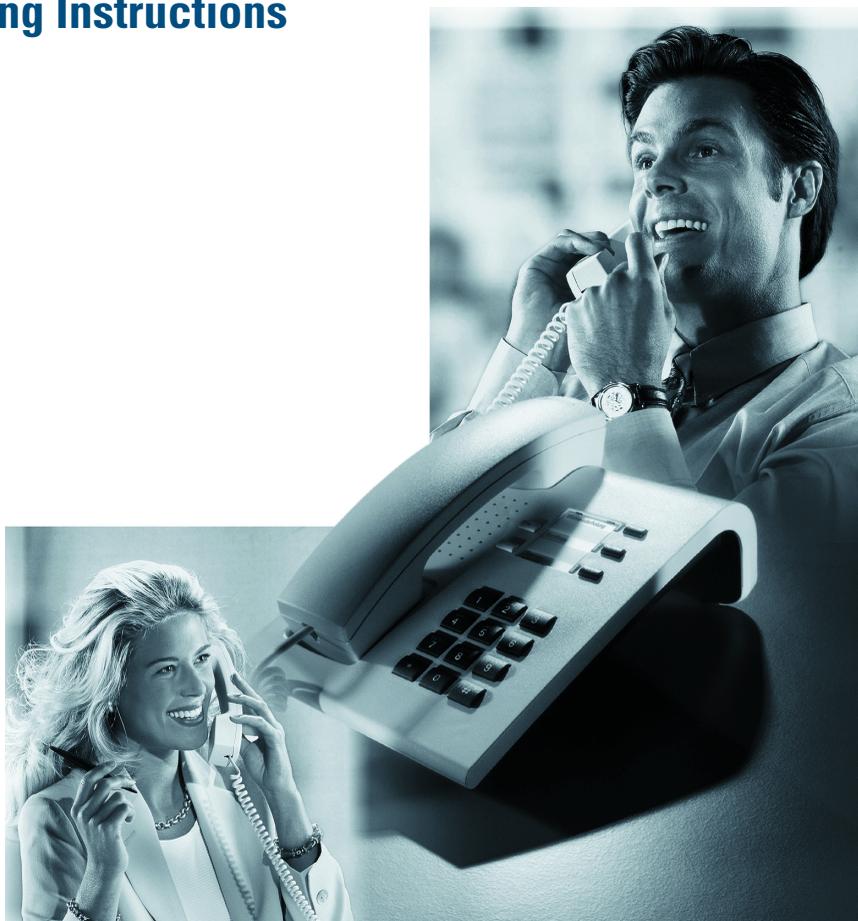


SIEMENS

HiPath 3000
HiPath AllServe
Hicom 150 E/H
optiset E entry

Operating Instructions



Before You Begin

These operating instructions describe the optiset E entry telephone on your HiPath 3000/HiPath AllServe.

They describe all functions you can use from your telephone. You may find that some functions you wish to use are not available on your telephone. This may be due to one of the following reasons:

- The function has not been configured for your telephone - address any questions to Customer Support.
- Your communications platform does not support this function - contact your Siemens sales representative to upgrade your system.

How to Use these Operating Instructions

Step by Step

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



Lift the handset.



Replace the handset.



Conduct a call.



Enter a telephone number or code.



Enter the PIN.

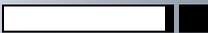


Press volume controls on the telephone.



You hear a tone.

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



Press the key.

