SIEMENS

HiPath 3000 HiPath AllServe Hicom 150 E/H

optiPoint 500 economy optiPoint 500 basic optiPoint 500 standard optiPoint 500 advance

Operating Instructions



Before You Begin

These operating instructions describe the optiPoint 500 economy, optiPoint 500 basic, optiPoint 500 standard and optiPoint 500 advance telephones 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.

Important Notes



Do not operate the telephone in environments where there is a danger of explosions.



Use only original Siemens accessories → page 99. 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 $\ensuremath{\mathsf{System}}$ 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 100.

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.

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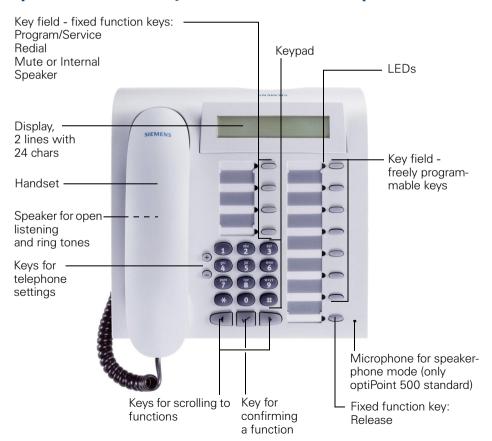
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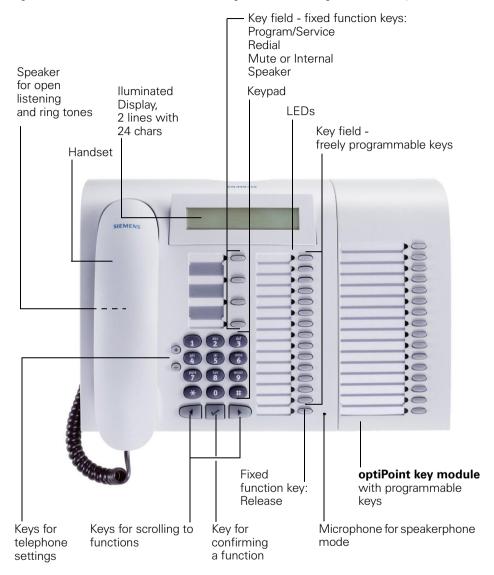
Basic operating instructions

optiPoint 500	economy	basic	standard	advance
Function keys	12	12	12	19
Full-duplex speakerphone feature	-	-	✓	✓
Illuminated display	-	-	-	✓
Headset port	-	-	-	✓
USB interface	-	✓	✓	✓
Interface for add-on equipment	-	✓	✓	✓
Option bays	0	1	1	2

optiPoint 500 economy/basic/standard control panel



optiPoint 500 advance control panel with optiPoint key modules



How to Use these Operating Instructions

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



Lift the handset (off-hook).



Replace the handset (on-hook).



Conduct a call.



Enter a telephone number or code.



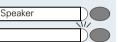
Enter the code.



Press volume controls on the telephone.



Press the key.



Press the illuminated key.

Press the flashing key.



The option appears on the screen.

Press the key to confirm your selection.



Search for an option.

Press the (keys,

until the option appears on the screen.

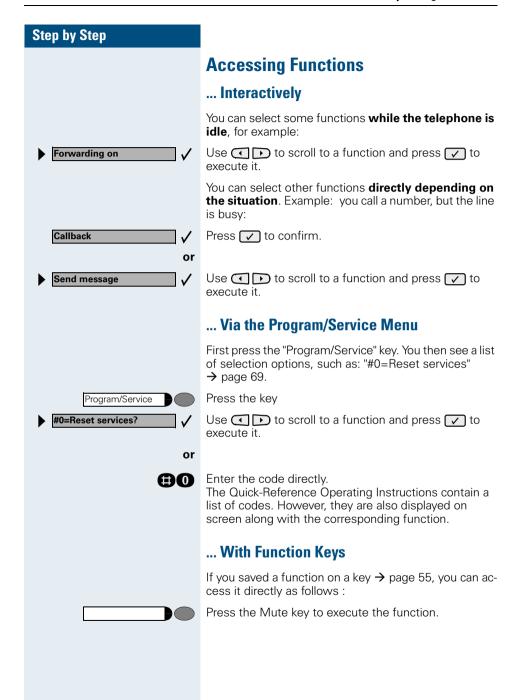
Then press the key to confirm your selection.

Screen Displays



Line 1 displays prompts or acknowledgment messages, depending on the situation.

Line 2 displays functions that you can confirm by pressing . If the symbol ">" appears on the right, you can press () to access further options.



Functions You Can Use

Basic and Enhanced Functions

You can use all basic and enhanced communications platform functions that appear interactively on the screen, in the Program/Service menu, and when you press function keys.

Additional Team and Executive/Secretary Functions

→ page 79f.

To help working and project groups work together more efficiently, the service technician can configure a variety of team functions, depending on your preferences when working in the team. You can use these team functions in addition to the basic and enhanced functions.

In addition to call pickup, hunting groups (group call), and call distribution groups, you can also set up teams with multiple lines per telephone. You can tell if a telephone has trunk keys if your station number and the numbers of your colleagues are programmed on trunk keys. You can access all lines and can also conduct different calls simultaneously on multiple lines.

Another team function category includes the executive/secretary functions, which are configured by the service technician. You can use executive and secretary functions in addition to the basic and enhanced functions as well as other team functions.

An executive/secretary telephone has DSS keys for the executive or secretary, trunk keys for the executive and secretary, as well as ring transfer keys.

Using the Telephone Efficiently

- You probably have certain colleagues or external parties with whom
 you talk on the phone especially frequently. To dial these numbers faster and more conveniently, you can save them on keys
 (Saving station numbers for repertory dialing on keys → page 53).
- All too often you reach a busy line when dialing a number. Amid the
 confusion of your working day, it's easy to forget to try the number
 again later on. To avoid this, make it a habit to use the "Callback"
 page 46 function.

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.

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

Answering a Call With the Handset

The telephone rings. The caller appears on the screen.



Lift the handset.



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

Ending the call:



Replace the handset.

Press the key.

Answering a Call with the Speaker (Speakerphone Mode)



This function is not available with optiPoint 500 economy and optiPoint 500 basic.

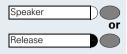
The telephone rings. The caller appears on the screen.



Press the key. The LED lights up. Speakerphone mode.

(+) **or** (-) Raise or lower the v

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



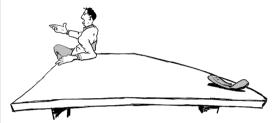
Ending the call:

Press the key. The LED goes out.

Press the key.

Notes on speakerphone mode:

- Tell the other party that you are using speakerphone mode.
- The speakerphone works bests at a low receiving volume.
- The ideal distance between the user and the telephone set in speakerphone mode is about 50 cm (approx. 20 inches).

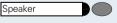


Open Listening in the Room During a Call

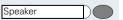
You can let other people in the room join in on the call. Let the other party know that you have turned on the speaker.

Precondition: You are conducting a call with the handset.





Press the key. The LED lights up.



Deactivating this function:Press the key. The LED goes out.

Switching to Speakerphone Mode



This function is not available with optiPoint 500 basic.

Precondition: You are conducting a call with the handset.

Speaker and 🚗

Hold down the key and replace the handset. (in the U.S.: press the key once and replace the handset). Then release the key and continue the call.

Switching to the Handset



This function is not available with optiPoint 500 economy and optiPoint 500 basic.

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



Lift the handset. Continue the call.

Using Call Waiting

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

You can also bar call waiting or the call waiting tone → page 16.

Accepting a Waiting Call (Camp-On)

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

Ending the first call and answering the waiting call:



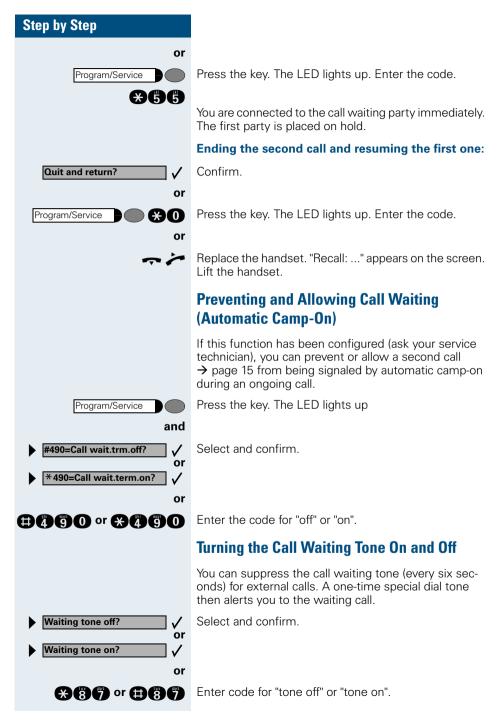
Replace the handset. Your telephone rings.

Answer the second call. Lift the handset.

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



Select and confirm.



Step by Step **Accepting a Specific Call for Your Colleague** You hear another telephone ring. Program/Service Press the key. The LED lights up *59=Pickup - directed? Select and confirm. or $\mathfrak{A}\mathfrak{B}\mathfrak{B}$ Enter the code. A called station appears on the screen. If applicable Next? Select and confirm until you see the station you want. Confirm Accept call? or If you know the number of the telephone that is ringing. enter it directly. or Press the flashing key. Accepting calls in a team \rightarrow page 88. **Rejecting Calls** call is then signaled at another definable telephone (contact System Support).

You can reject calls which you do not wish to take. The

The telephone rings. The caller is displayed.

Press the key. Release

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

Using Mailboxes

If you have programmed the "Mailbox" key → page 55, the associated LED lights up when messages have arrived for you. If your telephone is connected to a voice mail system, the "Mailbox" key will also light up to alert you to any messages that have arrived.

