



HiPath 1100

HiPath 1120

HiPath 1150

HiPath 1190

System Telephones
optiPoint 500 economy
optiPoint 500 basic
optiPoint 500 standard
optiPoint 500 advance

User Manual

SIEMENS

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Introduction

The HiPath 1100 family consists of the following systems: HiPath 1120, HiPath 1150 and HiPath 1190. The features and operation of these systems are very similar. Their differences stem from their capability regarding the number of extensions, external lines and optional modules available.

The following documentation package was developed to describe the characteristics for these systems:

- **User Manual:**
This manual describes step by step how to operate and use the features provided by each system.
- **Programming Manual:**
The Configuration Manual briefly describes the installation of HiPath 1120, HiPath 1150 and HiPath 1190 systems as well as the programming codes for the entire family of systems. It highlights the specific characteristics of each system.
- **System Telephones Instruction Manual:**
It is included with the telephone package and describes how to setup and use the telephone sets.
- **Quick Reference Guide for Standard and System Telephones:**
This guide provides summarized information on how to use the different codes for the features of each system:
- **Attendant Console Quick Reference Guide:**
This guide provides summarized information on how to use a system telephone as an Attendant Console.
- **Service Manual.**
This manual contains information regarding Siemens distributors and Service Centers where you can request maintenance service and programming assistance as well as purchase products and options for your Communications Systems.
- **Warranty Certificate:**
This Certificate defines the terms and conditions of the warranty provided by Siemens.

About This User Manual

This manual describes the operation and implementation of the HiPath 1100 system features with the system telephones optiPoint 500 economy, optiPoint 500 basic, optiPoint 500 standard and optiPoint 500 advance. It also describes all feature codes and functions provided by your system. Some functions may not be available with your system. The reasons for this are the following:

- The function is not configured for your type of line and/or system. Ask your System Administrator for further information.
- Your communications platform does not support the feature. Ask about upgrade capabilities for your system.

Important Notes



Do not install the system or telephone sets where there may be a risk of explosion.



To ensure optimal performance and operation use only original accessories manufactured by Siemens.



Never open the system or dismantle any of the telephones. If you have any problems, ask for assistance from your System Administrator.

Care of the equipment

Avoid putting the system and telephones in contact with coloring liquids or other damaging fluids such as tea, coffee, fruit juices or soft drinks.

The information in this document provides only general descriptions of the features. The actual features may not correspond exactly to the descriptions herein and, furthermore, they are subject to changes to the extent that products continue to be developed.

The selection of features to be provided is not binding unless explicitly established in the terms of the contract.

Trademarks



This equipment conforms to the EU Directive 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 the lowest consumption of raw materials and energy as well as the lowest production of industrial waste.



For compliance with EU directives, do not discard any batteries, electrical or electronic equipment marked with this symbol in common household garbage. Discard this type of waste at a local recycling or waste disposal facility.

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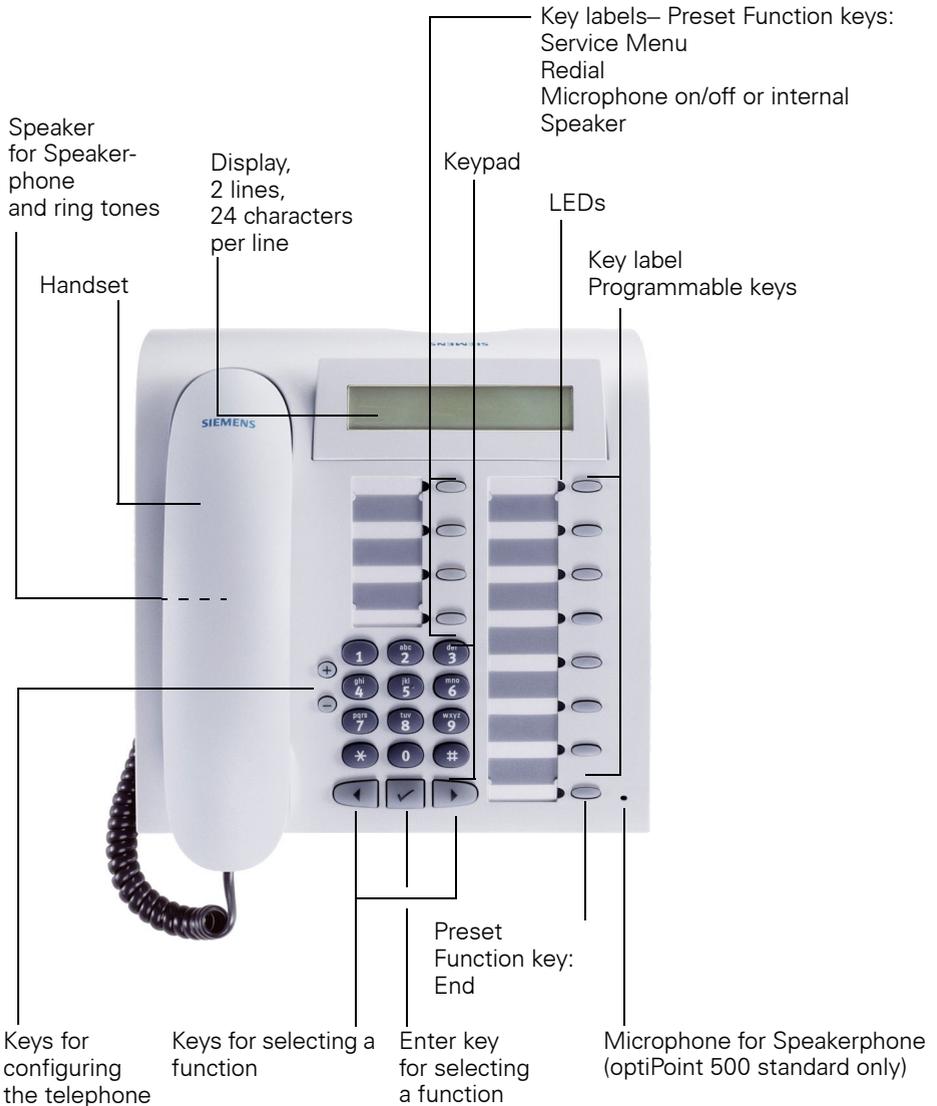
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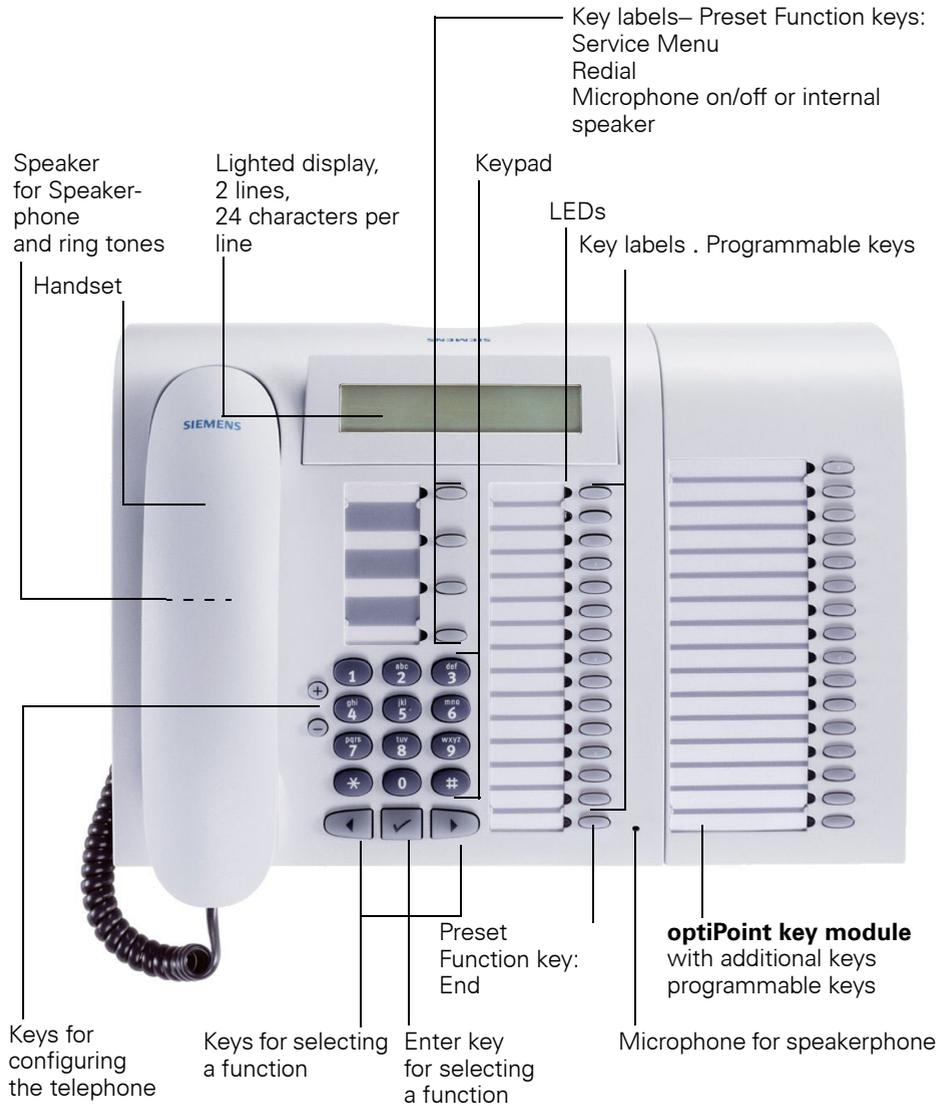
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Telephone Reference Information

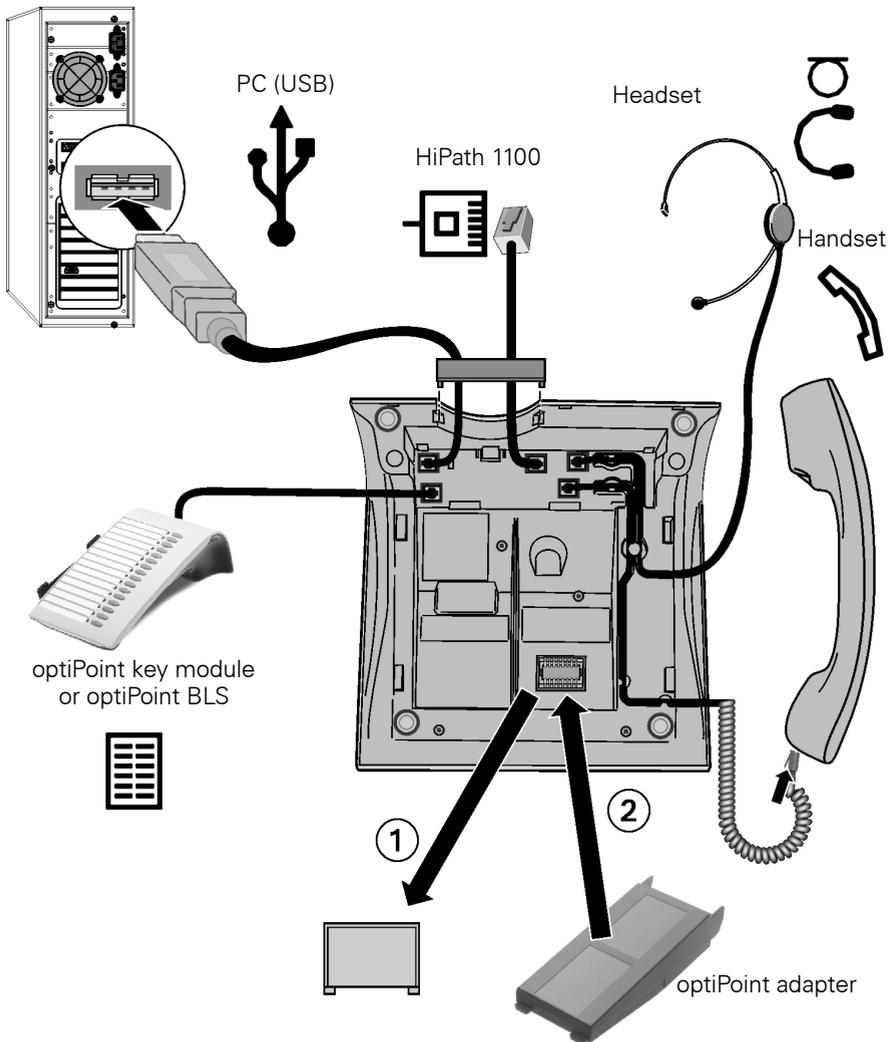
Front panel: optiPoint 500/basic/standard/economy



Front Panel: optiPoint 500 advance optiPoint key module



Back panel: optiPoint 500



For connections/accessories availability information for each optiPoint 500 model see Chapter "optiPoint 500 Properties and Connection Options" → page 16 and Chapter "Terminals, Adapters and Accessories" → page 117

Passo a passo

How to use this manual

The steps for programming the system are presented sequentially in graphic format under the column "Step by Step" on the left side of each page.

Symbol Explanations:



Lift the handset.



Replace the handset.



Initiate conversation.



Enter numbers, keys, passwords, internal or external phone numbers, etc.



Press keys to configure telephone settings.



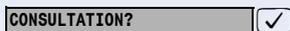
Press this key.



Press the key with the LED turned on.

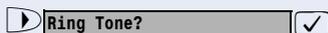


Press the blinking LED key.



The display shows the function available at the moment.

To activate the function indicated press .



To browse through available functions

press ,

until the function shows on the display.

Then press to confirm your selection.



Wait to hear an audible tone through the handset or speaker.



An extension is calling.

When activating certain functions and procedures, a long beeping tone means the activation was successful.

When activating certain functions and procedures, short beeping tones mean the activation failed.

Passo a passo

Display Message/Prompts

06:30 MON OCT 03 05
27 HiPath 1100>

Line 1 displays time, date, requests, error messages and confirmation messages, as appropriate.

Line 2 displays the internal number, the system's name, and available options that can be selected by pressing . If the ">" appears on the right, it means there are more options available. Options can be accessed using  .

Accessing a Feature

... Directly

Certain features **can be selected directly**, for instance:

 FORWARDING ON?

Select using   then confirm by pressing .

RECALL?

Certain features may be selected **directly during a call, under certain conditions**. For example, a call to a busy extension:

Confirm your selection by pressing .

or

 Directory?

Select using   then confirm by pressing .

... using the Service Menu

To make these selections you must first press the Service Menu key and chose an option, for example: "#0=FEATURES OFF"

Service Menu 

Press this key.

 #0=RESET SRVC.?

Select using   then confirm by pressing .

or

 0

Enter the code.

Additional options are available under "MORE FEATURES" in the Service Menu. For example, "*11 =FORWARDING ON ?" These options are also available when the phone is in Sleep Mode or during calls, but without the code.

Passo a passo

Service Menu 

Press this key.

 MORE FEATURES? 

Select using   then confirm by pressing .

 *11=FORWARDING ON? 

Select using   then confirm by pressing .

... Using a programmable key

When a key has been programmed for a certain feature, simply press the key to activate the feature. For example:



Press the "CONFERENCE" key to activate this feature.



"Feature Codes" → page 118

System Support Technician

The Support Technician is the person responsible for programming your HiPath 1100. The Support Technician has all the necessary tools and information available in order to carry out his/her job.

Assistance with Troubleshooting

First contact your System Support Technician. If the problem is not solved, the Support Technician should call Technical Support.

Using the HiPath 1100 Features

Considerations

Feature descriptions and examples available for HiPath 1100 are based on a standard opti-Point 500 system telephone model.

Check specific procedure to be followed for the different system telephone models. For information on how to configure each model, see the appropriate Instructions Manual.

All basic features are described in the Quick Reference Guide For System Telephones.

The information in this document provides only general descriptions of the features. The actual features may not correspond exactly to the descriptions herein and, furthermore, they are subject to changes to the extent that products continue to be developed.

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Numbering Plan

A Numbering Plan assigns extensions, external lines, and groups - as well as other numbers that can be selected with features and programming codes - to execute specific functions.