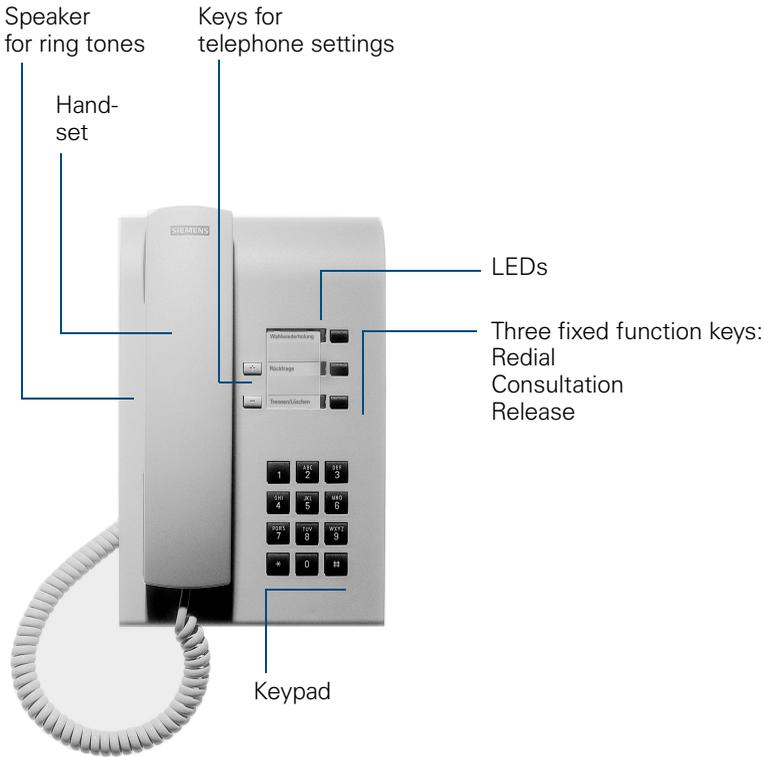


Press the illuminated key.



Press the flashing key.

The optiset E entry Telephone



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

Important Notes

	Do not operate the telephone in environments where there is a danger of explosions.
	Use only original Siemens accessories → page 58. Using other accessories may cause a hazard and will invalidate the warranty and the CE mark.
	Never open the telephone or a key module. If you encounter any problems, contact System Support.
	Never allow the telephone to come into contact with staining or aggressive liquids such as coffee, tea, juice, or soft drinks. For information on telephone maintenance → page 59.

CE mark



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

Environmental label



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

Step by Step

Accessing Functions

... With Codes

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

* 9 7

DND (do not disturb) on.

9 7

DND (do not disturb) off.

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

The codes may contain up to three digits.

An alphabetically ordered overview of all functions and their corresponding codes can be found in the **Appendix** (Quick-Reference Operating Instructions).



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

... With Function Keys

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

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

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↓ **Quick-Reference Operating Instructions
(Appendix)**

Step by Step

Making and Answering Calls

Special default ring signaling is set for your telephone:

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

Answering a Call

The telephone rings.

Lift the handset.



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

Ending the call:

Replace the handset.



Press the key.



Using Call Waiting

Callers can still reach you while you are engaged in another call. A signal alerts you to the waiting call.

You can either ignore or accept the waiting call.

When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on.

You can also bar call waiting or the call waiting tone

→ page 11.

Step by Step

Accept a waiting call (camp-on)

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

Ending the first call and answering the waiting call:

Replace the handset. Your telephone rings.

Answer the second call. Lift the handset.

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

Press the key. LED flashes. Enter the code.

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

Ending the second call and resuming the first one:

Press this key and wait two seconds.

(depending on the configuration)

Press the key twice.

Preventing and Allowing Call Waiting (Automatic Camp-On)

If this function has been configured (ask your service technician), you can prevent or allow a second call → page 10 from being signaled by automatic camp-on during an ongoing call.

Lift the handset.

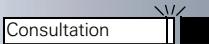
Enter the code to "prevent" or "allow" call waiting.

Turning the Call Waiting Tone On and Off

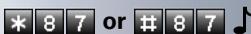
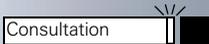
You can suppress the call waiting tone (approx. every six seconds) for external calls. A one-time special dial tone then alerts you to the waiting call.

Lift the handset.

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



or



Step by Step

Accepting a Specific Call for Your Colleague

You hear another telephone ring.

Lift the handset.



Enter the code.

Enter the number of the telephone that is ringing.

[Accepting calls in a team](#) → page 50.

Rejecting Calls

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

The telephone rings.



Press the key.

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

Using Mailboxes

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

Lift the handset.



Enter the code.

or



Press the illuminated key.

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

Step by Step

Using Timed Reminders

Precondition: You must have saved a timed reminder → page 31. The current time is the time stored.

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

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

Turning Do Not Disturb On and Off

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

Lift the handset.

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

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

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

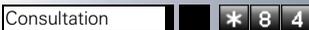
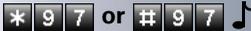
Trace Call: Identifying Anonymous Callers (Not for U.S.)

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

You are engaged in an external call.

Press the key. LED flashes. Enter the code.

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



Step by Step

Answering Calls from the Entrance Telephone and Opening the Door

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

Speaking to visitors via the entrance telephone:

Precondition: Your telephone rings.



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

or



Lift the handset after more than thirty seconds.



Dial the entrance telephone number.

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

Consultation



Press the key. LED flashes. Enter the code.



Dial the entrance telephone number.



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

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



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

Step by Step

Activating the door opener:



Lift the handset.



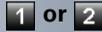
Enter the code.



Dial the entrance telephone number.



Enter the five-digit code. Default code = "00000" (contact System Support).



