisite: You have chosen the "pattern" ringer, see → page 138.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

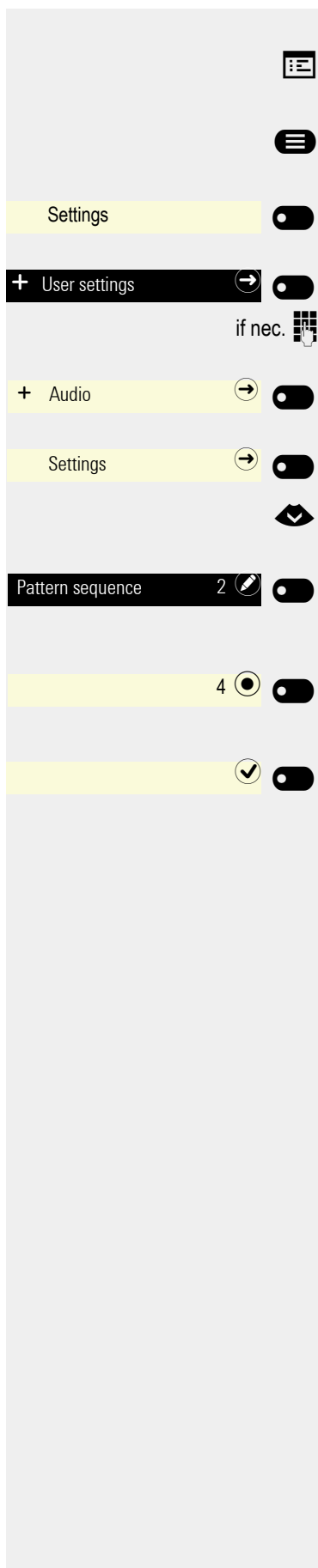
Switch to Ringer melody.

Open using the Softkey¹.

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

Save the setting with the Softkey.

1. The phone displays the current setting



Pattern sequence

You can also configure this setting via the WEB interface → page 162.

Prerequisite: You have chosen the "Pattern" ringer, see → page 138.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

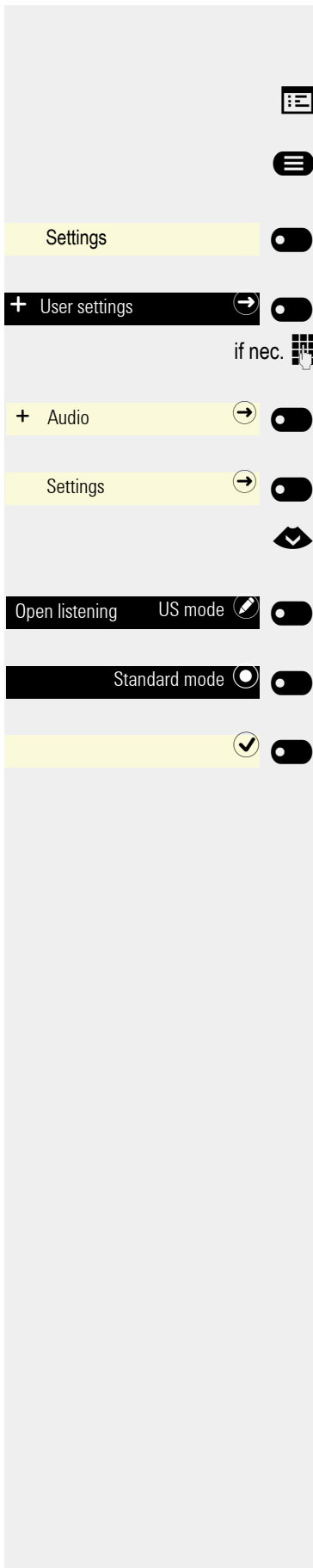
Switch to Pattern sequence.

Open using the Softkey¹.

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

Save the setting with the Softkey.

1. The phone displays the current setting



Opening listening mode

Select the mode here that you prefer for open listening → page 48.

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

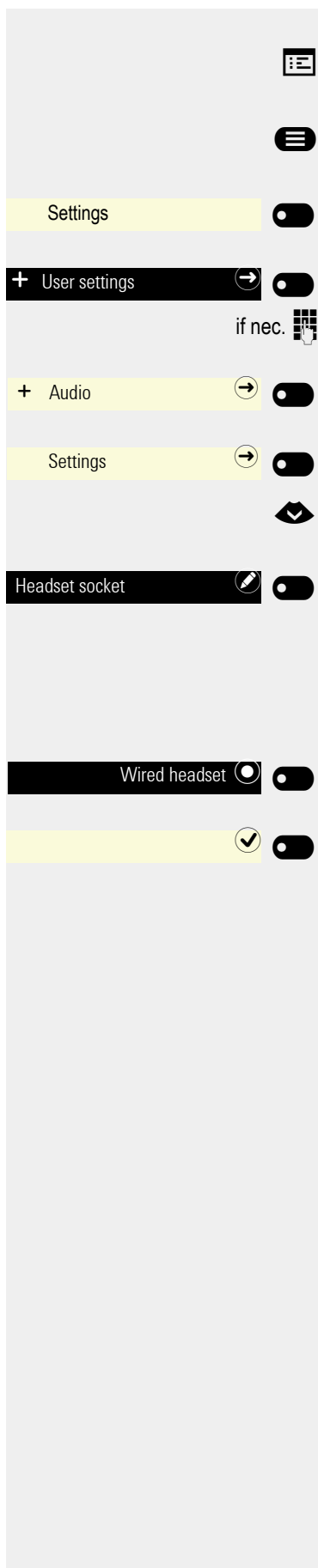
Select Open listening.

