UNIFY Harmonize your enterprise

OpenScape Desk Phone CP200/CP205 OpenScape Business

User Guide HFA

A31003-C1000-U109-2-7619

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Important information

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

Trademarks

CE

The compliance of the equipment according to EU directives is confirmed by the CE mark. This Declaration of Conformity and, where applicable, other existing declarations of conformity as well as further information on regulations that restrict the usage of substances or affect the declaration of substances used in products can be found in the Unify Expert WIKI at
http://wiki.unify.com under the section “Declarations of Conformity”.

All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.

The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition for reuse and recycling of used electrical and electronic equipment.

For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.

The statements quoted above are only fully valid for equipment that is installed and sold in the countries of the European Union and is covered by the European Directive 2002/96/EC. Countries outside the European Union may have other regulations regarding the disposal of electrical and electronic equipment.

Location of the telephone

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

Product support on the Internet

Information and support for our products can be found on the Internet at:
http://www.unify.com/.

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

Product-oriented environmental protection

Unify is committed in terms of its product strategy to bringing environmentally friendly products to market, taking account of the entire product life cycle. Unify strives to acquire the relevant environmental labels for its products in the event that the environmental label programs permit qualification for individual Unify products

	ENERGY STAR is a U.S. Environmental Protection Agency voluntary program that helps businesses and individuals save money and protect our climate through superior energy efficiency. Products that earn the ENERGY STAR prevent greenhouse gas emissions by meeting strict energy efficiency criteria or requirements set by the U.S. Environmental Protection Agency. Unify is an ENERGY STAR partner participating in the ENERGY STAR program for Enterprise Servers and Telephony. The Unify product OpenScape DeskPhone CP200 has earned the ENERGY STAR. Learn more at energystar.gov.

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General information

About this manual

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

This document contains general descriptions of the technical options, which may not always be available in individual cases. If a particular function on your phone is not available to you as described, then it cannot be configured for you and your phone – please contact your Administrator.

Icons used in the manual

Tips

Indicates important additional information in relation to handling.

Indicates required intervention by the Administrator.

Displays for describing operation

The keys required for an action, such as and the associated display text are illustrated in the column highlighted on the left. The action is described in the main column on the right.

The operating steps are not always illustrated in full in order to improve the legibility of the user guide.

The “Display contrast” option is selected in the example below and then changed.

Selecting and confirming the required option

Required operating steps with display text

Press keys on the left or right side.

Select an option in the menu or in lists using the navigation keys.

Display contrast?

The required option is selected.

Confirm selected option.

Condensed illustration in the user guide

Press keys on the left or right side.

Display contrast?

Select and confirm the option shown (e.g. display contrast).

Setting the required option

Required operating steps with display text

■ ■ ■ ■

The current value of the option will be displayed following confirmation with more or fewer graduation marks.

Pres keys on the left-hand side to reduce the value of the setting.

Pres keys on the right-hand side to increase the value of the setting.

Condensed illustration in the user guide

Keep pressing the keys until the desired result is set.

Intended use

The OpenScape Desk Phone phone is a desktop or wall-mounted unit designed for voice transmission and for connection to a LAN. Any other use is regarded as unintended.

Telephone type

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

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- Proceed as follows to optimize display legibility:
  - Turn the phone to tilt the display to ensure you have a frontal view of the display and avoid light reflexes.
  - Adjust the contrast as required → page 20.

Getting to know the OpenScape Desk Phone CP200/CP205

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

The user interface of the phone

1	You can make and receive calls as normal using the **handset**.
2	The **display** permits intuitive operation of the phone (two-lines).
3	Incoming calls and new voicemails are visually signaled via the Notification LED.
4	You can customize your telephone by assigning phone numbers and functions to the **programmable keys**. Preset default values: • Caller list • Phonebook • Diversion type: • Redial
5	The **dialpad** can be used to enter phone numbers and write text.
6	You can use the **navigation keys** to navigate conveniently through the various phone functions, applications and configuration menus.
7	Use the **function keys** to launch the following functions: : the hold key places an active call on hold or resumes the call. : the transfer key transfers a call to another user. : the conference key opens a conference. : the mailbox key retrieves text messages and voicemail. : the service key opens the Program/Service menu. : the speaker key activates/deactivates speakerphone mode. : the headset key is used to accept/end calls via the headset. : the WIP key adjusts the volume, brightness or contrast. : the mute key switches the microphone on/off. This function is useful to prevent the other party from listening in under certain circumstances, for example when consulting with someone else in the room or in case of annoying background noise.

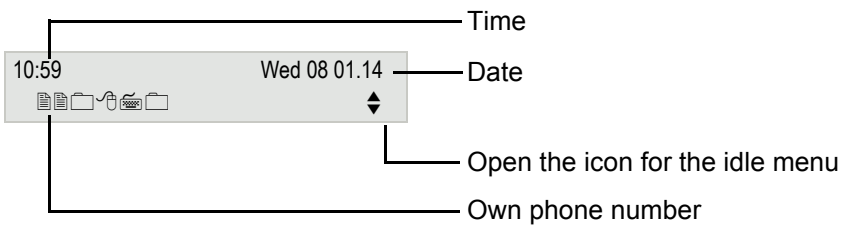
Display

Your OpenScape Desk Phone CP200/CP205 comes with a black-and-white LCD display. Adjust the contrast to suit your needs (→ page 20).

Idle mode

If there are no calls taking place or settings being made, your OpenScape Desk Phone CP200/CP205 is in idle mode.

Example:



Idle menu

The idle menu opens when you press the Navigationstasten or → page 16 key in idle mode. You can call up various functions here. The idle menu includes selected functions from the Program/Service menu → page 18.

The idle menu may contain the following entries:

- Caller list?
- Forwarding on?
- Lock telephone?
- DND on?[1]
- Absence text on?
- Silent ringing on?
- Send Message?
- View sent message?[2]
- View callbacks?[3]
- Phonebook?
- HF answerback on?
- Suppress call ID?
- Waiting tone off?
- DISA internal?

1. Must be activated by the Administrator.
2. Only appears when there are messages that the recipient has not yet viewed.
3. Only appears if callback requests are saved.

Programmable function keys

Your OpenScape Desk Phone CP200/CP205 has four fixed function keys (with LED), which you can reprogram with different functions or phone numbers at any time.

The icons represent the following functions:

- Caller list
- Phonebook
- Diversion type:
- Redial

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

- Function keys → page 25
- Selected dialing keys → page 29

A function can be programed for each key as well as a phone number at the second level.

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

You will find information on the labeling of the function keys on → page 85

Meaning of LED displays on function keys

LED		Meaning of function key
	Off	The function is deactivated.
	Flashing[1]	Indicates the function status.
	Lights up green/ red	The function is activated.

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

Dialpad

You can only use the digits 1 to 9 and 0 as well as the * and # characters when dialing a number. Press to delete digits (only if en-bloc dialing is enabled).

In situations where text input is possible, for example when entering the user password, you can also use the dial keys to enter text in addition to the digits and special characters mentioned. To do this, press the numerical keys repeatedly.

Example: To enter the letter "h", press the number 4 GHI key on the keypad twice.

Navigation keys

This control allows you to move between input fields, navigate in lists and menus or open the idle menu. You use the OK button to confirm options and launch functions:

Key	Functions when key is pressed
	Exit idle menu and cancel action
	Open the idle menu → page 14 or browse back in the menu from the end
	Open the idle menu → page 14 or browse forward in the menu from the start
OK	Perform action

Mailbox

Depending on your communication platform and its configuration (consult your Administrator), you can use the ✉ key to access messages from services in addition to messages received.

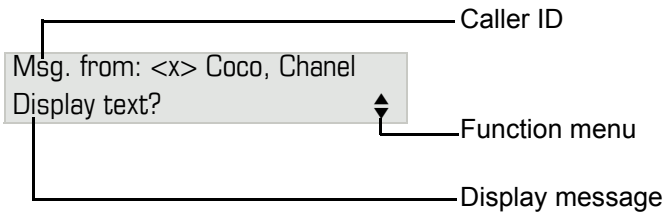
Messages

You can send short text messages to individual internal stations or groups. In idle mode (→ page 14) the following signals alert you to the presence of new messages:

- ✉ The key LED lights up.
- A message such as "Messages received" is displayed.

Press the ✉ key.

Example:



For a description of how to edit the entries → page 41.

Voicemail

Press the ✉ key.

If your system is appropriately configured, you can call the voice mailbox directly and immediately play back the messages saved.

If your telephone is connected to a voicemail system (such as Smart Voicemail), the ✉ key will light up in addition to the Notification LED to alert you to any messages that have arrived. An appropriate message also appears on the display.

Call list

If you are unable to accept an external or internal call, the call attempt is stored in the caller list. Answered calls can also be saved (contact your Administrator).

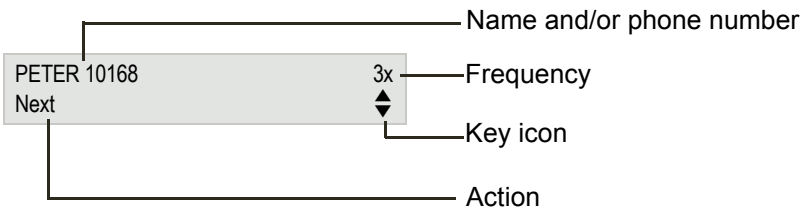
Your telephone stores up to ten calls in chronological order. Each call is assigned a time stamp. The oldest entry not yet deleted in the list is displayed first. Multiple calls from the same caller do not automatically generate new entries in the caller list. Instead, only the most recent time stamp for this caller is updated and its number incremented.