Accessing the Mailbox



Press the illuminated "Mailbox" key.

Confirm.

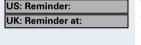
Select and confirm.

Follow the user prompts.

Using Timed Reminders

Precondition: You must have saved a timed reminder → page 60. The current time is the time stored.

The telephone rings. The timed reminder appears on the screen.



Speaker

Press the key twice.

Lift the handset and replace it again.



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

Step by Step **Using the Speakerphone** A colleague addresses you directly over the speaker with a speaker call. You hear a tone before the announcement. The other party's name or station number appears on the screen. You can conduct the call with the handset or in speakerphone mode. Speakerphone mode is not available with optiPoint 500 economy and optiPoint 500 basic. Lift the handset and answer the call. Press the "OK" key to confirm your selection and answer Mute off? the call. Press the key and answer the call. Mute 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 \rightarrow page 27. **Enabling and Disabling Handsfree** Answerhack Select and confirm. HF answerback on? ✓ or HF answerback off? or ***96** or **96** Enter the code for "on" or "off".

Answering a Call With a Headset

Your telephone rings. Confirm.

Ending the call:

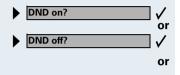
Answer?

Release

Press the key. The LED goes out.

Turning Do Not Disturb On and Off

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



₩97 or **#97**

Select and confirm.

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

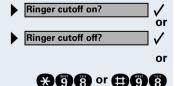


When you lift the handset, a special dial tone (continuous buzzing tone) reminds you that do not disturb is active.

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

Turning Ringer Cutoff On and Off

You can activate the ringer cutoff function if you do not want the receive any calls. Calls are only identified by **one** ring signal, an indication on the display, and a key which has been programmed to flash (such as a trunk key).



Select and confirm.

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

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.

Program/Service and

Press the key. The LED lights up.



XX

Select and confirm.

Enter the code.



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

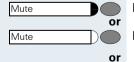
Turning the Microphone On and Off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the handsfree microphone. You can also switch on the handsfree microphone to answer an announcement via the telephone speaker (speaker call, \rightarrow page 19).



Speakerphone mode is not available with optiPoint 500 economy and optiPoint 500 basic.

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



Press the key. The LED lights up.

Press the illuminated key. The LED goes out.

Mute on?

or

Mute off?

Select and confirm.



Press the key. The LED lights up

Enter the code for "on or "off".



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 have the proper authorization (contact System) Support), you can activate the **door opener**, enabling visitors to open the door themselves by entering a 5-digit code (using a DTMF transmitter or installed kevpad).

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.





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:



*61=Open door?



Opening the door from your telephone without calling the entrance telephone:



Press the key. The LED lights up.



Select and confirm.



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 96!

Step by Step 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. Activating the door opener: Press the key. The LED lights up Program/Service *89=Door opener on? Select and confirm. or Enter the code. **ARB** Dial the entrance telephone number. or Enter the five-digit code. Default code = "00000". 3=change password? Select the displayed function and press the "OK" dialog key to change the code. 1 Select and confirm. 1=enable with ring? or 2=enable w/o ring? You can also open the door without a doorbell ring. Deactivating the door opener: Press the key. The LED lights up. Program/Service Select and confirm. #89=Door opener off? or **88** Enter the code. **Accepting a Call From an Answering Machine** You can accept a call from any answering machine if the machine is connected to your system (contact System Support) and you have programmed the answering machine number on a key \rightarrow page 55. The LED lights up. Press the key.

Display Number of Waiting Calls and Overload Indication

You can show the number of external waiting calls on the display by pressing the "View number of calls" key \rightarrow page 55.

Press the "Waiting calls" key.

If the number of waiting calls exceeds a preset limit while you are engaged in another call (overload), the LED on the key lights up. Contact System Support to find out the waiting call limit.

- LED off:
 - No callers waiting.
- LED flashes slowly:
 - You have reached the programmed threshold.
- LED flashes rapidly: You have exceeded the threshold value (overload).

Making Calls



Off-Hook Dialing



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.

On-Hook Dialing



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

The other party answers with speaker:



Lift the handset.

or On-hook: Use speakerphone mode (not available with optiPoint 500 economy and optiPoint 500 basic).

The called party does not answer or is busy:

Speaker



Press the key. The LED goes out.



Your system may also be programmed so that you have to press the Internal key before you dial an internal number.

To call an external party, you have to enter an external code before dialing the party's telephone number (Prime Line is not active; contact System Support).

Making Calls Step by Step 74 Confirm. Dial? Delete number? End? or Speaker or Release

En-Bloc Sending / Correcting Numbers

If this feature is configured (contact System Support), a connection is not attempted immediately when a station number is entered. This means that you can correct the number if necessary.

The station number is only dialed at your specific request.

Internal: enter station number.

External: enter external code and station number.

Dialing entered/displayed numbers:

Lift the handset.

Correcting numbers entered:

Select and confirm.

The last digit entered in each case is deleted.

Enter the required digit(s).

Canceling en-bloc sending:

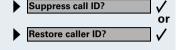
Select and confirm.

Press the key. The LED goes out.

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.



Select and confirm.



Enter code for "suppress" or "restore".



or

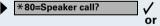
System Support can turn caller ID suppression on and off for all telephones.

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 a system telephone without any action on their part.



Press the key. The LED lights up.



Select and confirm.



Enter the code.



Enter the station number.



Responding to a speaker call \rightarrow page 19.

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.

Program/Service

*53=DTMF dialing?

Press the key. The LED lights up.

Select and confirm.

or

XB3

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).

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 and a message appears on the display.

Precondition: The message "US:Currently busy UK:busy at the moment" appears on your screen.

Reserve trunk?

Confirm

When the reserved trunk becomes free:

Your telephone rings. The display shows "Trunk is free".



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.



*41=Temporary MSN?

Press the key. The LED lights up.

Select and confirm.



Enter the code.



Enter the DID number you wish to use.



Dial the external number.

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.

Press the key. The LED lights up.

Select and confirm.

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 a dialing aid to dial numbers and set up calls for your telephone.

The operating procedure depends on whether the dialing aid is connected to the S_0 bus or the a/b (T/R) port.

You can also use your system telephone as a dialing aid for other telephones.

Dialing aid on the S_0 bus:

On the PC, select a destination and start dialing.



The speaker on your telephone is switched on. Lift the handset when the other party answers.

Dialing aid at the a/b (T/R) port:

On the PC select a destination and start dialing.

"Lift the handset" appears on the PC screen.



Lift the handset.

Dialing aid from your telephone for another telephone:

Program/Service

*67=Associated dial?

Press the key. The LED lights up.





Enter the code.



Enter the internal station number ("Dial for:").

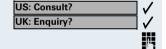
Enter the number you wish to dial.

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.



Confirm.

Call the second party.

Return to the first party:



Confirm.

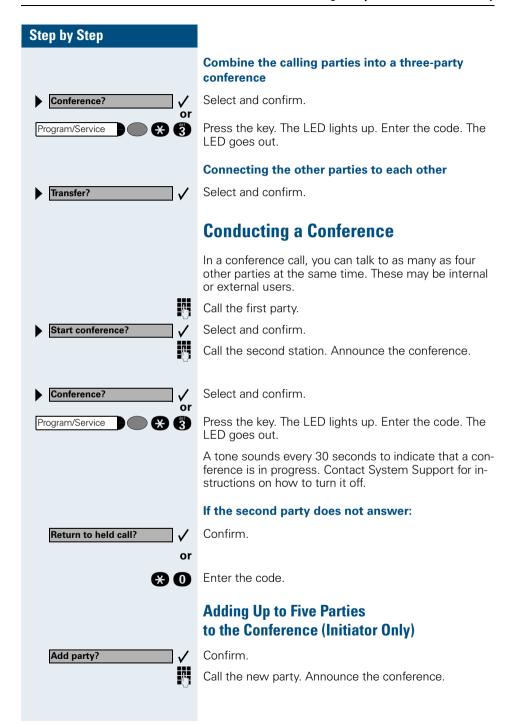
Press the key. The LED lights up. Enter the code. The LED goes out.

Switching to the Party on Hold (Toggle)

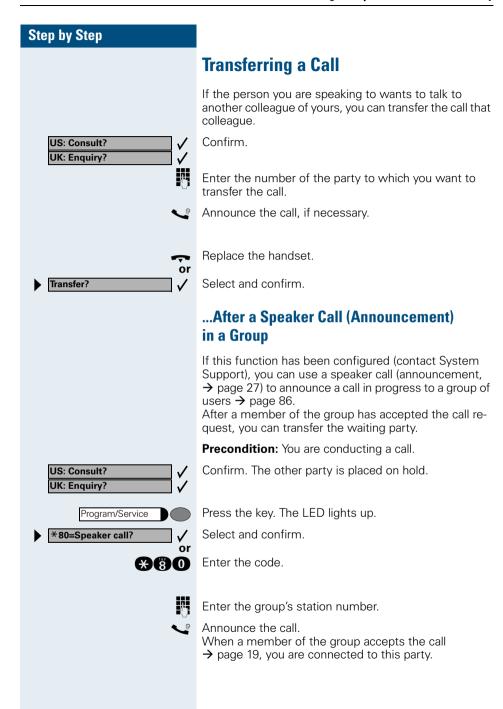


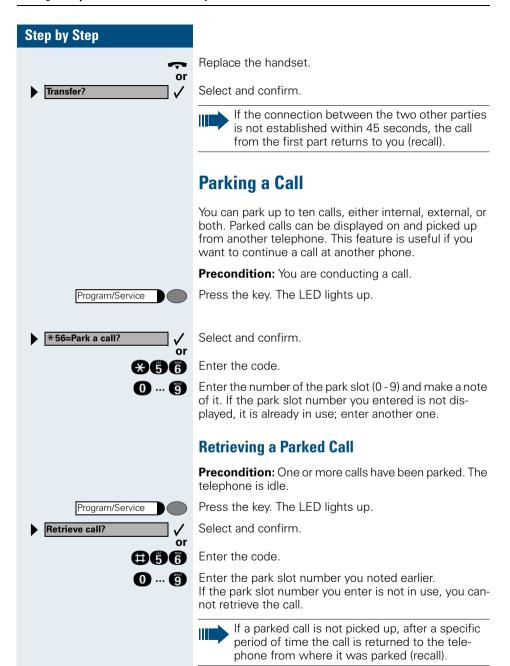
Select and confirm.