Open using the Softkey¹.

Confirm with the Softkey to switch.

Save the setting with the Softkey.

1. The phone displays the current setting



Setting headset port use

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

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 unit

Confirm with the Softkey to switch.

Save the setting with the Softkey.

1. The phone displays the current setting

Special ringers

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

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

Prerequisite: The administrator has activated the special ringers.

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

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.

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

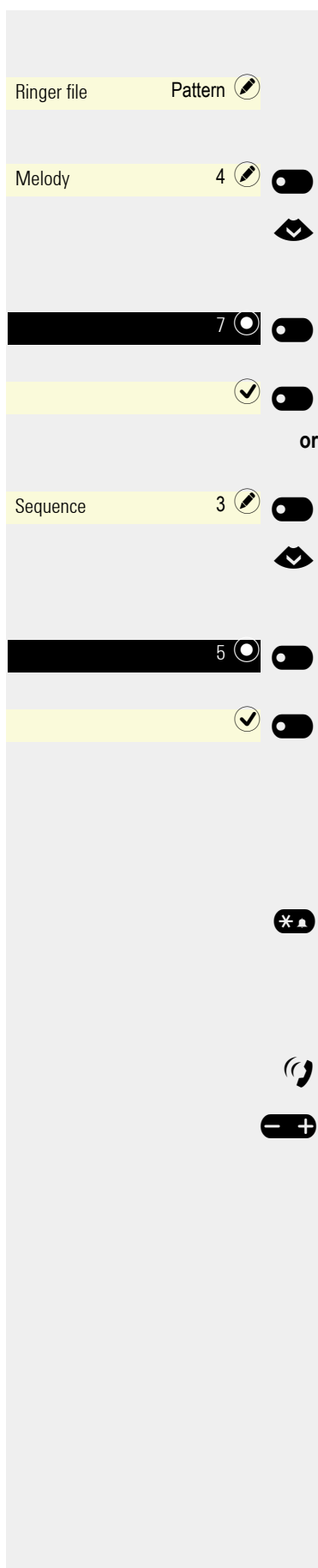
Open using the Softkey¹.

Selecting the ringer

Confirm with the Softkey to switch the ringer.

Save the setting with the Softkey.

1. The phone displays the current setting



Settings for the "Pattern"

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

Open using the Softkey¹.

Choose a Melody between 1 and 8. You will immediately hear the associated melody.

Confirm with the Softkey to switch the Ringer melody.

Save the setting if necessary with the Softkey.

or

Open using the Softkey¹.

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

Confirm with the Softkey to switch the Sequence.

Save the setting with the Softkey.

Activating/deactivating the ringer

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → page 23.

Hold down the key shown.

Adjusting the volume during a call

You are conducting a call.

Set the volume using the toggle switch → page 23.

1. The phone displays the current setting

Tone and indication with an unsecured voice connection

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



Secure connection setup is the preference set by your administrator.

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

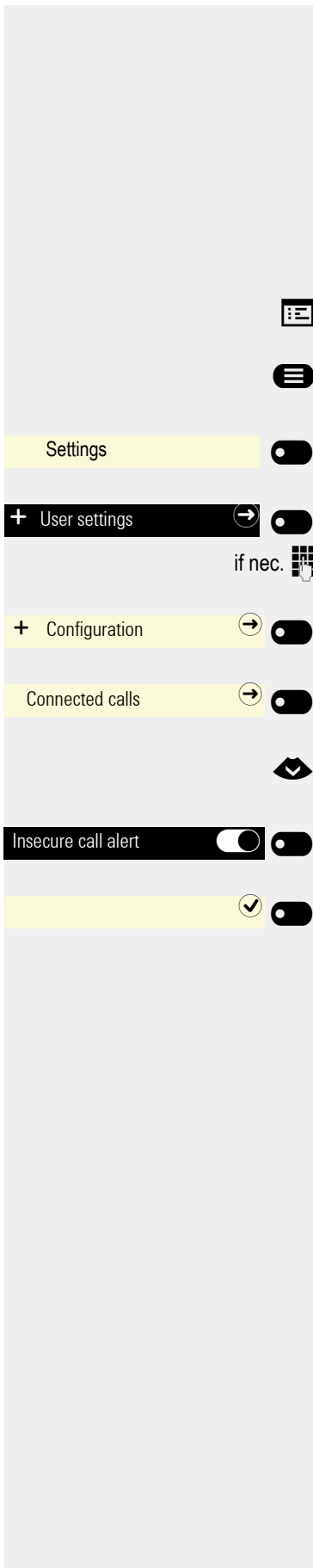
Open using the Softkey.

