Documentation

HiPath 500, HiPath 3000, HiPath 5000
optiPoint 500 entry

Operating Instructions

Communication for the open minded

Siemens Enterprise Communications
www.siemens.com/open

SIEMENS

Before You Begin

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

- The function has not been configured for your telephone - please contact your service personnel.
- Your communications platforms does not support this function - please contact your service personnel.

Important Notes

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

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

Never allow the telephone to come into contact with staining or aggressive liquids such as coffee, tea, juice, or soft drinks.
For information on telephone maintenance → Page 64.

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

Marks

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

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

All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.
The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition for reuse and recycling of used electrical and electronic equipment.
For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.
The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may have other regulations regarding the disposal of electrical and electronic equipment.

Contents

Before You Begin 2

Important Notes 2
Marks 3

Basic operating instructions 8

optiPoint 500 entry control panel. 8
How to Use these Operating Instructions 9
Accessing Functions 10
... With Codes 10
... With Function Keys 10

Making Calls – Basic Functions 11

Making and Answering Calls 11
Answering a Call 11
Open Listening in the Room During a Call 12
Dialing Numbers/Making Calls. 13
Answering a Call With the Handset 13
On-Hook Dialing 13
Ending the call 13
Redialing a Number 14
Turning the Microphone On and Off 14
Calling a Second Party (Consultation Hold) 14
Switching to the Party on Hold (Toggle) 15
Transferring a Call 15
Call Forwarding 16
Using Variable Call Forwarding 16
Using Call Forwarding No Reply (CFNR) 17
Call Forwarding in the Carrier Network
and Forwarding Multiple Subscriber Numbers (MSN) (Not for U.S.) 18
Using Callback 19
Storing a Callback 19
Answering a Callback. 19
Deleting (All) Stored Callbacks 19
Telephone Settings 20
Adjusting the Ring Volume 20
Adjusting the Ring Tone 20
Adjusting the Receiving Volume During a Call 20

Making Calls – Convenience Functions 21

Making Calls 21
Accepting a Specific Call for Your Colleague 21
Rejecting Calls 21
Using the Speakerphone 21
Answering Calls from the Entrance Telephone and Opening the Door 22
Dialing Numbers/Making Calls. 24
Speed-Dial 24
Using Mailboxes 25
Talking to Your Colleague With a Speaker Call 25
Talking to Your Colleague with Discreet Calling (Not for HiPath 500) 25
Automatic Connection Setup (Hotline). 26
Reserve Trunk 26
Assigning a Station Number (Not for U.S.) 27
Associated Dialing/Dialing Aid 27
During a Call 28
Using Call Waiting 28
Accepting a Waiting Call (Camp-On) 28
Preventing and Allowing Call Waiting (Automatic Camp-On). 29
Turning the Call Waiting Tone On and Off 29
Parking a Call 29
Picking up (Retrieving) a Held Call 30
Conducting a Conference 30
Activating Tone Dialing/DTMF Suffix-Dialing 31
Recording Calls 32
After a Speaker Call (Announcement) in a Group 33
Trunk Flash (Not for HiPath 500) 33
If You Cannot Reach a Destination 34
Call Waiting (Camp-On) 34
Busy Override - Joining a Call in Progress 34
Using Night Answer 35

Saving Function, Procedures and Appointment . . 36

Appointments Function 36
Saving Appointments. 36
Using Timed Reminders 36

Displaying and Assigning Call Charges 37

Dialing with Call Charge Assignment. 37

Private Sphere/Security 38

Turning Do Not Disturb On and Off 38
Caller ID Suppression 38
Silent Monitor (Not for HiPath 500) 38
Monitoring a Room 39
Trace Call: Identifying Anonymous Callers (Not for U.S.) 40
Locking the Telephone to Prevent Unauthorized Use 40
Locking Another Telephone to Prevent Unauthorized Use 41
Saving Your PIN 41

Using Other Functions/Services 42

Sending a Message 42
Deleting Sent Messages 42
Answering Messages 43
Delete received messages 43
Using Another Telephone Like Your Own for a Call 43
Change call number (relocate) 44
Resetting Services and Functions
(System-Wide Cancellation for a Telephone) 45
Activating Functions for Another Telephone 46
Using System Functions from the Outside
(DISA: Direct Inward System Access) 46
Controlling Connected Computers or Other Programs and Telephone
Data Service 48
Communicating with PC Applications over a CSTA Interface 49
Controlling Relays (only for HiPath 3000) 50
Radio Paging (Not for U.S., Not for HiPath 500) 51

Using Team Functions 52

Turning Group Call On and Off 52
Accepting a Call for Another Member of Your Team 53
Activating and Deactivating a Ringing Group 53
Uniform Call Distribution (UCD) 54

Team and Executive/Secretary Functions With Assigned Trunk Lines 55

Forwarding Calls on Lines 55
Transferring Calls Directly to the Executive (Only in an Executive/Secretary
Group) 56

Testing the Telephone 56
Testing the Telephone Functions 56

Special Functions in the LAN (Not for HiPath 500) 57
Leaving a Hunt Group/Group Call 57
Transferring Call Forwarding 58
Using Night Answer 59
Activating and Deactivating a Ringing Group. 60
Controlling Relays (only for HiPath 3000) 61
Opening the Door 62