Description	HiPath 1120	HiPath 1150	HiPath 1190
External line	801 to 808	801 to 832	801 to 845
Extension, including S ₀	11 to 30	11 to 60 610 to 645	101 to 240
Groups of external lines	0 or 890 to 899		
Call Groups (CG)	770 to 779		
Hunt Groups (HG)	780 to 789		
UCD Subscriber Groups	790 to 799		
Carrier	9		
EVM - Default internal number	790		
EVM - Message ports	7491 and 7492		
EVM - Virtual ports	744 to 747		
Fax/DID - Virtual ports for messages	740 to 743		
USB/CAPI line	10		100
Substitution for * and #	75 and 76 (accordingly)		

Note:

The number of external lines and extensions available depends on the system's configuration.

optiPoint 500 Properties and Connection Options

optiPoint 500¹	economy	basic	standard	advance
Function keys	12	12	12	20
Full-Duplex Speakerphone Feature	-	-	Yes	Yes
Display backlight	-	-	-	Yes
Headset connection:				
• Built-in interface	-	-	-	Yes
• Adapter	-	Yes	Yes	Yes
• Handset Interface	Yes	Yes	Yes	Yes
USB Interface	-	Yes	Yes	Yes
Additional terminal interface (slave)	-	Yes	Yes	Yes
Adapter slots	0	1	1	2

[1] The name and type are printed on the bottom of the optiPoint 500 telephone set.

System signaling tones

During feature configuration the system uses the following signaling tones:

Tone	Meaning
Internal dialing tone	The system is ready to receive and send call information.
Signaling tone	Connection established. Ring signal is being applied to phone number.
Dial tone	Network accepted information request and is sending a request for more information.
Busy signal	It indicates to the caller that the number is busy. It is also used when the destination cannot be accessed (e.g., invalid number).
External false signal	The dial tone that is heard is not from the carrier
Call Waiting Signaling Tone	It indicates to the user having a conversation that there is another call ringing.
Call Waiting tone for Door Opener	It indicates to the user having a conversation that someone is requesting the Door Opener to open the door.
Confirmation tone	The procedure was successfully completed and accepted.
Rejection tone	The procedure is invalid and was not accepted.
Override tone	It alerts the user having a conversation that the call's privacy was violated (override).
Conference tone	It indicates that a new participant joined the conversation.
Recall confirmation tone	It confirms a callback.
Alert signal	It alerts the called party when the Speakerphone Auto-Answering and Paging features are enabled.
Special Dial Tone	Indicates that a service is activated (Night Service, Electronic Lock, Do Not Disturb, etc.)
Auto-Answering Tone	After a Direct Communication Call is established.

Step by step

Functions used for making calls

Making Calls

Considerations

- When authorized, it allows you to call external numbers¹ on a public network.
- The HiPath 1100 can also be programmed to require pressing the "Internal" key before an internal number can be dialed. When this is the case, there is no need to enter an external line access code to dial an external number ("**Automatic Seizure of an External Line**"²Check with the Support Technician for your system).
- Ask your Support Technician for the required internal numbers, public network access codes as well as information about enabled features and available extensions.
- Depending on how the HiPath 1100 is programmed (ask the system's technical support team) it will automatically select the most economical route for making an external call (LCR - Least Cost Routing). When an LCR is not available, the non-default carrier name or "EXPENSIVE CONN" appears on the display, and a warning tone is emitted.

... Using the Handset



Lift the handset.

- For an **internal call**: Enter an extension number (e.g., 11/101).
- For an **external calls**: enter the code for accessing an external line (e.g., 0) and the external number you want to call.



Wait for the call to be answered. Initiate conversation.

[1] See the chapter Important Programming Data - Classes of Service in the Programming Manual.

[2] It allows the user to dial an external call directly, without having to dial an external access code (e.g., 0). If a continuous dialing tone is heard when the handset is lifted, it means that Automatic Seizure Mode is active (see Programming na External Line - Automatic Seizure of an External Line, in the Programming Manual).

Step by step

... Using the Speakerphone



Handset on the hook.



Press this key.



- For an **internal call**: Enter an extension number (e.g., 11/101).

or

- For an **external call**: Enter the access code for an external line (e.g., 0) the external number you want to call.



Wait for the call to be answered. Initiate conversation.

... with the Headset

Required: A headset must be connected. A key has been programmed for the "Headset" feature or the headset has an electronic control button that acts as the hook (see Headset feature).



Handset on the hook.



Press the HEADSET ON key.



- For an **internal call**: Enter an extension number (e.g., 11/101).
- For **external calls**: Enter the access code for accessing an external line (e.g., 0) and the external number you want to call.



Wait for the call to be answered. Initiate conversation.



Headsets do not send a call ending tone (busy signal) at the end of a call.

... With the Handset on the Hook



Handset on the hook.



- For an **internal call**: Enter an extension number (e.g., 11/101).
- For an **external call**: Enter the access code for accessing an external line (e.g., 0) and the external number you want to call.



Wait for the call to be answered. Initiate conversation.

Step by step

INTERNAL



... Using Automatic Seizure of an Active External Line

- **Internal call**

Press the "INTERNAL" key.

Enter an extension number (e.g., 11/101).

- **External calls:**

Enter the external number you want to call.

Wait for the call to be answered. Initiate conversation.



... Using a Group of External Lines¹

An extension can originate external call or calls to a Master PABX through a group of external lines.



Enter the number of the appropriate group of external lines for accessing an external line.

- **0** or **8 9 0** to **8 9 9** = Group of external lines

Wait for a dial tone.



Enter the external number you want to call.



Wait for the call to be answered. Initiate conversation.



... When a group is busy

If an overflow group was configured when the system was programmed, the call is carried out using a second group of external lines.

The second group of external lines takes into account the extension's class of service.

[1] When operating as a Satellite PABX for external calls or for calling extensions of a Master PABX, select the group of external lines before selecting the second external access code (0...9 or 00...99). Or, select the extension number, as appropriate (see Important Programming Data - Assigning Groups of External Lines to Extensions in the Programming Manual). When a group of external lines is configured as a Satellite PBX, a false dial tone is not generated. Overflow Group for External Lines (see Programming Manual. Programming an external Line - Overflow for a Group of External Lines

Step by step

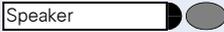
Switching to Speakerphone

Conversation using the Handset



Press and hold this key while placing the handset on the hook. Then release the key and resume the conversation.

Conversation using a Headset



Press the key and resume the conversation.

Switching to Handset

Conversation using the Speakerphone or a Headset



Lift the handset and resume conversation.

Switching to a Headset

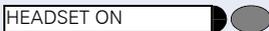
Required: A headset must be connected. A key has been programmed for the "Headset" feature or the headset has an electronic control button that acts as the hook (see Headset feature).

Conversation using the Speakerphone.



Press the HEADSET ON key or activate the electronic hook control and resume the conversation.

Conversation using the Handset



Press the HEADSET ON key or activate the electronic hook control.



Keep handset off the hook and resume conversation.

 Headsets do not send a call ending tone (busy signal) at the end of a call.

Step by step

Speaker

This feature turns the speaker temporarily on to allow other people in the same room to participate in the conversation. Inform the person on the other end that the speaker is on.

Required: Conversation using the handset.

Activation



Press this key. The speaker LED turns on.

Deactivation



Press this key. The speaker LED turns off.

Ending a Call



Replace the handset

or



Press this key. The speaker LED turns off.

or



Press the "EXIT" key.

or



Press the HEADSET ON key or activate the electronic hook control (see Headset feature).

Step by step

Seizure of a Specific Line

Seizing a specific line selects that line for generating an external call or a call to another PABX.



Enter the number of an external line (e.g., 801).

Seizing a specific line selects that line for generating an external call or a call to another PABX.



Enter the number of the external line (e.g., 801).

or



Press the "LINE 801" key, for example, to use the external line 801.



Wait for a dial tone.



Enter the external number you want to call.



Wait for the call to be answered. Initiate conversation.

Speed Dialing

Frequently used telephone numbers can be stored as abbreviated numbers in two types of phonebooks or speed dialing directories:

- **System Speed Dialing¹**
The System Speed Dialing can store up to 250 numbers (000-249) most frequently dialed by HiPath 1100 users. Numbers are stored by the system's support technician and can be used at any extension (if authorized, contact your support technician).
- **Individual Speed Dialing**
The Individual Speed Dialing stores up to 5 numbers chosen by the user. The numbers are configured by the user and remain stored only at the extension.

[1] Numbers are stored during system configuration. They can be dialed from any telephone set. See the chapter Main Configurations - Speed Dialing in the Programming Manual. To assign names to number you must use the HiPath 1100 Manager.

Step by step

Service Menu 

 *7=SPEED DIAL?

or



Service Menu 

 *92=CHANGE SPEED DIAL?

or



or

Next?

NEXT?

Using Speed Dialing

Required: Individual Speed Dialing numbers are stored by the user. System Speed Dialing numbers are stored by the Support Technician.

Press this key.

Select and press to confirm.

Enter the code for accessing Speed Dialing.

Enter the desired abbreviated number from the System Speed Dialing directory:

- **0 0 0** to **2 4 9** = System Speed Dialing
- *** 0** to *** 4** = Individual Speed Dialing

Wait for the call to be answered. Initiate conversation.

Programming Individual Speed Dialing

The speed dialing numbers stored in the Individual Speed Dialing directory are only available for the extension in which they were entered. These numbers can be updated, modified and deleted. Each extension can have up to 5 speed dialing numbers of 20 digits each.

Press this key.

Select and press to confirm.

Enter the code for programming a speed-dial number.

Enter the Individual Speed Dialing abbreviated number:

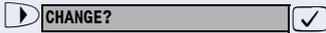
- *** 0** to *** 4** = Individual Speed Dialing

Press to confirm.

Press until you see the abbreviated number you want.

Step by step

If a number has already been stored, the name (if entered) or the telephone number associated will be displayed.



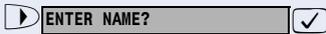
Select and press to confirm.



Enter the external number to be stored in this position in the Individual Speed Dialing directory.

Optional

You can also **enter a name** associated to the number. The name will be stored in the Speed Dialing directory and displayed when the number is dialed.



Select and press to confirm.



Enter the name you want to associate to the number for Caller ID and phonebook searches.

The telephone keypad is now available for entering letters by repeatedly pressing the key for the letter you want.

Entering Letters

- 1x  Letter A
- 2x  Letter B
- 3x  Letter C
- 4x  Number 2
- 1x  Letter D, and so on.



Example: Press the "2" key three times to enter the letter "C" or press "3" twice to enter the letter "E."

- Key "0" = enters a space.
- Keys "1" and "#" = cancel the last character entered.

Optional

An **Interdigit Pause** ("P") can be added by pressing the Redial key.

Step by step



Each "P" character inserts a 2-second pause (default) in the connection. A longer pause can be inserted by entering more than one character (for example, for a 4-second pause enter "PP")

The first "P# or #" specifies that the next digits for A will only be forwarded if:

- Digital line or S₀ extension:

P# - DTMF digits are sent after local carrier identification, when B is not answered.

- DTMF digits are sent after B is answered.

- External analog line or analog extension:

P# or # - DTMF digits are sent after B is answered.

Other characters ("#" and/or "**") may be added after "P#".

SAVE?

Press to confirm.

or

If you make a mistake:

▶ PREVIOUS?

Select and press to confirm. All information is deleted.

or

If a name is displayed, you can view the number associated to it.

▶ VIEW STATION NO.?

Select and press to confirm.

or

If a number is displayed, you can view the name associated to it.

▶ VIEW NAME?

Select and press to confirm.

or

Delete all abbreviated number entries.

▶ DELETE?

Select and press to confirm.

or

▶ EXIT?

Select and press to confirm.

Step by step

Phonebook Search

A Phonebook Search or and alphanumeric search allows an extension to lookup a person's number by the person's name when making a call.

Required: Names were assigned to the speed dialing numbers recorded.



Lift the handset.

or

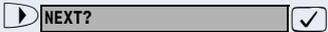


Press this key. The Speaker LED turns on.



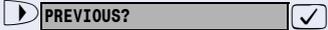
Press to confirm.

The first record is displayed.



Select and press for viewing additional records.

or



Select and press for viewing additional records.

or



Using the keypad, enter the name you want to select or the first letters of the name. The name is searched.

The telephone keypad is now available for entering letters by repeatedly pressing the key for the letter you want.

Step by step

- 1x  Letter A
- 2x  Letter B
- 3x  Letter C
- 4x  Number 2
- 1x  Letter D, and so on.

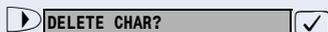
Entering Letters



- Key "0" = enters a space.
- Key "1" = displays the first record on the Speed Dialing directory.
- Keys "*" and "#" = do not mean anything

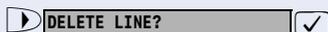
If no match is found for the letters entered or if it is not possible to enter letters at the moment, you will hear a short beeping sound.

Optional



Select and press to confirm. It deletes the last character that was entered. If all characters are deleted, the first Speed Dialing entry will be displayed again.

Optional



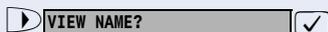
Select and press to confirm. All characters that were entered will be deleted, and the first entry of the Speed Dialing directory will be displayed again.

Optional



Select and press to confirm.

Optional



Select and press to confirm.

The record selected is displayed:

Step by step

Caller Lists¹

If so configured, the last calls not answered identified by the extension are stored in three caller lists. These caller lists can be programmed to save only external calls or both external and internal calls. Using a System Telephone with a display you can view and select lists:

- 1 = CALLS NOT ANSWERED²
- 2 = CALLS ANSWERED
- 3 = CALLS MADE

Up to 10 calls can be stored for each caller list. They are stored in the order they were received or made. Each call is stored with a time stamp. The list starts with the most recent call that has not been recalled. If several calls were from the same caller, the list will show the time of the last call and the total number of times the call was received.

Looking Up a Caller List

 CALLER LIST?

or

8 2

Select and press to confirm.

Enter the dialing code for looking up Caller Lists.

1=CALLS NOT ANSWERED

or

 2=CALLS ANSWERED

or

 3=CALLS DIALED

or



Select and enter to select the type of Caller List wanted.

Enter the number of the list you want to look up:

1 = Calls not answered

2 = Calls answered

3 = Calls dialed

NEXT?

Enter to display additional lists.

[1] Make sure that Caller ID is enabled by your carrier.

[2] When the Do Not Disturb facility for an extension is activated, unanswered calls are not stored in the memory.

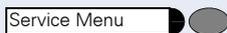
Step by step



End consultation.

Select and press to confirm.

or



Press this key.

or



Replace the handset.

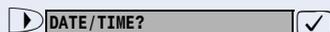
or



Press this key. The speaker LED turns off.

Consultation about time of call and additional caller information

Required: The record wanted is shown in the caller list during the consultation.

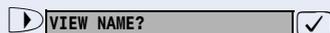


Select and press to confirm.

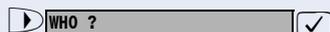
or



or



or



Calling a Number from a Caller List¹

Required: The record wanted is shown in the caller list during the consultation.



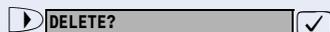
Select and press to confirm.



Wait for the call to be answered. Initiate conversation.

Delete the record from the caller list.

Required: The record wanted is shown in the caller list during the consultation.



Select and press to confirm.

[1] If a list is full and a call is made, the last number stored is automatically erased from the caller list.

Step by step

External Line Reservation ¹

When there is no line available for making an external call, use the line reservation feature.

Required: The user tried to access an external line and received a busy signal.

Wait 7 seconds 

Wait 7 seconds until you hear a distinctive tone (if configured, Reservation will be automatically activated).

or



Press to confirm.

or



Enter the code for reserving or removing a line reservation.



Wait for a confirmation tone.



Replace the handset.

or



Press this key. The LED turns off.



Wait for a recall when an external line becomes available.

When a line becomes available...



The telephone rings (a distinctive ring).



Lift the handset.

or



Press this key. The Speaker LED turns on.



Enter the external number you want to call.



Wait for the call to be answered. Initiate conversation.

[1] The method for accessing this feature varies according to the system's configuration.
On HiPath 1100 systems only four external line reservations can be done simultaneously.

Step by step

Service Menu 

 MORE FEATURES?