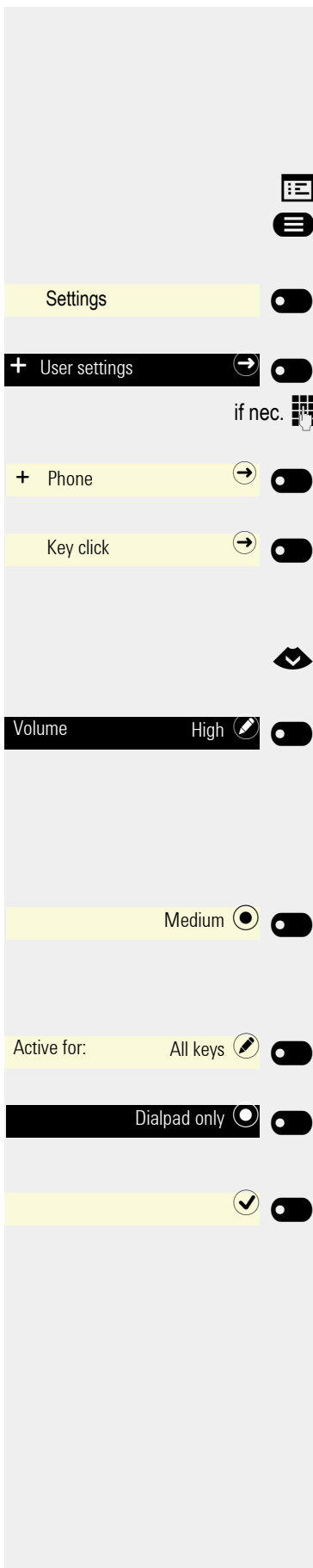
Open using the Softkey.

Select the "Immediate dialling" function.

Activate with the Softkey.

Save the setting by selecting the Softkey.





Key click

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

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Open using the Softkey.

Setting the volume for Key click

Select the volume. The current setting is displayed.

Open using the Softkey.

You can choose between the following three options:

- Low
- Medium
- Off (no click)

Confirm with the Softkey to switch.

Key selection

Open using the Softkey.

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

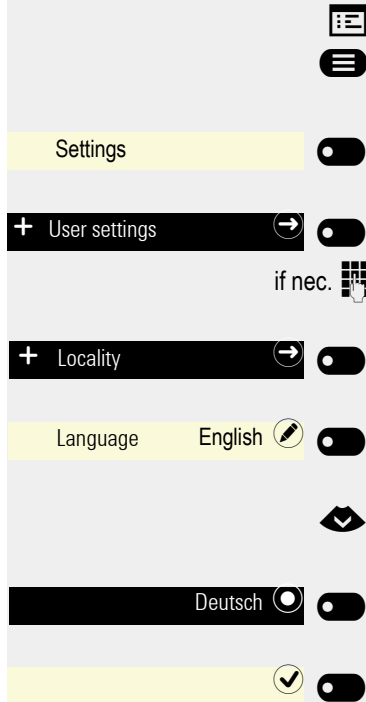
Save the settings with the Softkey.

Setting the language and country

Display language

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.



Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey. The current language is displayed.

Open using the Softkey.

Select a language.

Confirm with the Softkey to switch.

Save the settings with the Softkey.

You may choose from the following languages:

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



Country-specific setting

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

You can also configure this setting via the WEB interface → page 162.

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey. The current language is displayed.

Open using the Softkey.

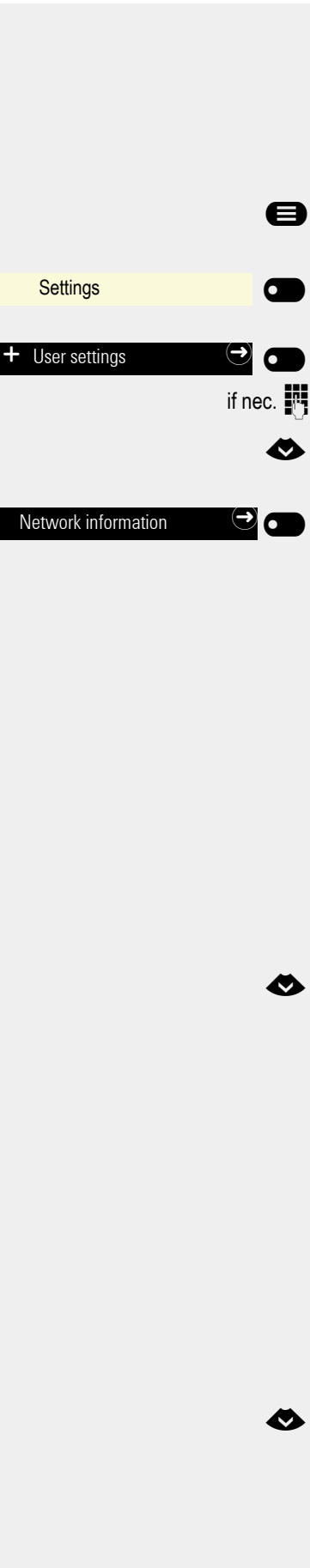
Select a language.

Confirm with the Softkey to switch.

Save the settings with the Softkey.

You may choose from the following countries:

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



Network information

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

Press the key shown if appropriate.

Open using the Softkey.

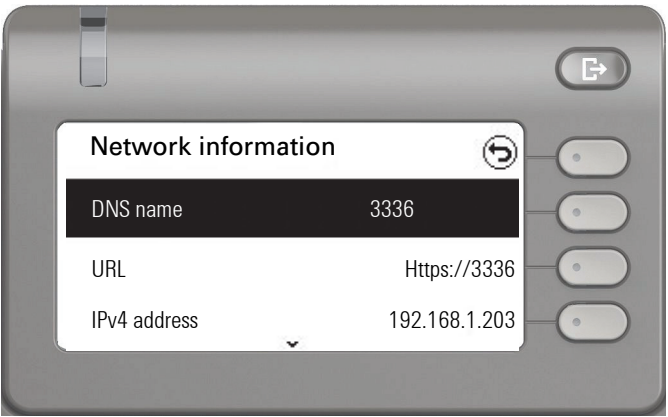
Open using the Softkey.