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









Step by Step **Placing External Calls on Hold** If you have programmed a key on your telephone as a hold key → page 55, you can place external calls on hold. This enables all other parties to retrieve the call on the assigned line. Press the "US:Hold UK:Common Hold" key. Held on line: 801 A message appears showing which line is on hold (e.g. 801); make a note of the line number. If a trunk key has been assigned, the LED flashes slowly. If applicable Release Replace the handset or press the key. or Depending on your system configuration, this may be necessary so other users can also pick up the held call. Picking up (Retrieving) a Held Call **Precondition:** One or more calls have been parked. The telephone is idle. Press the key. The LED lights up. Program/Service *63=Retrieve line? Select and confirm. Enter the code. (3) or If the "Line retrieved" key → page 55 has been configured, press the key. 74 Enter the line number you noted earlier. or If a "Trunk key" was assigned to this line → page 55: LED flashes slowly. Press the key.

Making Calls to Stored Destinations

Using a Caller List

If you are unable to accept an external or internal call, the call attempt is stored in the caller list.

You can store answered calls either manually (both internal and external calls) or automatically (external calls only; contact System Support for details).

Your telephone stores up to ten calls in chronological order. Each call is assigned a time stamp. The most recent entry not yet answered 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.

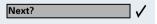
Retrieving the Caller List

Precondition: System Support has set up a caller list for your telephone.

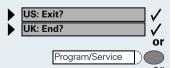


Enter the code.

The last call is displayed on the screen.



To view other calls, confirm each subsequent display.



Speaker

Ending Retrieval

Select and confirm.

Press the key. The LED goes out.

Press the key. The LED goes out.

Step by Step Time/Date sent? or View station no. ✓ or View name? Call? Delete? Save number? Program/Service **X**(8) (7

Displaying the Call Time and Additional Call Information

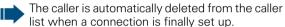
Precondition: You have retrieved the caller list and the selected call is displayed.

Select and confirm.

Dialing a Station Number from the Caller List

Precondition: You have retrieved the caller list and the selected call is displayed.

Select and confirm.



Removing an Entry from the Caller List

Precondition: You have retrieved the caller list and the selected call is displayed.

Confirm.

Saving the Other Party's Station Number in the Caller List (Redial)

Precondition: You are engaged in a call or have called an external party.

Confirm

Press the key. The LED lights up. Enter the code.

Step by Step Redial

Redialing a Number

The last three external telephone numbers dialed are stored automatically.

You can redial them simply by pressing a key.

The station number appears on your screen for two seconds and is then dialed.



Press the key once to dial the number last dialed.

Press the key twice to dial the next to the last number dialed.

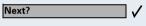
Press the key three times to dial the third-to-the-last number dialed

Displaying and dialing saved station numbers



Press the key.

Press the "OK" dialog key within two seconds to confirm vour choice.



The next stored number is displayed. Press the "OK" dialog key to confirm four selection.

Select and confirm.



If this feature is configured (contact System Support), account codes entered are also saved → page 45.

Call?

Step by Step Speaker Directory? Scroll Next? or Scroll Previous? or K

Dialing a Number From the Internal Directory

The internal directory contains all station numbers and system speed-dial numbers assigned to a name. Contact System Support to find out if one was configured for your system.

Precondition: Names have been assigned to the station numbers stored in the system.

Lift the handset.

Press the key. The LED lights up.

Confirm

The first entry is displayed on the screen.

To view further entries, confirm each subsequent display.

Select and confirm.

Enter the name you want to find, or just the first few letters, using the alphanumeric keypad.

You can use the keypad with the digits as an alphanumeric keypad in this case and enter the names by pressing the appropriate keys one or more times as needed. For example, you can enter the letter "R" by pressing the "7" three times or the letter "E" by pressing the "3" twice. The first name with the entered letters is displayed. Enter the following letters by using the same method.

If no entry exists for the entered letters, you will hear a short beep.

To enter a space, press the "0".

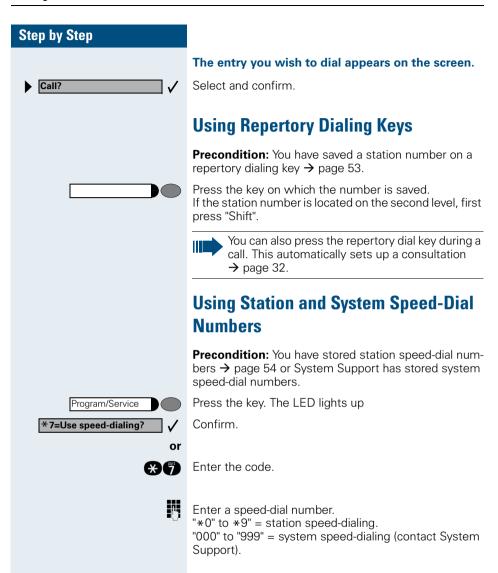
Pressing "1" automatically displays the first entry in the internal directory.

The "*"and "#" keys have no function here.

Select and confirm each letter to be deleted. The last **Delete Character?** letter entered is deleted. If applicable **Delete Line?**

If applicable

Select and confirm. All entered letters are deleted, and the first entry in the internal directory is displayed again.



Displaying and Assigning Call Charges

Displaying Call Charges (Not for U.S.)

For the current call:

The display usually shows call charges at the end of a call (default setting).

If you wish to display charges continuously during a call in progress, System Support must request this feature from your carrier.

Some carriers also let you display toll-free external calls. The message "Free of Charge" appears on the screen either before or during the call.



If a call is transferred, the charges are assigned to the telephone to which the call was transferred.

For all calls and the last one conducted:

The connection charges for the last chargeable call conducted are displayed first. Five seconds later, the total accumulated connection charges appear.

Program/Service

*65=Show call charges?

Press the key. The LED lights up.

Select and confirm.



Enter the code.

Next?

Displaying Call Charges for Another Telephone (Not for U.S.)

If this function is configured (contact System Support), you can display and print the chargeable calls for other telephones (such as a pay phone)

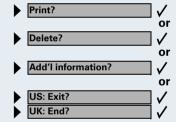
Precondition: You have programmed the function "View call charges" on a key → page 55.

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



Press the "View call charges" key. The chargeable call appear on the screen.

To display further chargeable calls, confirm each subsequent display.



Select and confirm.

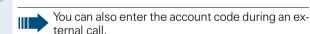
Step by Step **Dialing with Call Charge Assignment** You can assign external calls to certain projects. Precondition: System Support has set up account codes for you. Press the key. The LED lights up. Program/Service *60=Account code? Select and confirm. or **X**60 Enter the code. Enter the account code. Press this key. and 📵 or US: #=Save? Confirm.

M

UK: #=Save entry?

May be necessary, depending on how your system is configured; contact System Support for details.

Enter the number of the external station.



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 no one answers.



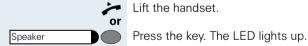
Confirm.



Enter the code.

Answering a Callback

Precondition: A callback was saved. Your telephone rings. "Callback: ..." appears on the display.



You hear a ring tone.

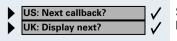
Checking and Canceling a Saved Callback



Select and confirm.



Enter the code.



Select the displayed function and press the "OK" dialog key to display additional entries.



Deleting a displayed entry:

Press the "OK" dialog key to confirm your selection

Ending callback display:

Select and confirm.

Press the key. The LED goes out.

Press the key. The LED goes out.

Call Waiting (Camp-On)

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

Wait (approx. 5 seconds) until "Camp-on" appears on the

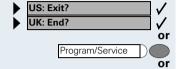
display and the busy tone is followed by the ring tone.

The called party can then respond → page 15



The called party can prevent automatic call waiting → page 16.

If this feature is configured (contact System Support), you will hear the ring tone and the message "Camp-on" is immediately displayed.



Speaker

Camp-on

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.

Select and confirm.

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.



Telephone Settings



Adjusting the Ring Volume

(+) or (−)

Press these keys while the phone is idle.

UK: Ringer volume?

Confirm.

(+) or (-)

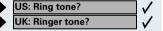
To raise or lower the volume: Keep pressing the keys until the desired volume is set.

Save

Adjusting the Ring Tone

(+) or (-)

Press these keys while the phone is idle.



US: Ring volume?

Select and confirm.



To adjust the ring tone: Keep pressing the keys until the desired tone is set.



Adjusting the Attention Ring Volume

If you belong to a team that uses trunk keys, the telephone can alert you to other calls in the team even when you are engaged in another call → page 84. You hear the attention ring.



Select and confirm.

To raise or lower the volume: Keep pressing the keys until the desired volume is set.

Press one of these keys while the phone is idle.



Save.

US: Attention Ring Vol? UK: Volume? (+) or (-)

Adjusting the Speakerphone to the Room Acoustics

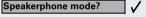


This function is not available with optiPoint 500 economy and optiPoint 500 basic.

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: "Quiet room". "Normal room" and "Noisy room".