 *493=INTERNET?

or

 #493=NET ONOF?

or

*** 4 9 3 or # 4 9 3**

For Internet Access

An external line reservation for Internet access allows an extension to block a specified external line. The remaining extensions will not be able to use this line while this feature is active. This, however, does not prevent the line from receiving incoming calls as usual.

Enter reservation/remove reservation of a line

Press this key.

Select and press to confirm.

Enter the code for reserving or removing an external line reservation.



Enter the code for the external line (e.g., 801).

INTERNET ON

The display shows that this feature is enabled.

or

INTERNET OFF

The display shows that this features is disabled.

Recall¹

This feature allows you to automatically place a call to an extension or external number (over a digital line) that is unavailable at the moment. The call will go through as soon as the line is available.

Required: The destination of the call is not available.

[1] Extension is busy - the system generates a recall as soon as a line is available.

Extension is free - the system generates a recall once the caller has returned to the station and made a call.

External number is busy - The system generates a recall as soon as the destination number is free. This feature must be enabled by the carrier. In addition, the system must have a S₀ module installed.

Only one recall can be activated for each extension. A new recall cancels the previous one.

Step by step

RECALL?

Press to confirm.

or

* 5 8

Enter the code for confirming the recall.

or

Wait 7 seconds 

Wait 7 seconds until you hear a distinctive tone (if configured, Recall will be automatically activated).



Wait for a confirmation tone.



Replace the handset.

or

Speaker 

Press this key. The LED turns off.



Wait for the recall.

If the configuration for activating Recall has been changed¹:

RECALL ENABLED?

Wait a few seconds until the display shows "RECALL ON" and the busy signal or the call is briefly interrupted.



Replace the handset.

or

Speaker 

Press this key. The LED turns off.



Wait for the recall.

Answering a Recall

Required: Recall is active.



The telephone rings (a distinctive ring).

RECALL:?

The display shows "RECALL:....." and the number you want to call.



Lift the handset.

or

Speaker 

Press this key. The LED turns on.



Wait for the call to be answered. Initiate conversation.

[1] (See Activating Recall/Urgent Call with Timeout, in the Programming Manual)

Step by step

 **RECALL_VERIFY/DEACTI-**

Recall Verification/Deactivation

Select and confirm.

or

5 8

Enter the code for canceling a recall.

DELETE?

Delete selected record.

Press to confirm.

 **EXIT?**

End consultation

Select and press to confirm.

or

Speaker

Press this key. The LED turns off.

or

Service Menu

Press this key. The LED turns off.

Override¹

The Override feature allows the user to override a conversation. A beep signals that the conversation in progress has been overridden.

Required: There is a conversation in progress at the call destination.

 **OVERRIDE?**

Select and press to confirm.

or

*** 6 2**

Enter the code for confirming the override.

or

OVERRIDE

Press the "OVERRIDE" key.

(Alert)

The called party and the caller hear a warning signal every two seconds. If the called party is using a system telephone with a display, it will show: "OVERRIDE: (name or telephone number) and "RELEASE CALL?"



Initiate conversation.

[1] The user must have authorization from the system's Support Technician in order to use this feature Programming Manual, Programming an Extension - Override).

Step by step

Silent Monitoring¹

Silent Monitoring allows a user to override a call without sending a beep (for certain countries only).

Required: There is a conversation in progress at the call destination.



Select and press to confirm.

or



Enter the code for Silent Monitoring.



Enter the extension (e.g., 11/101).

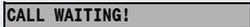


Wait. Start monitoring.

Urgent Call/Recall when Busy²

The Urgent Call feature is used when the extension being called is busy.

Required: The destination called is busy.

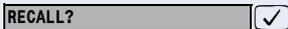


Wait a few seconds until the display shows "CALL WAITING" and the busy signal becomes a ring.



Wait for the call to be answered.

If the configuration has been changed, do the following to reactivate the Urgent Call feature:³

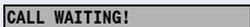


Press to confirm.

or



Enter the code for confirming an urgent call.



Wait a few seconds until the display shows "CALL WAITING" and the busy signal becomes a ring.



Wait for the call to be answered.

[1] The user must have authorization to use this feature (see Programming an Extension - Silent Monitoring, in the Programming Manual).

Within the system, Silent Monitoring has the same restrictions as the Conference and Override features.

If the monitoring or the monitored party change status, Silent Monitoring is canceled. This occurs, for example, when a call is placed on hold.

[2] An urgent call cannot be made when data protection, consultation or conference features are activated at the extension called.

[3] (See Activating with a Timeout, in the Programming Manual).

Step by step



During a conversation using a headset (see Headset feature), Urgent Calls are signaled, although they cannot be answered until the call has ended.

Once the call has ended you must press the HEADSET ON key or the electronic hook control to answer an Urgent Call. The call will not be answered automatically.

Hotline¹

The Hotline feature allows an extension to automatically generate a call to a pre-programmed number in the System Speed Dialing as soon as the handset is lifted.



Lift the handset.

or



Press this key. The LED turns on.



Wait for the call to be answered. Initiate conversation.

Warmline²

Warmline is the length of time the extension should wait to call the first number configured as a Hotline. Assuming the timeout is 9 seconds, the call will be made 9 seconds after the handset is lifted. However, if during the 9 second time interval a key is pressed on the phone keypad, the call to the Hotline will be canceled.

Each extension can have a different timeout for activating a Hotline. This timeout may vary from 0 to 9 seconds.



Lift the handset.

or



Press this key. The LED turns on.



Wait for the call to be answered. Initiate conversation.

- [1] Extensions configured to use the Hotline feature cannot dial any other internal or external numbers. However, they are able to receive calls as usual (see Programming an Extension - Hotline in the Programming Manual).
- [2] Extensions configured to use the Warmline function are able to dial all other internal or external numbers, as well as receive calls as usual (see Programming an Extension - Warmline in the Programming Manual).

Step by step

Calling an Attendant Console (AC)¹

An Attendant Console can be called at any time for making a call or simply for consultation.

9



Enter the code for calling the Attendant Console.

Wait for the call to be answered. Initiate conversation.

Direct Communication Call

This feature enables sending voice messages to System telephones using the speakerphone. A message can be sent to an extension or a Call Group (CG).

When a message is sent, the called party hears a warning signal before the message is played and the display shows the caller's name and number.

Required: Destination number uses a Profiset 3030 or an optiPoint with a speakerphone telephone.

Service Menu



Press this key.



*80=SPEAKER CALL ?



Select and press to confirm.

or

* 8 0

Enter the code for direct messaging.



Enter an extension or Call Group (CG), e.g., 11/101 or 770).



Record the message.

Answer the call



Lift the handset.

or

Speaker



Press this key. The LED turns on.



Initiate conversation.

[1] When no extension is programmed as an Attendant and "9" is entered, a busy signal is heard.

Step by step

Speakerphone Auto-Answering Mode¹

The called extension receives an Alert tone. The call using the speakerphone is established immediately after this tone is received.

Required: A System Telephone with a Speakerphone at the destination number.



Select and press to confirm.

or



or



Enter the code to activate or deactivate answering.

LCR²

The LCR (Least Cost Routing) is designed to lower telephone communications costs. When LCR is enabled, all outgoing calls are routed to provide the least expensive connection costs. A table is created listing all times of the day, days of the week, telephone service providers so that calls can be made when rates are at their lowest. After programming, you can make calls with no need to enter the carrier code since LCR automatically uses the carrier that provides the lowest rate at the time the call is being placed.

Required: This feature must be configured for the system by using the HiPath 1100 Manager.



Lift the handset.

or



Press this key. The LED turns on.



Enter the code for accessing an external line (e.g., 0).



Wait for an external line dial tone.



Enter the external number you want to call.



Wait for the call to be answered. Initiate conversation.

[1] This feature must be enabled by the destination number during programming (see Programming an Extension - Auto-Answering Mode, in the Programming Manual).

[2] Settings must be configured on the HiPath 1100 Manager.

Step by step

(Alert)

You can configure the HiPath 1100 to send a warning tone in the event that no external line is available for LCR (see Programming Manual - Main Configurations - Warning Tone when LCR is not available). This will alert the user to the fact that the call is being completed by a standard Carrier and that rates may be higher than usual.

To warn the user that a different carrier is completing the call, the system telephone display will display "EXPENSIVE CONNECTION" and a warning tone will be heard.

ACS¹

With ACS (Alternative Carrier Selection) the system can be set to use a specific carrier regardless of user's selection. This feature allows you to choose the carrier that offers the best rates at the specified calling time or to select a default carrier for all calls, assuming conversion rules are properly defined.

The first digits of the number dialed by the user are analyzed by the system. If the system determines that they belong to Conversion rules, it replaces them with the rule's preset numbers. The route/destination to be used can also be preset. There is no field available to specify a carrier. The carrier code must be included in the conversion rule.

Different conversion rules can be applied to the same number, depending on the time of day and day of the week. It is possible to define a maximum of 100 conversion rules.

Example: Number dialed: 262 XXXX

Conversion Rules:

Index	Dialed Number	Alter-nate Number	Alter-nate Destina-tion	Overflow Destina-tion
01	267	342	0	801

[1] ACS does not affect Emergency Numbers when the user dials directly. A dialing rule may change if it is configured for using the Overflow option. Conversion rules must be configured using the HiPath 1100 Manager.

Step by step

Index	Dialed Number	Alter-nate Number	Alter-nate Destina-tion	Overflow Destina-tion
02	262	341	801	803

The system dials the number 341XXXX using 801 as a destination. If this line is busy, the overflow option route/destination will be 803. Conversion Rules may include interdigit pauses (refer to the Help file in HiPath 1100 Manager).

Required: This feature must be configured for the system by using the HiPath 1100 Manager.



Lift the handset.

or



Press this key. The LED turns on.



Enter the code for accessing an external line (e.g., 0).



Wait for an external line dial tone.



Enter the external number you want to call.



Wait for the call to be answered. Initiate conversation.



When an extension makes an external call with LCR or ACS activated, it gets a false dial tone.

Step by step

Timer for Outgoing External Calls¹

This setting specifies a maximum time for the duration of an outgoing external call for each extension.

The time count starts upon connection of a call and it never restarts while the call is in progress (e.g., when there is a transfer). Once the specified time expires, the call is automatically disconnected.

Required: This feature must have been configured and activated for the extension.

Enter an external number.

Wait for the call to be answered. Initiate conversation.

Timer for the specified time period is initiated.

Before a call is disconnected by the timer, a 10-second warning tone is sent to the extension and the message "TIME EXCEEDED" is shown on the display.

Once the specified time has elapsed the call is disconnected.



DISA²

DISA (Direct Inward System Access) is a feature that allows you to make an external call from an external telephone (as if it was an extension) through your system. In addition, the following features can be activated or deactivated:

- "Internal" → page 55
- "Deactivating a Feature" → page 87
- "Conference" → page 47
- "Night Service" → page 89

[1] See Programming an Extension - Timer for Outgoing External Calls, in the Programming Manual

[2] The HiPath 1100 allows only one DISA call at a time. When there is a DISA call in progress, a second call to a DISA external line or with DISA answering mode is treated as a regular call.

The DISA line is available for other calls as soon as the phone is placed back on the hook. When there is a DISA call in progress, a second call to a DISA external line with DISA answering mode is treated as a regular call.

If a call is received over an external line configured as a Fax/DID and DISA, the call is answered by the Fax/DID if this facility is available at the moment.

You can program an external analog DISA line to be activated for certain time periods (see External DISA Line, in the Programming Manual). TAPI only monitors physical ports. To operate correctly, a DISA feature must use special ports, and those cannot be monitored. If a physical port is used when the DISA feature is active, the TAPI will be able to monitor it.

Step by step

- "Suffix Dialing" → page 49
- "Door Opener" → page 91
- "Electronic Lock" → page 77
- "Speed Dialing" → page 23 (System and Individual)
- "Relay" → page 81
- "Do Not Disturb" → page 60

Required: The telephone used cannot be part of the system, that is, it cannot be an extension.



Lift the handset.



Call the HiPath 1100 by entering a DISA MSN number (see MSN DISA in the Programming Manual or the Hi-Path 1100 Manager) previously provided by a support technician).



Wait for a continuous tone.



Enter the extension number for the user with a DISA Permission (see DISA Permission Programming Manual, in the Programming Manual).



Enter the current 5-digit password for the electronic lock (default is: 00000).



Wait for a continuous tone.



Enter the feature code (e.g., *97, Do Not Disturb).

or



Enter the external number you want to call.



Initiate conversation.

Step by step

Using a Temporary MSN to make a call

This feature allows you to use a temporary MSN from your own directory to make an external call. Or use the "Programming the Keys" → page 96" feature to assign a key to a MSN for monitoring incoming and outgoing calls.

Required: You must know which selection option was configured (see Assigning a Temporary MSN in the Programming Manual) for accessing the MSN:

- Enter the slot (001 ...140) for the MSN number or
- Enter the MSN number

Example

Slot	MSN
001	3415565 - Home
002	3416496 - Office

User is at his/her office (3416496):

Service Menu 

Press this key.

 MORE FEATURES? 

Select and press to confirm.

 *41=TEMP MSN? 

or

 *  4  1

Enter the code for the temporary MSN.

or

TEMP MSN 

Press the "TEMP MSN" key.



Enter the slot (e.g., 001) or the MSN Number (e.g., 3415565) you want to sent to the destination.



Enter the code for accessing an external line (e.g., 0).



Enter the external number you want to call.



Wait for the call to be answered. Initiate conversation.

At his time, the called destination receives the Caller ID information displaying the number 3415565, even though the call has been originated from number 3416496.

Step by step

Features used during Call

Consultation¹

The Consultation feature allows the extension to make a consultation to a third party when a call is in progress. At the same time, it prevents the first caller from listening to the conversation.

Required: A call is in progress.

CONSULT?

Press to confirm.

or

CONSULT

Press the "CONSULT" key.



Enter the extension number (e.g., 11/101) or dial the access code for an external line (e.g., 0) then the external number.



Wait for the call to be answered. Start a consultation.

To return to the first call...

QUIT AND RET?

Press to confirm.

or



Wait for the consulted party to replace the handset.

If the consultation extension is busy or does not answer, or if you want to return to the first call before answering...

RETURN TO HELD CALL?

Press to confirm.

or

* 0

Enter the code for returning to the first call.



Wait to return. Proceed with the conversation.

[1] When the handset is replaced during a consultation, the first call is transferred to the extension that was consulted.

Step by step

Transfer¹

The Transfer feature allows an extension to transfer a call (incoming or outgoing) to another extension or to an external number.

Required: A call is in progress.



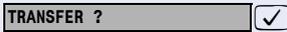
Select and press to confirm.



Enter the extension or external number.

Optional (📞)

Let the caller know that there is a second call.



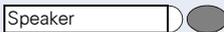
Press to confirm.

or



Replace the handset.

or



Press this key. The LED turns off.

External-to-External over an external analog line²

When there is an external call in progress, an extension can make a consultation to another external number and transfer the call, as described above.

Once the call is transferred and answered at the destination, a disconnect timer is activated (default is 5 minutes). A 20-second warning tone is sent to both parties before the call is disconnected. In order to continue the call without disconnecting, the destination number must enter a code (MF, default "00") to restart the timeout. The call disconnect timeout and the Code to reset it are configurable. Please ask your System Support Technician for more information.

[1] If a transfer's destination extension does not answer, the call is returned to the calling extension.

An External-to-External transfer can only be made when at least one of the calls is an outgoing call.

A call cannot be transferred to an Entrance Telephone, neither can an Entrance Telephone transfer a call.

A call can only be transferred to a busy extension if "Transfer when Extension is Busy" feature is enabled (see Programming Manual - Programming an Extension - Transfer when Extension is Busy). In addition, this can only be carried out within the limitations specific for "Urgent Call/Callback when Busy".

[2] A call is terminated under three conditions:

- Disconnect timeout after an external-to-external transfer (Code 183)
- When a busy signal is detected
- Type of Answering Signal (Code 158) detected.

Step by step

RETURN TO HELD CALL?



Press to confirm.

or

* 0

Enter the code for returning to the first call.



Wait to return. Proceed with the conversation.