Enter and confirm the User password.

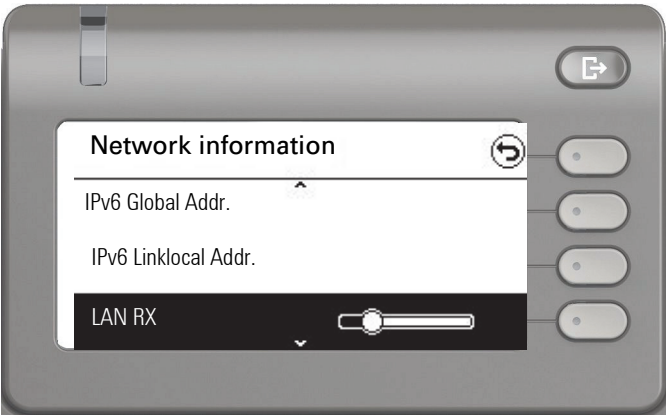
Select the "Network information" menu.

Open using the Softkey.

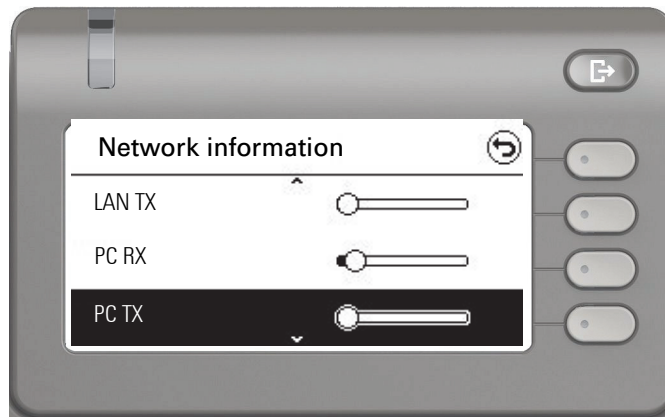
You can browse the following overview:



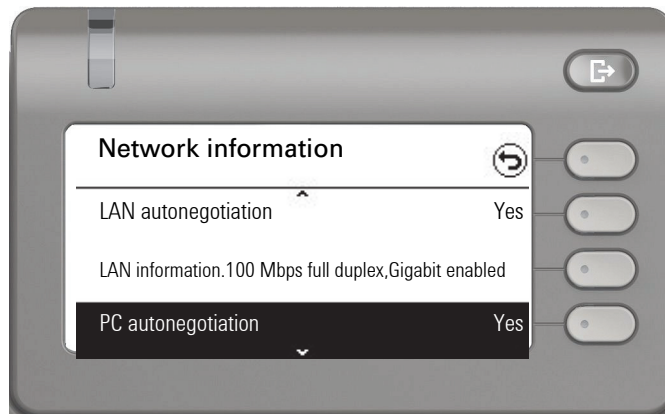
Scroll



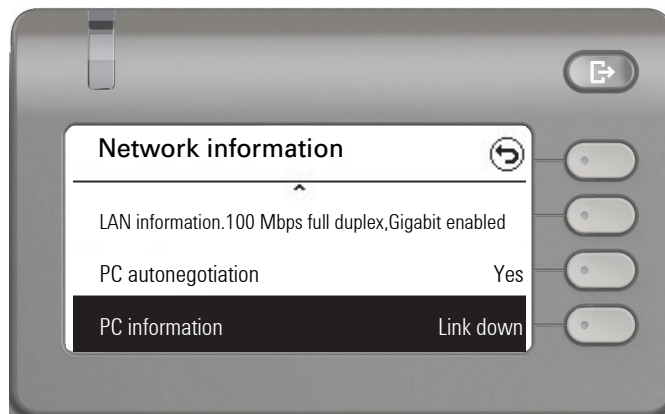
Scroll



Scroll



Scroll



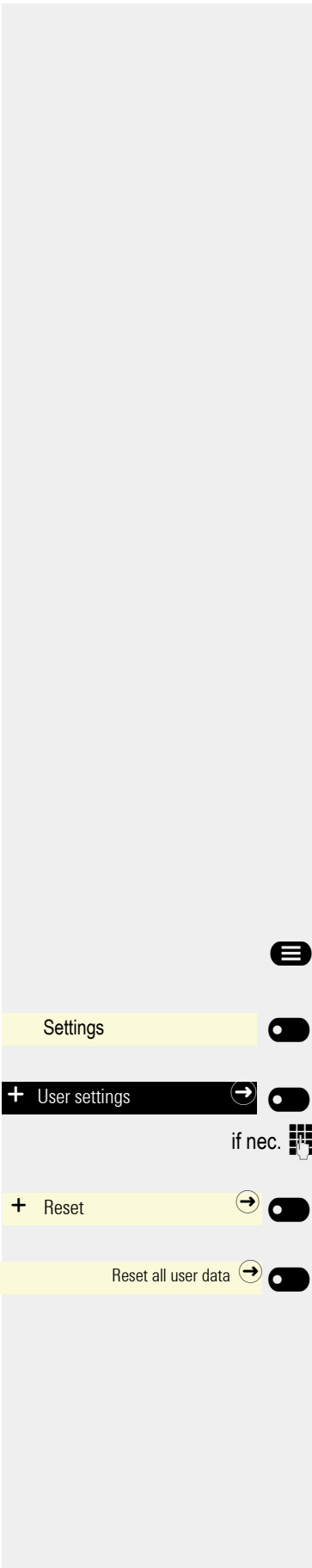
DNS name: Name or number of telephone.