Documentation in Internet 63

Fixing Problems 64
Telephone Maintenance 64
Troubleshooting. 64

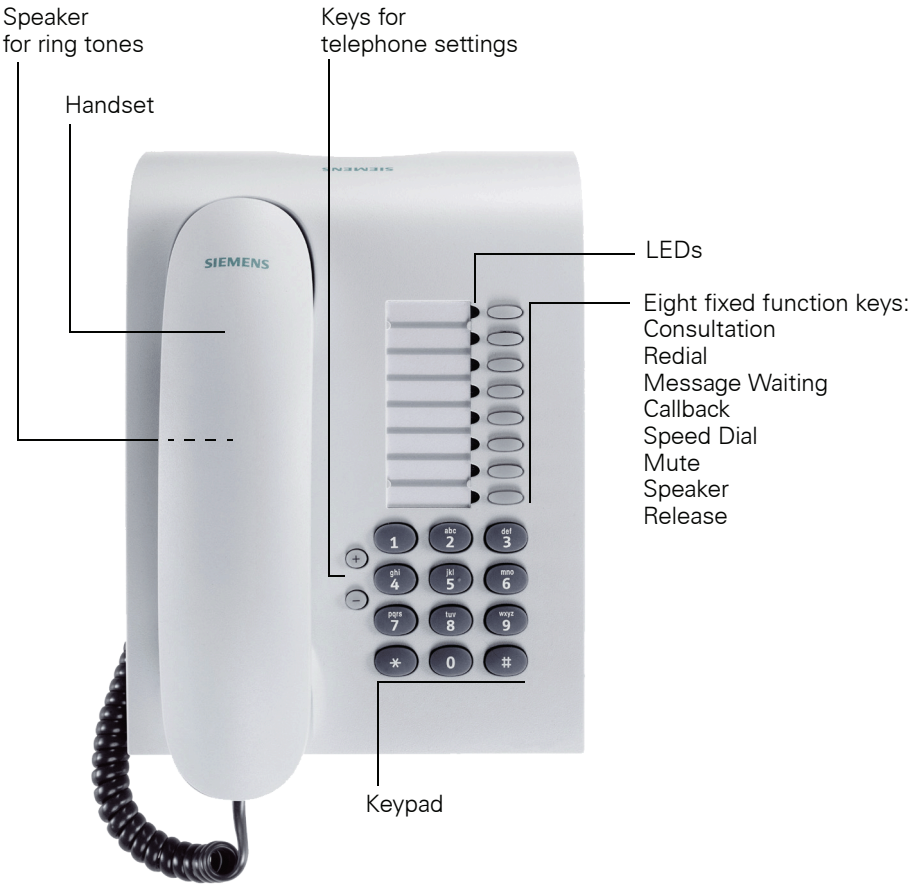
Index 65

Overview of Functions and Codes (Alphabetical) . 68

FCC and Industry Canada Compliance. 75
FCC Certification and Requirements 75
Equipment Attachment Limitations. 77

Basic operating instructions

optiPoint 500 entry control panel



Your service personnel can customize the default assignment to meet your preferences and requirements following order placement.

Step by Step

How to Use these Operating Instructions

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

Lift the handset (off-hook).

Replace the handset (on-hook).

Conduct a call.

Enter a telephone number or code.

Enter the PIN.

⊕ **or** ⊖ Press volume controls on the telephone.

You hear a tone.
A long tone (positive confirmation tone) confirms that you have successfully activated a function or procedure.
A short tone (negative confirmation tone) indicates that the function or procedure was rejected.

Press the key.

Press the illuminated key.

Press the flashing key.

Step by Step

Accessing Functions

... With Codes

You can activate the functions of your system **by entering codes** such as:

DND (do not disturb) on.

DND (do not disturb) off.

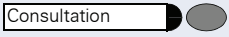
All codes to activate or enable functions are always introduced by pressing the star key, and all codes to deactivate, disable or delete functions are always entered starting with the pound key.

An alphabetically ordered overview of all functions and their corresponding codes can be found in the **Appendix** ("Overview of Functions and Codes (Alphabetical)" → Page 68 = Quick-Reference Operating Instructions).

If your service personnel has changed the default assignments and saved functions on keys in accordance with your requests or requirements, you can execute these functions by pressing the appropriate keys.

... With Function Keys

Functions for which a key has been set up can be accessed directly as follows.



Press the "consultation hold" key. The function is executed, provided this is possible in the current situation.

Step by Step

Making Calls – Basic Functions

Making and Answering Calls

Special default ring signaling is set for your telephone:

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

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

Answering a Call

The telephone rings.

Lift the handset.

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

Step by Step

Open Listening in the Room During a Call

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

Precondition: You are conducting a call with the handset.

Activating this function:

Press the key. The LED lights up.

Deactivating this function:

Press the key. The LED goes out.

Step by Step

Dialing Numbers/Making Calls

Answering a Call With the Handset

Lift the handset.

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

The called party does not answer or is busy:

Replace the handset.

or

Release

Press the key.

On-Hook Dialing

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

The other party answers with speaker:

Lift the handset.

The called party does not answer or is busy:

Speaker

Press the key. The LED goes out.

or

Release

Press the key.

Ending the call

Replace the handset.

or

Release

Press the key.

Step by Step

Redialing a Number

The last three external telephone numbers dialed are stored automatically.
You can redial them simply by pressing a key.

Lift the handset.

Redial

Press this key.

If this feature is configured (contact the service personnel), accounts codes entered are also saved → Page 37.

Turning the Microphone On and Off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the handsfree microphone.

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

Mute

Press the key. The LED lights up.

Turning off the mute:

Mute

Press the illuminated key. The LED goes out.

Calling a Second Party (Consultation Hold)

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

Consultation

Press the key. LED flashes.

Call the second station.

Return to the first party:

Consultation

Press this key and wait two seconds.

or

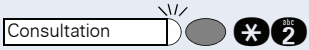
(depending on the configuration)

Consultation

Press the key twice.

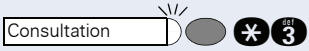
Step by Step

Switching to the Party on Hold (Toggle)



Press the key. Enter the code. LED continues to flash.

Combining the calling parties into a three-party conference



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

Connecting the other parties to each other

Replace the handset.

Transferring a Call

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

Press the key. LED flashes.

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

Announce the call, if necessary.

Replace the handset.

Step by Step

Call Forwarding

Using Variable Call Forwarding

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

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → Page 58!

Lift the handset.

✱ 1 Enter the code.

1 or 2 abc or 3 def Enter the line type you wish to use: 1 = all calls, 2 = external calls only, 3 = internal calls only

Enter the destination number (without the external code).

Deactivating call forwarding:

Lift the handset.