The caller list is automatically displayed → page 37 in the idle menu → page 14.

Callers with suppressed numbers cannot be saved in the call list.

Information is displayed regarding the caller and the time at which the call was placed.

Example:



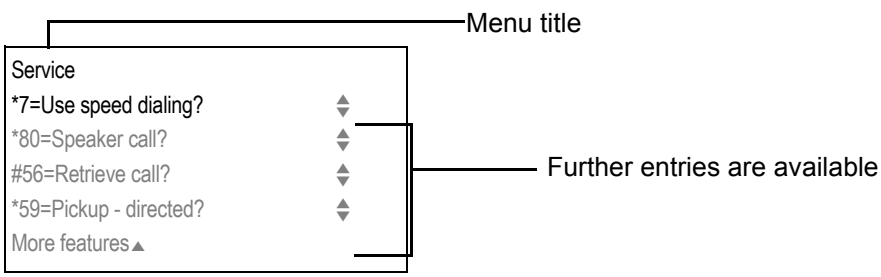
For a description of how to edit the call lists → page 37.

Einstellungen and functions

Press the menu key. You can use the Program/Service menu to access your communication system's extensive functions.

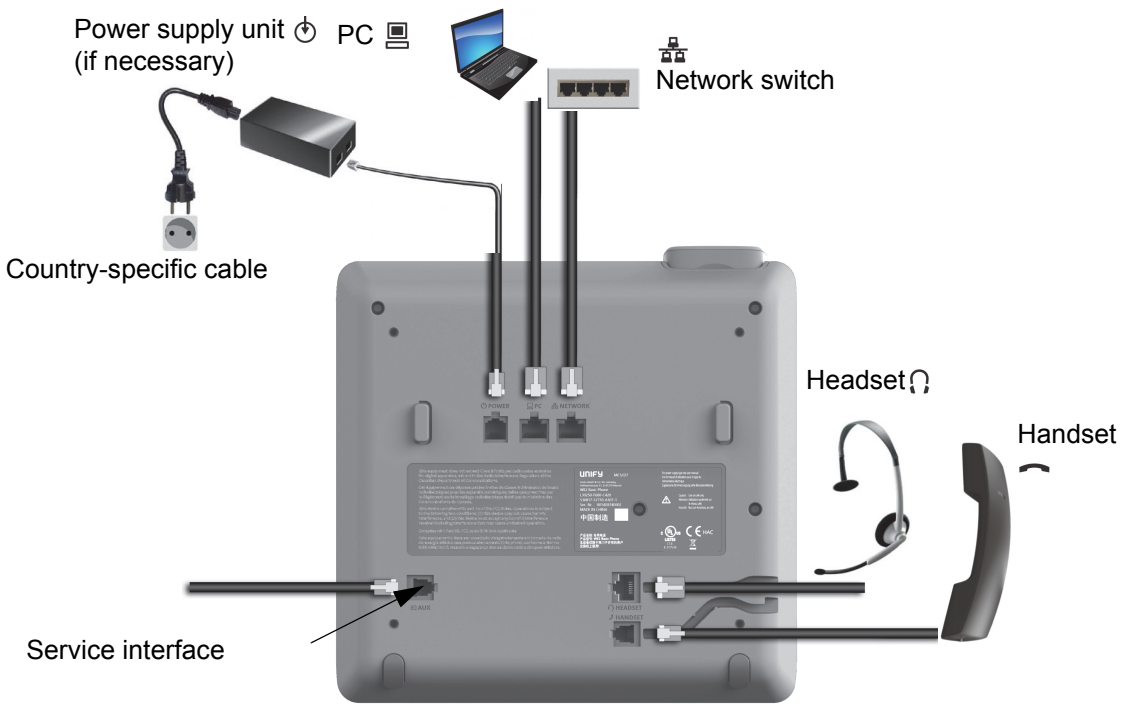
You can also access desired settings or functions in the Program/Service menu by entering the relevant code, for example *80 or *7 → page 90.

Example:



The menu structure consists of two levels. The first line in this structure shows the menu currently selected while the remaining lines show the options for this menu. The arrow next to an entry indicates the availability of additional options for this entry.

Ports on the underside of the phone



Using network ports more efficiently

The OpenScape Desk Phone CP200/CP205 has a built-in Ethernet switch. This means that you can also connect a PC with a LAN port to the LAN directly via the phone. The option for connecting the telephone and PC must first be activated on the telephone by your Administrator.

Using this connection option saves one network port for each switch used and allows shorter network cables to be used when arranged correctly.

Telephone:settings

Display

Adapt the display of your OpenScape Desk Phone CP200/CP205 to suit your personal requirements.

Setting contrast

The display has eight contrast levels that you can set according to your light conditions.

Press the key in idle mode → page 14.

Display contrast?

Select and confirm the option shown.

Change the display contrast. Press the key repeatedly until the desired level is obtained.

OK

Save.

Setting the display language

Open the menu → page 18.

More features?

Select and confirm the option shown.

*48= Select language?

Select and confirm the option shown.

15=Spanish?

Select and confirm the language you wish to use (e.g."Spanish").

Audio

Optimize the audio settings on your OpenScape Desk Phone CP200/CP205 for your work environment and according to your personal requirements.

Adjusting the volume during a call

You are conducting a call.

Raise or lower the volume. Keep pressing the key until the desired volume is set.

OK

Save[1].

Press the key in idle mode → page 14.

Ringer volume?

Select and confirm the option shown.

1. If you do not save, the original value is reset for the next call.

Adjusting the ringer tone

Press the key in idle mode → page 14.

Ringer tone?

Select and confirm the option shown.

Keep pressing the keys until the desired tone is set.

OK

Save[1].

Adjusting the attention ring volume

You receive an attention ring, for example, when a second call is imminent → page 48.

Press the key in idle mode → page 14.

Attention Ring Volume

Select and confirm the option shown.

Keep pressing the key until the desired volume is set.

OK

Save[1].

Adjusting the speakerphone to the room acoustics

To help the other party understand you clearly while you are talking into the microphone, you can adjust the telephone to the acoustics in your environment.

Press the key in idle mode → page 14.

Speakerphone mode?

Select and confirm the option shown.

Keep pressing these keys until the setting you want appears on the screen.

OK

Save[1].

Call settings

Preventing and allowing call waiting (automatic camp-on)

If this function has been configured (ask your Administrator), you can prevent or allow a second call → page 48 from being signaled by automatic camp-on during an ongoing call.

Open the menu → page 18.

#490=Call wait.term.off?

Select and confirm the option shown.

or

*490=Call wait.term.on?

Select and confirm the option shown.

Call waiting tone on/off

You can suppress the advisory tone (approx. every six seconds) for second calls. A single special dial tone then alerts you to the waiting call.

Activating

Open the idle menu → page 14.

Waiting tone on?

Select and confirm the option shown.

Deactivating

Open the idle menu → page 14.

Waiting tone off?

Select and confirm the option shown.

Door opener

Activating the door opener

Open the menu → page 18.

*89=Door opener on?

Select and confirm the option shown.

Dial the entrance phone number.

Enter the five-digit code. Default code = "00000".

or

3=change password?

Select the displayed function and press "OK" to change the code.

1=enable with ring?

Select and confirm the option shown.

or

2=enable w/o ring?

You can also open the door without a doorbell ring.

Deactivating the door opener

Open the menu → page 18.

#89=Door opener off?

Select and confirm the option shown.

Configuring a speed-dial key

You can program the keys 0 + to 9 wxyz with ten frequently used phone numbers. How to use the speed-dial keys is described on → page 39.

Open the menu → page 18.

*92=Change Speed Dial?

Select and confirm the option shown.

Press the key shown.

0 + to 9 wxyz

Press the required speed-dial key. If the key is already in use, the programmed phone number or name appears on the screen.

Change entry?

Confirm the option shown.

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

Save entry?

Confirm the option shown.

or

If you make a mistake:

Previous?

Select and confirm the option shown. This deletes all numbers entered.

Next entry?

Confirm the option shown.

or

Change entry?

Select and confirm the option shown.

or

Delete?

Select and confirm the option shown.

or

End?

Select and confirm the option shown.

Activating/deactivating the night answer service

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

Activating

Open the idle menu → page 14.

Night answer on?

Select and confirm the option shown.

*=default?

Confirm the option shown (= standard night answer service).

or

Enter the code (= standard night answer service).

or

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

Save entry?

Confirm the option shown.

Deactivating

Night answer off?

Select and confirm the option shown.

The Administrator can also configure an "automatic night answer service" for your phone. The automatic night answer service activates at specific times depending on how it is programmed.
You can deactivate the automatic night answer service or replace it with a night answer service you configured (see above).

Programming the function keys

You can program frequently used functions, phone numbers or procedures onto the function keys on your OpenScape Desk Phone CP200/CP205.