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

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

IPv6 Global Addr.: Displays the global IPv6 address

IPv6 Linklocal Addr.: Displays the local IPv6 address



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

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

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

LAN information/PC information: [10|100|1000] Mbit/s: Data transfer rate of the network or PC interface. If an interface is not in use, **Link down** is displayed.

Resetting user data

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

- Display settings
- Language setting
- Screensaver
- Audio settings
 - Volumes
 - Settings



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

- Keys
 - All personalized programming is deleted (see also → page 75).

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

Initiating the reset

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey.

Perform the reset **immediately** with the Softkey. The user data is reset to factory settings.

Call recording

A central voice recorder (voice recorder from [ASC](#)) is installed in the network for recording calls to which your telephone connects in order to record the current voice traffic. The recorder records the entire voice flow of two or more participants.

You should configure a recording button in order to simplify handling of manual call recording → page 70. It is assumed in the description below that a corresponding key has been configured.

Recording modes

The administrator can configure the following operating modes for call recording:

- Manual
- AutoStart
- All Calls
- Disabled

The following settings are possible to audibly signal the recording:

- Repeated
- Single Shot
- Off

Check with your administrator as to which settings were made for your phone.

Mode: ALL CALLS

The telephone starts and stops the recorder automatically in order to ensure that all calls are being recorded.

Mode: MANUAL

You decide when the recorder is started and stopped or paused. If the recorder is switched on, all further calls will be recorded. If you pause the recorder then nothing will be recorded. If there are no calls, then the recorder likewise pauses.

Mode: AUTOSTART

The telephone starts the recorder automatically. You can stop or pause the recorder yourself however and restart it. If a call has already been recorded, new incoming and outgoing calls will also be recorded. If you pause the recorder during a call, special calls such as consultation calls, call pickups and second calls will not be recorded as long as the recorder is paused. If the telephone reverts to idle status, the AutoStart process is set up again for the next call.

Explanations of recording

Recordable calls

A recordable call is any call that has a call connection status on the telephone. This can be any incoming or outgoing call. It is immaterial here whether a call is set up directly via the telephone or via an application.

- Outgoing
- Incoming
- Consultation
- Pickup
- Reconnect
- Second call
- Connected call
- Conference¹
- Automatic call acceptance
- Secured or unsecured line

Non-recordable calls

- Outgoing calls that have not yet reached full connection status, such as a ringing call.
- Calls on hold.

Enhanced functions

1. A conference² can be set up or cleared down during recording.
2. A consultation can be performed during recording.
3. Call transfer is also available during recording.
4. A second call can be accepted during recording.

The following features are not supported

1. Playing back recordings over the telephone.
2. Deleting recordings over the telephone.
3. Functions for editing recordings over the telephone.

Recording tips

You will receive the following advisories while a call is being recorded:

- The recording symbol  on the display (permanent)
- Beep (repeated at intervals for you and your call partner)
- Beep (single at the start of recording for you and your call partner)

The audible advisory can also be switched off. Please check with the relevant administrator.

1. Server-based conference only
2. Server-based conference only

Recording calls

Automatic call recording

This is the simplest mode. If you have accepted a call or called a subscriber and the subscriber answers, the call is recorded automatically. Refer to → page 154 to check which calls this can be.

As soon as the recording starts, you will see the recording symbol  on the display and hear a beep (see also → page 154).

You cannot pause the recording manually in this mode.

Manual call recording

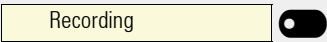
Activating or deactivating call recording when the telephone is in idle mode.

Prerequisite: Manual mode is selected. The recording button is configured and indicates the status.

Press the function key to activate – the LED lights up.

Or press the function key shown to disable the option - the LED extinguishes.

The recording button also indicates the status change if you activated or deactivated call recording using the Softkey.



Recording



Recording



Call recording with AutoStart

Standby mode is activated in principle in idle mode. The recording button LED lights up. You cannot switch off the recorder. As soon as a call is set up, call recording starts automatically.

Lift the handset.



or

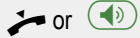


Press the key shown.



The subscriber answers. You hear a beep, the recording symbol  is shown on the display and the recording button LED remains lighting. The call is now being recorded. (see also → page 154)

You can pause the recording at any time and continue it again.



If you end the call, the AutoStart process is set up again for the next call.

Controlling call recording

Starting call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are conducting a call. Recording has not started. The recording button LED is not lighting.



You are conducting a call (see also → page 154).

Call recording 



Press the Softkey to activate – the LED lights up.

You hear a beep and the recording symbol  is shown on the display. The call is now being recorded. (see also → page 154)

Pausing call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are conducting a call. Recording has started. The recording button LED lights up.



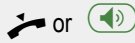
You are conducting a call (see also → page 154).

Call recording 



Press the Softkey to pause the recording - the LED extinguishes and the recording symbol  on the display disappears.