1 Enter the code.

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

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

Step by Step

Using Call Forwarding No Reply (CFNR)

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

Lift the handset.

Enter the code.

Enter the destination number.

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

Replace the handset.

Deactivating Call Forwarding No Reply:

Lift the handset.

Enter the code.

Replace the handset.

Step by Step

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

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

Lift the handset.

*64

Enter the code.

1 or 2 or 3

Enter the line type you wish to use:
1= immediate, 2 = on no answer, 3 = on busy

Enter your DID number.

Enter the destination number (without the external code).

Deactivating call forwarding:

Lift the handset.

#64

Enter the code.

1 or 2 or 3

Enter the activated call forwarding type.
1= immediate, 2 = on no answer, 3 = on busy

Enter your DID number.

Step by Step

Using Callback

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

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

When configured (contact your service personnel), all callback requests are automatically deleted overnight.

Storing a Callback

Precondition: You have reached a busy line or noone answers.

Callback

Press the key. The LED lights up.

or

Consultation

Press the key. LED flashes. Enter the code.

*5 8

Answering a Callback

Precondition: A callback was saved. Your telephone rings. The Callback key lights up (if present).

Lift the handset. You hear a ring tone.

Deleting (All) Stored Callbacks

Lift the handset.

#5 8 ♫

Enter the code.

Step by Step

Telephone Settings

Adjusting the Ring Volume

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

1 Press the key.

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

⊕ ⊖ **simultaneously** Save.

Adjusting the Ring Tone

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

2 abc Press the key.

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

⊕ ⊖ **simultaneously** Save.

Adjusting the Receiving Volume During a Call

You are engaged in a call.

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

⊕ ⊖ **simultaneously** Save.

Step by Step

Making Calls – Convenience Functions

Making Calls

Accepting a Specific Call for Your Colleague

You hear another telephone ring.

Lift the handset.

*59

Enter the code.

Enter the number of the telephone that is ringing.

Accepting calls in a team → Page 53.

Rejecting Calls

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

The telephone rings.

Release

Press the key.

If a call cannot be rejected, your telephone will continue to ring.

Using the Speakerphone

A colleague addresses you directly over the speaker with a speaker call. You hear a tone before the announcement.

You can respond with the handset or in speakerphone mode.

Lift the handset and answer the call.

Placing a speaker call to a colleague → Page 25.

Step by Step

Answering Calls from the Entrance Telephone and Opening the Door

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

Speaking to visitors via the entrance telephone:

Precondition: Your telephone rings.

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

or

Lift the handset after more than thirty seconds.

Dial the entrance telephone number.

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

Consultation

Press the key. LED flashes. Enter the code.

*6 1

Dial the entrance telephone number.

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → Page 62!

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

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

Step by Step

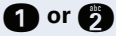
Activating the door opener:

Lift the handset.

Enter the code.

Dial the entrance telephone number.

Enter the five-digit code. Default code = "00000" (contact the service personnel).



Enter the type of door opener. 1 = enable with ring, 2 = enable w/o ring = You can also open the door without a doorbell ring.

Deactivating the door opener:

Lift the handset.

Enter the code.

Dial the entrance telephone number.

Step by Step

Dialing Numbers/Making Calls

Speed-Dial

Using Station and System Speed-Dial Numbers

Precondition: You have stored station speed-dial numbers → Page 24 or the service personnel has stored system speed-dial numbers.

Lift the handset.

Press the key.

or

Enter the code.

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

If applicable

Suffix-dialing

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

Storing Station Speed-Dial Numbers

You can store the ten numbers which you use the most and dial them using your own station speed-dial numbers: ∗0 through ∗9 → Page 24.

Lift the handset.

Enter the code.

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

First enter the external code and then the external station number (wait approx. 5 seconds).

Step by Step

Using Mailboxes

If there are messages waiting for you, you will hear a special dial tone (continuous buzzing) when you lift the handset.

Lift the handset.

Enter the code.

or

Message Waiting

Press the illuminated key.

This connects you to the sender of the message or the mailbox system.

Talking to Your Colleague With a Speaker Call

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

Lift the handset.

Enter the code.

Enter the station number.

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

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

Lift the handset.

Enter the code.

Enter your internal station number.

Your service personnel can protect your telephone against discreet calling.

Step by Step

Automatic Connection Setup (Hotline)

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

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

Reserve Trunk

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

Lift the handset.

Enter the external code. The external trunk is busy; you hear a busy signal tone. Wait about 5 seconds until the busy tone ends.
The trunk is reserved.

Replace the handset.

When the reserved trunk becomes free:

Your telephone rings.

Lift the handset. You hear the CO dial tone.

Enter the number of the external station.

Step by Step

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

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

Lift the handset.

Enter the code.

Enter the DID number you wish to use.

Dial the external number.

Associated Dialing/Dialing Aid

If this function has been configured (contact the service personnel), you can use your telephone as a dialing aid for other telephones.

Lift the handset.

Enter the code.

Enter the internal station number of the party for whom you want to dial.

Enter the number you wish to dial (external number with external code).

Step by Step

During a Call

Using Call Waiting

Callers can still reach you while you are engaged in another call. A signal alerts you to the waiting call.
You can either ignore or accept the waiting call.
When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on.
You can also bar call waiting or the call waiting tone
→ Page 29.

Accepting a Waiting Call (Camp-On)

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

Ending the first call and answering the waiting call:

Replace the handset. Your telephone rings.

Answer the second call. Lift the handset.

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

Consultation

*55

Press the key. LED flashes. Enter the code.

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

Ending the second call and resuming the first one:

Consultation

Press this key and wait two seconds.

or

(depending on the configuration)

Consultation

Press the key twice.

Step by Step

Preventing and Allowing Call Waiting (Automatic Camp-On)

If this function has been configured (ask the service personnel), you can prevent or allow a second call
→ Page 28 from being signaled by automatic camp-on during an ongoing call.

Lift the handset.

4 9 0
or * 4 9 0

Enter the code to "prevent" or "allow" call waiting.

Turning the Call Waiting Tone On and Off

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

Lift the handset.