Step by step

Toggle

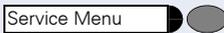
The toggle feature allows switching conversations between two calls.

Required: A consultation is in progress.



Select and press to confirm.

or



Press this key.



Enter the code for switching between two calls.

or



Press the "TOGGLE" key.



Wait to return. Proceed with the conversation.

Conference¹

The Conference feature allows a third party to participate in a conversation when a call is in progress.

Required: A call is in progress.



Enter the extension (e.g., 11/101) or dial the access code for an external line (e.g., 0) then the number to be included in the conference.



Wait for the call to be answered.

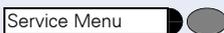


Inform the person about the conference.



Select and press to confirm.

or



Press this key.



Enter the code for initiating a three-way conference.

or



Press the "CONFERENCE" key.



Wait. Start the conference.

[1] The maximum number of simultaneous conferences allowed by the HiPath 1100 system is two. Note: The Override feature is ticked as a Conference.

The extension must be enabled for conferencing.

Once a conference ends a new ticket is generated.

An Entrance Telephone cannot be part of a Conference.

Step by step

Service Menu 

 *56=PARKING ? 

or

or

PARK 

Parking¹

The Parking feature can place up to 10 internal or external calls on hold and answer these at any extension.

Required: A call is in progress.

Press this key.

Select and press to confirm.

Enter the code for answering a call.

Press the "PARK" key.

 ... 

Select the parking slot (e.g., 0).



Replace the handset.

or

Speaker 

Press this key. The LED turns off.

Recovering a parked call

Service Menu 

Press this key.

 #56=RETRIEVE CALL? 

Select and press to confirm.

or

Service Menu 

Press this key.

Enter the code for recovering the call.

or

PARK 

Press the "PARK" key.

 ... 

Select the parking slot (e.g., 0).



Initiate conversation.

[1] If the slot selected is busy, a rejection tone is heard. If a call that was placed on Parking is not recovered after a specified timeout, it is sent back to the originating extension.

Step by step

Suffix Dialing¹

Suffix Dialing allows an extension to send information or MF commands during a call (e.g., for telebanking.).

Required: There is a call in progress and the system accessed is ready to receive information/codes.



Enter the information requested by the answering service.



Wait for data confirmation.



When the consultation is completed, replace the handset.

or

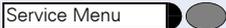


Press this key. The LED turns off.

Flash on External Analog Line

The Flash on External Line feature allows the caller to send a flash signal when making an external call (e.g: Master PABX commands).

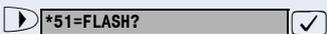
Required: An external call is in progress.



Press this key.



Select and press to confirm.



or



Enter the code for sending a flash signal over the line external.

or



Press the FLASH key.



Proceed according to the instructions provided by the accessed system.

[1] This information may or may not appear on the billing ticket (see Programming Manual - Call Detail Report - Ticket Cost Code) The system does not control Cost Codes. The use of Cost Code is up to the user.

Step by step

Recovering a Call on Hold

This feature allows to recover a call that was placed on hold for consultation when the consultation destination is busy or there is no answer.

Once the call is resumed the destination is disconnected.

Required: A consultation or transfer was completed and the destination is busy or does not answer.

Select and press to confirm.



or



Enter the code for returning to the first call.



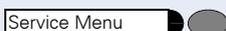
Wait to return. Proceed with the conversation.

Cost Code¹

External calls can be assigned Cost Codes which provide more control over telephony costs. A Cost Code is set using a sequence of up to 10 random digits (0..9). For example, the number of a lawsuit. This information will appear in the call detail report ticket. For System Telephones this feature is selected before or during a call, using the menu, a cost code or a programmable key.

Required: Cost codes were specified.

Press this key.



Select and press to confirm.



or



Enter the Cost Code.

or

Press the "COST CODE" key.



Enter the Cost Code (a sequence of up to 10 digits from 0 to 9).



Finalize the sequence of digits.



Enter the external number you want to call.



Wait for the call to be answered. Initiate conversation.

[1] This information may or may not appear on the billing ticket (see Programming Manual - Call Detail Report Manager - Cost Code for Ticket)

Step by step

Functions used for Receiving Calls

Answering Calls

Extensions receive different ringing signals and tones depending on the **type of call** being received and the specified **country setting**. For example, some types of ringing signals are:

- When receiving an internal call or callback, the telephone rings twice (two short beeps) at 4-second intervals.
- When receiving an external call, the telephone rings once (single beep) at 4-second intervals.
- When receiving an Entrance Telephone call, the telephone rings three times (triple beeps) at 4-second intervals.
- When receiving a second call, a short tone (beep) is heard at 6-second intervals.
- When receiving an Alarm Clock call, the telephone rings twice (a long and a short beep) at 4-second intervals.

The display shows the caller's number, if Caller ID has not been blocked by the caller. On the HiPath 1100, if you record a name associated to the number the name will also be displayed (if so configured by your system's Support Technician).

... Using the Handset



The extension rings. The display shows the Caller ID information.



Lift the handset.

... Using the Speakerphone

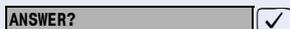


The extension rings. The display shows the Caller ID information.



Press this key. The LED turns on

Step by step



or



... with a Headset

Required: A headset must be connected. A key has been programmed for the "Headset" feature or the headset has an electronic control button that acts as the hook (see Headset feature).

The extension receives a call ringing signal. A headset does not receive a ringing signal unless its electronic hook button is appropriately configured.

Press to confirm.

Press the HEADSET ON key or activate the electronic hook control.

Once the call is answered the display shows Caller ID information.



Headsets do not send a call ending tone (busy signal) at the end of a call.

Answering a Call on Hold

If there is an intermittent signal in the background when a conversation is in progress, it means there is a second or an urgent call being made to that extension.

Required: A call is in progress.



or



Press this key.



Enter the code for answering a call.

or



Press the "CALL WAITING" key.

or



Select and press to confirm.

or



Enter the code for switching between two calls.



Wait for the call to be answered. Initiate conversation.



The first call is put on hold.

Step by step



To switch between calls (→ page 47)...

Select and press to confirm.

or



Press this key.



Enter the code for switching between two calls.

or



Press the "TOGGLE" key.



Wait to return. Proceed with the conversation.

Pickup

Group¹

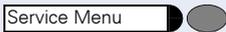
The Group Pickup feature allows any group extension to answer a call that rings at a different extension belonging to the same group).

Required: The extension rings briefly. The display shows: "CALL FOR PICKUP GROUP"



Press to confirm.

or



Press this key.



Enter the code for picking up a group call.

or



Press the "PICKUP GROUP" key.



Wait. Initiate conversation.

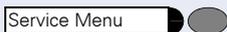
[1] An external call takes precedence over an internal call. When the call is a callback, only the extension of the group that has activated the feature can answer it. For more information about the Group Pickup feature, see Programming an Extension - Pickup Groups, on the Programming Manual.

Step by step

Individual

The Individual Pickup feature allows a system extension to answer a call that rings in a different known extension number.

Required: A known extension is ringing.

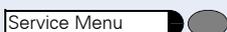


Press this key.



Select and press to confirm.

or

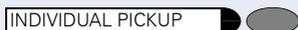


Press this key.



Enter the code for Individual Pickup.

or



Press the "INDIVIDUAL PICKUP" key.



Enter the extension number (e.g., 11/101).



Wait. Initiate conversation.

Step by step

Call Forwarding¹

It allows rerouting an incoming call to a specified extension, group or external number.

Internal

Internal Call Forwarding reroutes calls made to an extension to another specified extension or to a Voice Mail Server, Call Group (CG) or Fax/DID.



Select and press to confirm.

or



Enter the code for Call Forwarding.



Enter the number for the

1. Extension you want to call (e.g., 11/101).
2. UCD Subscriber Group for Voice Mail (e.g., 790).
3. Call group (e.g. 770)



Press to confirm.

External²

The external Call Forwarding feature allows calls made to a specific extension to be forwarded to an external number.



Select and press to confirm.

or



Enter the code for Call Forwarding.



Enter the number for accessing an external line:

1. For example, 0;
2. A group of external lines (e.g., 890).

[1] When a UCD Agent activates Call Forwarding, the Agent is automatically logged out of the group. When the Agent is logged into the group, Call Forwarding is deactivated. When a UCD Agent activates Call Forwarding - No Answer, the Agent's status becomes Unavailable.

When the status is Available, Call Forwarding is deactivated. Deactivating Call Forwarding does not affect the UCD Agent status.

[2] Call Forwarding on an Analog Line times out after 5 minutes of conversation. Call Forwarding does not take place when the external destination number is busy. When a call is forwarded by the Entrance Telephone, it is disconnected after 1 minute of conversation.

Step by step



Wait for a dial tone.



Enter the number you want to call.

SAVE?



Press to confirm.

When there is no answer¹

The Call Forwarding - No Answer feature allows rerouting a call made to a specific extension to another extension, a Voice Mail Subscriber Group or an external number, after a specified timeout.

Service Menu



Press this key.



MORE FEATURES?



Select and press to confirm.



*14=FORW. NO REPLY ON



or

* 1 4

Enter the code for internal Call Forwarding.



Enter the number for the

1. Extension you want to call (e.g., 11/101).
2. UCD Subscriber Group for Voice Mail (e.g., 790).
3. Call group (e.g: 770)
4. Access to an external line (e.g., 0) and the external destination number.

SAVE?



Press to confirm.

CF-NR TO...

If Call Forwarding is enabled, the display will show "FORWARD TO:" during a period of time.

[1] The call rings at the destination extension until the preset timeout expires (see Programming an Extension - Call Forwarding - No Answer With a Timeout in the Programming Manual)

Step by step

For Fax/DID¹

When a Fax/DID module is installed, calls can be forwarded to Auto-Answering Mode.



Enter the type of Call Forwarding wanted:

1. * **1 1** - Immediate Call Forwarding
2. * **1 4** - Call Forwarding - No Answer



Enter the Call Forwarding destination number.

1. **7 4 0** - Fax

Call forward to FAX is indicated on the Display.

2. **7 4 1** - DID (direct dialing to an extension)

Call forward to DID is indicated on the Display.

3. **7 4 2** - Fax/DID

Call forward to DID/FAX is indicated on the Display.

4. **7 4 3** - Announcement

Call forward to Announcement is indicated on the Display.

ALL TO: ANNOUNC. FAX

ALL TO: ANNOUNC. DID

ALL TO: FAX/DDIA CALL

ALL TO: OPTIPAGE

SAVE?



Press to confirm.

[1] For more information about the Fax/DID module, see Fax/DID Auto-Answering Mode in the Programming Manual.

Step by step

Conditional¹

Incoming calls can be forwarded to a specified destination, as configured in any TSP-type (TAPI Service Providers) application, such as Windows TAPI Browser: Previous list or Unconditional Call Forwarding settings will be overwritten by the new list settings

.The following information is needed for configuring a list:

- Incoming Caller ID
- Day of the week and time
- Type of call (internal or external)

When more than one number have been specified for incoming calls to an extension, the call forwarding priority will be:

1. Checks to see if the Caller ID for the incoming call matches the number programmed for the extension
2. Checks to ensure that the Type of Call (internal or external) has been configured
3. Checks the time settings.



This feature is available when using a CTI (Computer Telephony Integration) interface.

Required: The extension has permission for conditional Call Forwarding and the system is connected to a PC that has a TAPI application installed.

1. Rules and conditions for Call Forwarding can be configured for each extension by using a Windows TAPI application
2. Apply the settings to the extension desired.
3. From this moment on extension will be forwarded.

The display shows that this feature is enabled.

CFC ON

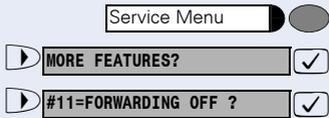
[1] The system allows up to 50 Call Forwarding numbers (see Programming Manual, Programming an Extension - Conditional Forwarding Limited by Extension and Permission for Conditional Call Forwarding). Conditional Call Forwarding has priority over an unconditional Call Forwarding. Conditional Call Forwarding cannot be used on a S₀ extension.

Step by step

Deactivating Call Forwarding

This feature allows an extension to resume answering incoming calls.

Internal/External



Press this key.

Select and press to confirm.

or

1 1

Enter the code for deactivating Call Forwarding.

Conditional



Press this key.

Select and press to confirm.

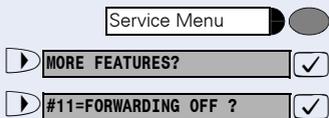
or

0

Enter the code for activating the features.

When there is no answer

When calls are not answered after a specified time, they will no longer be forwarded to another extension, Voice Mail Subscriber Group or external number.



Press this key.

Select and press to confirm.

or

1 4

Enter the code for deactivating Call Forwarding.

Step by step

Service Menu 

 MORE FEATURES?

 *97=DND ON?

or

 #97=DND OFF ?

or

*** 9 7** or **# 9 7**

Do Not Disturb¹

The Do Not Disturb feature prevents internal and external calls from being directed to an extension while allowing it to make calls. When the handset is lifted there is a distinctive dial tone to remind the user that the feature is activated.

Press this key.

Select and press to confirm.

Enter the code for deactivating Do Not Disturb.

DND ON

The display shows that this feature is enabled.

or

DND OFF

The display shows that this features is disabled.

[1] The extension enabled with the Do Not Disturb feature is not warned about an urgent incoming call or a Callback request. Moreover, it cannot be used as a destination for Call Forwarding. The Attendant Console or Overflow Extension cannot activate this feature.

When an extension configured as Door Opener activates this feature, only calls originating from the door opening device will ring at the extension.

Step by step

Voice Mail¹

Voice Mail is an information tool designed to facilitate communications within and outside of organizations. It is similar to electronic mailing, faxing, etc. The characteristic feature of Voice Mail is that communications are carried out by means of voice. More specifically, the main advantage of Voice Mail is that it allows the user to be accessible at any time, answering and receiving calls while maintaining other personal and direct communications.

User can retrieve messages:

- From their own telephones
- Using an external or an internal telephone.

The Voice Mail server may be **Internal** or **External**. An internal voice mail server refers to a server owned by the company itself while an external voice mail server refers to a facility outsourced to a local carrier.

Internal Server

An internal Voice Mail server works with a UCD Subscriber Group that is configured during the programming process. This is known as a VMle Group Interface.

The configuration of a UCD Subscriber Group for the VMle Group Interface must fulfill these requirements:

- It must not be programmed as a DID for an external line
- It must not be configured for Overflow.
- The Agent's auto-notes time interval must be set to at least 5 seconds.
- Queue size must be set at the maximum allowed (default)

[1] This feature is only available when the HiPath 1100 is connected to a Voice Mail Server. This can be an organization's own internal server or it can be part of the services provided by a local carrier. Voice Mail Servers provide a wide range of features. We recommend reading the Instruction Manual to familiarize yourself with the services provided and how to use them correctly.

Step by step

External Server

A Voice Mail Server outsourced to a local carrier works for specified extensions grouped as a "External MWI Group" during the configuration of the system. When there is a message in the mailbox, the extensions that belong to this group receive a MWI (Message Waiting Indicator) from the external Voice Mail Server.

Message Waiting Indicator (MWI)¹

The Message Waiting Indicator (MWI) is used in the Hi-Path 1100 to help manage voice mail. With this feature when a mailbox (internal or external) receives a new message, a signal or tone indicates that there is a message waiting.

This indication is provided in the following manner:

- By means of a key programmed as a MWI, in the case of System Telephones.
- By means of an icon shown on the display, in the case of System Telephones or standard telephones with Caller ID (CLIP-FSK);

The signal indication is activated when the first message is received in the mailbox. The indication is deactivated automatically by the Voice Mail Server.

MWI for System Telephones²

When there is a message in the user's mailbox, the key configured will blink as an indication.

Programming a Key as a MWI for the Internal Server

A programmable telephone key is assigned as an indicator for a new message in the mailbox by using an internal Voice Mail Server.

Press this key.

Select and press to confirm.

Service Menu 

 *91= PROG. FEATURE KEY?

[1] When using an internal Voice Mail Server, extensions must be programmed in the Subscriber Group to which Voice Mail was assigned (see Programming an Extension - UCD Subscriber Group in the Programming Manual).