You can start the recording again at any time, for example to continue recording the current call.



or



Ending call recording automatically

Prerequisite: You are conducting a call. Recording has started. The recording button LED lights up.

The recording is ended automatically as soon as the call is ended or if the call status changes so that the call is no longer being recorded.

The LED extinguishes and the recording symbol  on the display disappears.

Consultation during call recording

Prerequisite: You are conducting a call. Recording has started. The recording button LED is lighting.

You initiate a consultation – your main call is placed on hold as a result while the consultation is being performed.

The recording is paused while you initiate the consultation. The recording symbol  on the display disappears.

If the consultation partner answers, the consultation call is recorded. You hear a beep and the recording symbol  is shown on the display again.

You can now terminate the consultation call or for example switch back to the first call party (alternate) while the consultation call is placed on hold.

Second call during call recording

Prerequisite: You are conducting a call. Recording has started. The recording button LED is lighting.

You are conducting a call. You hear a beep and the recording symbol  is shown on the display. The call is now being recorded.

A second call party camps on → page 79.

Press the Softkey. You are connected with the second party. You hear a beep and the recording symbol  is shown in the line for the second call – this call is now being recorded. The first party is placed on hold.

Accept 

Call recording while alternating

Prerequisite: You have an active or held consultation or second call. Recording has started. The recording button LED is lighting.

You are connected with the second party. You hear a beep and the recording symbol  is shown in the line for the second call.

Press the Softkey.

You are switched to the main call. You hear a beep and the recording symbol  is shown in the line for the main call – this call is now being recorded.

You can pause and restart the recording at any time in manual and autostart modes.

Your call is paused and reconnected during the recording.

Prerequisite: You are conducting a call that is being recorded.

Your call partner has placed the call on hold. You hear the music on hold. The recording is paused and the recording symbol  has disappeared from the display.

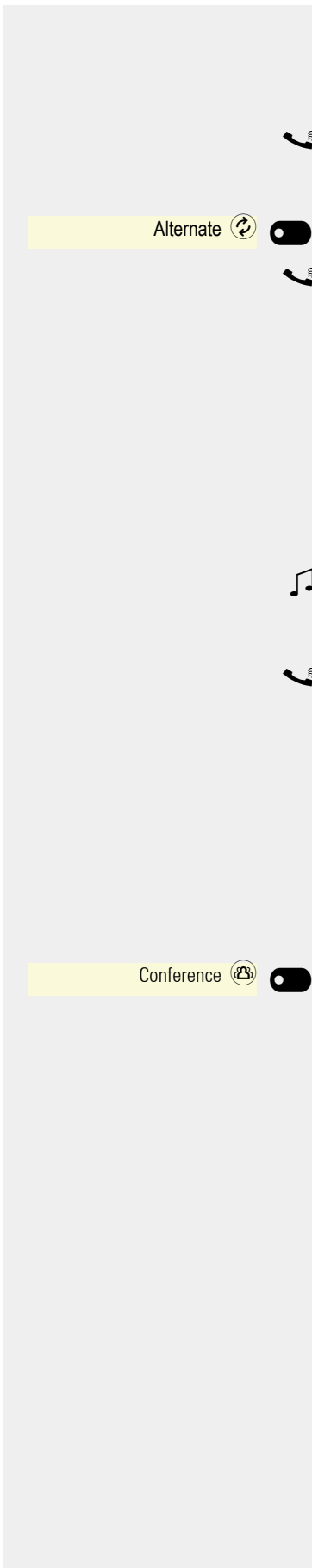
Your call partner resumes the call. You hear a beep and the recording symbol  is shown on the display.

Setting up a conference during recording

Prerequisite: You are conducting a consultation call → page 60 or you have accepted a second call → page 79 and the "System conference" feature was configured by your administrator. Recording has started. The main call is placed on hold. The recording button LED is lighting.

Press the Softkey. You are connected to both parties at once. The conference is displayed with the current participants.

You hear a beep and the recording symbol  is shown in the line for the conference call.



Adding conference participants during the recording

Prerequisite: You have set up a conference. The "system conference" feature was configured by the administrator. The conference call is now being recorded.

You have performed a consultation or accepted a second call (→ page 60 or → page 79). The conference call is placed on hold.

You hear a beep and the recording symbol  is shown in the line for the consultation or second call. The call is now being recorded.

Press the Softkey to add the new subscriber to the conference. The conference is displayed with all current participants.

You hear a beep and the recording symbol  is shown again in the line for the conference call.

Your call is included in a conference during the recording.

Prerequisite: You are conducting a call that is being recorded. Your call partner is to include you in a conference. You are placed on hold while the conference is being set up.