* 8 7 or # 8 7

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

Parking a Call

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

Precondition: You are conducting a call.

Consultation

Press the key. LED flashes. Enter the code.

* 5 6

0 ... 9

Enter the number of the park slot (0 - 9) and make a note of it.
If the park slot number you entered is already being used, you will hear the negative confirmation tone. Please enter another number.

Replace the handset.

Step by Step

Retrieving a Parked Call

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

Lift the handset.

Enter the code.

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

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

Picking up (Retrieving) a Held Call

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

Lift the handset.

Enter the code.

Enter the line number you noted earlier.

Conducting a Conference

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

Lift the handset.

Call the first party.

Consultation

Press the key. LED flashes.

Call the second station. Announce the conference.

Consultation

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

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

Step by Step

If the second party does not answer:

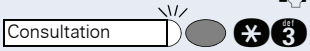
Press this key and wait two seconds.
(depending on the configuration)

Press the key twice.

Adding Up to Five to the Conference (Initiator Only)

Press the key. LED flashes.

Call the new party. Announce the conference.



Press the key. Enter the code. The LED goes out, etc.

Leaving a Conference

Replace the handset.

Ending a Conference (Initiator Only)

Press the key. LED flashes. Enter the code.

Removing the ISDN Central Office Party From the Conference

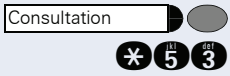
Press the key. LED flashes.

Enter the code.

Activating Tone Dialing/DTMF Suffix-Dialing

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

You have set up a connection.



Press the key. LED flashes. Enter the code.

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

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

Step by Step

Recording Calls

If configured (contact the service personnel), you can record calls.

Precondition: You are conducting a call.

Press the key. LED flashes.

Enter the code.

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

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

Ending Recording

Press the key. LED flashes.

Press the key. The LED goes out.

Playback

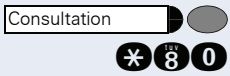
The steps required for playing back a recording depend on the voice memory system (see the corresponding Operating Manual or → Page 25).

Step by Step

After a Speaker Call (Announcement) in a Group

If this function has been configured (contact the service personnel), you can use a speaker call (announcement, → Page 25) to announce a call in progress to a group of users → Page 52.
After a member of the group has accepted the call request, you can transfer the waiting party.

Precondition: You are conducting a call.



Press the key. LED flashes. Enter the code.

Enter the group's station number.

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

Replace the handset.

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

Trunk Flash (Not for HiPath 500)

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

Precondition: You have set up an external connection via an analog line.

Press the key. LED flashes. Enter the code.

Enter the service code and/or telephone number.

Step by Step

If You Cannot Reach a Destination

Call Waiting (Camp-On)

It is important that you reach the called party, but the number is busy.

Lift the handset.

Enter the internal station number.
Wait (approx. 5 seconds) until the busy tone is followed by the ring tone.

The called party can then respond → Page 28.

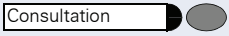
The called party can prevent automatic call waiting → Page 29.

If this feature is configured (contact the service personnel), you will hear the ring tone immediately.

Busy Override - Joining a Call in Progress

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

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



Press the key. LED flashes. Enter the code.

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

You can now start talking.

Step by Step

Using Night Answer

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

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → Page 59!

Activating this function:

Lift the handset.

Enter the code.

Enter the destination number (= temporary night answer service) within 5 seconds.

or

Enter the code or use the default (= standard night answer service).

Deactivating this function:

Enter the code.

Step by Step

Saving Function, Procedures and Appointment

Appointments Function

Saving Appointments

You can tell your telephone to give you a call when you want to be reminded of an appointment → Page 36. To do this, you need to save the time you want the call to be made. The appointment can be set for any time within the next 24 hours.

Lift the handset.

*46 Enter the code.

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

2 or 7 If the selected language is "US English" (ask the service personnel) enter the code 2 for "am" or 7 for "pm".

♫

Deleting and checking a saved appointment

Lift the handset.

#46 ♫ Enter the code.

Using Timed Reminders

Precondition: You must have saved a timed reminder → Page 36. The current time is the time stored.

Your telephone rings.
Lift the handset and replace it again.

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

Step by Step

Displaying and Assigning Call Charges

Dialing with Call Charge Assignment

You can assign external calls to certain projects.

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

Lift the handset.

Enter the code.

Enter the account code.

If applicable

Press this key (may be needed, depending on the configuration; contact the service personnel).

Enter the number of the external station.

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

Step by Step

Private Sphere/Security

Turning Do Not Disturb On and Off

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

Lift the handset.

*97 or #97 ♫ Enter the code for "on" or "off".

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

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

Caller ID Suppression

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

Lift the handset.

*86 or #86 ♫ Enter code for "suppress" or "restore".

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

Silent Monitor (Not for HiPath 500)

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

Lift the handset.

*944 Enter the code.

Enter the internal station number.

Step by Step

Monitoring a Room

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

Activating the telephone to be monitored:

Lift the handset and direct it towards the noise source.

Enter the code.

Deactivating the telephone to be monitored:

Replace the handset.

Monitoring the room:

Lift the handset.

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

Step by Step

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

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

You are engaged in an external call.

Consultation

Press the key. LED flashes. Enter the code.

*8 4

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

Locking the Telephone to Prevent Unauthorized Use

You can prevent unauthorized persons from using your telephone during your absence.

Precondition: You must have configured a personal identification number (PIN) for your telephone → Page 41.

To lock and unlock the telephone:

Lift the handset.

*6 6 or # 6 6

Enter the code for "lock" or "unlock".

Enter the telephone lock PIN → Page 41.

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

An authorized party → Page 41 can also lock and unlock your telephone.

Step by Step

Locking Another Telephone to Prevent Unauthorized Use

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

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

Lift the handset.

Enter the code.

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

Enter the code for "Changeover on".

or

Enter the code for "Changeover off".

Saving Your PIN

To use the functions

- to prevent unauthorized persons from using your telephone → Page 40
- to use another telephone like your own → Page 43
- to change your call number → Page 44

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

Lift the handset.