When using an external Voice Mail Server (contracted with a local carrier), the extensions assigned to voice mail must be programmed and the service must be enabled in the external MWI Group (see Programming an Extension - External MWI Group in the Programming Manual).

[2] For System Telephones without a display the signaling must be programmed using the HiPath 1100 Manager application.

Step by step

or

*** 9 1**

Enter the code for programming a key.

Select a programmable key.

CHANGE KEY?

Press to confirm.

MAILBOX ?

Select and press to confirm.

SAVE?

Press to confirm.

or

ANOTHER KEY?

Select and press to confirm.

Programming a Key as a MWI for the External Server¹

A programmable telephone key is assigned as an indicator for a new message in the mailbox by using an external Voice Mail Server.

Service Menu

Press this key.

*91= PROG KEY?

Select and press to confirm.

or

*** 9 1**

Enter the code for programming a key.

Select a programmable key.

CHANGE KEY?

Press to confirm.

EXT. WAITING MSG ?

Select and press to confirm.

SAVE?

Press to confirm.

or

ANOTHER KEY?

Select and press to confirm.

[1] When this key is pressed, the message "XTRN WAIT MSG" will appear on the system telephone display.

Step by step

Activating the Reception of an Internal MWI¹

When a Subscriber Group is programmed as a VMle Group Interface, it becomes a Voice Mail Subscriber Group that can be enabled for signaling the moment a new message is waiting (see Programming an Extension - VMle Group Interface in the Programming Manual). This is the only group with permission to deactivate the internal MWI.

Service Menu 

Press this key.

 MORE FEATURES?

Select and press to confirm.

 *68=MAILBOX ON?

or

 #68=MAILBOX OFF?

or

Service Menu 

Press this key.

*** 6 8 or # 6 8**

Enter the code for activating or deactivating the headset".

MAILBOX ON

The display shows that this feature is enabled.

or

MAILBOX OFF

The display shows that this features is disabled.



Enter the extension number assigned to the mail box (e.g., 12/102).

Accessing your Mailbox

To access your mailbox call the direct access number (Voice Mail Subscriber Group) and follow the Voice Mail system prompts.

You can also do the following:

- Record/Change a greeting announcement to be played when there is a call.
- Listen to the messages left in your mailbox by callers.

[1] When all mail boxes of the Internal Voice Mail system are busy, the call is forwarded to the UCD Subscriber Group queue assigned to Voice Mail. Remember: It is not possible to transfer calls to the Voice Mail system.

Step by step



Lift the handset.

or



Press this key. The LED turns on.

or



Select this key.



Enter the direct access code (Voice Mail Subscriber Group) for the Voice Mail system (e.g., 790).



Wait for the Voice Mail to answer the call.

Proceed with what you want to do by following the instructions given by the Voice Mail Server.

Voice Mail Forwarding

With this feature calls that are received at a specified extension can be forwarded to a Voice Mail Server (See (→ page 55).

Leaving a message

Most callers access the called party mailbox when the called party is not at the usual workstation (Voice Mail Forwarding). On such occasions, the caller hears a greeting announcement and can leave a message at the mailbox.

For example,

The HiPath 1100 receives a call of a user who is not at the company at that particular moment. The user's extension is programmed to use the Mail Voice feature and forward the call to your mailbox. The HiPath 1100 answers the call and connects the mailbox to the Voice Mail of the user who is not available to answer it.

The caller will hear a greeting announcement and will then be able to leave a message in the mailbox.

Step by step

Entry Voice Mail (EVM)

The HiPath 1100 can be equipped with an integrated voice recording capability for Entry Voice Mail .

Your local Support Technician can configure up to 24 standard mailboxes, 2 of which can be for forwarding (Day/Night Service message). Two parallel actions can be executed: call switching and auto-answering (2 ports)

The Support Technician may authorize users to configure their own mailboxes.

A personal **Mailbox** answers the user's calls, plays a personal recorded greeting (or a default greeting) and allows the user to record his/her own message.

In addition to playing back a recorded greeting or message, a mailbox capability provides the caller access to an additional mailbox.

Example:

- The caller hears a greeting/music while waiting for the call to be answered.

For example, "Hello. All our Attendants are busy at the moment. Please wait on the line"

- At the end of the greeting the caller may leave a message.

For example, The person you are trying to reach is not available at the moment. Leave your message after the beep.



When a call to an extension is forwarded to an EVM mailbox (call forwarding - No answer or Busy) a message is played, explaining why the call is being forwarded.

These messages are played before the greeting message and cannot be overwritten.

Messages:

- Call Forwarding - Busy after Call Forwarding No Answer: "User's connection is busy at the moment".
 - Call Forwarding - No Answer: "The person you are calling is not available at the moment".
-

Step by step

Configuring a Personal Mailbox

If the Support Technician has not already configured your personal mailbox.

Required: Automatic mailbox configuration has been authorized by the system's Support Technician.

7 9 0



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

Enter the password for the mailbox (default = 1234).

Wait for the Voice Mail to answer the call.

Follow Voice Mail prompts to make your selections.



It is recommended that you change the password after accessing your mailbox for the first time.

Only numbers are allowed (0-9). Do not use "1234" or "0000" .

If you forgot your password, please inform your Support Technician so that the default setting can be reset.



EVM does not prompt for a mailbox number when the personal mailbox and an external line mailbox use the same password. For example, When a user accesses an EVM mailbox with the same password used for a different line mailbox - of which the user is a member - the mailbox being accessed is considered as a personal mailbox.

The user must change his/her personal or external line mailbox password in order to access the external line mailbox to which he/she belongs.

Personal Mailbox Activation

In order for calls to be answered by Voice Mail you must first configure Call Forwarding → page 55 to 790 (=Entry Voice Mail) on your telephone.

When the DISA feature → page 41 is activated, calls made to your phone number can be forwarded to your Entry Voice Mail.

Step by step

Checking your Personal Voice Mailbox

Messages stored in your mailbox are indicated on your telephone as follows:

- An audible tone is heard when you lift the handset.
- The "Mailbox" key blinks, if appropriately configured for this feature → page 62.
- The number of messages stored is shown on the display. For example, "3 new messages."

 The number of messages shown on the display is the total number for all messages contained in the personal and all other mailboxes for the lines the user is a member.



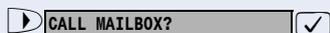
Select the blinking key.

or



Enter the code for "Entry Voice Mail" (default = 790)

or



Select and confirm.



Enter your personal mailbox password (default = 1234).



Wait for the Voice Mail to answer the call.

Follow the Voice Mail prompts to make your selections.

From a different internal extension



Enter the code for "Entry Voice Mail" (default = 790)



Enter your personal mailbox password (default = 1234).

Enter your mailbox number (the same as your internal extension number).



Wait for the Voice Mail to answer the call.

Follow the Voice Mail prompts to make your selections.

Step by step

From an external telephone



Connect to your HiPath 1100.
Enter the MSN designated to your EVM by the system's Support Technician (check with the Support Technician).

or



If Call Forwarding to Entry Voice Mail is activated:

Enter your external number (MSN) and press the Star (*) key during the message playback.



Enter your personal mailbox password (default = 1234).

Enter your mailbox number (the same as your internal extension number).



Wait for the Voice Mail to answer the call.

Proceed with what you want to do by following the instructions given by the Voice Mail Server.



If your HiPath 1100 is configured for "... Using Automatic Seizure of an Active External Line" (consult your system's Support Technician) press the Flash key before selecting your mailbox.

With Pulse Dialing phones you must use Suffix Dialing (MF) → page 49.

Second Attendant¹

When a Second Attendant is configured, it receives calls forwarded by the First Attendant (an extension or group) to the Second Attendant (an extension or group). This occurs when the First Attendant is not available or does not answer the call within a specified period of time.

[1] A Second Attendant may also consist of a Fax/DID. Refer to the Programming Manual: Programming an Extension - Second Attendant for MSN, and Programming an External Line - Timeout for a Second Attendant to Answer a Call on an External Analog Line.

Step by step

Groups¹

A Group consists of extensions joined by type or proximity. Its goal is to prevent calls from going unanswered when an extension is busy or absent.

Call Groups (CG)

When a call to a Call Group (CG) is received, it rings at all the extensions for that group. The first user (telephone) to answer the call initiates conversation with the caller. Once the call is answered the other telephones stop ringing.

Calling a Call Group (CG)



Enter the Call Group number.

- **7 7 0** to **7 7 9** = Call Group (CG);



Wait for the call to be answered. Initiate conversation.

Hunt Groups (HG)²

The Hunt Group (HG) feature allows you to configure extension groups which are then assigned for answering calls directed to a specific number (up to 10 Hunt Groups, from 780 to 789).

When a Group receives an incoming call, the call rings at one extension at a time. If an internal or external call is not answered after a specified timeout, it rings at the next extension, and so on, until it is answered by an available extension. The selection of an extension where unanswered calls should ring is made in two different ways: linear or round-robin.

- A linear search always starts from the first extension in the group.
- A round-robin search starts after the last extension selected.

Calling a Hunt Group (HG)



Enter the Hunt Group number.

- **7 8 0** to **7 8 9** = Hunt Groups (HG);



Wait for the call to be answered. Initiate conversation.

- [1] See Programming an Extension - Groups, in the Programming Manual.
- [2] See Programming an Extension - Hunt Groups (HG) - Search Mode for Hunt Groups, in the Programming Manual).

Step by step

Hunt Group (HG) and Call Group (CG) Login and Logout¹

Hunt Group (HG) and Call Group (CG) login and logout allow an extension to join or exit one or more of its groups at anytime.

Group Login/Logout

JOIN GROUP?

Select and press to confirm.

or

LEAVE GROUP?

or

* 8 5 or # 8 5

Enter your group login (ON) or logout (OFF) code.

or

GP LOGON/GP LOGOFF

Press the "GP LOGON/GP LOGOFF" key.

or

GP LOGON/GP LOGOFF

In the event that the extension belongs to more than one Group

JOIN GROUP?

Select and press to confirm.

or

LEAVE GROUP?

or

* 8 5 or # 8 5

Enter your group login (ON) or logout (OFF) code.

or

GP LOGON/GP LOGOFF

Press the "GP LOGON/GP LOGOFF" key.

or

GP LOGON/GP LOGOFF

770 X (Name)

If an "X" appears next to the group number (e.g., 770) it means that a ringing signal for this group is enabled.

[1]Each group member or non-member can also be accessed through its extension number.

Step by step

If a name has been stored for this group, it will be displayed (if configured by the system's Support Technician).

or

770 (Name)

If an X does not appear, it means that the ringing signal is disabled.

or



Enter the Call Group number.

- **7 7 0** to **7 7 9** = Call Group (CG);

or



Enter the Hunt Group number.

- **7 8 0** to **7 8 9** = Hunt Groups (HG);

NEXT?



Press to confirm. The next number in the group will be displayed.

or

▶ JOIN GROUP?



Select and press to confirm.
The ringing signal for the group displayed is enabled.

or

▶ LEAVE GROUP?



Select and press to confirm.
The ringing signal for the displayed group is disabled.

or

▶ #=LEAVE ALL GROUPS?



Select and press to confirm.
The ringing signal for all groups is disabled.

or



Enter the code for "LEAVE ALL GROUPS".

or

▶ #=REJOIN ALL GROUPS?



Select and press to confirm.
The ringing signal for all groups is enabled again.

or



Enter the code for "REJOIN ALL GROUPS ."

Step by step

UCD Subscriber Groups¹

Each UCD (Uniform Call Distribution) Subscriber Group is formed by a maximum of 32 extensions. These extensions are assigned to answer calls destined to a specific number that identifies the group.

The users of these extensions are called Agents.

Calling a UCD Group



Enter the UCD group number.

- **7 9 0** to **7 9 9** = UCD Group



Wait for the call to be answered. Initiate conversation.

UCD Group Login/Logout²

Allows an Agent, at anytime, to enter a group to which he/she belongs.

Group Login/Logout

Select and press to confirm.

LOG ON?

or

LOG OFF?

or

* 4 0 1 or # 4 0 1

or

GPLOGONGPLOGOFF

or

GPLOGONGPLOGOFF

Enter the code to login or logout of the UCD group.

Press the "UCD GP LOGON/LOGOF" key.

- [1] Internal or external calls to a UCD Subscriber Group are routed to the extension that has been free the longest. Calls made to a specific extension do not affect the way calls are distributed. Login/Logout, Available/Unavailable, and Processing Later activity is recorded for statistical purposes only. For more details see Programming an Extension - UCD Subscriber Group in the Programming Manual.
UCD Subscriber Groups are used for Voice Mail functions.
- [2] Once an Agent is connected (logged in) to a group, the Agent will be automatically disconnected (logged out) from the previous group.
When a UCD Agent activates Call Forwarding, the Agent is automatically logged out of the group. When the Agent is logged into the group, Call Forwarding is deactivated. When a UCD Agent activates Call Forwarding - No Answer, the Agent's status becomes Unavailable.
When the status is Available, Call Forwarding is deactivated. Deactivating Call Forwarding does not affect the UCD Agent status.

Step by step

 LOG ON?

In the event that the extension belongs to more than one Group

Select and press to confirm.

or

 LOG OFF?

or

*** 4 0 1** or **# 4 0 1**

Enter the code to login or logout of the UCD group.

or

GPLOGON/GPLOGOFF

Press the "UCD GP LOGON/LOGOF" key.

or

GPLOGON/GPLOGOFF

790 X (Name)

If an X appears next to the group number (e.g., 790) it means that the ringing signal for this group is enabled.

If a name has been stored for this group, it will be displayed (if configured by the system's Support Technician).

or

790 (Name)

If an X does not appear, it means that the ringing signal is disabled.

or



Enter the UCD group number.

- **7 9 0** to **7 9 9** = UCD Group

NEXT?

Press to confirm. The next number in the group will be displayed.

or

 LOG ON?

Select and press to confirm.
The ringing signal for the group displayed is enabled.

or

 LOG OFF?

Select and press to confirm.
The ringing signal for the displayed group is disabled.

or

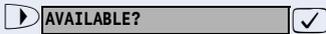
Step by step



Select and press to confirm.
The ringing signal for all groups is enabled/disabled.

Available/Unavailable Agent for a UCD Group

Enables an Agent to start receiving calls within a group or to stay away from the group, for example, in the event of a meeting.

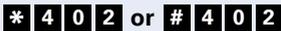


Select and press to confirm.

or



or



Enter the code to become available or unavailable in the UCD Group.

or

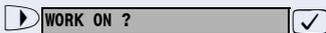


Press the "UCD GP AVAIL/UNAV" key

UCD Agent in Service/Out of Service

It allows an Agent to resume receiving calls in a group once he/she is available again.

Or it prevents an Agent from receiving calls within a group when he/she is busy with a request, such as a customer's inquiry.

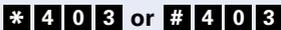


Select and press to confirm.

or



or



Enter the code to switch the state to In Service or Out of Service.

or



Press the "IN SERVICE/OUT OF SERVICE" key.

or



Step by step

Collect Call Barring

When this feature is activated, the system automatically rejects all incoming collect calls over a digital line. Calls received over an analog line are rejected only at the moment they are answered.

Types of Collect Call Barring:

- Collect Call Barring by Extension
(see Programming an Extension - Collect Call Barring by Extension, in the Programming Manual)
- Collect Call Barring for a UCD Subscriber Group
The system bypasses Collect Call Barring for members and non-members of the UCD Group. This means that Collect Call Barring is only acknowledged.
(see Programming an Extension - Collect Call Barring for a UCD Subscriber Group, in the Programming Manual)
- Collect Call Barring for Fax/DID
Call Barring will not work in the case of calls transferred to a Fax/DID.
(see Fax/DID - Collect Call Barring for Fax/DID, in the Programming Manual)

Overflow extension¹

An overflow extension only receives calls when the extension that was called is not available, that is, when it is busy, there is no answer, or the number called does not exist.

Examples:

- The extension called is activated for room monitoring (Babyphone)
- The extension that was programmed as the first attendant is currently assigned as Door Opener
- No First Attendant has been configured for the extension

Another way to access an Overflow extension is by dialing its internal number.