Configuring function keys

A list of all available functions is displayed, see the overview → page 26.

Example: Configuring the call waiting tone on/off key

Open the menu → page 18.

*91=Prog. feature key

Select and confirm the option shown.

Press one of the four keys you want to program with a function.

Change feature

Confirm the option shown.

Camp on tone OFF

Select and confirm the option shown.

End

Confirm the option shown.

or

Program another key

Select and confirm to change this or a different key.

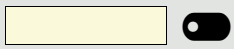
The LED displays → page 15 and → page 26 indicate the status of the function.

Overview of functions

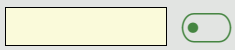
The available functions depend on your configuration. If a function is missing, consult your Administrator.

Saved function LED display

Call forwarding, Forwarding - trunk, Forward Line Key, Night Service, Do not disturb, Lock telephone, Absence text, Silent ringing, HF answerback on/off, Hunt group join/leave, Caller ID suppression, Call wait.term., Waiting tone off, Ring Transfer, Recording, Door opener on/off, Ringing group on, Shift Key, UCD (Available on/off, Wrap up), Night answer on/off, Privacy Release:

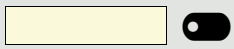


Saved function is not activated.

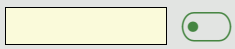


Saved function is activated.

Set Callback:

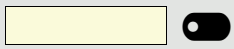


You have no entry for callback.

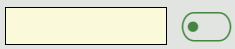


You have an entry for callback.

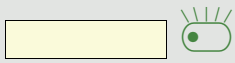
Repdial key (internal), Direct station select:



Party not on a call.

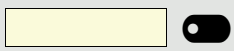


Party is on a call or has activated DND.

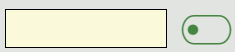


Flashing quickly – I'm being called, please accept.
Flashing slowly – another party is being called and has not yet answered.

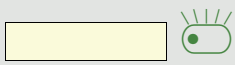
Call Key, General Call Key, Trunk key, MULAP Key, Temporary MSN:



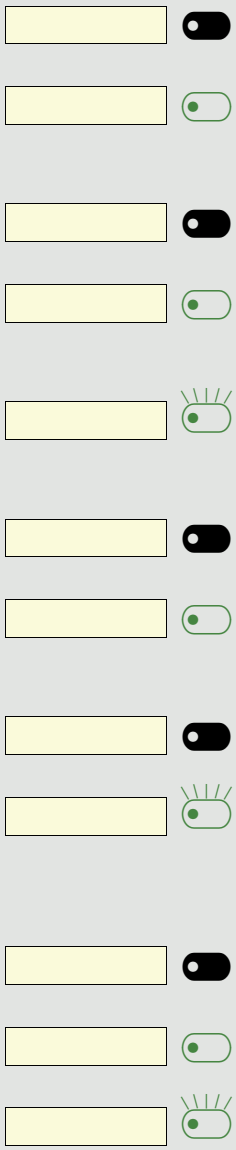
No call via the corresponding line.



Active call via the corresponding line.



Flashing quickly – call on the corresponding line, call pickup is possible by pressing the key.
Flashing slowly – a call is placed on hold on the relevant line.



Trunk group key:

At least one line is free.

All lines in this trunk group are busy.

View call charges:

No chargeable calls have been set up since the last check.

Chargeable calls have been set up since the last check.

Call forwarding, Forward Line Key:

Flashing slowly – your line is a call forwarding destination.

Fax details:

No fax received or no message on the answering machine.

Fax received or message on the answering machine.

View number of calls:

No waiting callers.

Flashing quickly – callers waiting (certain number is exceeded).
Flashing quickly – callers waiting (certain number is reached).

Data I/O Service:

No connection to an application.

Active connection to an application.

Flashing slowly – connection to an application is temporarily interrupted.

The following functions programmed on keys do not have a LED function:
Repdial key (external), Procedure key, Trace call, Speed dial, Clear Display, Telephone Lock, Send Message, Phonebook (1=internal, 2=LDAP, Call waiting, Toggle/Connect, Conference, Speaker call, Retrieve line, Reserve trunk, Release trunk, Temporary Phone, Intrude, Park a call, Pickup - directed, Pickup - group, Account code, Show call charges, Page, Answer page, Timed reminder, Open door, DTMF dialing, Recall-key, Room monitor, Hold key, Enquiry internal, Enquiry, Associated dial, Associated serv., Tel. data service, Mobile Login, Discreet Call.

Programming a procedure key

Phone numbers and functions that require further input, i.e. which contain several operating steps, can be saved on a key on your telephone. The Administrator must have granted the appropriate authorization.

For example the function “Associated serv.” → page 76 together with the required input (phone number of the phone for which the call is to be made + phone number to be dialed) can be saved on a key.
Phone numbers that require further input can also be saved.

Please see also the information on → page 15.

Open the menu → page 18.

*91=Prog. feature key

Select and confirm the option shown.

Press one of the four keys you want to program with a procedure.

Change feature

Confirm the option shown.

Procedure key →

Select and confirm the option shown.

Enter procedure. Example: ***67 231 123456**

6 MNO 7 PQRS

Code for Dial for

2 ABC 3 DEF 1

Number of the phone for which the call should be made.

1 2 ABC 3 DEF 4 GHI 5 JKL

The phone number to be dialed.

Save entry

Confirm the option shown.

or

If you make a mistake:

Previous

Select and confirm the option shown. This deletes all numbers entered.

End

Confirm the option shown.

or

Program another key

Select and confirm the option shown.

Select the saved procedure by pressing the key.
Procedures with activatable/deactivatable functions are activated by pressing the button and deactivated by pressing it again.

You can also press the procedure key during a call to automatically send the saved digits as DTMF signals → page 52. For display messages when saving procedures, see → page 84.

Configuring selected dialing keys

Open the menu → page 18.

*91=Prog. feature key?

Select and confirm the option shown.

Press one of the four keys you want to program.

Change feature?

Confirm the option shown.

Repdial key?

Confirm the option shown.

Enter the phone number.

If you make a mistake:

Previous?

Select and confirm the option shown. This deletes all numbers entered.

End?

Confirm the option shown.

or

Program another key?

Select and confirm the option shown.

You dial the saved phone number by pressing the key → page 36. You can also save a phone number during a call.

Deleting function key programming

Open the menu → page 18.

*91=Prog. feature key

Select and confirm the option shown.

Press the relevant key that you want to delete.

Delete feature

Select and confirm the option shown.

Making calls

It is strongly advised to read the introductory chapter "Getting to know the OpenScape Desk Phone CP200/CP205“ → page 12 to gain a better understanding of the steps described here.

Receiving calls

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

The phone number or the name of the caller appears on the display.

Accepting a call via the handset

The phone rings.

Lift the handset[1].

Accepting a call via the loudspeaker (speakerphone mode)

The phone rings.

Press the key shown. The LED lights up[1].

Answering a call via the headset

Prerequisite: A headset is connected.

The phone rings. The key flashes.

Press the key shown[1].

Rejecting calls

You can reject calls you do not wish to take. The call is then signaled on another definable telephone (consult your Administrator).

The phone rings. The caller is displayed.

Reject call?

Confirm the option shown.

or

Release

Press the key if it has been configured.

1. Adjusting the volume → page 12.

If a call cannot be rejected, your telephone will continue to ring. The message "currently not possible" is displayed (e.g. in the case of recalls).

Picking up a specific call for your colleague

You hear another telephone ring.

Open the menu → page 18.

More features?

Select and confirm the option shown.

*59=Pickup - directed?

Select and confirm the option shown.

if nec.

Next?

Select and confirm until the required station is displayed.

Accept call?

Confirm the option shown.

or

If you know the number of the telephone that is ringing, enter it directly.

Using the speakerphone

A colleague addresses you directly over the speaker with a speaker call. You hear an advisory tone before the announcement. The other party's name or phone number appears on the screen. You can conduct the call with the handset or in speakerphone mode.

Lift the handset and answer the call.

or

Mute off?

Press the "OK" key to confirm your selection and answer the call.

or

Press the illuminated microphone key.

If handsfree answerback is enabled (see below), you do not need to switch on the microphone - you can answer directly. You can answer immediately in speakerphone mode.
If handsfree answerback is disabled (default setting), follow the procedure described above. Placing a speaker call to a colleague → page 20.

Enabling and disabling handsfree answerback

Open the idle menu → page 14.

HF answerback on?

Select and confirm the option shown.

or

HF answerback off?

Select and confirm the option shown.

Accepting calls from the entrance telephone and opening the door

If an entrance telephone has been programmed, you can use your telephone to speak to someone at the entrance telephone and to activate a door opener.
If you have the proper authorization (contact your Administrator), you can activate the **door opener**, enabling visitors to open the door themselves by entering a 5-digit code (using a DTMF transmitter or the keypad installed).

Speaking to visitors via the entrance telephone

Prerequisite: The phone is called from an entrance telephone.

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

or

Lift the handset after more than thirty seconds.

Dial the entrance phone number.

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

Open door?

Confirm the option shown.

Opening the door from your telephone without calling the entrance telephone

Open the menu → page 18.

*61=Open door?

Select and confirm the option shown.

Dial the entrance phone number.

Special features must be taken into consideration if your telephone operates with system networking → page 82!