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

Deactivating the door opener:



Lift the handset.



Enter the code.



Dial the entrance telephone number.

Step by Step

Making Calls



Dialing Numbers



Lift the handset.

Internal calls: Enter the station number.

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

The called party does not answer or is busy:



Replace the handset.



Press the key.

Caller ID Suppression

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



Lift the handset.



Enter code for "suppress" or "restore".



System Support can turn caller ID suppression on and off for all telephones.

Step by Step

Talking to Your Colleague With a Speaker Call

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



* 8 0



Lift the handset.

Enter the code.

Enter the station number.

Activating Tone Dialing (DTMF Suffix Dialing)

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



Consultation

* 5 3



You have set up a connection.

Press the key. LED flashes. Enter the code.

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



Ending the call also deactivates DTMF suffix-dialing.

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

Automatic Connection Setup (Hotline)

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



Lift the handset.

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

Step by Step

Reserve Trunk

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



Lift the handset.

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



Replace the handset (on-hook).

When the reserved trunk becomes free:

Your telephone rings.



Lift the handset. You hear the CO dial tone.

Enter the number of the external station.

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

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



Lift the handset.



Enter the code.



Enter the DID number you wish to use.

Dial the external number.

Step by Step

Trunk Flash

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

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

Consultation

* 5 1



Press the key. LED flashes. Enter the code.

Enter the service code and/or telephone number.

Associated Dialing/Dialing Aid

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



Lift the handset.

* 6 7



Enter the code.

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



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

Step by Step

Calling Multiple Parties Simultaneously



Calling a Second Party (Consultation Hold)

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



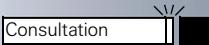
Press the key. LED flashes.
Call the second station.

Return to the first party:



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

or



Press the key twice.

Switching to the Party on Hold (Toggle)



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

Combining the calling parties into a three-party conference



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

Connecting the other parties to each other



Replace the handset.

Step by Step

Conducting a Conference

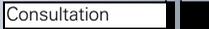
In a conference call, you can talk to as many as four other parties at the same time. These may be internal or external users.



Lift the handset.



Call the first party.



Press the key. LED flashes.



Call the second station. Announce the conference.



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

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

If the second party does not answer:



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

or



Press the key twice.

Adding Up to Five to the Conference (Initiator Only)



Press the key. LED flashes.



Call the new party. Announce the conference.



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

Leaving a Conference



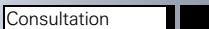
Replace the handset.

Ending a Conference (Initiator Only)



Press the key. LED flashes. Enter the code.

Removing the ISDN Central Office Party From the Conference (Only for U.S.)



Press the key. LED flashes.



Enter the code.

Step by Step

Consultation



Transferring a Call

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

Press the key. LED flashes.

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

Announce the call, if necessary.

Replace the handset.

...After a Speaker Call (Announcement) in a Group

If this function has been configured (contact System Support), you can use a speaker call (announcement, → page 17) to announce a call in progress to a group of users → page 49.

After a member of the group has accepted the call request, you can transfer the waiting party.

Precondition: You are conducting a call.

Consultation



8

0



Press the key. LED flashes. Enter the code.

Enter the group's station number.

Announce the call.

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

Replace the handset.



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

Step by Step

Parking a Call

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

Precondition: You are conducting a call.

Consultation    

Press the key. LED flashes. Enter the code.

 ...  

Enter the number of the park slot (0-9) and make a note of it.

If the park slot number you entered is already being used, you will hear the negative confirmation tone. Please enter another number.



Replace the handset.

Retrieving a Parked Call

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



Lift the handset.

Enter the code.

 ... 

Enter the park slot number you noted earlier.

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



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

Picking up (Retrieving) a Held Call

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



Lift the handset.

Enter the code.



Enter the line number you noted earlier.

Step by Step

Making Calls to Stored Destinations

Redialing a Number

The last three external telephone numbers dialed are stored automatically.

You can redial them simply by pressing a key.

Lift the handset.

Press this key.



 If this feature is configured (contact System Support), account codes entered are also saved → page 25.

Using Station and System Speed-Dial Numbers

Precondition: You have stored station speed-dial numbers → page 31 or System Support has stored system speed-dial numbers.

Lift the handset.

Enter the code.

Enter a speed-dial number.

"*0" to *9" = station speed-dialing.

"000" to "999" = system speed-dialing (contact System Support).



Step by Step

Displaying and Assigning Call Charges

Dialing with Call Charge Assignment

You can assign external calls to certain projects.

Precondition: System Support has set up account codes for you.



If applicable



Lift the handset.

Enter the code.