[1] The Overflow Extension cannot be configured or used for Fax (see Programming an Extension - Overflow Extension, in the Programming Manual).

Step by step

Miscellaneous Functions

Changing the Password for the Electronic Lock

This is a security feature that protects against unauthorized use by setting a personal password.

Press this key.



Select and press to confirm.

or



Enter the code for changing the password.



Enter the current 5-digit password for the electronic lock (default is 00000).



Enter a new password.

Confirm the new password.



If you forget your password, contact your system's support technician to reset the default password "00000."

Electronic Lock¹

The electronic lock allows the user to prevent unauthorized persons from making calls from that particular extension.

When an extension is configured for using a special Class of Service (see Main Configurations – Special Class of Service for a Blocked Extensions, in the Programming Manual) it will allow specific functions. For instance, when an electronic lock is activated for an extension authorized for international calls, that extension will only allow local calls (see Technical Support).

[1] It will be possible to make external calls using the Speed Dial phonebook or an authorized password for that specific extension. When an extension is blocked, a distinctive dial tone is heard when the handset is lifted.

Step by step

 CHANGEOVER ON ?

Select and press to confirm.

or

 CHANGEOVER OFF ?

or

*** 6 6 or # 6 6**

Enter the code for deactivating the electronic lock.



Enter your 5-digit password (the default is: 00000).

TELEPHONE LOCKED

The display shows that this feature is enabled.

or

TELEPHONE UNLOCKED

The display shows that this features is disabled.

Music on Hold

This feature plays pre-programmed music during the time an external call is on hold (see General Programming - Music on Hold in the Programming Manual).

The music can be heard, for instance, through a system telephone speaker, as background music.

 MOH ON?

Select and press to confirm.

or

 MOH OFF?

or

*** 9 4 1 0 or # 9 4 1 0**

Enter the code for activating or deactivating Music on Hold.

PLAYING SYSTEM MUSIC

The display shows that this feature is enabled.

or

SYSTEM MUSIC STOPPED

The display shows that this features is disabled.

Step by step

Busy Signal when extension is busy

This feature allows all telephones in the "Busy Signal" Group to automatically switch to a busy signal when a member of the group has a call in progress (see Programming a Digital Trunk - Busy Signal, in the Programming Manual). External calls do not ring (on digital lines the caller hears a busy signal).

This is useful when there is only one person of the group available and this person does not want to interrupt the conversation in progress.

Service Menu 

 MORE FEATURES?

 *9411=BUSY BY BUSY ON ?

or

 #9411=BUSY BY BUSY OFF ?

or

* 9 4 1 1 or # 9 4 1 1

Press this key.

Select and press to confirm.

Enter the code for deactivating Busy Signaling.

BUSY BY BUSY ON

The display shows that this feature is enabled.

or

BUSY BY BUSY OFF

The display shows that this feature is disabled.

Language/Country Settings

This allows to configure the system specifically according to the country.

Language and currency settings for the telephone display can also be configured.

Required: The extension has permission to use this feature.

Service Menu 

 MORE FEATURES?

 *9412=SET COUNTRY CODE?

Press this key.

Select and press to confirm.

Step by step

or

* 9 4 1 2

Enter the code for selecting a country.



Enter the country code (up to 8 digits).
The code is stored and the system is restarted.

Country	Code
Brazil	14463075
Chile	30259680
Portugal	37496521
Vietnam	48220818
Thailand	50692539
Ukraine	50889647
Mexico	51911111
Pakistan	51951328
Greece	52632505
IM French	52633110
Venezuela	56589679
South Africa	58049590
Russia	64243015
Canada	67831496
Singapore	74857265
Peru	75051002
Malaysia	76010255
IM English	85315585
Spain	96149549
China	98245912
China2	98245924
IM Spanish	98256348
India	98274553
Argentina	99195953
Philippines	99251479

Step by step

Country	Code
Turkey	53951509
Latvia	23730903
Lithuania	54369901
Italy	70129594
Australia	99168546
United Kingdom	54721445
France	68141859
korea ¹	99251480

[1] The Numbering Plan suffers the following changes:

- Access to the group of external lines (→ page 20) is done with digit "9" instead of "0";
- Calling an operator terminal (→ page 37) is done with digit "0" instead of "9";
- Group call pickup (→ page 53) is done with sequence "*0" instead of "**57";
- Recovery of a parked call (→ page 50) is done with sequence "*57" instead of "**0";

Relay¹

The relay on the HiPath 1120 music module is used to control all peripheral equipment, such as the Door Opener, etc.

Press this key.

Service Menu 

 *90= CONTROL RELAY ON?

or

 *90= CONTROL RELAY OFF?

or

*** 9 0** or **# 9 0**

Select and press to confirm.

Enter the code for deactivating the relay.

[1] Activate (contacts closed) or Deactivate (contacts open) the relay immediately or after a specified time (see Relay and Sensors in Programming Manual, HiPath 1120).

Step by step

Service Menu 

 *90= CONTROL RELAY ON?

or

 *90= CONTROL RELAY OFF ?

or

*** 9 0 or # 9 0**

If a Fax/DID facility was configured...

The relay can be controlled by a remote MF telephone

Required: The remote telephone must have a conversation in progress with the system's programming extension.

Press this key.

Select and press to confirm.

Enter the code for activating or deactivating the relay.



Enter the system password at the remote telephone (the default is: 31994).

Relay Status Check

This feature allows you to check if the relay is On or Off.

Required: System Telephone with a display.

Service Menu 

 MORE FEATURES?

 *9414=REALLY STATUS?

or

*** 9 4 1 4**

Press this key.

Select and press to confirm.

Enter the code for checking the status of the relay.

Step by step

Acknowledging/deactivating a General Alarm

If the Support Technician configured the alarm feature for your extension, it will ring whenever there is an alarm condition on the HiPath 1100.

Answer the call to acknowledge that the alarm was detected. If the alarm call is not acknowledged, a new attempt at a call will be made (as programmed) and the extension will ring again.

Required:The display shows "CALL: RLA CHK..." and your telephone will ring three times (three short beeps) at 4-second intervals.



or



Lift the handset.

Press this key. The LED turns on.



or



Replace the handset.

Press this key. The LED turns off.

Deactivating a General Alarm

If an alarm system has been activated, in addition to the alarm signal, it can be deactivated.

9 4 1 4

Enter the code for deactivating a general alarm.



Enter the access code (default is 31994).

Alarm clock

The Alarm Clock allows you to program an extension to send the user a reminder at a specific time, at fixed time intervals or cyclically.

To use this feature you must specify and store the time when the reminders alerts should be sent. Time alerts can be set for:

- Daily reminders
- Daily except weekends
- A reminder after a specified period of time
- A reminder for a specific date

Step by step

Service Menu 

Press this key.

 *46=TIMED REMINDER ON?

Select and press to confirm.

or

 4 6

Enter the code for canceling the alarm clock.

1= DAILY?

Select and press to confirm the type of scheduled time reminder you want.

or

 2=DAILY EXC. WEEKENDS

or

 3=AFTER TIMEOUT

or

 4=SPECIFIC DAY

or

1 or 2 or 3 or 4

Enter an option.

For Type 4 timed reminder only 

Enter the day, month, hour, minutes (e.g., 05080830 for August 5, 8:30 a.m.).

SAVE?

Press to confirm.

or

If you make a mistake:

 PREVIOUS?

Select and press to confirm. All digits that were entered are deleted and the display returns to the Time Reminder options.



Enter the hour in a 4-digit format. For example, 0905 for 9:05 a.m. or 1430 for 2:30 p.m.

SAVE?

Press to confirm.

or

If you make a mistake:

 PREVIOUS?

Select and press to confirm. All digits that were entered are deleted and the display returns to the Time Reminder options.

Step by step

Service Menu 

Press this key.

 #46=TIMED REMINDER OFF ?

Select and press to confirm.

or

 # 4 6

Enter the code for [DELETE?][DELETE?] a Time Reminder.

DELETE?

Press to confirm.

or

 EXIT?

Select and press to confirm.

Scheduled Time Reminder Call

Required: A time reminder was scheduled.

REMINDER ?

The telephone rings. The scheduled time is displayed.



Lift the handset.

or

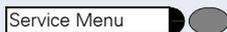
Speaker 

Press this key.

Step by step

COS (Class of Service) Changeover¹

The COS Changeover feature authorizes the user to use a different system extension temporarily to make calls as if he was at his own extension but with a lower class of service.



Press this key.



Select and press to confirm.



or



Enter the code for COS Changeover.



Enter the extension number for which you have authorization (e.g., 11/101).



Enter the 4-digit password for the electronic lock (default is 0000).



Enter the code for accessing an external line.



Wait for a dial tone.



Enter the external number you want to call.



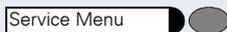
Wait for the call to be answered. Initiate conversation.



Once the handset is on-hook, the extension can use its regular class of service.

Data Protection²

The Data Protection feature prevents audio signals generated by the system from affecting data equipment connected to the extension, such as faxes, modems, Internet connections or answering machines.



Press this key.

[1] COS Changeover must be enabled in order for an extension to use another extension (see Main Configurations - COS Changeover in the Programming Manual).

[2] Data Protection cannot be activated if the extension is configured as an Overflow Extension or as an Attendant Console. If the extension is a MSN Attendant console and activates this feature, external calls will be forwarded to an overflow extension.

Step by step



*490=CAMPON PROTECTION ON

Select and press to confirm.

or



#490=CAMPON PROTECTION

or

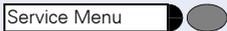
*** 4 9 0** or **# 4 9 0**

Enter the code for deactivating Data Protection.

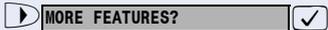
Call Waiting Signaling Tone

This feature allows you to activate/deactivate the automatic sending of a signal (call waiting) for a second call when a conversation is in progress.

Required: The extension being called is busy.

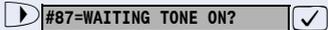


Press this key.



MORE FEATURES?

Select and press to confirm.



#87=WAITING TONE ON?

or



*87=WAITING TONE OFF ?

or

8 7 or *** 8 7**

Enter the code for activating or deactivating the call waiting signal.

Deactivating a Feature

The feature Function Deactivation allows an extension to deactivate the following features simultaneously:

- Call Forwarding (Conditional and Immediate Unconditional)
- Do Not Disturb
- Data Protection
- Alarm clock
- Callback
- Urgent Call
- Speakerphone Auto-Answering Mode



Press this key.



#0=RESET SERVICES ?

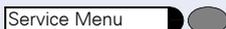
Select and press to confirm.

or

0

Enter the code for activating the features.

Step by step



Press this key.



Select and press to confirm.

or



Enter the code for activating the Room Monitor feature.



Lift the handset and position it towards the object to be monitored.

or



Press this key. The LED turns on



Replace the handset.

or



Press this key. The LED turns off.

Room Monitor¹

A Room Monitor (Babyphone) uses a telephone handset as a microphone to capture audio signals in a room.

To activate

Press this key.

Select and press to confirm.

or



Enter the code for activating the Room Monitor feature.



Lift the handset and position it towards the object to be monitored.

or



Press this key. The LED turns on



Replace the handset.

or



Press this key. The LED turns off.

Deactivation

Replace the handset.

or



Press this key. The LED turns off.

Room Monitor

... From an Extension



Enter the extension number for the room you want to monitor (e.g., 11/101).



Wait. The user calls the extension assigned to the feature to hear the audio signals present.

... from an external telephone

Required: The telephone must be a DTMF telephone or you must be able to switch it to DTMF. The telephone is not connected to the system.



Connect to the HiPath 1100. Enter the DISA-MSN number (ask your Support Technician).

[1] When the Fax/DID module is installed, you can monitor an environment even from an external telephone. After the answering message completes, enter the extension number assigned to the feature, then enter the extension password (same as the electronic lock).
This cannot be activated for an overflow extension or members of a Hunt Group.

Step by step



Wait for a continuous tone (if necessary, switch to DTMF) then enter your internal number and the lock's password.



Enter the number for the extension to be monitored.

Wait. The user calls the extension assigned to the feature to hear the audio signals present.

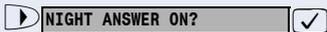
Night Service¹

The Night Service feature activates DID's on the Night Table. It can be enabled or disabled at any system extension.

When Night Service is ON –for example, at lunch time or after business hours– all external calls are forwarded to a specified internal extension (Night destination).

The Night Service extension and the required password for activation/deactivation are specified by the system's Support Technician.

The Support Technician may also specify a time for automatically activating/deactivating Night Service. Automatic Night Service does not function when Manual control is on.



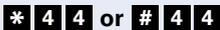
Select and press to confirm.

or



Select and press to confirm.

or



Enter the code for activating or deactivating Night Service.

or



Press the "NIGHT SERVICE" key.

or



Enter your 5-digit password (the default is: 31994).

[1]Extensions are configured during system programming (see Programming an Extension - Night Service in the Programming Manual). If Night Service is ON, a distinctive tone will be heard when you lift the handset.

An extension's category may be changed.

Step by step

Call Forwarding when there is no answer on a for digital lines

In some circumstances incoming calls over an digital line are forwarded to an Overflow extension after a specified timeout.

1. When no MSN number is assigned to an extension number.
2. When a MSN number is assigned to an extension number. The MSN number incoming call rings at the extension assigned to it. If the extension that received the forwarded call does not answer after a specified timeout (default of 30 seconds), the call is rerouted to the Overflow extension.
"Call Forwarding - No Answer With Timeout" is set using the code 30.
3. When an MSN number is assigned to an extension number. The extension assigned is configured for a second Attendant using the code "*14". The MSN number incoming call rings at the extension assigned to it. If a call is not answered after a specified timeout (default of 30 seconds), the system again reroutes the call to an extension configured as Second Attendant. If the call is still not answered after the specified timeout (default is 30 seconds), the call is rerouted to the Overflow extension.
4. When an MSN number is assigned to an extension number. The extension assigned is forwarded to another extension. The incoming MSN call will ring at the Call Forwarding extension destination. If the extension that received the forwarded call does not answer after a specified timeout (default of 30 seconds), the call is rerouted to the Overflow extension.
5. When an MSN number is assigned to an extension number. The extension assigned is not able to receive a Call Forwarding signal. For example, it may be configured for Data Protection.

Step by step

Door Opener¹

The Door Opener feature allows a programmed extension to open a specified door.

Required: The call is made to the Entrance Telephone.

Lift the handset.



or



Press this key. The LED turns on.



Press to confirm.

or



Press this key.



Select and press to confirm.

or



Enter the code for opening the door.

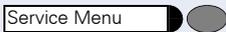
or



Press the "OPEN DOOR" key.

Activating System Programming

The System Programming Mode allows extension 11 on the HiPath1120/1150 and extension 101 on the HiPath 1190 to access the programming codes and change system features.



Press this key.



Select and press to confirm.



Select and press to confirm.

or



Enter the code for programming.



Enter your 5-digit password (the default is: 31994).

Enter the codes and their complements according to Programming Manual.

[1] In order to use this feature the system must be equipped with an Entrance Telephone and a Door Opener. Extensions authorized to open doors are configured during system programming (see Entrance Telephone in the Programming Manual).

An urgent call warning tone is played when the extension configured to answer the Entrance Telephone is busy.

Step by step

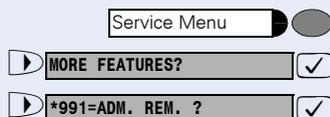
Remote Configuration¹

The Remote Configuration feature allows for the remote configuration of the HiPath 1100.

Using a MF Telephone

Required: The programming extension must have a conversation in progress with the remote programmer.

Press this key.



Select and press to confirm.

or

* 9 9 1

With a conversation in progress enter the programming extension code to transfer control of the HiPath 1100 to the remote programmer.



The remote programmer must now enter the system's password on an MF telephone (the default is 31994) and wait for a confirmation tone.



To set the required configuration, proceed as if the remote telephone was locally connected to the system.

If there is a DID installed

If the system is equipped with a Fax/DID module programmed as an external line DID.

* 9 5

Enter the code using a remote MF telephone after the call is answered.