Turning the microphone on and off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the hands-free microphone (see → page 12).

Ending a call

Press the illuminated key. The key shown is no longer lighting.

or

Press the illuminated key. The key shown is no longer lighting.

or

Replace the handset.

or

Release

Press the key if it is configured.

Making calls

Off-hook dialing

Lift the handset.

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

The called party does not answer or is busy:

Replace the handset.

On-hook dialing

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

Your system may also be programmed so that you have to press the configured "internal" key before you dial the internal phone number.
You then do not have to enter an external code to call the external party (automatic trunk seizure/prime line is not active; consult your Administrator).

The other party answers with speaker:

On-hook dialing: Speakerphone mode.

or

Lift the handset.

The called party does not answer or is busy:

Press the key shown. The LED goes out.

En-bloc sending/correcting phone numbers

If this feature is configured (consult your Administrator), a connection is not attempted immediately when a phone number is entered. This means that you can correct the phone number if necessary.
The station number is only dialed at your specific request.

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

Dialing entered/displayed phone numbers

Lift the handset.

or

Dial?

Confirm the option shown.

Correcting phone numbers entered

A phone number can only be corrected as it is being entered. Phone numbers stored for number redial, for example, cannot be corrected.

Delete number?

Select and confirm the option shown.
The last digit entered in each case is deleted.

Enter the required digit(s).

Canceling en-bloc sending

Cancel?

Select and confirm the option shown.

or

Press the key shown. The LED goes out.

Dialing with the headset connected

Prerequisite: The headset is connected.

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

The headset key lights up.

The connection is set up as soon as your input is complete.

Dialing with selected dialing keys

Prerequisite: You have saved a phone number on a selected dialing key → page 29.

Party B

Press the key with the saved phone number.
If the phone number is saved on the second level, press the shift key first.

You can press the selected dialing key during a call and automatically initiate a callback → page 49.

Redialing a number

The last ten external phone numbers dialed are stored automatically.

If this feature is configured (contact your Administrator), account codes entered → page 71 are also saved .

You can redial them simply by pressing a key.

Displaying and dialing saved phone numbers

Press the redial key.

Next?

Keep confirming until the phone number you want appears.

Call?

Select and confirm the option shown.

Using the caller list

Detailed information, as well as a sample display entry are provided on → page 18.

Retrieving the caller list

Prerequisite: The Administrator has set up a caller list for your telephone.

Press the illuminated key to open the call list.

or

Open the idle menu → page 14.

Caller list?

Confirm the option shown.

Next?

To view calls, confirm each subsequent call displayed.

Dialing a phone number from the caller list

Call?

Select and confirm the option shown.

The caller is automatically deleted from the caller list when a connection is finally set up.

Displaying the call time

Time/date sent?

Select and confirm the option shown.

Displaying caller details

from?

Select and confirm the option shown.

Removing an entry from the caller list

Delete?

Confirm the option shown.

Ending retrieval

End?

Select and confirm the option shown.

or

Press the key shown. The LED goes out.

or

Press the key shown. The LED goes out.

Calling a subscriber from the internal system phonebook

The internal system phonebook of your communication system contains all phone numbers and system speed-dial numbers assigned to a name. Consult your Administrator to find out if one was configured for your system.

Prerequisite: Names have been assigned to the phone numbers stored in the system.

Press the key shown.

or

Lift the handset.

Phonebook?

Confirm the option shown.

A list with at most the first 50 entries is displayed.

or

Scroll to next or previous entry.

or

Enter the name you want to find, or just the first few letters, using the dialpad and confirm to search for the name → page 16.

if nec.

Delete final letters.

Show details such as different phone numbers.

Reset the search.

Dialing the required entry

OK

Confirm the option shown.

Making calls using system speed-dial numbers

Prerequisite: You know the system speed-dial numbers (consult your Administrator).

Open the menu → page 18.

*7=Use speed dialing?

Select and confirm the option shown.

Enter a three-digit speed-dial number.

if nec.

Suffix dialing

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

Dialing with speed-dial keys

Prerequisite: You have configured speed-dial keys → page 23.

Open the menu → page 18.

*7=Use speed dialing?

Confirm the option shown].

Press the key shown.

0 + to 9 wxyz

Press the required speed-dial key.

Talking to your colleague with a speaker call

You can place a speaker call to an internal party using the loudspeaker on their telephone.

Open the idle menu → page 14.

*80=Speaker call?

Select and confirm the option shown.

Enter the phone number.

Responding to a speaker call → page 31.

Automatic connection setup (hotline)

If this function is configured (consult your Administrator), the system automatically sets up a connection to a preset internal or external destination.

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

Sending a message

You can send short text messages to individual stations or groups of stations with system telephones.

Creating and sending a message

Open the idle menu → page 14.

Send Message?

Select and confirm the option shown.

Enter the internal phone number of the recipient or group.

0=Please callback?

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

or

0 + ... 9 WXYZ

Enter the code directly.
The code is shown on your display with the corresponding message.

or

Enter message text?

Select and confirm the option shown.

Text entry (up to 24 characters) → page 16.

if nec.

Delete final letters.

Switch between uppercase and lowercase.

Insert spaces.

Send?

Confirm the option shown.

Transmitted text messages are saved as callback requests on system telephones with no display and on pulse or tone dialing telephones.

Displaying and deleting messages you have sent

Prerequisite: The recipient has not yet accepted a sent message.

Open the idle menu → page 14.

View sent message?

Select and confirm the option shown.

Display text?

Confirm the option shown.

The text message is displayed.

Delete?

Select and confirm the option shown.

The message is deleted.

Viewing and editing incoming messages

Pay attention to the notes on → page 17.

The LED lights up. Press the key shown.

or

Display Messages?

Confirm the option shown.

The sender's caller ID appears on the display.

Display text?

Confirm the option shown.

The text message appears on the display.

Viewing the transmission time

Time/date sent?

Confirm the option shown.

Calling the sender

Call Sender?

Select and confirm the option shown.

Deleting messages

Delete?

Select and confirm the option shown.

Leaving an absence text

You can leave messages/absence text on your phone's display for internal callers who wish to contact you in your absence.
When you receive a call, the message appears on the caller's display.

Open the idle menu → page 14.

Absence text on?

Select and confirm the option shown.

0=Will return at:

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

or

0 + ... 9 WXYZ

Enter the code directly.
The code is shown on your display with the corresponding message.

Predefined messages with a colon can be completed by entering a digit.

or

Enter message text?

Select and confirm the option shown.

Enter message (up to 24 characters) → page 16.

Save entry?

Confirm the option shown.

Deleting absence text

Open the idle menu → page 14.

Absence text off?

Select and confirm the option shown.

Assigning a phone number (not for U.S.)

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

Open the menu → page 18.

Service:

Select and confirm the option shown.

*41=Temporary MSN?

Select and confirm the option shown.

Enter the DID number you wish to use.

Dial the external phone number.

Forwarding calls

Using variable call forwarding

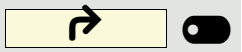
You can immediately forward internal or external calls to different internal or external telephones (destinations). (External destinations require special configuration in the system.)

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

If DID DTMF is active (consult your Administrator), you can also forward calls to this destination. Destinations: Fax = 870, DID = 871, Fax DID = 872.

If you are a call forwarding destination, your display will show the phone number or the name of the forwarding party on the upper line and that of the caller on the lower line.

Special features must be taken into consideration if your telephone operates with system networking → page 80!



Press the key shown.

or

Open the idle menu → page 14.

Forwarding on?

Select and confirm the option shown.

1=all calls?

Confirm the option shown.

or

2=external calls only?

Select and confirm the option shown.

or

3=internal calls only?

Select and confirm the option shown.

Enter the destination phone number.

Save entry?

Confirm the option shown.

all to: <x> 100168

The phone number or the name of the forwarding destination is displayed. The LED of the call forwarding key flashes on the destination phone.

Deactivating call forwarding

Press the key with the illuminated LED. Call forwarding is deactivated.

or

Open the idle menu → page 14.

Forwarding off?

Select and confirm the option shown.

Using call forwarding no reply

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

Open the menu → page 18.

*495=CFNR on?

Select and confirm the option shown.

Enter the destination phone number.

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

Save?

Confirm the option shown.

Deactivating call forwarding no reply

Open the menu → page 18.

#495=CFNR off?

Select and confirm the option shown.

Delete?

Confirm the option shown.

or

End

Select and confirm to return to idle mode and not deactivate call forwarding.

If CFNR is activated, "CFNR on" appears briefly on the display after you hang up.

Using callback

You can request a callback if the internal station called is busy or if nobody answers. This also applies for external calls via exchanges. This feature saves you from having to make repeated attempts to reach the user.
You receive a callback

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

When configured (consult your Administrator), all callback requests are automatically deleted overnight.

Saving a callback

Prerequisite: You have reached a busy line or no one answers.

Callback?

Confirm the option shown.

Accepting a callback

A user for whom a calback was saved is now no longer busy or has meanwhile made a call. Your telephone now rings and the following message appears on the display “Callback: ...”.

Lift the handset.

or

Press the key shown. The LED lights up.

or

Answer?

Select and confirm to accept the callback.

Viewing and deleting a saved callback

Open the idle menu → page 14.