Press one of these keys while the phone is idle.



Select and confirm.



To set the room type: Keep pressing these keys until the setting you want appears on the screen.



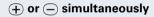
Save

Adjusting the Receiving Volume During a Call

You are engaged in a call.



To raise or lower the volume: Keep pressing the keys until the desired volume is set



Save.

Adjusting the Display to a Comfortable Reading Angle

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

Display backlight



This function is only available with optiPoint 500 advance.

When operating optiPoint 500 advance, e.g. when dialling a call number, a display backlight switches on automatically. The backlight switches off automatically a few seconds after the last action is completed.

15=Spanish?

Program/Service More features? *48= Select language? or *4 4 8

Selecting the Language of Screen Prompts

Press the key. The LED lights up.

Confirm.

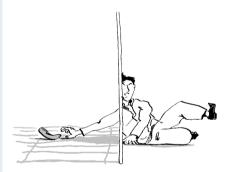
Confirm.

0011111111.

Enter the code.

Select the language you wish to use (such as "Spanish") and press the "OK" dialog key to confirm.

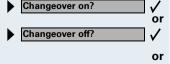
Locking the Telephone to Prevent Unauthorized Use



You can prevent unauthorized persons from using your telephone and its electronic notebook during your absence.

Precondition: You must have configured a personal identification number (PIN) for your telephone → page 52.

To lock and unlock the telephone:



Select and confirm.



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



Enter the telephone lock PIN → page 52.



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

Your telephone can also be locked or unlocked again by an authorized party → page 72.

Saving Your PIN

To use the functions

- to prevent unauthorized persons from using your telephone → page 51
- to use another telephone like your own → page 67
- to change your call number → page 68

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

Program/Service

*93=Change PIN?

Press the key. The LED lights up.

Confirm.



Enter the PIN.



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.



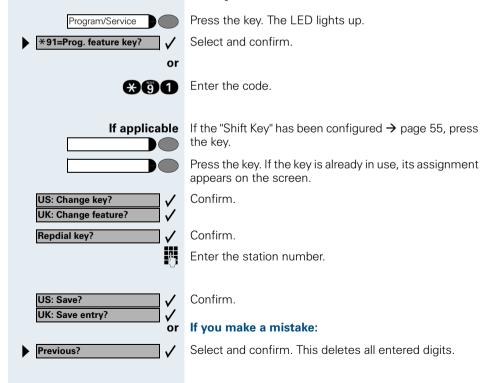
If you forget your PIN, contact System Support, who can reset your PIN to "00000".

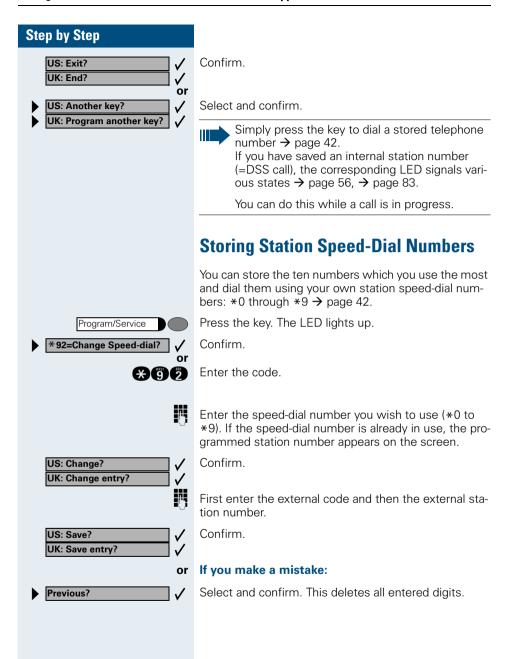
Saving Station Numbers, Functions, Procedures and Appointments

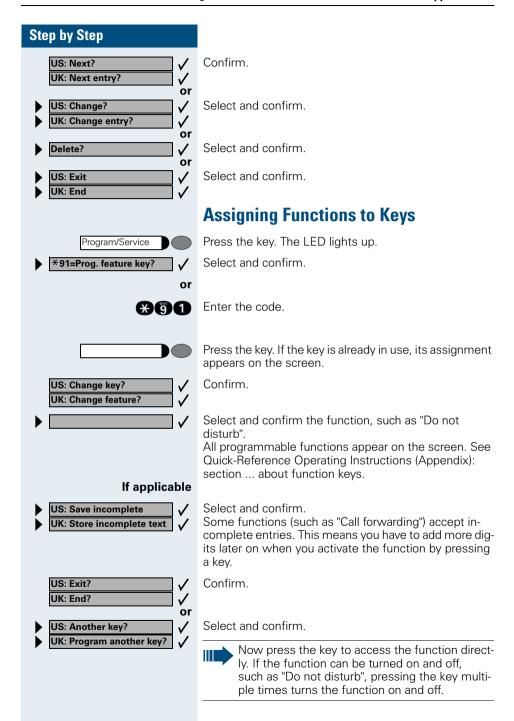
You can save a frequently-dialed number, or frequentlyused functions/procedures (comprising several operating steps) to any free key on your telephone or add-on device.

If you have programmed a Shift key, you can assign numbers and functions on two levels of the programmable keys. The second (Shift level) can accept only an external station number.

Saving Repertory Dialing Numbers on a Key







Step by Step Meaning of LED Signals for Saved Functions: Call forwarding, Forwarding - trunk, Forward Line, US:Night answer UK:Night Service, Do not disturb. Changeover, Advisory message, Ringer cutoff, HF answerback on/off, Hunt group join/leave, Caller ID suppression, Call wait.term., Waiting tone off, Ring Transfer, Door opener on/off, Control Relay, Ringing group on, Shift Key, UCD (Available on/off, Work on/ off, Night answer on/off): Saved function is not active. Saved function is active. Callback: You have not set a callback. You have set a callback. Mute (on/off): The microphone is switched on. The microphone is switched off. Caller list: No calls saved. Call request saved. Repdial key (internal), Direct station select: The other party is not engaged in a call. The other party is engaged in a call or has activated do not disturb. Flashing rapidly - A caller is trying to reach you, please pick up the phone. Flashing slowly - A caller is trying to reach another party, who has not vet answered. Mailbox: No messages present. Message(s) present. Call key, General call key, Trunk key, MULAP Key, **Temporary MSN:** No call on assigned trunk. Active call on assigned trunk. Flashing rapidly- A call has arrived on this line; press the key to pick up the call. Flashing slowly - A call on this line was placed on hold.

Step by Step Trunk group key At least one trunk is free. All trunks in the trunk group are busy. View call charges: No chargeable calls have been made since the last time call charges were displayed. Chargeable calls have been made since the last time call charges were displayed. Call forwarding, Forward Line: Flashing slowly - Either you or your trunk is the destination of a forwarded call. Fax details/answering machine No fax received or no message on answering machine. Fax received or message on answering machine. View number of calls: No callers waiting Flashing rapidly - Callers waiting (a certain number is exceeded). Flashing slowly - Callers waiting (a certain number was reached).

The following functions are assigned to keys which have no LED:

Repdial key (external), Procedure key, Trace call, Speeddial, Release call, Clear, Lock all phones, Send message, US:Directory UK:Phonebook, Call waiting, US:Connect/Toggle UK:Shuttle, Conference, Speaker call, Retrieve line, Reserve trunk, Release trunk, Temporary Phone, Override, US:Park UK:Call Park, Pickup - directed, Pickup - group, Account code, Show call charges, Radio paging equip, Answer page, Timed reminder, Open door, DTMF dialing, Recall key, Room monitor, Hold key, Consultation, Associated dial, Associated serv., Tel. data service, Relocate.

Step by Step **Assigning a Procedure (Operating** Steps) to a Key Station numbers and functions which require additional inputs, i.e. comprise several operating steps, can be saved to a single key on your telephone. Using the associated dial function, for example → page 31, you can save all the remaining inputs required (station number of the calling party + the station number to be dialed) to a single key. Station numbers which require additional inputs but also dial pauses can also be stored. Press the key. The LED lights up. Program/Service *91=Prog. feature key? Select and confirm. or AGA Enter the code. Press the key. If a function has already been assigned to this key, a corresponding message is displayed. Confirm. US: Change feature? UK: Change key? Procedure key? Confirm. Enter the procedure, e.g. "*67 231 089123456". *67= code for associated dial 231= station number of the calling party 089123456 = number to be dialed.If necessary To insert pauses, press this key (a "P" is displayed). Redial US: Save entry? Confirm. UK: Save? If you make a mistake: or Previous? Select and confirm. This deletes all digits entered.



Confirm.

US: Program another key?
UK: Another key?

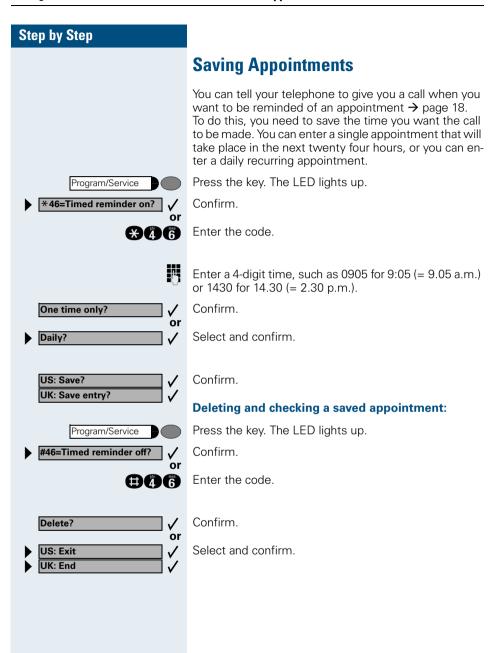
Select and confirm.



or

Select the stored procedure by pressing a key. Procedures containing functions which can be switched on/off can be activated by pressing the key, and deactivated by pressing the same key again.