The remote programmer must now enter the system's password on an MF telephone (the default is 31994) and wait for a confirmation tone.



To set the required configuration, proceed as if the remote telephone was locally connected to the system.



If an external programmer does not carry out the programming within a specified time period, the remote configuration process times out.

[1] If the system's serial port is connected to a modem with access to a telephony network, and the remote PC has a modem installed, remote configuration can be carried out using the HiPath 1100 Manager application. Ask your Support Technician how to do this.

Step by step

Using the HiPath 1100 Manager application¹**Required:**

- Analog line: The system's serial port as well as the remote PC must be connected to a modem with access to the telephone network.
- Digital line: The S₀ Option Module must be connected to a ISDN-type digital line, and the remote PC must have an ISDN modem installed and connected.

Service Menu 

Press this key.

 MORE FEATURES? 

Select and press to confirm.

 *992= REMOTE ADMINISTRA- 

or

At the programming extension enter the code for enabling remote configuration/updating.

The system will be available for remote configuration via the application for a specified time period.

Fax Received

If the system has a Fax/DID Module and a fax machine, you can program a key to indicate when a fax was received.

Required: Fax/DID Module installed and configured.

Fax CALL ? 

Press to confirm.

or

FAX RECD 

Press the "FAX RECD" key.

[1] The system must be enabled during a conversation by configuring certain parameters (see General Programming - Remote Configuration in the Programming Manual). For more information on how to use the HiPath 1100 Manager application refer to the instructions in the Help file.

Step by step

Associated Group¹

The Executive/Secretary provides quick access to extensions that must communicate continually. With this feature you can assign many non-Executive extensions (Secretaries) to a single telephone (Executive).

Required: The Associated Group feature must be configured (see Programming an Extension - Associated Group, in the Programming Manual),

For example, by using ""Programming the Keys"
 → page 96" on system telephones, you can program ""Direct Communication Call" → page 37" (code *80) + destination extension (Secretary, for Executive extension; Executive for Secretary extension) for Executive and Secretary extensions.

When the programmed key is activated, the extensions enter conversation mode (the speaker at the extension called is activated). If the Executive extension initiates the call, it is able to talk and listen. If a Secretary extension initiates the call, however, it can only listen since Mute mode is activated at the Executive extension. To prevent automatically activating Mute mode, you must activate ""Speakerphone Auto-Answering Mode" → page 38" (*96) for the Executive extension.

Redial

The last number dialed is stored and can be redialed by pressing the Redial key or a key programmed for such a function (the first of the programmable keys).



Press the "REDIAL" key.

[1] There are 8 groups available with a maximum of 16 extensions for each group. An Associated Group is assigned to each executive telephone. A non-Executive extension can be used as Secretary telephone for many groups at the same time.

Step by step

Call Charge Consultation¹

If call charges for calls made have been established, the system will have the ability to show the totals for the calls on the displays of system telephones.

For the current call:

The call charge is shown on the display at the end of the call (Standard)

If you would like to see the charges while the calls are in progress, ask your system's Support Technician to request activation of the AOCD (Advice of Charge During the Call) facility from your local Carrier.

Depending on the Carrier, toll-free calls will also be shown. Before or during a call the display will read "FREE OF CHARGE".

When a call is transferred the call charge is assigned to the extension that received the transfer.

For all calls that were made and have a remaining balance:

First, the total charges are displayed (total for all calls made). After five seconds the remaining balance is displayed, if the Support Technician has configured a Call Charge limit.

Service Menu 

 *65=SHOW CALL CHARGES? 

or

Press this key.

Select and press to confirm.

Enter the code for activating Call Charge Consultation.

[1] Call Charge ticketing must be programmed in the system (see General Programming - Call Charge in the Programming Manual).

Step by step

Service Menu

*91= PROG KEY?

or

* 9 1

Programming the Keys¹

The Key Programming feature allows an extension to assign functions to a system telephone's programmable keys. This can also be accomplished using the HiPath 1100 Manager application.

Procedure for programming the keys

Press this key.

Select and press to confirm.

Enter the code for programming a key.

Select a programmable key. If the key is already programmed for another function, this information will be displayed.

CHANGE KEY?

Press to confirm.

CONFERENCE ?

All programmable features are shown. Select a feature and press to confirm. For example, "CONFERENCE".

Optional

SAVE INCOMPLETE?

Select and press to confirm.

Some features (for example, "CALL FORWARDING or NIGHT SERVICE") can be stored when incomplete. That is, subsequently, after pressing a key to activate a feature, it may be necessary to complete the entry.

SAVE?

Press to confirm.

or

If you make a mistake:

PREVIOUS?

Select and press to confirm. The previous selection will be deleted.

EXIT?

Press to exit.

or

ANOTHER KEY?

Select and press to confirm.

[1] For system telephones without a display, only the "Store key number" can be programmed using the keypad. Other functions can only be programmed using the HiPath 1100 Manager.

Step by step



The feature can now be activated by pressing the key. For features that can be activated or deactivated, such as "DO NOT DISTURB", simply press the appropriate key once to activate it and then again to deactivate it.

Features for Programmable Keys

Programmable keys can be set to enable the following features:

Feature/Function
"Door Opener" → page 91
"Speed Dialing" → page 23
"UCD Agent in Service/Out of Service" → page 75
"Answering a Call on Hold" → page 52
"Speakerphone Auto-Answering Mode" → page 38
"Using a Temporary MSN to make a call" → page 43
"Electronic Lock" → page 77
"Pickup" → page 53 - "Group" → page 53
"Pickup" → page 53 - "Individual" → page 54
"Cost Code" → page 50
"Urgent Call/Recall when Busy" → page 35
"Direct Communication Call" → page 37
"Conference" → page 47
"Consultation" → page 44
"Call Charge Consultation" → page 95
"Alarm clock" → page 83
"Call Forwarding" → page 55 - "When there is no answer" → page 56
"Call Forwarding on a Digital Line" → page 106
"Parking" → page 48
"Fax Received" → page 93
"Headset" → page 102
".. Using a Group of External Lines" → page 20

Step by step

"Anonymous Caller ID (Call Trace)" → page 108
"Message Waiting Indicator (MWI)" → page 62
"Override" → page 34
"Caller Lists" → page 29
"Hunt Group (HG) and Call Group (CG) Login and Logout" → page 71
"UCD Group Login/Logout" → page 73
"Storing a phone number in a programmable key" → page 104
"System Error Messages" → page 111
"Room Monitor" → page 88
"Silent Monitoring" → page 35
"Do Not Disturb" → page 60
"Seizure of a Specific Line" → page 23
"Toggle" → page 47
"Phonebook Search" → page 27
"Suffix Dialing" → page 49
"Programming the Procedure Key" → page 99
"Data Protection" → page 86
"Recall" → page 32
"Recovering a Call on Hold" → page 50
"Restriction for sending MSN" → page 108
"Night Service" → page 89
"Busy Signal when extension is busy" → page 79
"End key" → page 100
"Transfer" → page 45

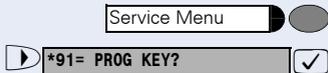
Step by step

Programming the Procedure Key

You can store numbers and functions that include more than one action, that is, you can assign multiple commands to a single telephone key.

Thus it is possible, for instance, to store a "Cost Code" → page 50 function with all its required data (cost code + external number) to a single key.

You can also store number that require additional data.



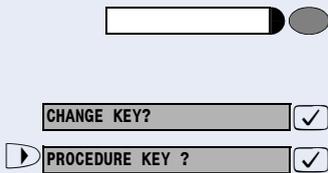
Press this key.

Select and press to confirm.

or



Enter the code for programming a key.



Select a programmable key. If the key is already programmed for another function, this information will be displayed.

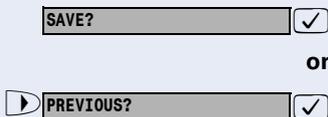
Press to confirm.

Select and press to confirm.



Enter the procedure, for example: ****60231#**

- *60 = Cost Code
- 231# = Cost Code

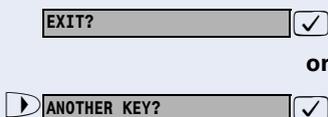


Press to confirm.

or

If you make a mistake:

Select and press to confirm. All digits that were entered will be deleted.



Press to exit.

or

Select and press to confirm.

Step by step



The number sequence assigned to the key is called when the key is pressed. For procedures with features that can be activated/deactivated, press the key to activate and press it again to deactivate the feature. The Procedure key can also be activated during a call. The numbers are stored in the memory and automatically sent as MF signals. In addition, interdigit pauses can be set into the dialing procedure.

Printing Key Labels

This feature allows you to print labels for programmable keys according to the functions for which they are configured, including Operator Terminal functions.

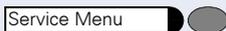
This service is available on HiPath 1100 Manager (Advanced Configuration -> Programming the Keys -> Printing Key Labels). It opens a Microsoft Word document with a label template. Users can configure labels and specify key names, font colors, font size, number of copies to be printed, etc.



The document is created in Microsoft Word 97 format, therefore, earlier versions of Word may not be able to open the file.

End key

In the event that this key is pressed when the extension is receiving an incoming call, the call will be disconnected. When using a headphone, this key acts as the hook.



Press this key.



Select and press to confirm.

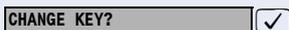
or



Enter the code for programming a key.

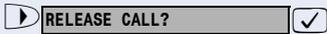


Select a programmable key. If the key is already programmed for another function, this information will be displayed.



Press to confirm.

Step by step



Select and press to confirm.



Press to confirm.

or

If you make a mistake:

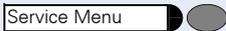


Select and press to confirm. All digits that were entered will be deleted.



Press to exit.

Deleting Key Assignment



Press this key.



Select and press to confirm.

or



Enter the code for programming a key.



Select a programmable key. If the key is already programmed for another function, this information will be displayed.



Press to confirm.



Press to exit.

Features for Programmable Keys only on the HiPath 1100 Manager

Programmable keys can be set to enable the following features HiPath 1100 Manager:

Feature	Function
Music on Hold	→ page 78
Call Waiting Signaling Tone	→ page 87
Redial	→ page 94
Internal call	→ page 20

Step by step

Headset¹

It is an accessory that can be installed on terminals to replace the use of the handset and provide the user with more comfort and with hand-free operation.

Models with electronic hook control (such as Siemens Elipse 1.8 EHS and GN Netcom 9120) for answering calls using a headset must use a 16 optiPoint Acoustic Adapter, regardless of the optiPoint model used. optiPoint Advanced features include a built-in headset interface. However, an optiPoint Acoustic Adapter is required for connecting the headset. When an optiPoint key is configured for using a headset (optional setting, the system behaves as if a headset is connected. Therefore, it is recommended that when you disconnect the headset you change the key configuration accordingly.

If you want to use a Siemens Elipse 1.8 EHS or GN Netcom 9120 set without the electronic hook control switch, you must use an optiPoint Acoustic Adapter for optiPoint Entry, Basic and Standard models. For the optiPoint Advanced, an optiPoint Acoustic Adapter is optional. The headset can be connected to the built-in interface on the telephone's rear panel using a RJ45 connector. The Headset feature key must be programmed to answer calls.

Headset models without an electronic hook key (e.g., Plantronics) can be connected directly to the handset's interface on a optiPoint (Entry, Basic or Standard) telephone, as well as through an optiPoint Acoustic Adapter or the built-in interface (optiPoint Advanced only). However, in order to be detected by the system, a Headset key must be programmed, regardless of the configuration used.



When an optiPoint key is configured for using a headset (optional setting, the system behaves as if a headset is connected. Therefore, when you disconnect the headset you must change the key configuration accordingly.

[1] For installing and configuring a headset follow the instructions provided in its accompanying manual. For a view of the optiPoint rear panel see "Back panel: optiPoint 500" → page 11.
The MUTE option must be enabled/disabled on the same equipment.
If you have any questions, please contact your system's Support Technician.

Step by step

Required: A headset must be connected. A key must be programmed for the Headset feature by "Programming the Keys" → page 96 selecting HEADSET ON on the menu, unless the headset has an electronic hook switch.

For making a call



Press the HEADSET ON key or the electronic hook control to make a call.

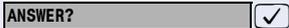


Enter the extension or external line number (e.g., 11/101).

For answering a call



The extension receives a call ringing signal. A headset does not receive a ringing signal unless it's electronic hook button is appropriately configured.



Press to confirm.

or



Press the HEADSET ON key or the electronic hook control to answer.

Once the call is answered the display shows Caller ID information.

For ending a call



Press the HEADSET ON key or the electronic hook control to end.



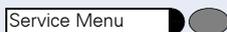
Headsets do not send a call ending tone (busy signal) at the end of a call.

Step by step

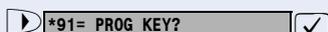
Storing a phone number in a programmable key

For each key on the telephone set or additional terminal that has not been programmed you can store a telephone number that you dial frequently.

System Telephone with a display.



Press this key.



Select and press to confirm.

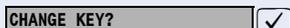
or



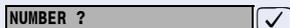
Enter the code for programming a key.



Select a programmable key. If the key is already programmed for another function, this information will be displayed.



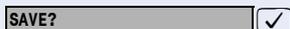
Press to confirm.



Select and press to confirm.



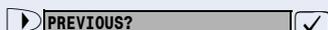
Enter the extension or external line number (e.g., 11/101).



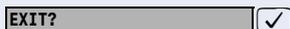
Press to confirm.

or

If you make a mistake:



Select and press to confirm. All digits that were entered will be deleted.



Press to exit.

System Telephone without a display.



Enter the code for programming a key.



Select a programmable key. If the key is already assigned, the programmed function will be overwritten.



Enter the extension or external line number (e.g., 11/101).

Step by step



When an internal number is programmed, the key light turns on to indicate when an extension is being used.

Date and Time Settings

If authorized, you can set the HiPath 1100 date and time. The date and time can be shown on your system telephone display.

Service Menu 

Press this key.

 MORE FEATURES? 

Select and press to confirm.

 SET SYSTEM CLOCK 



Enter the date (day, month and year) in a 6-digit format. For example, 110903 for November 9, 2003.

SAVE? 

Press to confirm.

or

If you make a mistake:

 PREVIOUS? 

Select and press to confirm. All digits that were entered will be deleted.



Enter the time (hour and minutes) in a 4-digit format. For example, 0905 for 9:05 am. or 1430 for 2:30 p.m.

SAVE? 

Press to confirm.

or

If you make a mistake:

 PREVIOUS? 

Select and press to confirm. All digits that were entered will be deleted.

Step by step

Special functions for ISDN lines

Call Forwarding on a Digital Line

The Call Forwarding on a Digital Line feature allows re-routing calls to an external number.

 EXT FORWARDING ON?

Select and press to confirm.

or

*** 6 4**

Enter the code for activating Call Forwarding.

Enter the type of Call Forwarding wanted.

or



or



or

1 or 2 or 3

Enter an option.



Enter the external destination number (without external code).

Press to confirm.



When making a PMP call: enter the MSN/DID number assigned to the extension.

Press to confirm.

or

If you make a mistake:



Select and press to confirm. All digits that were entered are deleted and the display returns to the Call Forwarding options.

Step by step

▶

or

6 4

Select and press to confirm.

Enter the code for deactivating Call Forwarding.

or

▶

or

▶

or

1 or **2** or **3**

Enter the type of Call Forwarding wanted.

Enter an option.



or

▶

Enter the Call Forwarding MSN.

Press to confirm.

If you make a mistake:

Select and press to confirm. All digits that were entered are deleted and the display returns to the Call Forwarding options.



If Call Forwarding is activated, the display will show "MSN TO:" and a distinctive dial tone will be heard when you lift the handset.

Step by step

Service Menu 

 *84=TRACE CALL?

or

 * 8 4



Service Menu 

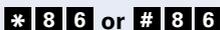
 MORE FEATURES?

 *86= SUPPRESS CALL ID?

or

 #86=RESTORE CALLER ID?

or

 * 8 6 or # 8 6

Anonymous Caller ID (Call Trace)¹

Allows a local carrier to identify external and malicious anonymous callers. The caller ID can be determined during a call or up to 30 seconds after the call. However, it is critical that the handset remains off the hook.