View callbacks?

Select and confirm the option shown.

Display next?

Select and confirm to display additional entries.

Deleting a displayed entry

Delete?

Confirm the option shown.

Ending retrieval

End?

Select and confirm the option shown.

or

Press the key shown. The LED goes out.

or

Press the key shown. The LED goes out.

During a call

Switching to speakerphone mode

Prerequisite: You are conducting a call via the handset.

Hold down the key and replace the handset. Then release the key and continue the call[1].

U.S. mode

If the country setting is set to U.S. (consult your Administrator), you do not have to hold down the loudspeaker key when replacing the handset to switch to speakerphone mode.

Press the key shown.

Replace the handset. Proceed with your call.

Switching to the handset

Prerequisite: You are engaged in a call in speakerphone mode.

Lift the handset. Proceed with your call. The handsfree microphone is switched off.

Open listening in the room during a call

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

Prerequisite: You are conducting a call via the handset.

Activating

Press the key shown. The LED lights up. The handsfree microphone remains switched off.

Deactivating

Press the key shown. The LED goes out.

Using call waiting (second call)

You can still be reached by a caller even if you are already conducting a call. An advisory tone and the message “From: <x>” on the display alert you to the second call.
You can ignore or accept the second call.
Before you accept the second call, you can end the first call or place it on hold for subsequent retrieval.
You can block the second call or the advisory tone → page 22.

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

Ending the first call and answering the waiting call

Replace the handset. Your phone rings.

Answer the second call. Lift the handset.

Placing the first call on hold and answering the second call

Call waiting?

Select and confirm the option shown.

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

Ending the second call and resuming the first one

Quit and return?

Confirm the option shown.

or

Replace the handset.

zu 23189 Coco

Call the first party again.

Lift the handset.

Saving a phone number

You can save your call partner's phone number for subsequent redialing from the caller list → page 37.

Prerequisite: You are conducting a call.

Save number?

Select and confirm the option shown.

Calling a second party (consultation)

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

Enquiry?

Confirm the option shown.

Calling a second party:

Enter the phone number of the party to whom you want to transfer the call.

or

Select the number from the caller list, see → page 37.

or

Select the number from the phonebook, see → page 38.

Return to the first party, the second party does not answer:

Return to held call?

Confirm the option shown.

or

End the consultation:

Quit and return?

Select and confirm the option shown.

Switching to the held party (alternating)

Toggle/Connect?

Select and confirm the option shown.

Transferring a call

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

Enquiry?

Confirm the option shown.

Enter the phone number of the party to whom you want to transfer the call.

Announce the call, if necessary.

Press the key shown. The person you were speaking to is now connected to the desired party.

Replace the handset.

or

Transfer?

Select and confirm the option shown.

Parking a call

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

Prerequisite: You are conducting a call.

Open the menu → page 18.

*56=Park a call?

Select and confirm the option shown.

0 + ... 9 wxyz

Enter the number of the park position (0 – 9) and make a note of it. If the park position number you entered is not displayed, it is already in use; enter another one.

Retrieving a parked call

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

Open the menu → page 18.

#56=Retrieve call?

Select and confirm the option shown.

0 + ... 9 wxyz

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

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

Holding a call

You can place a call partner on hold. The call partner hears music on hold.

Press the key shown.

Press the key again to resume the call.

Conducting a conference call

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

You can only add parties to or remove them from a conference if you initiated the conference.

Call the first party.

Start conference?

Select and confirm the option shown.

Call the second party. Announce the conference.

Conference?

Select and confirm the option shown.

or

Press the key shown.

An advisory tone sounds every 30 seconds to indicate that a conference is in progress (can be disabled, consult your Administrator).

If the second party does not answer

Return to held call?

Confirm the option shown.

Adding up to five parties to a conference

Add party?

Confirm the option shown.

Call the new party. Announce the conference.

Conference?

Select and confirm the option shown.

or

Press the key shown.

Forming a conference

Prerequisite: You are conducting a consultation call (→ page 49).

Conference?

Select and confirm the option shown.

or

Press the key shown.

Removing parties from the conference

View conf parties?

Select and confirm the option shown. The first party is displayed.

Next?

Confirm as often as required until the desired party appears.

Remove party?

Select and confirm the option shown.

Leaving a conference

Withdraw?

Select and confirm the option shown.

or

Replace the handset if this feature is configured (consult your Administrator).

End conference

End conference?

Select and confirm the option shown.

or

Replace the handset if this feature is configured (consult your Administrator).

Activating tone dialing/DTMF suffix dialing

You can transmit **d**ual-**t**one **m**ulti**f**requency (DTMF) signals to control devices such as an answering machine or automatic information system.

Open the menu → page 18.

*53=DTMF dialing?

Select and confirm the option shown.

You can use the keys 0 + through 9 WXYZ, * and # Abc 123 to transmit DTMF signals.

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

Making calls in the team/executive/secretary configuration

If configured (consult your Administrator), you belong to a team of subscribers with multiple lines. Your phone features trunk or line keys (MULAP keys) → page 54.

Lines

A distinction is made between primary and secondary lines. Each of these line types can be used on a private or shared basis → page 53.

Primary line

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

Secondary line

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

Private line

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

Shared line

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

Direct call line

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

Line seizure

Line seizure must be configured (consult your Administrator). If automatic line seizure is configured, a line is automatically assigned when you lift the handset or press the speaker key.

Line/trunk keys

The programmable keys on multi-line phones function as line or trunk keys. Every key programmed as a line key (key label: TransferTrk) corresponds to one trunk with the result that you can configure up to four trunks in OpenScape Desk Phone CP200/CP205.

As a team member, you can independently program the following functions on keys → page 25:

- Direct destination selection
- Group call on/off
  (not available on executive phone in an executive / secretary team)
- Ring transfer on/off
  (only in an executive/secretary team)

You can also program a key with the function "Forward Line" (call forwarding) for each line.

LED displays on line keys

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

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

Accepting calls with the line keys

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

Line

Press the line key that is flashing quickly.

Lift the handset.

or

On-hook dialing: Speakerphone mode.

Dialing with line keys

Line

Press the free line key you wish to use to establish the connection.

Dial the phone number.

If the party answers: Lift the handset.

or

On-hook dialing: Speakerphone mode.

Placing a call on hold on a line key and retrieving the held call

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

Holding

Press the "Hold" key.

if nec.

Replace the handset.

or

Release

Press the "Release" key.

Depending on the configuration (consult your Administrator), this may be necessary so other team members can also pick up the call on hold.

Retrieving the call

Line

Press the line key that is flashing slowly.

Making calls on multiple lines alternately

Prerequisite: You are conducting a call via one of your group's trunks. Another line key is flashing.

Line

Press the flashing line key. The first call party is on hold on the other trunk.

Line

Press the line key that is flashing slowly. The second call party is on hold.

You can switch between lines as often as you wish. Press the line key flashing slowly each time.

MULAP privacy release

If configured (consult your Administrator), you can program a key on your phone with the function "Privacy Release" → page 25.

If you program this key, you do not have to use the menu to set up a conference. Your team partner only has to press the flashing line key associated with your trunk on his or her phone to immediately join the conference.

You are conducting a call.

Priv Release

Press the key shown. The LED lights up.

Up to three team members can now join the conference.

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

Line

Press the flashing line key.

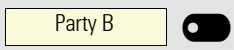
Direct destination selection keys

Each team member has a direct destination selection key for every other team member.

This means that each team member can be reached directly by other team members at the touch of a button.

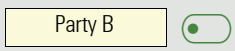
In contrast to a name key, a DDS key indicates the status of the other extension via the LED.

Understanding LED messages on DDS keys



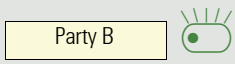
LED on the DDS key is off - the team member is not conducting a phone call.

or



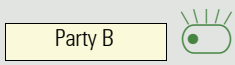
LED on the DDS key is lighting – the team member is conducting a phone call or has activated do not disturb.

or



LED on the DDS key is flashing **quickly** - a call has arrived for you and needs to be answered.

or



LED on the DDS key is flashing **slowly** – a caller is trying to reach another member of your team, who has not yet answered.

Calling a team member directly

Party B

Press the DDS key.

or

Party B

If the team member you wish to reach is conducting another call, the DDS key on your telephone lights up. You can also make calls in this case if the call waiting function is permitted for the other member of the team (automatic camp on).

If the party answers: Lift the handset.

or

On-hook dialing: Speakerphone mode.

Transferring a call in progress

Party B

Press the DDS key and announce the call if necessary.

Replace the handset.

or

Release

Press the "Release" key.

Picking up a call for another team member

Party B

Press the flashing DDS key or line key.

Lift the handset.

or

On-hook dialing: Speakerphone mode.

Forwarding calls on trunks

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

Open the menu → page 18.

*501=Forward Line: On

Select and confirm the option shown.

or

Fwd Line

If available, press the key shown. (You have not saved the “Fwd Line” key in full, i.e. no forwarding type and destination → page 25).

Line.

Press the required line key.

or

Enter the required trunk number.

12345: ...

Confirm the trunk number.

1=all calls

Select and confirm the option shown.

or

2=external calls only

Select and confirm the option shown.

or

3=internal calls only

Select and confirm the option shown.