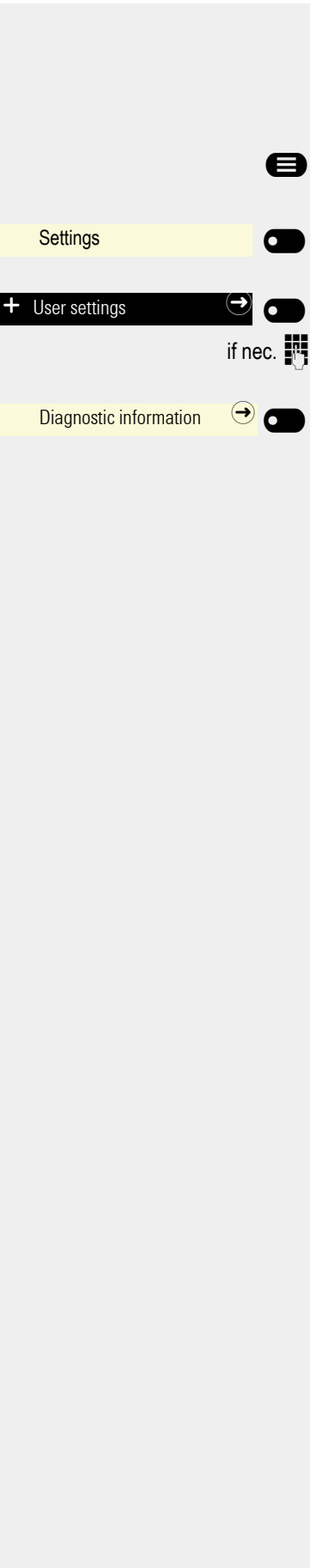
You hear the music on hold while your call partner is setting up the conference. The recording is paused and the recording symbol  has disappeared from the display.

Your call partner answers again and you are connected to the conference. You hear a beep and the recording symbol  is shown in the "Conference" line. The conference call is now being recorded.



Conference 





Diagnostic data

This information overview in the user area of the service menu provides you with information on the current configuration of the telephone:

Press the key shown if appropriate.

Open using the Softkey.

Open using the Softkey.

Enter and confirm the User password.

Open using the Softkey. You see a numbered list of telephone parameters with the current settings.

You can see a more structured view of the list via the WEB interface
→ page 162:

Example:

Diagnostic.information		
5/11/2011 8:23:40 AM		
00	terminal.number:	3339
01	sip.server:	192.168.1.240
02	sip.port:	5060
03	sip.registrar:	192.168.1.240
04	sip.registrar.port:	5060
05	sip.gateway:	192.168.1.240
06	sip.transport:	UDP
07	sip.gateway.port:	5060
08	server.features:	No
09	dns.results:	5060
10	multiline:	No
11	registered.lines:	5060
12	backup.active:	Yes
13	backup.proxy:	
14	software.version:	V3 R0.22.0 SIP 110502
15	display.message:	None
16	last.restart:	2011-05-11T08:00:34
17	memory.free:	60696K free
18	ip.address:	192.168.1.235
19	subnet.mask:	255.255.255.0
20	default.route:	192.168.1.2
21	primary.dns:	192.168.1.105
22	secondary.dns:	192.168.1.2
23	route.1.ip:	
24	route.1.gateway:	None
25	route.1.mask:	None

Diagnostic information

26	route.2.ip:	None
27	route.2.gateway:	None
28	route.2.mask:	None
29	mac-address:	0001e325eaca
30	discovery.mode:	Manual
31	dhcp.reuse:	No
32	lan.port.type:	0
33	pc.port.status:	None
34	pc.port.type:	0
35	pc.port.autoMDIX:	No
36	vlan.id:	
37	qos.layer.2:	
38	qos.layer.2.voice:	5
39	qos.layer.2.signaling:	None
40	qos.layer.2.default:	0
41	qos.layer.3:	Yes
42	qos.layer.3.voice:	13
43	qos.layer.3.signaling:	7
44	lldp.med.operation:	

Web interface (WBM)

You can configure a number of settings for your phone via the web interface. Communication is via a secure HTTPS connection. Access to the web interface must be activated by your administrator.

Launching the web interface



For more information on the IP address, the web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → page 150.

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 121. You must log in with this password in future every time you want to open the User settings.

Administrator settings

This area lets you configure settings for administering your phone and the network environment. Access to the Administrator settings is protected by the admin password. For further information, consult your administrator or refer to the administration manual.

User Pages

The web interface homepage opens once you have entered and confirmed the phone's IP address.

1. Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
2. Click a menu entry to open the corresponding form.
3. Make the desired changes.
4. Click the corresponding button to save or discard your changes.

Button functions

- "Login": Log in to the phone after you have entered the user password
- "Submit": Apply changes
- "Reset": Reset original values
- "Refresh": Update values (for example under "Bluetooth" - "Last connected device")
- "Logout": Log out from the phone

User menu

All settings that you can make via the web interface's user menu can also be made via the phone's user menu → page 40.

User settings

User login

User login ☎ → page 121

Date and time

- Time ☎ → page 131
- Date (day, month, year) ☎ → page 131
- Daylight saving ☎ → page 134
- Difference (minutes) ☎ → page 134
- Auto time change ☎ → page 135

Audio

- Standard Ringer
 - Ringer melody ☎ → page 139
 - Ringer sequence ☎ → page 140
 - Ringer ☎ → page 138)
 - Room Character ☎ → page 137
 - Open listening ☎ → page 141
 - Headset port ☎ → page 142
- Special ringers
 - Internal ☎ → page 143
 - External ☎ → page 143
 - Recall ☎ → page 143
 - Emergency ☎ → page 143
 - Special 1
 - Special 2
 - Special 3