Enter the code.

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

Enter the new PIN.

Repeat the new PIN.

If you forget your PIN, contact the service personnel, who can reset your PIN to "00000".
An authorized party → Page 41 can also lock and unlock your telephone.

Step by Step

Using Other Functions/Services

Sending a Message

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

Lift the handset.

*68

Enter the code.

Enter the internal station number of the recipient or group.

0 ... 9

Select the preprogrammed message (which can be changed by the service personnel). Enter the code. For example:

0 = Please callback	5 = Fax waiting
1 = Someone is waiting	6 = Dictation please
2 = Appointment	7 = Please come see me
3 = Urgent call	8 = Please make copies
4 = Do not disturb	9 = Ready to depart

Deleting Sent Messages

You can delete messages that have already been sent so the recipient does not get them.

Lift the handset.

#681

Enter the code.

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

Step by Step

Answering Messages

If you have received any messages, the button "messages/info" will light up. After lifting the receiver you will hear a special dial tone or an announcement.

Lift the handset.

#63

Enter the code.

or

Message Waiting

Press the illuminated key.

This connects you to the sender of the message or the mailbox system.

Delete received messages

You can delete messages sent to you; no callback is initiated.

If messages for you have arrived, you will hear a special dial tone or an announcement when you lift the handset. If configured, a mailbox LED will light up on special tone-dialing telephones.

Lift the handset.

#680

Enter the code.

The received messages are deleted.

Using Another Telephone Like Your Own for a Call

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

Lift the handset.

*508

Enter the code.

Enter the other user's station number.

Enter the other user's telephone lock PIN.

Dial the external number.

This state is canceled at the end of the call.

Step by Step

Change call number (relocate)

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

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

The following procedure is carried out on the new telephone.

Lift the handset.

Enter the code.

Enter your own call number.

Enter code (telephone lock) → Page 41.
(This is not necessary if you have not determined a code yet).

Enter the code.

You can, however, connect your telephone to another connection and carry out the procedure.

Step by Step

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

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

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

Lift the handset.

Enter the code.

Step by Step

Activating Functions for Another Telephone

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

- Do not disturb, code: ∗97/#97 → Page 38
- Call forwarding, code ∗11, ∗12, ∗13/#1 → Page 16
- Lock and unlock all phones, code: ∗66/#66 → Page 40
- Group ringing, code: ∗81/#81 → Page 53
- Group call, code: ∗85/#85 → Page 52
- Reset services and functions, code #0 → Page 45
- Control relay, code: ∗90/#90 → Page 50
- Night service, code ∗44/#44 → Page 35
- Timed reminders, code ∗46/#46 → Page 36

Lift the handset.

Enter the code.

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

Enter the code – e.g. ∗97 for DND on – and procedure (if relevant).

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

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

- Reset services and functions, code: #0 → Page 45
- Call forwarding, code: ∗1/#1 → Page 16

Step by Step

- Lock and unlock all phones, code: ∗66/#66 → Page 40
- Save PIN, code: ∗93 → Page 41
- Send a message, code: ∗68/#68 → Page 42
- Group ringing, code: ∗81/#81 → Page 53
- Group call, code: ∗85/#85 → Page 52
- Suppress caller ID, code: ∗86/#86 → Page 38
- Open door, code: ∗61 → Page 22
- Door opener on/off, code: ∗89/#89 → Page 23
- Control relay, code ∗90/#90 → Page 50
- Do not disturb, code: ∗97/#97 → Page 38
- Speed-dialing, code: ∗7 → Page 24
- Associated service, code: ∗83 → Page 46

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

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

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

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

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

or

Dial the external number.

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

Step by Step

Controlling Connected Computers or Other Programs and Telephone Data Service

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

Precondition: You have set up a connection.

Consultation

Press the key. LED flashes. Enter the code.

*4 GHI 2 ABC

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

- Input in en-bloc mode

0 ... 9 WXYZ

Enter data.

#

Press this key at the end of the entry.

or

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

#

Enter the code.

0 ... 9 WXYZ

Enter data.

Step by Step

Communicating with PC Applications over a CSTA Interface

If this function has been configured (ask your service personnel), you can use your telephone to communicate with PC applications (CSTA = **C**omputer **S**upported **T**elecommunications **A**pplications). You send information to the application and receive information from the application via an acoustic signal.

Enter the code.

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

Use the relevant keys to communicate with the application.

Ending communication with the application:

Lift and replace the handset.

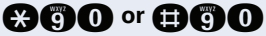
Step by Step

Controlling Relays (only for HiPath 3000)

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

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → Page 61!

Lift the handset.



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

Enter the relay.

Step by Step

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

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

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

Paging:

To be paged, you must have activated a call ringing group → Page 53, call forwarding → Page 16, or call redirection to the internal station number of your paging equipment.
A call request is then signaled automatically.

Answering the page from the nearest telephone:

Lift the handset.

Enter the code.

Enter your own station number.

Step by Step

Using Team Functions

Turning Group Call On and Off

If this function has been configured (contact the service personnel), you belong to one or more groups of users who can each be reached under a hunt group or group call number.
Incoming calls are signaled on all group member telephones in the order in which they are received (hunt group) or simultaneously (= group call) until one member of the group accepts the call.
You can also belong to a team (including executive/secretary ones) to which multiple lines have been assigned. → Page 55.

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

You can activate and deactivate the audible signal for a hunt group, group call or individual trunks in a group (including an executive/secretary team).

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → Page 57!

You belong to a hunt group or a group call:

Lift the handset.

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

You belong to multiple groups or to one group with lines (including executive/secretary teams):

Lift the handset.

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

♫ Enter the code for "Leave all groups".

or

* ♫ Enter the code for "Join all groups.

or

♫ Enter a group/trunk number to directly "leave or join".

Step by Step

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

Accepting a Call for Another Member of Your Team

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

Precondition: You telephone rings briefly.

Lift the handset.

*5 7 Enter the code.

Activating and Deactivating a Ringing Group

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

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → Page 60!