Enter the destination phone number.

Save entry?

Confirm the option shown.

or

Fwd Line

If available, press the key shown. (You have saved the call forwarding type and destination on the "Fwd Line" key, → page 25.)

Deactivating call forwarding

Open the menu → page 18.

#501=Forward Line: Off

Select and confirm the option shown.

Line.

Press the required line key.

or

Enter the required trunk number.

or

Fwd Line

If available, press the key shown.

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

Understanding LED messages on the "CFW MULAP"

Fwd Line

The LED for the “Fwd Line” key is off – call forwarding is not active for this trunk.

or

Fwd Line

The LED for the “Fwd Line” key is on – call forwarding is active for this trunk.

or

Fwd LineP

The LED for the “Fwd Line” key flashes **slowly** - the trunk is the destination of call forwarding.

Transferring calls directly to the executive phone

Normally, all calls for the executive are audibly signaled only by the secretary phone.
You can set audible signaling so calls are only signaled acoustically by the executive phone or by a second phone assigned to it.

Prerequisite: There is a key programmed with the function "Ring Transfer" on your phone.

Activating

Ring Transfer

Press the key shown. The LED lights up.

or

Open the menu → page 18.

*502=Ring Transfer: On?

Select and confirm the option shown.

Line

Press the required line key.

or

Enter the required trunk number.

Deactivating

Ring Transfer

Press the key shown. The LED goes out.

or

Open the menu → page 18.

#502=Ring Transfer: Off?

Select and confirm the option shown.

Line

Press the required line key.

or

Enter the required trunk number.

Group call/hunt group

If configured (consult your Administrator), your telephone is part of a team. The team consists of internal phones that are able to use certain functions.

Activating/deactivating a group call

Special features must be taken into consideration if your telephone operates with system networking via LAN → page 79!

If configured (consult your Administrator), you belong to one or more groups of stations, which can be reached via hunt group or group call phone numbers. Incoming calls are signaled one after the other (= hunt group) or simultaneously (= group call) on all phones in the group, until a group member answers the call.

Each station in the group can still be reached via its own phone number.

You can activate and deactivate the audible signal for a hunt group, group call or individual trunks in a group.

You are part of a hunt group or call group

Open the idle menu → page 14.

Leave hunt group?

Select and confirm the option shown.

or

Join hunt group?

Select and confirm the option shown.

Hunt group IN/OUT

Press the key shown.

or

Hunt group IN/OUT

Press the key shown.

You belong to multiple groups

Open the idle menu → page 14.

Leave hunt group?

Select and confirm the option shown.

or

Join hunt group?

Select and confirm the option shown.

Hunt group IN/OUT

Press the key shown.

or

Hunt group IN/OUT

Press the key shown.

301 X Group name

If an "X" appears between group/trunk number (such as 301) and group name, the audible tone is active for this group or trunk.

or

301 Group name

No "X" means that the audible tone is deactivated.

Next?

Confirm the option shown. The next group/trunk number is displayed with a group name.

or

Leave hunt group?

Select and confirm the option shown.
The audible tone for the group/trunk displayed is deactivated.

or

Join hunt group?

Select and confirm the option shown.
The audible tone for the group/trunk displayed is activated.

or

#=Leave all groups?

Select and confirm the option shown.
The audible tone for all groups and trunks is deactivated.

or

*=Rejoin all groups?

Select and confirm the option shown.
The audible tone for all groups and trunks is activated.

If you have activated the audible tone for another group/trunk or deactivated the audible tone for all groups/trunks you belong to, you will hear a special dial tone when you lift the handset.

Picking up a call for another member of your team

You can use your own telephone to pick up calls for other telephones in your team, even while on a call (call pickup groups; consult your Administrator).

In contrast to the DDS function, you do not need to have programmed a DDS key in this case, see Seite 57.

Prerequisite: Your telephone rings briefly. "Call for:" appears on the upper display line with the phone number or name of the originator. The phone number or name of the caller appears on the lower line.

Pickup - group?

Confirm the option shown.

Ringing group

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

Special features must be taken into consideration if your telephone operates with system networking via LAN → page 82!

Saving, displaying and deleting telephones for the ringing group

Open the menu → page 18.

*81=Ringing group on?

Select and confirm the option shown.

Follow the display prompts (enter the internal phone number).

If your phone belongs to a ringing group, your display will show the phone number or the name of the initiator on the upper line and that of the caller on the lower line.

Removing all telephones in a call ringing group

Ringing group off?

Select and confirm the option shown.

Uniform Call Distribution (UCD)

If configured (consult your Administrator), you may belong to a group of users (agents), to which calls are distributed.
An incoming call is always assigned to the agent idle the longest.

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

Open the menu → page 18.

UCD?

Select and confirm the option shown.

*401=Log on?

Confirm the option shown.

or

#401=Log off?

Select and confirm the option shown.

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

Logging on and off during your shift

Open the menu → page 18.

UCD?

Select and confirm the option shown.

#402=Not available?

Confirm the option shown.

or

*402=Available?

Select and confirm the option shown.

Requesting and activating wrap-up time

You can request/activate wrap-up time to ensure you have enough time to wrap up the last call. Your phone is excluded from call distribution for a set period or until you log back on.

Open the menu → page 18.

UCD?

Select and confirm the option shown.

*403=Wrap up on?

Confirm the option shown.

or

#403=Wrap up off?

Select and confirm the option shown.

Turning the night service on and off for UCD

Open the menu → page 18.

UCD?

Select and confirm the option shown.

*404=UCD night on?

Confirm the option shown.

or

#404=UCD night off?

Select and confirm the option shown.

Displaying the number of waiting calls

Open the menu → page 18.

UCD?

Select and confirm the option shown.

*405=Calls in queue?

Confirm the option shown.

Privacy/security

Turning silent ringing on and off

If you do not wish to take calls, you can activate the ringer cutoff or silent ringing function. Calls are only identified by **one** ring signal and they are shown on the display.

Activating

Open the idle menu → page 14.

Silent ringing on?

Select and confirm the option shown.

Deactivating

Open the idle menu → page 14.

Silent ring. off?

Select and confirm the option shown.

Turning do not disturb on and off

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the busy tone, external callers are connected to another phone, which you can specify (consult your Administrator).

Activating

Open the idle menu → page 14.

DND on?

Select and confirm the option shown.

Deactivating

Open the idle menu → page 14.

DND off?

Confirm the option shown.

When you lift the handset, you will hear a special tone (continuous buzzing) reminding you that "Do not disturb" is activated.

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

Caller ID suppression

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

Activating

Open the idle menu → page 14.

Suppress call ID?

Select and confirm the option shown.

Deactivating

Open the idle menu → page 14.

Restore caller ID?

Select and confirm the option shown.

Your Administrator can activate/deactivate caller ID suppression for all phones.

Locking the telephone to prevent unauthorized use

You can prevent unauthorized parties from accessing certain functions on your phone during your absence, for example you can prevent external phone numbers being dialed or your mailbox being accessed. Consult your Administrator to determine which functions are locked.

Locking the phone

Open the idle menu → page 14.

Lock telephone?

Select and confirm the option shown.

When the phone is locked, a special dial tone sounds when the handset is lifted. Internally, users can make calls as normal.

Your phone can also be locked or unlocked by an authorized party → page 68.

Unlocking the phone

Open the idle menu → page 14.

Unlock telephone

Select and confirm the option shown.

Enter code (lock code) → page 68.

Locking another telephone to prevent unauthorized use

If configured (consult your Administrator), you can lock and unlock other telephones to prevent unauthorized access.

If a phone user locks his or her phone and forgets the PIN code, you can use this function to unlock the phone again.

Open the menu → page 18.

*943=Telephone Lock?

Select and confirm the option shown.

Enter the internal phone number of the phone you wish to lock/unlock.

*=lock phone?

Confirm the option shown.

or

#=unlock phone?

Select and confirm the option shown.

Saving your PIN code

Enter a PIN code to select the functions

- for locking the telephone to prevent unauthorized use → page 67
- for using another telephone like your own → page 73

You can save this code.

Open the menu → page 18.

*93=Change PIN?

Confirm the option shown.

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

Enter the new code.

Re-enter the new code.

If you forget your code, consult your Administrator, who can reset your code to "00000".

Other settings and functions

Call charges

Displaying call charges (not for U.S.)

For the current call:

If you want to display call charges as they occur during a chargeable call, your Administrator must request this option from the network operator. Call charge display must be requested from the network operator and configured by the relevant Administrator.

Depending on the setting, call charges are displayed during or after a call. Depending on the network operator, free external calls are also displayed. The message "Free of Charge" appears on the screen either before or during the call.
If the cost indication facility has not been installed, the display will show the dialed phone number and/or the duration of the telephone call.

If a call is forwarded, call charges are assigned to the destination of the call transfer operation.

For all calls and for the last call

Connection charges for the last chargeable call made are displayed first. After five seconds, the accumulated connection charge (total) is displayed.

Open the menu → page 18.

*65=Show call charges?

Select and confirm the option shown.

Displaying call charges for another telephone (not for U.S.)

If configured (consult your Administrator), you can also display and print information on chargeable calls for other phones.

Prerequisite: You have programmed the function "View call charges" on a key → page 25.