Enter the account code.

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

Enter the number of the external station.



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

Step by Step

If You Cannot Reach a Destination...

Using Callback

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

You receive a callback,

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

Storing a Callback

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

Consultation

* 5 8

Press the key. LED flashes. Enter the code.

Answering a Callback

Precondition: A callback was saved. Your telephone rings.



Lift the handset. You hear a ring tone.

Deleting (All) Stored Callbacks



Lift the handset.

5 8

Enter the code.

Call Waiting (Camp-On)

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



Lift the handset.



Enter the internal station number.

Wait (approx. 5 seconds) until the busy tone is followed by the ring tone.

The called party can then respond → page 10.

Step by Step



The called party can prevent automatic call waiting → page 11.

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

Busy Override - Joining a Call in Progress

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

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

Consultation



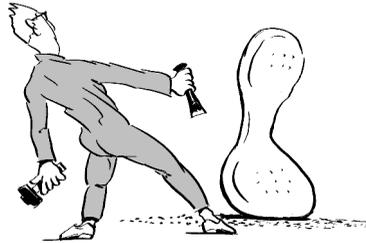
Press the key. LED flashes. Enter the code.

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

You can now start talking.

Step by Step

Telephone Settings



Adjusting the Ring Volume

+ or - Press one of these keys while the phone is idle.

1 Press the key.

+ or - To raise or lower the volume, keep pressing the keys until the desired volume is set.

+ - simultaneously Save.

Adjusting the Ring Tone

+ or - Press one of these keys while the phone is idle.

2 Press the key.

+ or - To adjust the ring tone, keep pressing the keys until the desired ring tone is set.

+ - simultaneously Save.

Adjusting the Receiving Volume During a Call

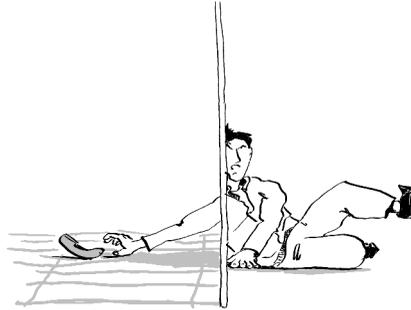
You are engaged in a call.

+ or - To raise or lower the volume, keep pressing the keys until the desired ring tone is set.

+ - simultaneously Save.

Step by Step

Locking the Telephone to Prevent Unauthorized Use



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

Precondition: You must have configured a personal identification number (PIN) for your telephone → page 30.

To lock and unlock the telephone:

Lift the handset.

* 6 6 or # 6 6

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



Enter the telephone lock PIN → page 30.



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

An authorized party → page 42 can also lock and unlock your telephone.

Step by Step

Saving Your PIN

To use the functions

- to prevent unauthorized persons from using your telephone → page 29
- to use another telephone like your own → page 37
- to change your call number → page 38

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



Lift the handset.



Enter the code.



Enter the current five-digit PIN.

If you have not yet assigned a PIN, use the PIN "00000" the first time you enter it.



Enter the new PIN.

Repeat the new PIN.



If you forget your PIN, contact System Support, who can reset your PIN to "00000".

An authorized party → page 42 can also lock and unlock your telephone.

Step by Step

Saving Station Numbers and Appointments

Storing Station Speed-Dial Numbers

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



Lift the handset.



Enter the code.



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



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

Saving Appointments

You can set your telephone to give you a call when you want to be reminded of an appointment → page 13. To do this, you need to save the time you want the call to be made. The appointment can be set for any time within the next 24 hours.



Lift the handset.



Enter the code.



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



Lift the handset.



Enter the code.

Deleting and checking a saved appointment

Step by Step

Testing the Telephone

Testing the Telephone Functions

You can test your telephone functions.

Precondition: Your telephone is idle.

Lift the handset.

Enter the code.

If everything is OK,

- all LEDs on the telephone start flashing, and
- the ringer signal sounds.



Step by Step

Call Forwarding

Using Variable Call Forwarding

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

 Special features must be taken into consideration if your telephone operates with HiPath AllServe (system networking via PC network)
→ page 53!



Lift the handset.



Enter the code.



Enter the line type you wish to use:

1 = all calls, 2 = external calls only, 3 = internal calls only



Enter the destination number (without the external code).



Lift the handset.



Enter the code.

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

If DID DTMF is active (contact System Support), you can also forward calls to this destination.

Destinations: fax = 870, DID = 871,
fax DID = 872.

Step by Step

Using Night Answer

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

 Special features must be taken into consideration if your telephone operates with HiPath AllServe (system networking via PC network) → page 54!