Saving telephones for the ringing group:

Lift the handset.

*8 1 Enter the code.

Enter the internal station number.

Removing all telephones in call ringing group:

Lift the handset.

#8 1 Enter the code.

Step by Step

Uniform Call Distribution (UCD)

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

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

Lift the handset.

✱ 4 0 1 or # 4 0 1

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

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

Logging on and off during your shift:

Lift the handset.

4 0 2 or ✱ 4 0 2

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

Requesting and activating a work time:

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

or

You have or had an UCD connection.

✱ 4 0 3 or # 4 0 3

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

Turning the night service on and off for UCD:

Lift the handset.

✱ 4 0 4 or # 4 0 4

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

Step by Step

Team and Executive/Secretary Functions With Assigned Trunk Lines

If this function has been configured (contact the service personnel), you belong to a team of users for whom special trunk lines exist. You can then conduct your calls as usual via the trunk assigned to you.
In addition, you can also activate call forwarding or a ring transfer for the lines of your group.

Forwarding Calls on Lines

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

Lift the handset.

✱ 5 0 1 — Enter the code.

Enter the desired line number.

1 or 2 or 3 — Enter the line type you wish to use:
1 = all calls, 2 = external calls only, 3 =internal calls only

Enter the destination number (without the external code).

Deactivating call forwarding:

Lift the handset.

5 0 1 — Enter the code.

Enter the desired line number.

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

Step by Step

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

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

Activating this function:

Lift the handset.

Enter the code.

Enter the desired line number.

Deactivating this function:

Lift the handset.

Enter the code.

Enter the desired line number.

Testing the Telephone

Testing the Telephone Functions

You can test your telephone functions.

Precondition: Your telephone is idle.

Lift the handset.

Enter the code.

If everything is OK,
- all LEDs on the telephone start flashing, and
- the ringer signal sounds.

Step by Step

Special Functions in the LAN (Not for HiPath 500)

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

Leaving a Hunt Group/Group Call

Precondition: you belong to the hunt group/group call → Page 52 of another HiPath 3000:

Lift the handset.

*47 Enter the code.

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

Enter.

Enter the (DISA) call number of your telephone.

Enter.

#85 or *85 Enter the code for "leave" or "join".

You belong to multiple groups of another HiPath 3000:

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

Step by Step

Transferring Call Forwarding

You can activate/deactivate call forwarding → Page 16 for your telephones from other HiPath 5000 telephones.

Lift the handset.

*4 7 Enter the code.

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

Enter.

Enter the (DISA) call number of your telephone.

Enter.

Activating this function:

*1 Enter the code.

1 or 2 or 3 Enter the line type you wish to use:
1 = all calls, 2 = external calls only, 3 = internal calls only

Enter the destination number (without external code).

Deactivating this function:

#1 Enter the code.

Step by Step

Using Night Answer

If authorized (contact the service personnel), you can define telephones in other HiPath 3000 communications platforms as the night answer → Page 35.

Lift the handset.

Enter the code.

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

Enter.

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

Enter.

Activating this function:

Enter the code.

Enter the destination number (= temporary night answer service) within 5 seconds.

Deactivating this function:

Enter the code.

Step by Step

Activating and Deactivating a Ringing Group

You can have calls for your telephone signaled audibly at external telephones or at telephones in other HiPath 3000 communications platforms → Page 53.

Saving the telephones for the ringing group:

Lift the handset.

*81 Enter the code.

Enter the call number.

Enter.

Removing all telephones in call ringing group:

Lift the handset.

#81 Enter the code.

Step by Step

Controlling Relays (only for HiPath 3000)

If this feature is configured (contact the service personnel, you can also control relays → Page 50 in other HiPath 3000 communications platforms.

Lift the handset.

*4 7 Enter the code.

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

Enter.

Enter the (DISA) call number of the telephone from which you wish to control the relay.

Enter.

*9 0 or # 9 0 Enter the code for "on" or "off".

1 ... 4 Enter the relay.

Step by Step

Opening the Door

If this feature is configured (contact the service personnel), you can also activate the door opener → Page 22 in other HiPath 3000 communications platforms.

Lift the handset.

*4ghi 7pqrs Enter the code.

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

Enter.

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

Enter.

*6mno 1 Enter the code.

Enter the call number of the entrance telephone.

Documentation in Internet

This and other documentation can be found on the Internet at:
http://www.enterprise-communications.siemens.com > Products > Phones & Clients > (Select Product) > Downloads.

To view and print documentation in PDF format, you require Acrobat Reader (free software):
http://www.adobe.com

Technical notes, current information about firmware updates, frequently asked questions and lots more can be found on the web at:
http://wiki.siemens-enterprise.com/

Fixing Problems

Telephone Maintenance

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

Troubleshooting

Pressed key does not respond:

Check whether the key is stuck.

Telephone does not ring:

Check whether the "do not disturb" function was activated on your telephone. On lifting the handset, you will hear a special dial tone. If so, deactivate it → Page 38.

You cannot dial an external number:

Check whether you telephone is locked. On lifting the handset, you will hear a special dial tone. If so, unlock the telephone → Page 40.

To correct any other problem:

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

Index

A

account code ... 37
agents ... 54
announcement ... 25
answering a timed reminder ... 36
appointment ... 36
assigning a DID number ... 27
associated dialing/dialing aid ... 27
automatic connection setup ... 26

C

call
  accepting, group ... 53
  answering ... 11
  entrance telephone ... 22
  forwarding ... 16
  forwarding in a team ... 55
  forwarding MSN in CO ... 18
  parking ... 29
  pickup, directed ... 21
  rejecting ... 21
  retrieving from park ... 30
  retrieving held ... 30
  transfer after announcement ... 33
call charge assignment ... 37
call recording ... 32
call signal ... 11
call transfer ... 15
call volume ... 11, 20
call waiting
  accepting ... 28
  allowing ... 29
  preventing ... 29
call waiting (camp-on) ... 34
  tone off ... 29
call waiting on/off ... 29
call waiting tone on/off ... 29
caller ID
  restoring display of
    suppressing display of caller ID ... 38
caller ID suppression ... 38
calling a second party ... 14
calls
  distributing ... 54
calls in queue ... 54
CE mark ... 3
change call number ... 44
cleaning the telephone ... 64
conference ... 15
connection setup, automatic ... 26
consultation hold key ... 14