The LED lights up to indicate that you have conducted a chargeable call since the last time you viewed the charges.

View call charges

Press the key shown. Chargeable calls are displayed.

Next

Press to display further chargeable calls.

Print

Select and confirm the option shown.

or

Delete

Select and confirm the option shown.

or

Add'l information

Select and confirm the option shown.

or

End

Select and confirm the option shown.

Dialing with call charge assignment

You can assign external calls to certain projects.

Prerequisite: Your Administrator has defined account codes for you.

Open the menu → page 18.

*60=Account code?

Select and confirm the option shown.

Enter the account code.

if nec.

Press this key.

or

#=Save entry?

Confirm the option shown.

Required depending on the configuration; consult your Administrator.

Enter the external phone number.

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

Appointment reminder function

You can configure your phone to call you to remind you about appointments → page 72. You have to save the required call times to do this. You can enter a single appointment that will take place in the next twenty-four hours or you can enter a daily recurring appointment.

Saving a timed reminder

Open the menu → page 18.

*46=Alarm call on?

Confirm the option shown.

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

If nec. 2 ABC **or** 7 PQRS

If the selected language is "US English" (settings → page 20) you can enter the code 2 for "am" or 7 for "pm" (default = "am").

One time only?

Confirm the option shown.

or

Daily?

Select and confirm the option shown.

Save entry?

Confirm the option shown.

Deleting and checking a saved appointment

Open the menu → page 18.

#46=Alarm call off?

Confirm the option shown.

Delete?

Confirm the option shown.

or

End?

Select and confirm the option shown.

Using timed reminders

Prerequisite: You have saved a reminder → page 72. The saved time arrives.

Reminder at 1200

The phone rings. The appointment time is displayed.

Press the key twice.

or

Lift the handset and replace it again.

If you do not answer the timed reminder, it is repeated five times and then deleted.

Using another telephone like your own for a call

Other parties can temporarily use your phone like their own for an outgoing call.

Open the menu → page 18.

*508=Temporary Phone?

Select and confirm the option shown.

Enter the phone number of the other user.

Enter the other user's code → page 68.

if nec.

Change PIN?

If the other user has not set a PIN, he or she is prompted to do so on his or her phone.

Dial the external phone number.
This state is canceled as soon as the call is ended.

Logging on to the "guest telephone"

Log on to the "guest telephone" with a mobile phone number. The telephone behaves like your own in terms of cost allocation, key programming, call forwarding, etc.

Prerequisite: A mobile connection with a dedicated phone number and password has been configured for you (consult your Administrator). The "Mobile Login" key is configured on your OpenScape Desk Phone if appropriate.

Mobile Login

Press the "Mobile Login" key.

or

If a key is not configured

Enter the code (e.g. *9419) for "Mobile Login Log on", (see → page 90).
You see the prompt "New number".

Enter the mobile phone number.
You are prompted to enter the "Code for **nnn**" (e.g. 834):

if nec.

Enter the code and confirm.

or

Press the key shown.

or

Entry complete

Confirm the option shown.

The logon procedure begins.

Your mobile phone number will appear on the left of the display when you are correctly logged on → page 14.

If you want to move your connection from the first "guest telephone" to a second "guest telephone", log on to the second "guest telephone" in the usual fashion (see → page 73).

If you now log on to a different telephone with your PIN, without having logged off from the other telephone, you will be logged off automatically.

Logging off from the "guest telephone"

If you no longer need your connection on the "guest telephone" or if you want to switch to another telephone, log off from the "guest telephone".

Mobile Login

Press the key shown.

or

If a key is not configured

Enter the code (e.g. *9419) for “Mobile Login Log off", (see → page 90).
The logoff procedure begins.

The "guest telephone" is now available again with its original phone number, features and functions. Any call forwarding instruction set can now be deleted.

Fax details and message on answering machine

If a fax or answering machine is connected to your system and you have assigned the "Fax details" function to a programmable key → page 25, the key lights up when a fax or a message has been received.

Deactivating signaling

Fax details

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

Resetting services and functions (system-wide cancellation for a telephone)

A general reset procedure is available for initiated functions. The following functions are deleted, if enabled:

- Forwarding on
- Absence text on
- Ringing group on
- Suppress call ID
- Waiting tone off
- DND on
- Silent ringing on
- Display Messages
- View callbacks

Open the menu → page 18.

#0=Reset services?

Select and confirm the option shown.

Activating functions for another telephone

If configured (consult your Administrator), you can activate and deactivate the following functions for other phones (Associated serv.):

- DND on/DND off, code *97/#97 → page 66
- Forwarding on, code *11, *12, *13/#1 → page 43
- Lock telephone/Unlock telephone, code *66/#66 → page 67
- Ringing group on, code *81/#81 → page 61
- Absence text on/Absence text off, code *69/#69 → page 41
- Join hunt group/Leave hunt group, code *85/#85 → page 61
- Reset services, code #0 → page 75
- Night answer on/Night answer off, code *44/#44 → page 24
- Alarm call on/Alarm call off, code *46/#46 → page 72

Open the menu → page 18.

*83=Associated serv.?

Confirm the option shown.

Enter the internal phone number of the phone for which you wish to activate the function.

Enter the code (for example, *97 for DND on).

For any additional input, follow the instructions on your display.

Using system functions from outside DISA (Direct Inward System Access)

If configured (consult your Administrator), you can use an external phone like an internal station to set up an outgoing external connection via your OpenScape Business. You can also activate or deactivate the following system functions:

- Reset services, code #0 → page 75
- Forwarding on/Forwarding off, code *1/#1 → page 43
- Lock telephone/Unlock telephone, code *66/#66 → page 67
- Change PIN, code *93 → page 68
- Send Message/Display Messages, code *68/#68 → page 40
- Absence text on/Absence text off, code *69/#69 → page 41
- Ringing group on/Ringing group off, code *81/#81 → page 61
- Join hunt group/Leave hunt group, code *85/#85 → page 61
- Suppress call ID/Restore caller ID, code *86/#86 → page 67
- Waiting tone off/Waiting tone on, code *87/#87 → page 22
- Open door, code *61 → page 32
- Door opener on/Door opener off, code *89/#89 → page 22
- DND on/DND off, code *97/#97 → page 66
- Silent ringing on/Silent ring. off, code *98/#98 → page 66
- Use speed dialing, code *7 → page 39
- Associated serv., code *83 → page 76

Prerequisite: Your phone supports tone dialing (DTMF) or you can switch your phone to tone dialing. The phone is not connected to OpenScape Business.

Establish a connection to OpenScape Business. Enter the phone number (consult your Administrator).

Wait for the continuous tone (if necessary, switch phone to tone dialing) and enter the internal phone number assigned to you and the corresponding PIN code.

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

Wait for the dial tone and enter the code, for example *97 for DND on. If necessary, make further entries; refer also to the user guide for dial pulse/DTMF phones.

or

Dial the external phone number.

You can only perform one function/establish one outgoing connection at a time.
The connection is cleared as soon as the function is successfully activated.
In the case of an external call, the connection is cleared as soon as one of the call partners hangs up.

Controlling connected computers/programs/ telephone data service

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

Prerequisite: You have set up a connection.

Open the menu → page 18.

*42=Tel. data service?

Confirm the option shown. For entering data, you are guided by the connected computer. However, depending on the configuration (consult your Administrator), you have to enter your data in one of the following two ways:

Input in en-bloc mode:

0 + ... 9 wxyz

Enter data.

Abc 123

Complete entry.

or

Entry complete?

Confirm the option shown.

or

Input in online mode:

The connected computer processes your entries directly.

Abc 123

Enter the code.

0 + ... 9 wxyz

Enter data.

Paging persons (not for U.S.)

If radio paging equipment (PSE) is connected to your system (consult your Administrator), you can locate people via their pocket receivers. Pocket receivers signal a call request to the person you want to page. This person can then answer the page at the nearest phone.

Paging persons

To ensure that you can be found, you must have enabled a ringing group → page 63, call forwarding → page 43 or call forwarding-no answer (service technician) to the internal phone number of your PSE.
A call request is signaled automatically.

Responding to a page request

Lift the handset.

* 5 jkl 9 wxyz

Enter the code.

Enter own phone number.

Special networking functions

If your telephone is operating in an environment in which multiple OpenScape Business are interconnected, you are conducting a call via the network.

In this instance, you must note certain particularities for some functions. These are described in this section.

Leaving hunt group/group call

Prerequisite: You are part of a hunt group/group call → page 61 in another OpenScape Business.

Open the idle menu → page 14.

DISA internal?

Select and confirm the option shown.

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

OK or #

Confirm your entry.

Enter the (DISA) phone number of your phone.

OK or #

Confirm your entry.

Leave hunt group?

Select and confirm the option shown.

or

Join hunt group?

Select and confirm the option shown.

You belong to multiple groups associated with another OpenScape Business

Enter the group number for "directed joining/leaving".

Setting up "follow me" call forwarding

You can activate/deactivate call forwarding → page 43 for your phone from other phones in the network.

Open the idle menu → page 14.

DISA internal?

Select and confirm the option shown.

(DISA) phone number of your OpenScape Business.

OK or #

Confirm your entry.

Enter the (DISA) phone number of your phone.

