

# HiPath DX IP Phone User Guide

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## Waste Electrical and Electronic Equipment (WEEE)



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

This product is covered by the European Directive 2002/96/EC.

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

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

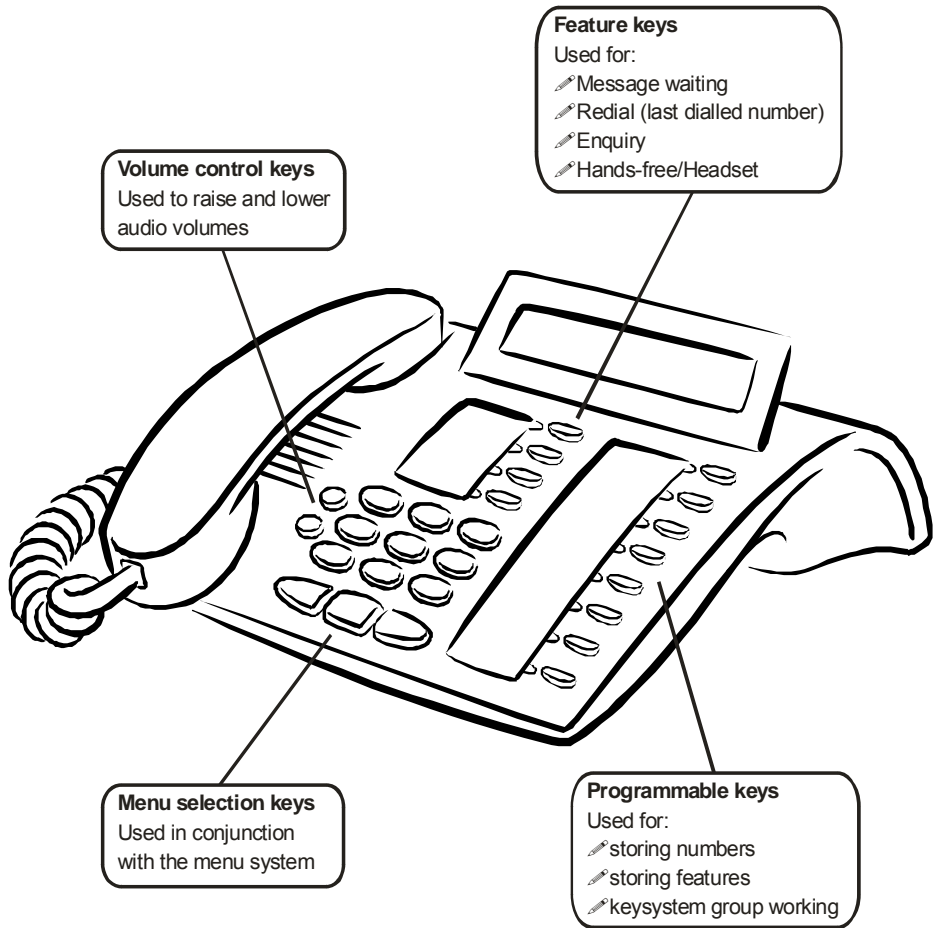
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## Diagram of a typical display telephone



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# Introduction

## About this user guide

This user guide covers the operation of the following telephones fitted with displays and connected to a HiPath DX via the computer IP network (LAN). The model name is printed on the underside of the telephone.

|                      |                            |
|----------------------|----------------------------|
| <b>optiPoint 400</b> | economy, standard          |
| <b>optiPoint 410</b> | economy, standard, advance |
| <b>optiPoint 420</b> | economy, standard, advance |
| <b>optiPoint 600</b> | office                     |

## Topics covered

This user guide is divided into the following sections:

|                          |   |
|--------------------------|---|
| <b>Introduction</b>      | Useful information about your telephone.                            |
| <b>Standard features</b> | How to handle calls using the features available on your telephone. |
| <b>Menu features</b>     | How to use the features on the menu.                                |

## Other user guides

If necessary, refer to the following user guides for more information:

- *HiPath DX Telephone Features User Guide* for information on using the standard HiPath DX features.
- *HiPath DX IP Phone ACD User Guide* for information on using the phone for ACD working.
- *HiPath DX IP Phone Entry User Guide* for information on using the optiPoint 410 entry telephone.
- HiPath DX online user guides supplied on the HiPath DX Electronic Publications (Ver. 9) CD provide additional details.

## About your telephone

### Display and menu-selection keys

The display shows the progress of your calls and provides a menu system.



To see the display clearly:

- Tilt the display to suit your office lighting conditions
- Adjust the contrast, see the online guide.

Menu-selection keys:



The menu system allows you to:

- **Show missed calls?** - display calls you have missed, see page 28
- **Divert phone?** - diverts your calls, see page 29
- **Action other feature?** - opens a submenu to access telephone exchange features, see page 30
- **Show telephone menu?** - opens a submenu to allow you to set up your telephone, see page 32
- **Show call duration?** - displays the length of the call, see page 17
- **Redial <number>?** - redials the last number you called, see page 20

### Using the menu keys

Use the three menu keys in conjunction with the menus and messages on the display:

- 1 Press the ◀ (back) or ▶ (next) keys to browse through the menu options
- 2 Press the ✓ (yes) key to select the displayed option or to confirm your choice.