You can also press a procedure key during a call. The stored digits are automatically sent as DTMF signals → page 28.



Testing the Telephone

Testing the Telephone Functions

You can test your telephone functions.

Precondition: Your telephone is idle.

Press the key. The LED lights up.

Select and confirm.

Enter the code.

If everything is OK,

- all LEDs on the telephone start flashing, including the ones on the key module (only the Program/Service menu LED lights up);
- your station number appears on the screen;
- all pixels in the display are activated;
- the ringer signal sounds.

Checking the Key Assignment

You can check the assignment of keys on your telephone to see which functions are programmed on which keys.

Press the key. The LED lights up.

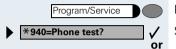
Select and confirm.

Enter the code.

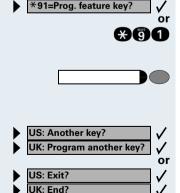
Press the key. The key assignment appears on the screen.

Select and confirm.

Select and confirm.



X940



Program/Service

Call Forwarding

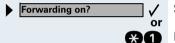
Using Variable Call Forwarding

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



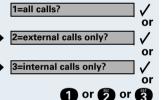
Special features must be taken into consideration if your telephone operates with HiPath AllServe (system networking via PC network)

page 92!



Select and confirm.

Enter the code.



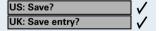
Select and confirm.



Enter the code.



Enter the number of the telephone that is ringing.



Confirm.



Select and confirm.

Deactivating call forwarding:

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.

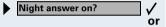
Using Night Answer

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 93!

Activating this function:



Select and confirm.



Enter the code.



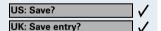
Press the "OK" dialog key to confirm (standard night answer service)



Enter the code (standard night answer service).



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



Confirm.



Select and confirm.

Deactivating night answer:



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. Select and confirm. Trunk FWD on? X 6 4 Enter the code. 1=immediate? Select and confirm the line type you wish to use. or 2=on no answer? or 3= on busy? or 1 or 5 or 3 Enter the code. Enter your DID number. Enter the destination number (without the external code) Confirm. Save? **Deactivating call forwarding:** Select and confirm. Forwarding - trunk off or **#64** Enter the code. Confirm the displayed call forwarding type. 1 or 6 or 8 Enter the activated call forwarding type. 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 system telephones e.g. optiPoint 500 entry. Select and confirm. US: Send message? UK: Send Message? *****68 Enter the code. Enter the recipient's internal station number. Select and confirm the preprogrammed message 0=Please call back (which can be changed by System Support). or Enter the code directly. 0 ... 🔞 The codes appear on the screen, next to the messages to which they are assigned. Confirm Send? **Displaying and Deleting Messages You Have** Sent Select and confirm. View sent message? Enter the code. **868** Follow the display prompts. **Answering Messages** "Messages received:" appears on your screen, along with an indication of the length. Confirm. US: View messages? **UK: Display Messages?** Follow the display prompts.

Step by Step Leaving an Advisory Message You can leave an advisory message on your telephone screen for internal callers who want to reach you while vou are away from your desk. When another party calls you, the message appears on the caller's screen. Advisory msg. on? Select and confirm. or X 6 9 Enter the code. 0=Back at: Select and confirm the preprogrammed message (which can be changed by System Support). Enter the code directly. 0 ... 9 The codes appear on the screen, next to the messages to which they are assigned. You can add numeric input to preprogrammed messages that end in a colon. **Deleting Advisory Messages** Select and confirm. Advisory msg. off Enter the code. **B**60

If you have programmed an "Advisory message" key → page 55: The LED lights up. Press the key.

Using Another Telephone Like Your Own

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

Program/Service

★508=Temporary Phone?

Press the key. The LED lights up.

Select and confirm.



Enter the code.

Enter the other user's station number.



Enter the other user's telephone lock PIN. → page 52.

If applicable

Change password

Users who have not yet selected a personal identification number are prompted to do so on their own telephones.



Dial the external number.

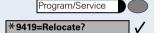
This state is canceled at the end of the call.

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 telephone are in idle state

The following procedure is carried out on the new telephone.



Press the key. The LED lights up.

Select and confirm.



Enter the code.



Enter your own call number.



Enter code (telephone lock) → page 52. (This is not necessary if you have not determined a code yet).



Confirm.



Enter the code.

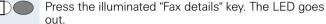


If you exchange call numbers from different system telephones, all programmed keys are replaced with the default assignment. You can, however, connect your telephone to another connection and carry out the procedure.

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 55, the key lights up when a fax or a message has been received.

Deactivating indication:



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

Press the key. The LED lights up.

Select and confirm.

Program/Service
#0=Reset services?

or

⊕0

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.



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:

Pr

Press the key. The LED lights up.

Select and confirm.



XAR

Enter the code.

You can either leave the telephone in speakerphone mode (not available with optiPoint 500 basic) or lift the handset and leave it directed towards the noise source.

Deactivating the telephone to be monitored:



Program/Service

*88=Room monitor?

Press the illuminated key. The LED goes out.

~

Replace the handset.

Monitoring the room:



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

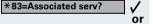
Activating Functions for Another Telephone

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 20
- Call forwarding, code: *11, *12, *13/#1 → page 62
- Locking and unlocking telephone, code: *66/#66 → page 51
- Group ringing, code: *81/#81 → page 86
- Leaving an advisory message, code: *69/#69 → page 66
- Group call, code: *85/#85 → page 86
- Reset services and functions, code: #0 → page 69
- Control relay, code: *90/#90 → page 76
- Night service, code: *44/#44 → page 63
- Timed reminders, code *65 → page 60

Program/Service

Press the key. The LED lights up.



Confirm.



Enter the code.



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



Enter the code, such as *97 for do not disturb.

Follow the prompts on the screen for any further input.



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 then unlock them again later.

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



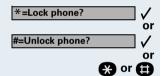
Press the key. The LED lights up.

Confirm.

Enter the code.



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



Confirm.

Enter the code.

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 69
- Call forwarding, code: *1/#1 → page 62
- Lock and unlock all phones, code: *66/#66 → page 51
- Save PIN,

code: *93 → page 52

Send a message, code: *68/#68 → page 65

- Leave an advisory message, code: *69/#69 → page 66
- Group ringing, code: *81/#81 → page 86
- Group call, code: *85/#85 → page 86
- Suppress caller ID,
- code: *86/#86 → page 27
- Waiting tone, code: *87/#87 → page 16
- Open door, code: *61 → page 22
- Door opener on/off, code: *89/#89 → page 23
- Control relay, code: *90/#90 → page 76
- Do not disturb, code: *97/#97 → page 20
- Ringer cutoff function, code: *98/#98 → page 20
- Speed-dialing, code: *7 → page 42
- Associated service, code: *83 → page 71

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

Using functions in ISDN via code dialing (keypad dialing)

If authorized (contact System Support), you can set ISDN functions via code dialing in some countries.

Program/Service

*503=Keypad dialing?

✓

Press the key. The LED lights up.

Confirm.

Enter the code



#503

Enter the number of the trunk you wish to use (contact System Support).



Entering a code for required ISDN function (contact System Support).



Contact your network provider to find out which ISDN functions can be code-controlled in your country.

Siemens AG shall not be liable for damages/ costs which may be incurred by fraudulent activities or remote operation (e.g. toll fraud).

Controlling Connected Computers or Other Programs and Telephone Data Service (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.

Press this key at the end of the entry.

Program/Service

*42=Tel. data service?

Press the key. The LED lights up.

Confirm.

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.

Confirm.

or • Input in online mode:

The connected computer processes your entries directly.

☻

Enter the code.

0 ... **9**

Enter data.

Controlling Relays

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



Special features must be taken into consideration if your telephone operates with HiPath AllServe (system networking via PC network) → page 95!



Select and confirm.

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



Enter the relay.

Sensors (HiPath 3300/3350/3500/3550 Only)

If this function has been configured (contact System Support), sensors detect signals, causing your phone to ring and a message to appear on your screen.

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 88, call forwarding → page 62, or call redirection (service technician) to the internal station number of your paging equipment.

A call request is then signaled automatically.

Answering the page from the nearest telephone:



Lift the handset.

Enter the code.

Enter your own station number.

Enhanced Paging Equipment (Hipath 3700/ 3750 Only)

Paging:



Press the key. The LED lights up.

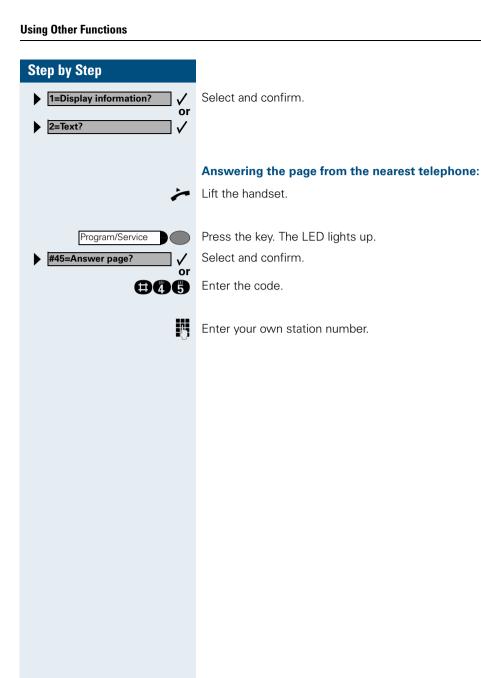
Select and confirm.



Enter the code.



Enter the number of the party you want to page.