Activating this function:



Lift the handset.



Enter the code.



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

or



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

Deactivating ring transfer:



Enter the code.

Step by Step

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

If this function has been configured (contact System Support), you can forward calls to your assigned multiple subscriber number (MSN) (DID number) directly within the carrier network.

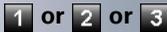
For example, you can forward your phone line to your home phone after business hours.



Lift the handset.



Enter the code.



Enter the line type you wish to use:

1 = immediate, 2 = on no answer, 3 = on busy



Enter your DID number.



Enter the destination number (without the external code).



Lift the handset.



Enter the code.



Enter the activated call forwarding type.

1 = immediate, 2 = on no answer, 3 = on busy



Enter your DID number.

Step by Step

Using Other Functions

Sending a Message

You can send short text messages to users who have system telephones. Transmitted text messages are signaled in the same way as a callback request on the optiset E entry and optiset E basic models.



Lift the handset.

Enter the code.

Enter the recipient's internal station number.

Select the preprogrammed message (which can be changed by System Support). Enter the code.

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

Deleting Sent Messages



Lift the handset.

Enter the code.

Answering Messages

If there are messages waiting for you, you will hear a special dial tone or an announcement when you lift the handset.



Lift the handset.

Enter the code.

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

Step by Step

Using Another Telephone Like Your Own

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



Lift the handset.



Enter the code.



Enter the other user's station number.



Enter the other user's telephone lock PIN.



Dial the external number.

This state is canceled at the end of the call.

Step by Step

Change call number (relocate)

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

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

The following procedure is carried out on the new telephone.

Lift the handset.




Enter the code.



Enter your own call number.



Enter code (telephone lock) → page 30.
(This is not necessary if you have not determined a code yet).



Enter the code.



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

Step by Step

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

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

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



Lift the handset.

Enter the code.

Step by Step

Silent Monitor

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



Lift the handset.



Enter the code.



Enter the internal station number.

Monitoring a Room

A telephone can be used to monitor a room. The function must be activated on the telephone that you want to monitor.

Calling this telephone lets you hear what is going on in the room.

Activating the telephone to be monitored:



Lift the handset and direct it towards the noise source.



Enter the code.

Deactivating the telephone to be monitored:



Replace the handset.

Monitoring the room:



Lift the handset.



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

Step by Step

Activating Functions for Another Telephone

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

- Do not disturb, code: *97/#97 → page 13
- Call forwarding, code *11, *12, *13/#1 → page 33
- Lock and unlock all phones,
code: *66/#66 → page 29
- Group ringing, code: *81/#81 → page 50
- Group call,
code: *85/#85 → page 49
- Reset services and functions,
code #0 → page 39
- Control relay,
code: *90/#90 → page 45
- Night service, code *44/#44 → page 34
- Timed reminders,
code *65 → page 31



Lift the handset.



Enter the code.



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



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

Step by Step

Locking Another Telephone to Prevent Unauthorized Use

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

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



Lift the handset.



Enter the code.



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



Enter the code for "Changeover on".



Enter the code for "Changeover off".

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

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

- Reset services and functions, code: #0 → page 39
- Call forwarding, code: *1/#1 → page 33
- Lock and unlock all phones, code: *66/#66 → page 29
- Save PIN, code: *93 → page 30
- Send a message, code: *68/#68 → page 36
- Group ringing, code: *81/#81 → page 50
- Group call, code: *85/#85 → page 49
- Suppress caller ID, code: *86/#86 → page 16
- Open door, code: *61 → page 14
- Door opener on/off, code: *89/#89 → page 15
- Control relay, code *90/#90 → page 45

Step by Step

- Do not disturb, code: *97/#97 → page 13
- Speed-dialing, code: *7 → page 24
- Associated service, code: *83 → page 41

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



Set up a call to the system. Enter the station number (contact System Support).



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



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



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

or



Dial the external number.



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

Step by Step

Controlling Connected Computers or Other Programs and Telephone Data Service (For HiPath 3500/3550/3700/3750 only)

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

Precondition: You have set up a connection.

Consultation

* 4 2

Press the key. LED flashes. Enter the code.

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

- Input in en-bloc mode
Enter data.
Press this key at the end of the entry.
- or
- Input in online mode:
The connected computer processes your entries directly.
Enter the code.
Enter data.

0 ... 9

#

or

#

0 ... 9

Step by Step

Controlling Relays

If this feature is configured (contact System Support), you can turn up to four relays on an off to control different facilities (such as a door opener).

Depending on how they are programmed, you can switch the relays on and off or switch them on and have them switched off automatically after a timeout.