Required: An external call is in progress.

Press this key.

Select and press to confirm.

Enter the code for deactivating the trace.

Keep the handset off-hook.

Restriction for sending MSN

This features prevents your name or number from showing on the display of an external caller (check availability with your local carrier).

Press this key.

Select and press to confirm.

Enter the code for activating extension number suppression.

[1] Information obtained using this features is stored by the local carrier. Check if your local carrier offers this service.

Step by step

Using Features provided by a Carrier over an ISDN Network

In some countries you may access features offered by a local carrier for ISDN lines (ask your system's technical support personnel for more information).

Service Menu 

 MORE FEATURES?

 *503= KEYPAD DIALING?

or

*** 5 0 3**

or

 KEYPAD?

Press this key.

Select and press to confirm.

Enter the code for activating.

There is an external call in progress.

Select and press to confirm.



Enter the external code.

This is not necessary for external calls or when "Auto Keypad" has been activated by your technical support team.



Enter the code for activating the appropriate ISDN feature.



Wait for a confirmation tone.

For example,

- To activate Call Forwarding on a public network: *210* destination number #.
- To deactivate Call Forwarding on a public network: #21#



The local carrier will provide information on which ISDN features can be enabled by code in your country (ask your system's technical support personnel for more information).

Siemens is not responsible for any damage/ costs that may be caused by improper use or handling).

Step by step

Practical Guide

Care of the Telephone

- To clean the telephone use a slightly damp cloth or an antistatic cloth. Never wipe the phone with a dry cloth!
- If necessary, you may use a diluted mild detergent (commercially available). After cleaning, thoroughly remove the detergent using a cloth dampened with water.
- Do not use alcohol-based detergents or any abrasive cleaning products.

Troubleshooting

There is no response when pressing a key:

Make sure the key is not blocked.

The telephone does not ring when receiving a call:

Make sure that the Do Not Disturb feature is activated for the extension (if it is the display will show: "DO NOT DISTURB ON"). If the feature is activated, deactivate it → page 60.

The telephone does not work when dialing an external number:

Make sure your telephone is not blocked (if it is, the display will show: "LOCK ON"). If it is, unblock it → page 77.

If there are any other problems when operating the phone:

First, contact your system's Support Technician. If the problem is not solved, the Support Technician should call Technical Support.

Step by step

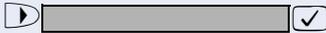
System Error Messages

This function provides indication that an error occurred in the system. The error is signaled on the keys and on the displays of system telephones.

Required: System Telephone with a display.



Select the key programmed for indicating system error messages.



Navigate through the display to read the message and confirm.

SYS ERR MSG

Possible cause:

An error occurred with one of the features.

Possible action:

Navigate through the display to identify the error.

PRESS TO CONFIRM

Possible cause:

Error identified.

Possible action:

Acknowledge the error and correct the problem.

NO ACCESS

Possible cause:

Dialed number is not authorized

Possible action:

Check dialed number

NRO. MAX. KEY DIAL EXCESS

Possible cause:

System memory is full.

Possible action:

Program code 166 (See Programming Manual - A31003-K1160-B804-*-*).

Step by step

ERROR ACK

Display Messages

This feature shows on the telephone display information about actions performed by the user.

Possible cause:

This message confirms that an error has occurred.

CDR BUFFER FULL

Possible cause:

Memory space available for tickets is full. Tickets will be overwritten.

FRAUD DTCT DISA

Possible cause:

DISA password entered incorrectly at least three times.

Possible action:

Enter the correct password.

FRAUD DTCT ADMN

Possible cause:

Programming Mode password entered incorrectly at least three times.

Possible action:

Enter the correct password.

SYS CLOCK RESET

Possible cause:

System clock reference was changed.

SW UPDATE FAIL

Possible cause:

An error occurred during the remote update of the software.

Possible action:

Try again.

POWER DOWN

Possible cause:

A network power outage has occurred.

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Terminals, Adapters and Accessories

Using options improves performance and provides more comfort to the user during work.

	<p>Additional optiPoint Terminals:</p> <p>Additional terminals provide increased comfort, efficiency and safety. The following terminals are supported: optiPoint key module, optiPoint memory module.</p>
	<p>optiPoint adapters:</p> <p>Extend telephone features by adding adapters for interfacing with different system telephones, ISDN or analogue telephones, headsets, and speakers. The following adapters are supported: optiPoint acoustic adapter, optiPoint analog adapter, optiPoint ISDN adapter and optiPoint phone adapter.</p>
	<p>Headset:</p> <p>The headset can be used to replace the terminal's handset for hands-free operation.</p> <p>Warning:</p> <p>For information on installation, related issues and operation, please see the headset's installation manual.</p>
	<p>Additional microphone:</p> <p>Designed for use with the Speakerphone feature in demanding acoustical environments. Connects via an optiPoint acoustic adapter.</p>
	<p>External speaker:</p> <p>Improves reception quality when using the Speaker/Speakerphone. Ideal for conferences. Connects via an optiPoint acoustic adapter.</p>



For details information on products and availability, please refer to your telephone's manual optiPoint 500 and its accessories technical specifications at <http://www.siemens.com/hipath> → "Downloads" → "Data sheets."

For availability information on specific models of terminals, adapters and accessories optiPoint 500 see Chapter "optiPoint 500 Properties and Connection Options" → page 16.

Feature Codes

Symbols

Symbols	Explanation
	Enter numbers, keys, password, internal or external numbers, etc.
	Signaling with a short beep
	Lift/Replace the handset
	Initiate conversation
X and Y	Numeric variables
	Service Menu
	Programmable key LED ON
	Programmable key LED OFF
	Programmable key BLINKING
	Navigation keys

Numbering Plan

Description	HiPath 1120	HiPath 1150	HiPath 1190
External Line	801 to 808	801 to 832	801 to 845
Extension, including S ₀	11 to 30	11 to 60 610 to 645	101 to 240
Groups of External Lines	0 , 890 to 899		
Call Groups (CG)	770 to 779		
Hunt Groups (HG)	780 to 789		
UCD Subscriber Groups	790 to 799		
Carrier	9		
EVM - Default internal number	790		
EVM - Message Ports	7491 and 7492		
EVM - Virtual Ports	744 to 747		
Fax/DID - Virtual Message Ports	740 to 743		
USB/CAPI line	10		100
Substitution for * and #	75 and 76 (accordingly)		

Features

Features can be selected as follows:

1. Using the **Navigation keys** in the Main Menu
2. **Using the** Service Menu key then browsing the feature option list
3. **Using the** Service Menu key **and the appropriate Feature Code**
4. **Using a programmable key**
5. Using a **Feature Code**

Feature	Code
System Telephone Features	
Mailbox Access	Mailbox Key programmed as MWI
Call Charge Consultation	* 6 5
Call Forwarding	Call Forwarding
Call Forwarding Deactivation	Call Forwarding
Parking	Parking 0 to 9 slot
Parking Resuming a call	Parking 0 to 9 slot
Caller List	# 8 2 list and
Programming a Feature for a Key	* 9 1 <input type="text" value="Select a key"/> feature to be programmed and
Redialing	Redial
Speaker	Activate/deactivate speakerphone <input type="text" value="speaker"/> Activate/deactivate speaker <input type="text" value="speaker"/>
Headset	Activate/Deactivate Headset <input type="text" value="HEADSET ON"/>
Checking Relay Status	* 9 4 1 4
Seizure of an External Line	
External Call	0
External Call by a Group of External Lines	8 9 X external line ("X" is from 0 to 9)
Seizure of a Specific External Line	8 X Y external line ("XY" is from: 01 to 45)

Feature	Code
Internet Access Activation	* 4 9 3  external line
Internet Access Deactivation	# 4 9 3  external line
External Line Reservation Busy	1) Wait for  Phone rings   external  or 2)   * 5 8  Phone rings   external 
Functions Used for Making Calls	
System Speed Dial	* 7 + 0 0 0 ... 2 4 9
Individual Speed Dial	* 7 + * X ("X" is from 4 to 9)
Individual Speed Dialing Programming	* 9 2 + * X <input type="text" value="CHANGE?"/> <input checked="" type="checkbox"/>  number <input type="text" value="SAVE?"/> <input checked="" type="checkbox"/> wait for  ("X" is from 0 to 4)
Speakerphone Auto-Answering Mode Activation	* 9 6 wait for 
Speakerphone Auto-Answering Mode Deactivation	# 9 6 wait for 
Direct Communication Call	* 8 0  extension with a system telephone wait for   record your message
Internal Call	 extension
Calling a Call Group (CG)	7 7 0 ... 7 7 9
Calling a Hunt Group (HG)	7 8 0 ... 7 8 9
Calling a UCD Subscriber Group	7 9 0 ... 7 9 9
Urgent Call (busy extension)	1)   (busy) Wait for   or 2)   (busy) <input type="text" value="Service Menu"/>  * 5 8 
Hotline (if programmed)	 

Feature	Code
Warmline (If programmed)	Wait for
Override busy extension	busy extension Service Menu * 6 2
Silent Monitoring busy extension	* 9 4 4 busy extension
Callback To activate (Extension does not answer or is busy)	1 ^o) no answer <input type="text" value="RECALL?"/> <input checked="" type="checkbox"/> or * 5 8 Wait for. Phone rings or 2) Wait for Wait for. The telephone rings.
Callback Deactivation	# 5 8
Carrier	9
Using a Temporary MSN to make a Call	* 4 1 MSN slot or MSN number external line external number
Functions used during Calls	
Cost Code	* 6 0 cost code # number
Conference	Consultation number Service Menu * 3
Consultation (To end a consultation wait for replacement of handset)	Consultation
Parking	Service Menu * 5 6 + X ("X" is from 0 to 9)
Recovering a Parked Call	# 5 6 + X ("X" is from 0 to 9)
Toggle (Use after consultation, for answering a second or an urgent call)	Service Menu * 2
Suffix Dialing	+
Recovering a Call on Hold	Service Menu * 0 (if busy or no answer)

Feature	Code
Transfer (When an external analog line programmed as "Type of Answering Signal " or a digital line is being used, you must wait for an answer before transferring the call. For transfers without consultation, there is no need to wait before answering)	Internal extension External TRANSFER? <input type="checkbox"/> number ()
<h3>Functions Used When Receiving Calls</h3>	
Mailbox Access	Voice Mail Group
Answering a Call On Hold	Service Menu * 5 5 or Service Menu * 2 or CALL WTNG? <input type="checkbox"/>
Group call pickup	* 5 7 or CALL 4 PCKP GRP? <input type="checkbox"/>
Call pickup (individual)	* 5 9 extension
Call Forwarding on an analog line:	
Call Forwarding to External Number	* 1 1 external line <input type="checkbox"/>
Internal Call Forwarding	* 1 1 extension, Voice Mail Group, Call Group or Fax/DID <input type="checkbox"/>
Call Forwarding Deactivating	# 1 1
Call Forwarding -No Answer Activating	* 1 4 extension, Voice Mail Group, Call Group or Fax/DID <input type="checkbox"/>
Call Forwarding - No Answer Deactivating	# 1 4
Do Not Disturb Activation	* 9 7
Do Not Disturb Deactivation	# 9 7
EVM:	
Consultation at the extension being used	7 9 0 VM Group password

Feature	Code
Consultation from another extension	7 9 0 VM Group  password  extension 
Consultation from an external extension	  your external number + *  password  extension
Miscellaneous functions	
Door opening and closing (After answer by the Entrance Telephone)	Service Menu   * 6 1
General Alarm Deactivating	# 9 4 1 4  password
Electronic Lock Password Change	* 9 3  current password  new password  confirm new password 
Electronic Lock Activation	* 6 6  password
Electronic Lock Deactivation	# 6 6  password
Busy signal when extension is busy Activation	* 9 4 1 1 <input checked="" type="checkbox"/>
Busy signal when extension is busy Deactivation	# 9 4 1 1
System Programming Mode Activation	* 9 5  password  codes
Deactivating Features (Call Forwarding, Do Not Disturb, Data Protection, Alarm Clock, Callback and Speakerphone Auto-Answering)	# 0
Language Configuration/ Country	* 9 4 1 2  country code
Call Group (CG) and Hunt Group (HG) Login	* 8 5  group (if the extension belongs to more than one group)
Call Group (CG) and Hunt Group (HG) Logout	# 8 5  group (if the extension belongs to more than one group)
Room Monitor (Babyphone)	* 8 8
Music on Hold Activation	* 9 4 1 0 music

Feature	Code
Music on Hold Deactivation	# 9 4 1 0
Remote Configuration HiPath 1100 Manager	* 9 9 2
Remote configuration using a standard MF tele- phone	<p>1) Programming extension must have a conversation in progress with the remote programmer:</p> <p>* 9 9 1 </p> <p>Remote programmer must provide:</p> <p> password  programming codes.</p> <p>or</p> <p>2) Remote programmer dials into the system and is answered by a Fax/DID:</p> <p>* 9 5  password  programming codes.</p>
Data Protection Activation	* 4 9 0
Data Protection Deactivation	# 4 9 0
Relay Activation (For HiPath 1120only)	* 9 0
Relay Deactivation (For HiPath 1120only)	# 9 0
Night Service Activation	* 4 4  password
Night Service Deactivation	# 4 4  password
Call Waiting tone Activation	 # 8 7 
Call Waiting tone Deactivation	 * 8 7 
COS (Class of Service) Changeover	* 5 0 8  extension  password
Alarm Clock	
Alarm Clock Daily	* 4 6 1  time (e.g., 1230) <input checked="" type="checkbox"/>

Feature	Code
Alarm Clock Daily, except weekends	* 4 6 2 ☐☐☐ time (e.g., 1230) ✓
Alarm Clock After a specified time period	* 4 6 3 ☐☐☐ time (e.g., 1230) ✓
Alarm clock For a specified date and time	* 4 6 4 ☐☐☐ date/time (e.g., 24121830) ✓
Alarm clock Deactivating	# 4 6 ✓
UCD Subscriber Group Functions	
Agent Available	* 4 0 2
Agent Unavailable	# 4 0 2
Calling a UCD Subscriber Group	7 9 X ("X" is from 0 to 9)
Logging into a UCD Subscriber Group	* 4 0 1 ☐☐☐ group (if belonging to more than one group)
Logging out of a UCD Subscriber Group	# 4 0 1
UCD Agent in Service	* 4 0 3
UCD Agent Out of Service	# 4 0 3
Satellite PABX	
Flash on External Analog Line	Service Menu  * 5 1
Operation as Satellite PABX	8 9 X ☐☐☐ line # ("X" is from 0 to 9)
Functions for ISDN Lines	
Immediate Call Forwarding for MSN Activation	* 6 4 1 ☐☐☐ external ☘☐☐ MSN
Immediate Call Forwarding for MSN Deactivation	# 6 4 1 ☘
Call Forwarding - No Answer, for MSN Activating	* 6 4 2 ☐☐☐ external ☘☐☐ MSN
Call Forwarding - No Answer, for MSN Deactivation	# 6 4 2 ☘

Feature	Code
Call Forwarding for MSN when the line is busy Activation	* 6 4 3 ☐ external 🎵 ☐ MSN
Call Forwarding - Busy, for MSN Deactivation	# 6 4 3 🎵
Anonymous Caller ID (Trace)	Service Menu   * 8 4
Restriction for sending MSN Activation	* 8 6
Restriction for sending MSN Deactivation	# 8 6
Using Features provided by a Carrier on ISDN Lines	* 5 0 3 external line ☐ ISDN code

 Notes:

- For Korea the numbering plan suffers the following changes:
 - a) Access to the group of external lines is done with digit "9" instead of "0";
 - b) Calling an operator terminal is done with digit "0" instead of "9";
 - c) Group call pickup is done with sequence "**0" instead of "**57";
 - d) Recovery of a parked call is done with sequence "**57" instead of "**0";

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The information in this document provides only general descriptions of the features. The actual features may not correspond exactly to the descriptions herein and, furthermore, they are subject to changes to the extent that products continue to be developed.

The selection of features to be provided is not binding unless explicitly established in the terms of the contract.

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