D

dialing
  internal/external calls ... 13
dialing internal calls ... 13
dialing numbers
  on-hook dialing ... 13
  using redial ... 14
  using speed-dialing ... 24
direct inward system access (DISA) ... 46
DISA ... 46
discreet calling ... 25
distributing calls ... 54
do not disturb ... 38
door opener ... 23

E

entrance telephone ... 22
executive/secretary functions ... 55
explanation of symbols ... 9
external code ... 13

F

forwarding ... 16
  multiple subscriber number (MSN) ... 18
forwarding MSN in CO ... 18
functions
  activating/deactivating for another telephone associated service ... 46
  resetting ... 45

G

group call ... 52

H

handsfree answerback ... 21

HiPath 5000
actuators ... 61
group call ... 57
hunt group ... 57
night answer ... 59
opening the door ... 62
relays ... 61
ringing group ... 60
transferring call forwarding ... 58
hotline ... 26
hunt group ... 52

I

IP telephony ... 57

K

keys
fixed ... 8

L

LAN telephony ... 57
LEDs=light emitting diodes ... 8
locking
all phones ... 41
locking all phones ... 41
locking/unlocking the telephone ... 40

M

mailbox ... 25
making calls
with the dialing aid ... 27
making external calls ... 13
making trunk calls ... 13
malfunctions ... 64
message
answering ... 43
deleting/displaying ... 42
receiving ... 43
sending ... 42
monitoring
silent ... 38
multiple subscriber number (MSN) ... 18

N

night answer ... 35
notes ... 2

O

open door
with a code ... 22
open listening ... 12
operating principle ... 10
operating steps ... 9
override ... 34, 38

P

parking a call ... 29
personal identification number ... 41
pickup (call) ... 21, 53
PIN ... 41
for a telephone ... 40
preventing and allowing
automatic camp-on ... 29
programming your telephone ... 20, 38
project calls ... 37

R

radio paging equipment PSE ... 51
recall ... 33
receiving volume ... 11, 20
recording ... 32
redialing a number ... 14
relays ... 50
relocate ... 44
reserving a trunk ... 26
resetting functions ... 45
resetting services ... 45
ring tone ... 20
ring transfer
in an executive/secretary team ... 56
ring volume ... 20
ringing group ... 53
room monitor ... 39

S

saving a PIN 41
secretary functions 55
security 38
setting your telephone 20, 38
silent monitor 38
speaker call 25
special dial tone 25
speed-dialing
  dialing numbers 24
  saving station speed-dialing 24
  suffix-dialing 24
  system 24
station number
  assigning 27
station speed-dialing 24
suffix-dialing 31
  automatic 24
  DTMF tone dialing 31
switches 50
system speed-dialing 24
system-wide cancellation 45

T

telephone
  cleaning 64
  locking 40
  locking another 41
  locking/unlocking 40
  locking/unlocking all phones 41
  maintaining 64
  operating 10
  settings 20, 38
  testing 56
  using another like your own 43
telephone data service 48
telephone maintenance 64
telephone test 56
temporary phone using a
  temporary phone 43
testing the telephone 56
testing the telephone functions 56
text message
  answering 43
  deleting/displaying 42
  receiving 43
  sending 42
three-party conference 15
time-dependent hotline 26
toggle 15
tone dialing 31
tone dialing (DTMF dialing) 31
trace call 40
transfer (call)
  after announcement 33
transfer call 15
trunk flash 33
trunk, reserving 26

U

UCD 54
using functions from the outside 46

V

variable call forwarding 16

W

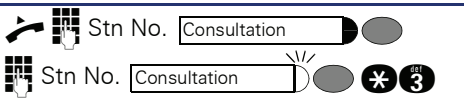
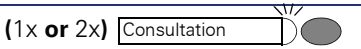
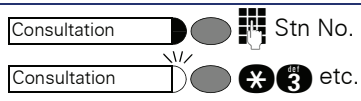
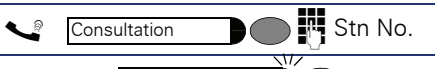
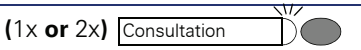
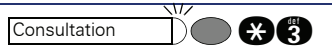
work time 54

Overview of Functions and Codes (Alphabetical)

The table below lists all available functions. If these functions have been configured (contact the service personnel), they can be called by entering a code or pressing a function key.

Functions		Operating Steps
Accept call	Directed	✆ ✱ 5 9 Int.
	Group	✆ ✱ 5 7
Adjust ring tone		(⊕ **or** ⊖) 2 ⊕ ⊖ simultaneously
Adjust ring volume		(⊕ **or** ⊖) 1 ⊕ ⊖ simultaneously
Answer call		✆
Assign station number (not for U.S.)		✆ ✱ 4 1 MSN Ext.
Associated dialing		✆ ✱ 6 7 Int. ♫ Stn No.
Associated service		✆ ✱ 8 3 Int.
Call charge assignment/account code		✆ ✱ 6 0 ACCT # if appl. ♫ Ext.
Call forwarding	On	✆ ✱ 1 1 Stn No. ♫ ✆ ✱ 1 2 Stn No. ♫ ✆ ✱ 1 3 Stn No. ♫
	Off	✆ # 1 ♫
	Forward Line: On	✆ ✱ 5 0 1 Trk No. 1 Stn No. ♫ ✆ ✱ 5 0 1 Trk No. 2 Stn No. ♫ ✆ ✱ 5 0 1 Trk No. 3 Stn No. ♫
	Forward Line: Off	✆ # 5 0 1 Trk No. ♫
	CFNR On	✆ ✱ 4 9 5 Stn No. ♫ ✆
	CFNR Off	✆ # 4 9 5 ♫ ✆