 Special features must be taken into consideration if your telephone operates with HiPath AllServe (system networking via PC network) → page 56!



Lift the handset.

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

Enter the relay.

Radio Paging (Not for U.S.)

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

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

The operating procedures differ according to the type of radio paging equipment connected (simple or enhanced paging equipment).

Simple Paging Equipment

Paging:

To be paged, you must have activated a call ringing group → page 50, call forwarding → page 33, or call re-direction (service technician) to the internal station number of your paging equipment.

A call request is then signaled automatically.

Step by Step



Answering the page from the nearest telephone:

Lift the handset.

Enter the code.

Enter your own station number.

Enhanced Paging Equipment (Hipath 3700/3750 Only)

Paging:



Lift the handset.

Enter the code.

Enter the number of the party you want to page.



Answering the page from the nearest telephone:

Lift the handset.

Enter the code.

Enter your own station number.

Step by Step

Team and Executive/Secretary Functions With Assigned Trunk Lines

If this function has been configured (contact System Support), you belong to a team of users for whom special trunk lines exist. You can then conduct your calls as usual via the trunk assigned to you.

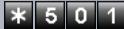
In addition, you can also activate call forwarding or a ring transfer for the lines of your group.

Forwarding Calls on Lines

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



Lift the handset.



Enter the code.



Enter the desired line number.



Enter the line type you wish to use:

1 = all calls, 2 = external calls only, 3 = internal calls only



Enter the destination number (without the external code).



Lift the handset.



Enter the code.



Enter the desired line number.

Step by Step



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

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

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

Activating this function:



Lift the handset.



Enter the code.



Enter the desired line number.

Deactivating ring transfer:



Lift the handset.



Enter the code.



Enter the desired line number.

Step by Step

Using Other Team Functions

Turning Group Call On and Off

If this function has been configured (contact System Support), you belong to one or more groups of users who can each be reached under a hunt group or group call number.

Incoming calls are signaled on all group member telephones in the order in which they are received (hunt group) or simultaneously (= group call) until one member of the group accepts the call.

You can also belong to a team (including executive/secretary ones) to which multiple lines have been assigned. → page 47.

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

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



Special features must be taken into consideration if your telephone operates with HiPath AllServe (system networking via PC network) → page 52!

You belong to a hunt group or a group call:



Lift the handset.

8 5 or * 8 5 

Enter the code for "leave" or "join".

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



Lift the handset.

8 5 or * 8 5

Enter the code for "leave" or "join".



Enter the code for "Leave all groups".



Enter the code for "Join all groups".

Step by Step



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



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

Accepting a Call for Another Member of Your Team

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

Precondition: Your telephone rings briefly.

Lift the handset.

Enter the code.



Activating and Deactivating a Ringing Group

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



Special features must be taken into consideration if your telephone operates with HiPath AllServe (system networking via PC network) → page 55!

Saving telephones for the ringing group:

Lift the handset.

Enter the code.

Enter the internal station number.



Removing all telephones in call ringing group:

Lift the handset.

Enter the code.



Step by Step

Uniform Call Distribution (UCD)

If this function has been configured (contact System Support), you belong to a group of users (agents) to whom calls are distributed.

An incoming call is always assigned to the agent who has had the longest break without a call.

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

Lift the handset.

* 4 0 1 or # 4 0 1

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



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



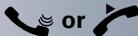
Lift the handset.

4 0 2 or * 4 0 2

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

Requesting and activating a work time:

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



You have or had an UCD connection.

* 4 0 3 or # 4 0 3

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



Lift the handset.

* 4 0 4 or # 4 0 4

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

Step by Step

Special Functions in the LAN (PC network)

If your telephone is operating in a HiPath AllServe environment, multiple Hicom 150 H systems are interconnected via a LAN (**L**ocal **A**rea **N**etwork, e.g. proprietary PC network). Your telephone calls are conducted via the LAN (PC network).

If this is the case, you must take certain special features into consideration when performing these functions. These are described below.

Leaving a Hunt Group/Group Call

Precondition: you belong to the hunt group/group call
→ page 49 of another HiPath 3000:



Lift the handset.



Enter the code.



Enter the (DISA) call number of the otherHiPath 3000.



Enter.



Enter the (DISA) call number of your telephone.



Enter.



Enter the code for "leave" or "join".

You belong to multiple groups of another HiPath 3000:



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

Step by Step

Transferring Call Forwarding

You can activate/deactivate call forwarding → page 33 for your telephone from other HiPath AllServe telephones.



Lift the handset.



Enter the code.