OK or #

Confirm your entry.

Activating

Open the idle menu → page 14.

Forwarding on?

Select and confirm the option shown.

1=all calls?

Confirm the option shown.

or

2=external calls only?

Select and confirm the option shown.

or

3=internal calls only?

Select and confirm the option shown.

Enter the destination phone number.

Save entry?

Confirm the option shown.

Deactivating

Open the idle menu → page 14.

Forwarding off?

Select and confirm the option shown.

Using night answer

If authorized (contact your Administrator), you can also define telephones in other OpenScape Business systems as the night answer destination → page 24.

Open the idle menu → page 14.

DISA internal?

Select and confirm the option shown.

Enter the (DISA) phone number of the OpenScape Business to which the night answer phone is connected.

OK or #

Confirm your entry.

Enter the (DISA) phone number of the phone you wish to use to activate/deactivate night answer.

OK or #

Confirm your entry.

Activating

Open the idle menu → page 14.

Night answer on?

Select and confirm the option shown.

Enter the destination phone number (= temporary night answer service).

Save entry?

Confirm the option shown.

Deactivating

Open the idle menu → page 14.

Night answer off?

Select and confirm the option shown.

Ringing group

You can have calls for your telephone signaled audibly at external telephones or at telephones in other OpenScape Business systems → page 63.

Saving, displaying and deleting telephones for the ringing group

Open the menu → page 18.

*81=Ringing group on?

Select and confirm the option shown.

Add ext to group?

Select and confirm the option shown.

or

Add another ext?

Select and confirm the option shown.

or

Display/Clear?

Select and confirm, then follow the operating instructions.

Enter the phone number.

#=Entry complete?

Confirm the option shown.

Save entry?

Confirm the option shown.

End?

Select and confirm the option shown.

Removing all telephones in a call ringing group

Open the idle menu → page 14.

Ringing group off?

Select and confirm the option shown.

Opening a door

If this feature is configured (contact your Administrator), you can also activate the door opener → page 32 from other OpenScape Business systems.

Open the idle menu → page 14.

DISA internal?

Select and confirm the option shown.

Enter the (DISA) phone number of the OpenScape Business where the relay is to be activated.

OK **or** #

Confirm your entry.

Enter the (DISA) phone number of the phone you wish to use to control the door opener.

OK **or** #

Confirm your entry.

Open door?

Select and confirm the option shown.

Dial the entrance phone number.

Testing the phone

Testing the phone's functionality

You can test your phone's functionality.

Prerequisite: The phone is in idle mode.

Open the menu → page 18.

*940=Phone test?

Select and confirm the option shown.

If everything is functioning correctly:

- All LEDs on the phone flash
- Your phone number is displayed
- All pixels are active on the display
- The ring tone is audible

Checking the key assignment

You can check the key assignment on your phone to determine which functions are assigned to which keys.

Open the menu → page 18.

*91=Prog. feature key

Select and confirm the option shown.

Press any key. The key assignment is displayed.

End

Select and confirm the option shown.

Fixing problems

Responding to error messages

Incorrect entry.

Possible causes:

Station number is incorrect.

Possible reactions:

Enter correct station number.

Access denied.

Possible causes:

Locked function selected.

Possible reactions:

Apply to the Administrator for authorization for relevant function.

Feature not available.

Possible causes:

Dialed a non-existent station number. Called phone is unplugged.

Possible reactions:

Enter correct station number. Call this station again later.

Number cannot be dialed

Possible causes:

Dialed your own station number.

Possible reactions:

Enter correct station number.

Troubleshooting

Pressed key does not respond:

Check if the key is stuck.

Telephone does not ring:

Check whether the "Do not disturb" function is activated on your telephone (→ page 66). If so, deactivate it.

You cannot dial an external number:

Check whether your telephone is locked.
If the phone is locked, enter your PIN to unlock it → page 67.

To correct any other problems:

First consult your Administrator. If the problem still cannot be resolved, the administrator has to contact Customer Service.

Labeling keys

The following options are available for labeling keys on the OpenScape Desk Phone CP200/CP205 with the functions or numbers assigned to them:

- With a computer via the Internet:
  You can find the online labeling tool with the user interface at http://wiki.unify.com/wiki/KLT.
- Select the appropriate key labeling tool in your language. You can use the tool online via the browser or you can download it for local use.

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Overview of functions and codes (alphabetical)

The following table lists all available functions, as shown on the display. Any programmed functions (consult your Administrator) can be activated interactively (select and confirm) or via the Program/Service menu (select and confirm or enter a code).

Functions (=display)	**... Interactively** ◠ ◡	**... via Service** ☰ → page 18 ◠ ◡	Code	... using key
Call waiting	✓	✓	*55	X
Waiting tone off	✓	✓	*87	X
Waiting tone on	✓	✓	#87	X
Call wait.term.on		✓	*490	X
Call wait.term.off		✓	#490	X
Headset (Headset Working)				X
Release				X
Caller list	✓	✓	#82	X
Save number	✓	✓	*82	X
DND on	✓	✓	*97	X
DND off	✓	✓	#97	X
UCD				
Log on		✓	*401	X
Log off		✓	#401	X
Available		✓	*402	X
Not available		✓	#402	X
Wrap up on		✓	*403	X
Wrap up off		✓	#403	X
UCD night on		✓	*404	X
UCD night off		✓	#404	X
Calls in queue		✓	*405	X
Absence text on	✓	✓	*69	X
Absence text off	✓	✓	#69	X
Associated serv.		✓	*83	X
Associated dial		✓	*67	X
Intrude	✓	✓	*62	X
Room monitor		✓	*88	X
En-bloc dialing				
Dial	✓			
Data I/O Service			*494	X
Reset services		✓	#0	X

Functions (=display)	**... In-ter-actively**	**... via Service** → page 18		... using key
			Code	
Speaker call		✓	*80	X
HF answerback on	✓	✓	*96	X
HF answerback off	✓	✓	#96	X
DISA				
DISA internal	✓	✓	*47	X
Discreet Call			*945	X
Shift Key (Layer)				X
Phone test		✓	*940	
Trace call		✓	*84	X
Temporary Phone		✓	*508	X
Join hunt group	✓	✓	*85	X
Leave hunt group	✓	✓	#85	X
IN hunt group	✓	✓	*85*	X
OUT of hunt group	✓	✓	#85#	X
Hotline				
Send Message	✓	✓	*68	X
View sent message	✓	✓	#68	X
Display Messages	✓	✓	#68	X
Mailbox				X
Keypad dialingl		✓	*503	
Conference	✓	✓	*3	X
Start conference	✓			
Add party	✓			
End conference	✓	✓	#3	
View conf parties	✓	✓		
Remove party	✓	✓		
Drop last conf. partyn			*491	
Show call charges (own telephone)		✓	*65	X
View call charges (third-party telephone)				X
Use speed dialing		✓	*7	X
Speed dial (station speed dial)		✓	*7*	X
Change Speed Dial (station)		✓	*92	X
Reserve trunk	✓			X
Toggle/Connect	✓	✓	*2	X
DTMF dialing		✓	*53	X
Mute on		✓	*52	X
Mute off		✓	#52	X
Mobile Login Log off			#9419	X

Functions (=display)	**... In-ter-actively**	**... via Service** → page 18		... using key
			Code	
Mobile Login Log on			*9419	X
Night answer on	✓	✓	*44	X
Night answer off	✓	✓	#44	X
Park a call		✓	*56	X
Retrieve calln		✓	#56	
Page				
Answer page (not for U.S.)		✓	*59	
Account code		✓	*60	X
Enquiry	✓			X
Return to held call	✓	✓	*0	
Quit and return	✓	✓	*0	
Transfer/Accept	✓			
Set Callback	✓	✓	*58	X
View callbacks/Delete	✓	✓	#58	
Suppress call ID	✓	✓	*86	X
Restore caller ID	✓	✓	#86	X
Temporary MSN (not for U.S.)	✓	✓	*41	X
Ring Transfer: On		✓	*502	X
Ring Transfer: Off		✓	#502	X
Ringing group on		✓	*81	X
Ringing group off		✓	#81	X
Silent ringing on	✓	✓	*98	X
Silent ring. off	✓	✓	#98	X
Trunk flash (flash)		✓	*51	X
Select language		✓	*48	
Lock telephone	✓	✓	*66	X
Unlock telephone	✓	✓	#66	X
Change PIN		✓	*93	
Phonebook	✓	✓	*54	X
Tel. data service			*42	
Alarm call on		✓	*46	X
Alarm call off		✓	#46	X
Door opener on		✓	*89	X
Door opener off		✓	#89	X
Open door		✓	*61	X
Transfer	✓			

Functions (=display)	**... Interactively**	**... via Service** → page 18		... using key
			Code	
Pickup - directed		✓	*59	X
Pickup - group	✓	✓	*57	X
Accept call	✓			
Forwarding on	✓	✓	*1	X
1=all calls	✓	✓	*11	X
2=external calls only	✓	✓	*12	X
3=internal calls only	✓	✓	*13	X
Forwarding off	✓	✓	#1	X
CFNR on		✓	*495	X
CFNR off		✓	#495	X
Redial	✓			X
Retrieve line		✓	*63	X
Telephone Lock		✓	*943	X