Functions		Operating Steps
Call forwarding	Call forwarding in carrier network on	✆ ✱ 6 4 1 MSN Ext. ♫ ✆ ✱ 6 4 2 MSN Ext. ♫ ✆ ✱ 6 4 3 MSN Ext. ♫
	Call forwarding in carrier network off	✆ # 6 4 1 ♫ MSN ♫ ✆ # 6 4 2 ♫ MSN ♫ ✆ # 6 4 3 ♫ MSN ♫
Call waiting (camp-on)		✆ Int. ♫ Stn busy, **wait 5 seconds**
Callback	Store a callback	Callback
	Delete a callback	✆ # 5 8 ♫
	Answering a callback (call)	✆
Call Recording		✆ Consultation ✱ 4 9 3
Camp-on	Accept a waiting call (camp-on)	✆ ✆ Consultation ✱ 5 5
	Terminate second call, resume first call	**(1x or 2x)** Consultation
	Prevent call waiting (automatic camp-on)	✆ # 4 9 0 ♫
	Allow call waiting (automatic camp-on)	✆ ✱ 4 9 0 ♫
	Call waiting tone on	✆ # 8 7 ♫
	Call waiting tone off	✆ ✱ 8 7 ♫
Change call number		✆ ✱ 9 4 1 9 own call No. Code # 9 4 1 9
Change call volume		✆ (⊕ **or** ⊖) ⊕ ⊖ simultaneously

Functions		Operating Steps
Conference	Start	
	The other party does not respond 1. Continue the call	
	Add a party to the conference (max. five)	
	Leave conference	
	End conference	
	Remove ISDN central office party from the conference	
Consult		
	Quit consultation, resume first call	
	Toggle	
	Start three-party conference	
	Connect parties	
Control relay	On (only for HiPath 3000)	
	Off (only for HiPath 3000)	
Data I/O Service		
Discreet Call (Not for HiPath 500)		
DND	On	
	Off	

Functions		Operating Steps
Door opener	Conversation (entrance telephone)	**or** after 30 seconds Int.
	Open door	Consultation * 6 1 Int.
	Door release on	* 8 9 Int. + Code ♫ (1 **or** 2)
	Door release off	# 8 9 Int. ♫
DTMF dialing/Tone dialing		Consultation * 5 3
Ending a call		**or** Release
Group call	Leave	# 8 5 ♫ **or** # 8 5 # ♫ **or** # 8 5 Group ♫
	Join	* 8 5 ♫ **or** * 8 5 # ♫ **or** * 8 5 Group ♫
HF answerback		
Hotline		
Making calls		Stn No. **or** Stn No.
Message	Send	* 6 8 Int. (0...9) ♫
	Delete (sent)	# 6 8 1 ♫
	Answering	♫ # 6 8 3
Silent Monitor (not for HiPath 500)		* 9 4 4 Int.
Mute	Off	Mute
	On	Mute
Night answer	On	* 4 4 Int. ♫ **or** * 4 4 * ♫
	Off	# 4 4 ♫

Functions		Operating Steps
Override		Stn busy Consultation ✱ 6 2 ♫
Paging another person (not for U.S., not for HiPath 500)	Answer page	✱ 5 9 Int.
Park a call		Consultation ✱ 5 6 (0 ... 9) ♫
	Retrieve a parked call	# 5 6 (0 ... 9)
Phone	Changeover on (lock)	✱ 6 6 Code
	Changeover off (unlock)	# 6 6 Code
	Lock all phones	✱ 9 4 3 Int. ✱
	Unlock all phones	✱ 9 4 3 Int. #
Phone test		✱ 9 4 0
Picking up (retrieving) a held call		✱ 6 3 Line No.
Redial		Redial
Reject call		Release
Reset services		# 0 ♫
Ring transfer	On	✱ 5 0 2 Line No. ♫
	Off	# 5 0 2 Line No. ♫
Ringing group	On	✱ 8 1 Int. ♫
	Off	# 8 1 ♫
Room monitor	On	✱ 8 8 ♫
	Off	
	Monitoring a room	Int.
Saving a PIN		✱ 9 3 Old code 2x new code

Functions		Operating Steps
Speaker call		*80 Int.
Speed-dialing	Use speed-dialing	Speed-dial (*0...*9 **or** 000...999**) or** *7 **(***0...*9 **or** 000...999**)**
	Speed-dialing: store station	*92 *0... *9 Ext.
Suppress caller ID	On	*86
	Off	#86
Telephone data service		Consultation *42
Timed reminder	Save	*46 (Time e.g.0905)
	Delete	#46
	Accept timed call	
Trace call (not for U.S.)		Consultation *84
Transferring a call		Consultation Stn No.
	...After announcement to group	Consultation *80 Group
Trunk flash (not for HiPath 500)		Consultation *51
Trunk	Reserve trunk	Busy (external) **Wait 5 seconds**
	When the reserved trunk is free	Ext.

Functions		Operating Steps
UCD	Log on at beginning of shift	✆ ✱ 4 0 1 Code ♫
	Log off at end of shift	✆ # 4 0 1 ♫
	Log off work	✆ # 4 0 2 ♫
	Log on work	✆ ✱ 4 0 2 ♫
	Work time on	(✆ or ✆) ✱ 4 0 3 ♫
	Work time off	(✆ or ✆) # 4 0 3 ♫
	Night answer on	✆ ✱ 4 0 4 ♫
	Night answer off	✆ # 4 0 4 ♫
Using another phone like your own		✆ ✱ 5 0 8 Int. Code ♫
Using mailboxes		✆ ♫ # 6 8 3 **or** ✆ ♫ Message Waiting

FCC and Industry Canada Compliance

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

FCC Certification and Requirements

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

Service

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

FCC Rules, Part 15

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

FCC Rules, Part 68

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

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

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

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

Equipment Attachment Limitations

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

Ringer Equivalence Number (REN)

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

Equipment Attachment Limitations

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

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

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

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

DANGER

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

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Communication for the open minded

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www.siemens.com/open

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