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



Enter.



Enter the (DISA) call number of your telephone.



Enter.

Activating this function:



Enter the code.



Enter the line type you wish to use:

1 = all calls, 2 = external calls only, 3 = internal calls only



Enter the destination number (without external code).

Deactivating this function:



Enter the code.

Step by Step

Using Night Answer

If authorized (contact System Support), you can define telephones in other HiPath 3000 communications platforms as the night answer → page 34.



Lift the handset.



Enter the code.



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



Enter.



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



Enter.

Activating this function:



Enter the code.



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

Deactivating this function:



Enter the code.

Step by Step

Activating and Deactivating a Ringing Group

You can have calls for your telephone signaled audibly at external telephones or at telephones in other HiPath 3000 communications platforms → page 50.

Saving the telephones for the ringing group:



Lift the handset.



Enter the code.



Enter the call number.



Enter.

Removing all telephones in call ringing group:



Lift the handset.



Enter the code.

Step by Step

Controlling Relays

If this feature is configured (contact System Support), you can also control relays → page 45 in other HiPath 3000 communications platforms.



Lift the handset.



Enter the code.



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



Enter.



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



Enter.



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



Enter the relay.

Step by Step

Opening the Door

If this feature is configured (contact System Support), you can also activate the door opener → page 14 in other HiPath 3000 communications platforms.



Lift the handset.



Enter the code.



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



Enter.



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



Enter.



Enter the code.



Enter the call number of the entrance telephone.

Documentation

Ordering Operating Instructions (Not for U.S.)

Additional copies of these operating instructions can be ordered from the Siemens sales department:

- Printed copy in an accessory pack, order number A31003-M1550-B829-5-7619 (also available in other languages),
- On CD in HTML and PDF format, order number P31003-H1012-C130-*-6Z19 (7 languages included).



Contact system Support for information and ordering instructions.

Operating Instructions in the Internet

You can download these operating instructions as a file from the Internet:
<http://www.hipath.com>

The operating instructions are available in PDF format. To read them, you need the Adobe Acrobat Reader, which is available free of charge.

To download files from the Internet you need a computer with Internet access and a Web browser such as Netscape Communicator or Microsoft Internet Explorer.

Ordering Accessories

The following accessories help you customize your telephone to your individual preferences:

optiset E privacy module:

Key module for encrypting voice signals in calls.



You will find details about the individual products in the optiset E telephone data sheets.

Fixing Problems



Telephone Maintenance

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

Troubleshooting

Pressed key does not respond:

Check whether the key is stuck.

Telephone does not ring:

Check whether the "do not disturb" function was activated on your telephone. On lifting the handset, you will hear a special dial tone. If so, deactivate it → page 13.

You cannot dial an external number:

Check whether your telephone is locked. On lifting the handset, you will hear a special dial tone. If so, unlock the telephone → page 29.

To correct any other problem:

First contact System Support. If System Support is unable to correct the problem, contact Customer Service.

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The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases.

The required features should therefore be specified in each individual case at the time of closing the contract.

SIEMENS

HiPath 3000
HiPath AllServe
Hicom 150 E/H
optiset E entry

Quick-Reference
Operating Instructions



Overview of Functions and Codes (Alphabetical)

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

Functions	Operating Steps
Accept a waiting call (camp-on)	/ Consult <input type="text"/> * 5 5
Terminate second call, 1. Continue the call	Consult <input type="text"/> / Consult <input type="text"/> 2x
Prevent/allow call waiting (automatic camp-on)	# 4 9 0 / * 4 9 0
Call waiting tone on/off	* 8 7 / # 8 7
Accept call, directed/group	* 5 9 <input type="text"/> Int. / * 5 7
Adjust ring volume/tone	+ / - 1 / 2 + - simultaneously
Answer call	
Assign station number (not for U.S.)	* 4 1 <input type="text"/> MSN <input type="text"/> Ext.
Associated dialing	* 6 7 <input type="text"/> Int. <input type="text"/> Stn No.
Associated service	* 8 3 <input type="text"/> Int. <input type="text"/>
Call charge assignment / account code	* 6 0 <input type="text"/> Code # if appl. <input type="text"/> Ext.
Call forwarding on	* 1 1 / 2 / 3 <input type="text"/> Ext.
Call forwarding off	# 1
Forward Line: On	* 5 0 1 <input type="text"/> Trk No 1 / 2 / 3 Ext.
Forward Line: Off	# 5 0 1 <input type="text"/> Trk No.
Call forwarding in carrier network on	* 6 4 1 / 2 / 3 MSN <input type="text"/> Ext.
Call forwarding in carrier network off	# 6 4 1 / 2 / 3 MSN
Call waiting (camp-on)	<input type="text"/> Int. Stn busy; wait 5 seconds
Change call number	* 9 4 1 9 <input type="text"/> own call No. <input type="text"/> Code # 9 4 1 9
Change call volume	+ / - + - simultaneously
Changeover on/off (lock/unlock)	* 6 6 / # 6 6 <input type="text"/> Code
Lock / unlock all phones	* 9 4 3 <input type="text"/> Int. * / #
Consult	Consult <input type="text"/> <input type="text"/> Stn No.
Quit consultation, 1. Continue the call	Consult <input type="text"/> / Consult <input type="text"/> 2x
Toggle/Start three-party conference	Consult <input type="text"/> * 2 / * 3
Connect parties	