Team and Executive/Secretary Functions With Trunk Keys

If this function has been configured (contact System Support), you belong to a team of users for whom special keys were programmed:

- Trunk keys (MULAP keys)
- Direct station selection keys
- Group call key (not on the executive telephone in an executive/secretary team)
- Ring transfer keys (only in an executive/secretary team)

As a team member, you can also program these keys yourself ("MULAP key", "Direct station select", "Hunt group join/leave", "Ring transfer: on/off") → page 55. You can also program a call forwarding key ("Forward Line") for each line.

Using Trunk Keys

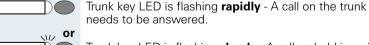
A separate trunk is assigned to each team member. All other team members have the same trunk keys for these trunks on their telephones. This means that every team member can use all programmed trunk keys. Each team member can also be reached under a separate station number, if one was assigned.

Meaning of LED Indications on Trunk Keys:



Trunk key LED is off - Trunk is free and can be used.





Trunk key LED is flashing **slowly** - A call on hold is waiting.

Answering Calls With Trunk Keys

Precondition: Your telephone is ringing and/or the trunk key is flashing rapidly.

Press the rapidly flashing trunk key.

This is not necessary if the trunk is automatically assigned to you when you lift the handset or press the "Speaker" key; in this case the assigned trunk key lights up.



Lift the handset.

With on-hook dialing: Use speakerphone mode and open listening.

Making Calls with Trunk Keys

Press the free trunk key that you want to use to set up your call.

This is not necessary if the trunk is automatically assigned to you when you lift the handset or press the "Speaker" key; in this case the assigned trunk key lights up.



Dial the station number.



When the other party answers: Lift the handset.

With on-hook dialing: Use speakerphone mode and open listening.

Using a Trunk Key to Place a Call on Hold and Retrieve It Again

Precondition: You are conducting a call over a trunk in your group. The "US:Hold UK:Common Hold" key has been programmed on your telephone → page 55.

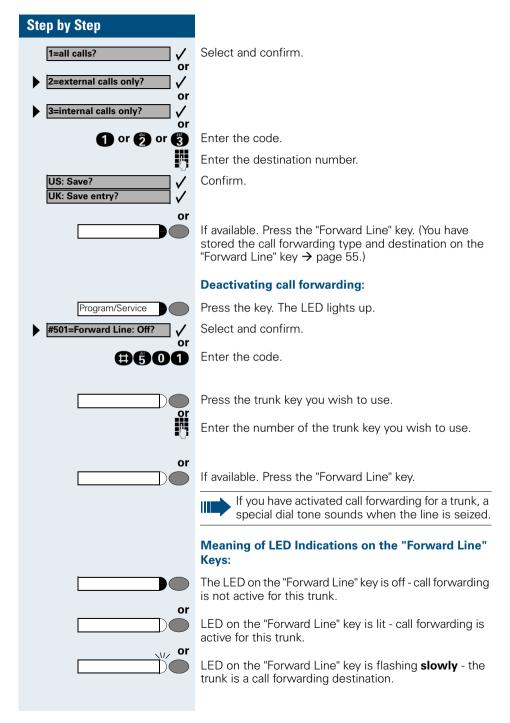
Placing a call on hold:

Press the "US:Hold UK:Common Hold" key.

or Release

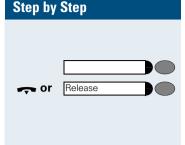
Replace the handset or press the key. Depending on the configuration (contact System Support), this may be necessary so other team members can also pick up the call on hold.

Step by Step Retrieving the call: Press the slowly flashing trunk key. **Switching Between Phone Calls on Multiple** Trunks **Precondition:** You are conducting a call over a trunk in your group. Another trunk key starts flashing. Press the flashing trunk key. The first party is placed on hold on the other trunk. Press the slowly flashing trunk key. The second party is placed on hold. You can switch between the two call as many times as you wish. Always press the slowly flashing trunk key. **Forwarding Calls on Lines** You can immediately forward internal or external calls on your lines to different internal or external telephones (destinations); even external destinations are possible in certain system configurations. Activating call forwarding for one trunk activates the function for all trunk keys assigned to this trunk in your group. Press the key. The LED lights up. Program/Service Select and confirm. *501=Forward Line: On? or ₩600 Enter the code. Press the trunk key you wish to use. Enter the number of the trunk you wish to use. or If available. Press the "Forward Line" key. (You have stored the incomplete "Forward Line" function on the key, excluding the call forwarding type and destination → page 55.)



Step by Step **Using DSS Keys** Each team member has a DSS key for every other member in the team. This enables every team member to reach all other members of the team directly, simply by pressing a key. Meaning of LED Indications on DSS Keys LED on the DSS key is off - the team member is not engaged in a phone call. or LED on the DSS key is lit - the team member is engaged in a phone call or has activated do not disturb. or LED on the DSS key is flashing rapidly - a call has arrived for you and needs to be answered. LED on the DSS keys is flashing **slowly** - a caller is trying to reach another member of your team, who has not vet answered. **Using DSS Keys to Answer Calls Precondition:** Your telephone is ringing and/or a DSS key is flashing. If appl. Press the flashing DSS key. This is not necessary if you are receiving a DSS call and the DSS key is flashing rapidly. Lift the handset. With on-hook dialing: Use speakerphone mode and open listening. **Calling a Team Member Directly** Press the direct station selection key. or If the team member you wish to reach is engaged in another call, the DSS key on your telephone is illuminated. You can make the call even in this case. When the other party answers: Lift the handset. With on-hook dialing: Use speakerphone mode and

open listening.



Transferring a Call in Progress

Press the DSS key and announce the call, if desired.

Replace the handset or press the key.

Accepting a Call for Another Team Member

Press the flashing DSS key or trunk key.

Lift the handset.

With on-hook dialing: Use speakerphone mode and open listening.

Joining or Leaving a Group Call (Not for the Executive Telephone in an Executive/Secretary Team)

By default, your telephone rings when a call arrives on your line.

If you want your phone to ring even when calls arrive on other lines, you can turn your ringer on and off for each line in your group \rightarrow page 86.

Your telephone rings (one time only or every four seconds) even when you are engaged in another call (attention ring volume \rightarrow page 49).

Step by Step Transferring Calls Directly to the Executive (Only in an Executive/Secretary Group) Normally, audible signaling of all calls for the executive is heard only in the secretary's office. You can activate audible signaling so that calls are only signaled on the executive telephone and on a second telephone assigned to it. **Activating ring transfer:** Press the Ring Transfer" key. The LED lights up. or Press the key. The LED lights up. Program/Service Select and confirm. *502=Ring Transfer: On? or Enter the code. **#60** Press the trunk key you wish to use. Enter the number of the trunk you wish to use. **Deactivating ring transfer:** Press the "Ring Transfer" key. The LED goes out. or Program/Service Press the key. The LED lights up. Select and confirm. #502=Ring Transfer: Off? or Enter the code. #**60**9 Press the trunk key you wish to use. Enter the number of the trunk you wish to use.

Using Other Team Functions

Turning Group Call On and Off

If this function has been configured (contact System Support), vou 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) in which station numbers are programmed on trunk keys → page 79.

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

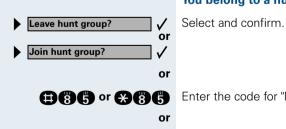
You can activate and deactivate the audible signal for a hunt group, group call or individual trunks in a group (including an executive/secretary team).

If the LED on a programmed "Hunt group join/leave" key → page 55 is illuminated, this means that the audible tone was activated for at least one group.



Special features must be taken into consideration if your telephone operates with HiPath AllServe (system networking via PC network) → page 91!

You belong to a hunt group or a group call:



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

Press the Hunt group join/leave key.

Step by Step You belong to multiple groups or to one group with trunk keys (including executive/secretary teams). Select and confirm Leave hunt group? or Join hunt group? or **⊞86** or **886** Enter the code for "leave" or "ioin". or Press the "Hunt group join/leave" key. or If an "x" appears between group/trunk number 301 x group name (such as 301) and group name, the audible tone is active or for this group or trunk. No "x" means that the audible tone was deactivated. 301 group name Next? Press the "OK" dialog key to confirm your selection and display the next group or trunk number and group name. or Select and confirm. This turns off the audible tone for Leave hunt group? the displayed group or trunk. or Join hunt group? Select and confirm. This turns off the audible tone for the displayed group or trunk. or Select and confirm. #=Leave all groups? This turns off the audible tone for all groups and trunks. or Enter the code for "Leave all groups". æ or Select and confirm. *=In hunt group? This turns off the audible tone for all groups and trunks. or Enter the code for "Join all groups". **(3)** 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: You telephone rings briefly. The following message appears on the display: "Call for:".



Confirm.

Press the key. The LED lights up.

Enter the code.

Activating and Deactivating a Ringing Group

You can have calls for your telephone signaled audibly at up to five other internal 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 94!

Saving, displaying, and deleting telephones for the ringing group:



Press the key. The LED lights up.

Select and confirm.



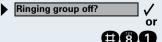
Enter the code.

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



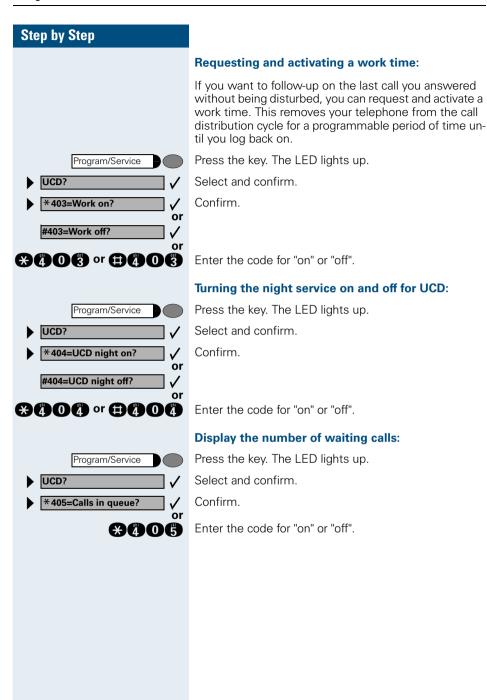
Removing all telephones in call ringing group:

Select and confirm.