User Configuration

- Outgoing calls
 - Autodial delay (seconds) ☎ → page 88
 - Callback ☎ → page 92
 - Busy when dialling ☎ → page 89
 - Transfer on ring → page 89
 - Immediate dialling → page 90
- Incoming calls
 - Deflecting
 - Allow deflection ☎ → page 77
 - Default destination ☎ → page 77
 - Deflect to DSS ☎ → page 77
 - Forwarding
 - Settings
 - Forwarding Favourites: Destination 1 to Destination 5 ☎ → page 65
 - All calls ☎ → page 68
 - Busy ☎ → page 68
 - No reply ☎ → page 68
 - Set delay (seconds)¹ ☎ → page 69
 - Alerts
 - Visual ☎ → page 78
 - Audible ☎ → page 78
 - Forwarding party ☎ → page 78

1. Only if "Server features" was deactivated by your administrator

- Handling
 - Allow call waiting  → page 81
 - Allow DND  → page 120
 - Busy when dialling  → page 89
- CTI calls
 - Auto-answer  → page 85
 - Beep on auto-answer  → page 85
 - Beep on auto-reconnect  → page 86
- Connected calls
 - Allow call transfer  → page 84
 - Allow call joining  → page 63
 - Allow exit conference  → page 97
 - Allow hold reminder  → page 50
 - Hold reminder delay (minutes)  → page 51
 - Hold and hang-up  → page 52
 - Music on hold  → page 53
 - Allow conferences  → page 96
 - Insecure call alert  → page 145
 - Toggle associate  → page 82
- Keyset
 - Lines
 - Ring delay (seconds)  → page 112
 - Address^[1]
 - Primary line^[1]
 - Ring on/off^[1]
 - Selection order^[1]
 - Hot/warm line^[1]
 - Hot/warm line destination  → page 113
- BLF: **not** for System
- Circuit
 - Server address → page 93
 - Username → page 93
 - Change user password → page 93
- Folder to sync (optional)
 - Server address → page 94
 - Username → page 94
 - Change user password → page 94
 - Folder (optional) → page 94
- Call logging
 - Call logging - General
 - Logging  → page 116
 - Call logging - Missed calls²  → page 117
 - Include calls answered elsewhere

1. Information - read only

2. The functionality of the call log function "Missed calls" or the setting for "Answered elsewhere" depends on the support provided by the SIP server.

Phone

- Display
 - Display settings
 - Brightness  → page 126
 - Contrast.  → page 127
- Screensaver
 - Enabled  → page 128
 - Inactivity delay  → page 129
- User Pages/Phone/Program keys
 - Page 1
 - Edit  → page 71
 - Page 2
 - Edit  → page 71
- Key module 1 (if available such as User Pages/Phone/Program keys)
- Key module 2 (if available such as User Pages/Phone/Program keys)
- Key click  → page 146
- Volumes
 - Off
 - Low
 - Medium
 - High
- Active for:
 - Dialpad only
 - All keys
- Energy saving  → page 130
 - Activate after:

Locality

- Country  → page 149
- Language  → page 147
- Date format  → page 133
- Time format  → page 132

Security

- Change user password
 - Current password
 - New password  → page 121
 - Confirm password

Diagnostic information → page 160

Fixing problems

Caring for your telephone

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

Troubleshooting

Pressed key does not respond:

If the phone is locked, selected dialing keys on the phone and on the OpenScape Key Module 400 cannot be used. This also applies even if an emergency number is saved on this key. Check whether your telephone is locked (The following message appears on the screen: "Phone locked. To unlock, enter the PIN.>"). If the phone is locked, enter your PIN to unlock it.

The phone does not ring on call:

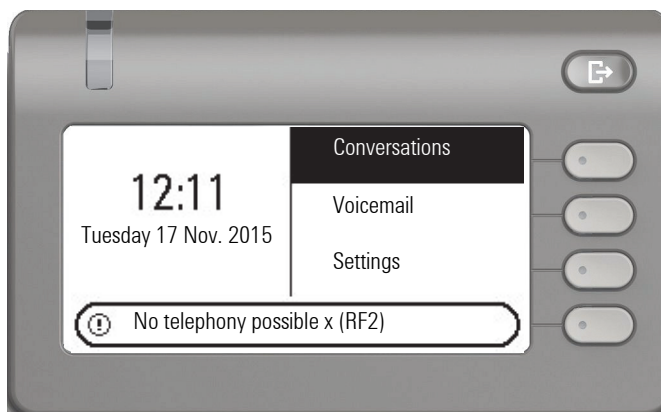
Check whether the ringer is deactivated (see icon in the status bar on the display → page 23). If it is deactivated, activate the ringer.

You cannot dial a number:

Check whether your telephone is locked (The following message appears on the screen: "Phone locked. To unlock, enter the PIN.>"). If the phone is locked, enter your PIN to unlock it.

To correct any other problems:

Contact your administrator first if a fault persists for more than five minutes, for example. Pass on the message displayed in the red field, if appropriate, as shown in the next example. Problems that cannot be corrected should be referred to Customer Service.



Labeling keys

The following options are available for labeling keys of the OpenScape Desk Phone CP400 and OpenScape Key Module 400 with the functions or numbers assigned to them:

Labeling

- By hand:
Labeling strips are supplied with your OpenScape Desk Phone CP400 and OpenScape Key Module 400. Note the function or name in the white field on the strip and insert the strip on your OpenScape Desk Phone CP400 or OpenScape Key Module 400.
- With a computer via the Internet:
You can find the online labeling tool with the user interface at http://wiki.unify.com/wiki/Key_Labelling_Tool .

Select the appropriate key labeling tool in your language. You can use the tool online via the browser or you can download it for local use.

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