Overview of Functions and Codes (Alphabetical)

Functions	Operating Steps
Control relay on/off	* 9 0 / # 9 0 1 ... 4
Conversation (entrance telephone)	/ after 30 seconds Int.
Open door	<input type="text" value="Consult"/> * 6 1 Int.
Door release on	* 8 9 Int. + Code 1 / 2
Door release off	# 8 9 Int.
DND on/off	* 9 7 / # 9 7
DTMF dialing / Tone dialing	<input type="text" value="Consult"/> * 5 3
Ending a call	/ <input type="text" value="Release"/>
Group call, leave	# 8 5 / 5 # / 5 Group
Group call, join	* 8 5 / 5 * / 5 Group
Hotline	
Making calls	Stn No. / Stn No.
Monitoring (only U.S.)	* 9 4 4 Int.
Night answer on	* 4 4 Int./ *
Night answer off	# 4 4
Override	Stn busy <input type="text" value="Consult"/> * 6 2
Paging another person (not for U.S.)	* 4 5 Int.
Answer page (simple / enhanced paging equipment)	* 5 9 / # 4 5 Int.
Park a call	<input type="text" value="Consult"/> * 5 6 0 ... 9
Retrieve parked call	# 5 6 0 ... 9
Phone test	* 9 4 0
Picking up (retrieving) a held call	* 6 3 Line No.
Redial	<input type="text" value="Redial"/>
Reject call	<input type="text" value="Release"/>
Reserve trunk	Busy (external); wait 5 seconds
When the reserved trunk is free	Ext.
Reset services	# 0
Ring transfer on / off	* / # 5 0 2 Line No.
Ringing group on/off	* 8 1 Int. / # 8 1
Room monitor on/off	* 8 8 /
Monitoring a room	Int.

Overview of Functions and Codes (Alphabetical)

Functions	Operating Steps
Save timed reminder	* 4 6 (Time, e.g. 0905)
Delete timed reminder	# 4 6
answering a timed reminder	
Saving a PIN	* 9 3 Old code 2 X new code
Send message	* 6 8 Int. 0 ... 9
Delete / accept (sent) message	# 6 8 1 / # 6 8 3
Speaker call	* 8 0 Intern /
Speaker call / HF answerback	* 8 0 Int. /
Start conference	Stn No. <input type="text"/>
The other party does not respond	Stn No. <input type="text"/> * 3
1. Continue the call	<input type="text"/> / <input type="text"/> 2x
Add a party to the conference (max. five)	<input type="text"/> Stn No. <input type="text"/>
	<input type="text"/> * 3 etc.
Leave conference / remove party	/ <input type="text"/> # 3
Remove ISDN central office party	<input type="text"/> * 4 9 1
Drop party from conf. (only for U.S.)	
Store a callback	<input type="text"/> * 5 8
Delete callback / Answer callback (call)	# 5 8 /
Suppress caller ID on/off	* 8 6 / # 8 6
Telephone data service	<input type="text"/> * 4 2
Trace call (not for U.S.)	<input type="text"/> * 8 4
Transfer a call	<input type="text"/> Stn No.
...after announcement to group	<input type="text"/> * 8 0
	Group
Trunk flash	<input type="text"/> * 5 1
UCD	
Log on/off at beginning/end of shift	* 4 0 1 Code / # 4 0 1
Log off / log on work	# 4 0 2 / * 4 0 2
Work time on/off	/ * 4 0 3 / # 4 0 3
Night answer on/off	* 4 0 4 / # 4 0 4
Use speed-dialing	* 7 *0...*9 / 000...999
Speed-dialing: store station	* 9 2 *0... *9 Ext.
Using another phone temporarily	* 5 0 8 Int. Code
Using mailboxes	# 6 8 3 / <input type="text"/>