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: Press the key. The LED lights up. Program/Service UCD? Select and confirm. *401=Log on? Confirm or #401=Log off? or 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. Logging on and off during your shift: Program/Service Press the key. The LED lights up. Select and confirm. UCD? Confirm #402=Not available? or *402=Available? ##000 or ###000 Enter the code for "Not available" or "Available".



Special Functions in the LAN (PC Network)

If your telephone is operating in a HiPath AllServe environment, multiple HiPath 3000 systems are interconnected via a LAN (Local Area Network, e.g. proprietary PC network). Your telephone calls are conducted via the LAN (PC network).

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

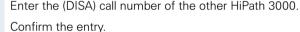
Leaving a Hunt Group/Group Call

Precondition: you belong to a hunt group/group call → page 86 of another HiPath 3000:



Select and confirm.

Enter the code.



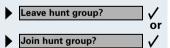


Enter the (DISA) call number of your telephone.



√ or 📵

Confirm the entry.



Select and confirm.



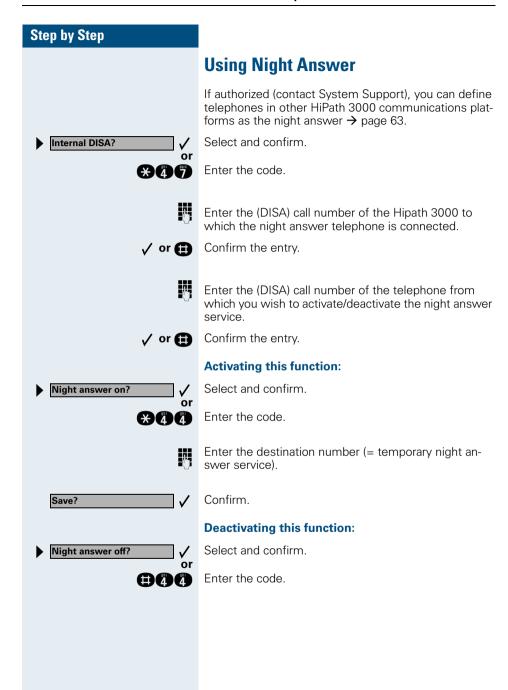
Enter the code for "leave" or "join".

You belong to multiple groups of another HiPath 3000:

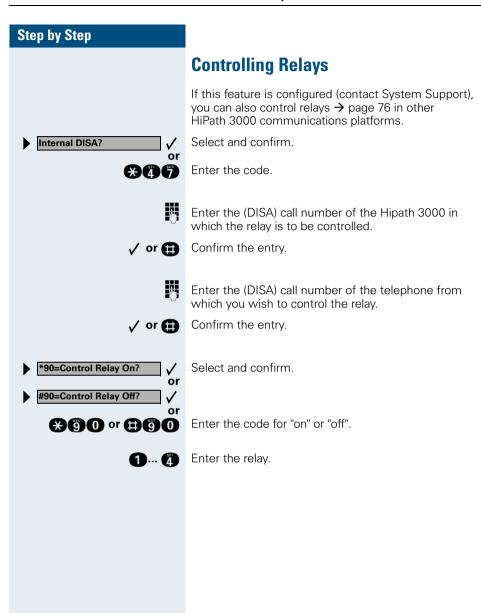


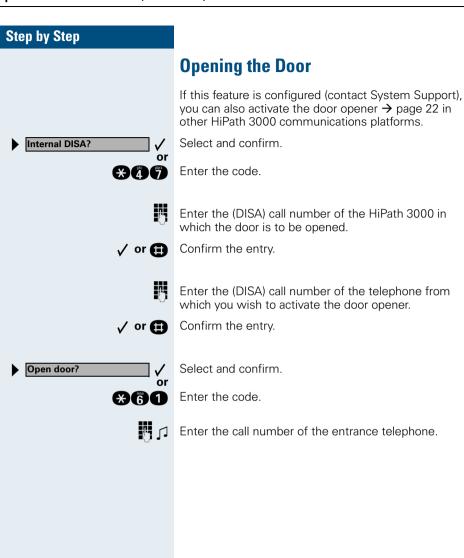
Enter the group number for "Join/Leave, directed".

Step by Step **Transferring Call Forwarding** You can activate/deactivate call forwarding → page 62 for your telephone from other HiPath AllServe telephones. Internal DISA? Select and confirm. or *47 Enter the code. Enter the (DISA) call number of the HiPath 3000 to which your telephone is connected. Confirm the entry. √ or ♠ Enter the (DISA) call number of your telephone. √ or **(** Confirm the entry. **Activating this function:** Select and confirm. Call forwarding on? or Enter the code. **91** Select and confirm. 1=all calls? or 2=external calls only? or 3=internal calls only? 1 or 5 or 3 Enter the code. Enter the destination number. Confirm. Save? **Deactivating this function:** Select and confirm. Call forwarding off? or Enter the code. an O



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 88. Saving the telephones for the ringing group: Press the key. The LED lights up. Program/Service *81=Ringng group on? Select and confirm. **#81** Enter the code. Select and confirm Add to ringing group? or Add another station? or Select and confirm, then follow the operating instruc-Display remove? tions. Į. Enter the call number. Confirm. #=Entry complete? or Enter æ Confirm. Save? Select and confirm. Exit? Removing all telephones in call ringing group: Ringing group off? Select and confirm. 8A Enter the code.





Labeling, Documentation and Accessories

Labeling Key Fields

You can chose from the following options to label the keys with the functions/call numbers saved (\rightarrow page 8, \rightarrow page 9, \rightarrow page 53):

Labeling

bv hand:

Labeling strips are deliverd with your optiPoint. Write the function or a name on the matching strips within the white field and attach them to your optiPoint.

• with a computer:

You have avail of a CD Rom (ask System Support) with the electronic operating instructions for your HiPath 3000/HiPath AllServe → page 98. You can label your keypads for each PC.

with a computer via the Internet:

You will find the "Online Key Labelling Tool" along with the user interface under http://www.hipath.com → "Downloads" → "Software". Special labeling sheets, which can be ordered, are available with the corresponding labeling strips for this procedure.

Labeling sheets can be ordered from the details of the article number from Siemens' Sales Organisation or via the following internet address: http://www.click4business-supplies.de

Article number-labeling sheets:

A31003-H8400-B993-*-6Z19

for optiPoint basic/standard/advance paper size - DINA4

A31003-H8400-B992-*-6Z19

for optiPoint key module paper size - DINA4

Put the labeled strips in the relevant key pad on your optiPoint and place the transparent cover over them (mat page above).



Attaching a Station Number Label

Self-adhesive call-number labels are also delivered with your optiPoint.

Write on the call-number label (fire brigade, police, own telephone numbers), then remove and stick it in the recess on the telephone when the handset is lifted

Documentation

You can find these operating instructions in the Internet in PDF format under

http://www.hipath.com

and on CD-ROM (ask System Support) in HTML and PDF format.

The CD-Rom (7 languages) or a printout of these operating instructions can be ordered from the details of the article number from Siemens' Sales Organisation of via the following Internet address.

http://www.click4business-supplies.de

CD-ROM article number: P31003-H1012-C130-*-6Z19

Article number of these operating instructions:

A31003-H1012-C121-2-7619

In order to look at and print the operating instructions in PDF format, you need a computer on which the free Acrobat Reader software package is installed by Adobe.

To look at the operating instructions in HTML format you need a computer with a www browser, e.g. Microsoft Internet Explorer.

Accessories

The following accessories help you customize your telephone (not optiPoint 500 economy) to your individual preferences. optiPoint adapters are modules which can be plugged into the option bays at the bottom of optiPoint.

optiPoint key module:

Key module with 16 programmable keys. You can connect up to two key modules to your telephone.

optiPoint BLF:

Key modules with 90 LEDs and function keys. Use preferably in conjunction with optiPoint Attendant.

optiPoint acoustic adapter:

Connects a desk microphone, Headset, external speaker or second handset.

Provides an additional bell for signaling calls in loud environments and similar situations and controls illuminated display panels, such as "Please do not enter" at the entrance to a room

optiPoint analog adapter:

Connects an additional analog telephone, fax machine or PC with a modem card.

optiPoint ISDN adapter:

Connects an ISDN device, such as an ISDN fax machine, video recorder or PC to the S_0 interface.

optiPoint phone adapter:

Connects a second system telephone. Callers can reach the second system telephone under a separate station number.

optiPoint recorder adapter:

Connects an external recorder or a second headset.

Headset:

Headset for frequent telephone users.

Second handset:

Allows you to hear better in noisy environments.

Desk microphone:

For speakerphone mode under poor acoustic conditions.

External speaker:

Improves the sound quality with open listening.



You will find details about the individual products in your optiPoint 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 (" Do not disturb" appears on the screen). If so, deactivate it → page 20.

You cannot dial an external number:

Check whether you telephone is locked ("US:Not authorized UK:Access denied" appears on the screen). If so, unlock the telephone → page 51.

To correct any other problem:

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

Responding to Error Messages on the Screen

US: Invalid entry

UK: Incorrect entry

Possible cause:

The station number is incorrect.

Possible response:

Enter a correct station number.

US: Not authorized

UK: Access denied

Possible cause:

You tried to activate a disabled function.

Possible response:

Ask System Support to authorize you to use the function.

US: Currently not possible

UK: Feature not available

Possible cause:

The station number you dialed does not exist. The telephone you are trying to call is unplugged.

Possible response:

Enter a correct station number. Try calling the telephone again later on.

US:Invalid station number

UK: Number cannot be dialed

Possible cause:

You dialed your own station number.

Possible response:

Enter a correct station number.

US: Key memory is full

UK: Max.no.of keys exceeded

Possible cause:

All memory locations for external station numbers are currently in use.

Possible response:

Try again later on.

Contacts for Resolving Problems

If you encounter a problem that lasts longer than five minutes, contact System Support.

Indov

Index		call request	
		call signal	
A		call transfer	
accessories	99	call volume	13, 50
account code		call waiting	
activating door opener		accepting	
adapter		allowing	
advisory message		preventing	
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Overview of Functions and Codes (Alphabetical)

The table below lists all available functions as they appear on the display. Functions that have been configured (contact System Support) can be activated interactively (select + save) via the Program/Service menu (select + save or enter a code), or by pressing function keys, provided that the functions have been configured (contact System Support).

Functions (display)	Inter- actively	Via the Program/Service menu Program/Service		With function keys	
			Code		
Account code		✓	* 60	Х	
Advisory msg. on Advisory msg. off	√ ✓	√	*69 #69	X X	
Associated dial		✓	* 67	Х	
Associated serv.		✓	*83	Х	
Call waiting Waiting tone off Waiting tone on Call wait.term.on Call wait.trm.off	* * *	✓✓✓	*55 *87 #87 *490 #490	X X X X	
Caller List Save number	*	√	#82 *82	X	
Changeover on Changeover off Change PIN	*	✓ ✓ ✓	*66 #66 *93	X X	
Conference Start conference Adding a party to the conference End conference View conf parties Remove party Drop last conf. party (only for U.S.)	* * * * * * * * * * * * * * * * * * *	√	*3 #3 *491	X	
Consult Return to held call Quit and return Transfer/US:Accept call UK:Accept	✓ ✓ ✓	√ ✓	*0 *0		
Control Relay On Control Relay Off		√	*90 #90	X	
US:Directory UK:Phonebook	✓			Х	
DISA					
Internal DISA En-bloc sending Dial	✓ ✓	√	*47	X	

Functions (display)	Inter- actively	Via the Program/Service menu Program/Service		With function keys
	①D	① D	Code	
DND on DND off	√ ✓	√ ✓	*97 #97	X X
Door opener on Door opener off		✓	*89 #89	X X
DTMF dialing		✓	* 53	X
Forwarding on 1=all calls 2=external calls only 3=internal calls only Forwarding off Trunk FWD on Trunk FWD out Forward Line: On Forward Line: Off	* * * * * *	* * * * * * *	*1 *11 *12 *13 #1 *64 #64 *501	X X X X X X
Headset Answer call	✓			
HF answerback on HF answerback off	✓	✓ ✓	*96 #96	X
Hotline				
Join hunt group Leave hunt group Rejoin all groups Leave all groups	* * * * *	✓ ✓ ✓	*85 #85 *85* #85#	X X X
Lock all phones		✓	* 943	Х
Monitoring			* 944	
Mute on Mute off	✓	✓	*52 #52	X X
Night answer on Night answer off	✓	✓	*44 #44	X X
Open door		✓	* 61	Х
Override	✓	✓	* 62	X
Page Answer page (not for U.S.)		√	*45 #45	X

Functions (display)	Inter- actively	Via the Program/Service menu		With function keys
	(ID)	Program/Service	Code	
Park a call Retrieve call		✓ ✓	*56 #56	X
Phone Test		✓	* 940	
Pickup - directed Pickup - group Accept call	✓ ✓	*	*59 *57	X X
Prog. feature key		✓	* 91	Х
Redial				Х
Reject call Release				Х
Relocate Complete Relocate	√	✓	*9419 #9419	Х
Reserve trunk	✓			Х
Reset services		✓	#0	Х
Retrieve line		✓	*63	Х
Ring Transfer: On Ring Transfer: Off		√	*502 #502	X
Ringer cutoff on Ringer cutoff off	√ ✓	√	*98 #98	X
Ringing group on Ringing group off		√	*81 #81	X
Room monitor		✓	*88	Х
Select language		✓	*48	
Send message View sent message US: View messages UK: Display Messages Mailbox	✓ ✓	✓ ✓ ✓	*68 #68 #68	X X X
Keypad dialingl		✓	* 503	
Shift Key				Х
Show call charges (own telephone) View call charges (other party's telephone)		✓	* 65	X
Speaker call		✓	*80	Х
Suppress call ID Restore caller ID	✓	√	*86 #86	X
Tel. data service			*42	
Temporary MSN (not for U.S.)	✓	✓	*41	Х
Temporary Phone		✓	* 508	Х

Functions (display)	Inter- actively	Via the Program/Service menu Program/Service		With function keys
	① D		Code	
Timed reminder on Timed reminder off		*	*46 #46	X
Toggle/Connect	✓	✓	*2	Х
Trace call		✓	* 84	Х
Transfer	✓			
Trunk Flash		✓	* 51	Х
UCD Log on Log off Available Not available Work on Work off UCD night on UCD night off Calls in queue		* * * * * * * * * * * * * * * * * * *	*401 #401 *402 #402 *403 #403 *404 #404	X X X X X X
US:Callback UK:Set Callback View callbacks/Delete	✓	✓	*58 #58	X
Use speed-dialing Change Speed-dial (station)		√ ✓	*7 *92	X

FCC and Industry Canada Compliance

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

FCC Certification and Requirements

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

Service

If you experience problem with the Siemens optiPoint 500 telephone, contact Siemens customer support at 1-800-835-7656 for information on service and repairs. The telephone company can ask you to disconnect the equipment from the network until the problem is corrected or until you are sure that the equipment is not malfunctioning.

FCC Rules, Part 15

The Siemens optiPoint 500 telephone has been tested and complied with the limits for a class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, can cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference in the user's expense.

FCC Rules, Part 68

- 1. FCC Part 68 Certification
 - The Siemens optiPoint 500 telephone is certified with FCC under Part 68 as a component device for connection behind FCC Part 68 certified Siemens PBX systems. In order for the FCC certification of the Siemens optiPoint 500 telephone to be retained, all other products used in conjunction with the Siemens optiPoint 500 telephone must also be FCC Part 68 certified for use with the front-end terminal equipment. If any of these components are not certified, Siemens is required to obtain FCC Part 68 certification of the assembled equipment prior to connection to the telephone network. Part 68 certification requires Siemens to maintain this approval and as such are responsible for the following:
 - Any component added to the Siemens optiPoint 500 telephone, whether it bears component certification or not, will require a Part 68 compliance evaluation. Siemens may need to test and make a modification filing to the FCC before that new component can be used:
 - Any modification/update made to the Siemens optiPoint 500 telephone will require a Part 68 compliance evaluation. Siemens may need to test and make a modification filing to the FCC before that modified component can be used;
 - Siemens optiPoint 500 telephone complies with and will continue to comply with all the applicable rules and regulations in Subpart D of the FCC Part 68 rules during the life-time of the product.

FCC and Industry Canada Compliance

If at any time the ownership of Siemens optiPoint 500 telephone is transferred to someone else (whether independently or as part of a system), please supply this manual to the new owner.

2. REN

The ringer equivalence number (REN) is used to determine the quality of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of RENs should not exceed five (5.0). At the base of the telephone is a label contains, among other information, the REN and the FCC certification number. If requested, this information must be given to the telephone company. To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

Note: REN is associated with the analog telephones. It is not applicable to Siemens optiPoint 500 telephone. If requested, please supply the FCC Certification numbers of the front-end host terminal equipment that have a direct Public Switched Telephone Network connection (i.e. have a REN stated on the label) and the highest REN.

3. Facility Interface Information

Siemens optiPoint 500 telephone connects to the public switched telephone network through FCC Part 68 certified front-end host PBX equipment which specifies the type of network jacks to be used.

4. Disruption of the Network

If the Siemens optiPoint 500 telephone disrupts the telephone network, the telephone company can discontinue your service temporarily. If possible, the telephone company will notify you in advance. If advance notice is not practical, they will notify you as soon as possible. You are also informed of your right to file a complaint with the FCC.

5. Telephone Company Facility Changes

The telephone company can make changes in its facilities, equipment, operations, or procedures that can affect the operation of your equipment. If they do, you should be notified in advance so you have an opportunity to maintain uninterrupted telephone service.

6. Hearing-Aid Compatibility

Telephones for emergency use and telephones installed in common areas such as lobbies, hospital rooms, elevators, and hotel rooms must have handsets that are compatible with magnetically coupled hearing aids. Persons who are not in common areas must also be provided with hearing-aid compatible handsets, if needed.

The Siemens optiPoint 500 telephone complies with the FCC Rules. Part 68. Section

The Siemens optiPoint 500 telephone complies with the FCC Rules, Part 68, Section 68.316 Hearing Aid Compatibility and 68.317 volume control requirements.

7. Programmed Dialer Features

When you program emergency numbers or make test calls to emergency numbers using Siemens products with programmed dialer features, stay on the line and briefly explain to the dispatcher the reason for the call before hanging up. Perform these activities in off-peak hours, such as early morning or late evening.

Equipment Attachment Limitations

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

Ringer Equivalence Number (REN)

The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5. The REN is associated with the analog loop-start and ground-start telephones. It is not applicable to Siemens optiPoint 500 telephones.

Equipment Attachment Limitations

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

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

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

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



DANGER

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





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The information in this document contains only general descriptions or general features, which may not be available as described for actual application and/or which can change due to further product development.

The desired features are therefore only binding if formally specified at the closing of the contract.