## Feature keys

Your telephone has four feature keys with associated lamps. To make and fit an inlay to identify the keys, see page 10.

The feature keys are used for handling calls:

- Message Waiting - see page 18
- Redial - redials the last number you called, see page 20
- Enquiry (R) - is used to make an enquiry/consultation call or transfer a call, see pages 21, 22 and 23
- Hands-free or Headset - see pages 24 and 25.

## Programmable keys

Your telephone has eight or more programmable keys with associated lamps. Each key has two stores; use the Shift key to access the second store. You can use the programmable keys to store telephone numbers or features. However, if you are part of a keysystem group some of the keys are pre-programmed.

- To program a telephone number, see page 35.
- To program the Message Waiting key, see page 38.
- To program a feature, and for more information about keysystem group working, see the online guide.

To make and fit an inlay to identify the keys, see page 10.

On the optiPoint 420 the function of each key is identified by an electronic label next to the key (self-labelling key - SLK). The label changes if the key is programmed for another function. See page 36 for more information.

## Keysystem working

If your telephone is setup for keysystem working, the programmable keys are replaced by dedicated key & lamps for either:

- a colleague's telephone, or
- an external telephone line.

The key & lamp is used to:

- show the status of the telephone/external line;
- pickup calls or make calls to your colleague's telephone.

Some, or all, of the key & lamps may be used for keysystem working; your telephone services manager will tell you how the keys are assigned. Spare keys can be used to store, for example, telephone numbers, for quick dialling. Refer to the online guide for more information about keysystem working.

## Volume control keys

Use the + and – keys to adjust the volume of ringing and speech during a call, see page 15.

## Headset working

If your telephone has a headset socket, you can use it with an approved headset, see page 25.

## Using the display menus

The display has an intuitive menu system to help you use your telephone and set it to your requirements, see page 32.

To close the menu and return to the normal display, press ◀ or ▶ to display Exit? and then press ✓. In many cases, if you do not press any keys for a short time, your telephone will automatically exit the menu.

If you receive a call while using the menu you can answer the call; your telephone automatically returns to the menu when the call ends.

## **Emergency calls**

Your telephone should have a label, clearly visible, that shows you the number(s) to dial for the public emergency services and/or your site specific emergency telephone number. If this is not fitted, contact your telephone services manager.

## **Using the handset with a hearing aid**

The handset has a special induction coupling for in-ear hearing aids that have a switch setting marked T. Set the switch on your hearing aid to the T position, this will give you the best sound quality.

## **Tone dialling**

During a call, if you use the keypad, tones are sent automatically. Tones are required, for example, for working with voice messaging systems. Refer to the user instructions for the tone-controlled system for information about what codes are required. Recorded instructions heard during the call usually tell you which keys to press.

## **Cleaning your telephone**

Use a damp or antistatic cloth to clean your telephone. If your telephone is very dirty, use diluted washing-up liquid. DO NOT use cleaners containing alcohol (such as screen wipes), cleaners which corrode plastic or abrasive creams.

## **Adapter bays**

Your telephone may be fitted with one or two adapters; see your telephone services manager for further information.

## **Spares and accessories**

Various spares and accessories are available for your telephone; see your telephone services manager for further information.

## Troubleshooting

If your telephone does not operate as you expect, check the following points before reporting a fault to your telephone services manager:

### No dial tone

- Check that the telephone is plugged in to the IP network.
- Check that the power supply is plugged in and switched on.

### Telephone does not ring

- Your calls are diverted (you hear a special tone when you lift the handset and the upper line of the display usually shows the telephone number to which calls are diverted).
- Do not disturb is set (the upper line of the display usually shows DO NOT DISTURB). See the online guide for further information.
- Hot-desking has been set at another telephone. See the online guide for further information.
- The ringing volume is too low.

### Cannot dial an external number

- You do not have the privilege.
- Your telephone is locked. See the online guide for further information
- Network congestion has occurred. See the next page for more information.

## Switch-based Congestion Control

If Switch-based Congestion Control is implemented, remote IP Phones (phones in a different geographical location to the DX that hosts them) are configured in remote IP groups. The number of concurrent calls that a remote IP group can handle is limited to maintain speech quality.

When the maximum number of calls for the group has been reached any further incoming or outgoing calls are rejected. Therefore, if you have a remote IP Phone you may not be able to make a call or use a feature due to network congestion (when the limit for the number of concurrent calls to the remote destination has been reached). When this happens **Line in use** is displayed for 3 to 5 seconds and the phone sounds three warning buzzes.

You must try to make the call or use the feature later.

## Producing and fitting the inlay

You may be supplied with pre-printed inlays; use the inlays that best correspond to the adjacent diagrams. Otherwise use the templates or online tool to create inlays. An inlay is not needed for optiPoint 420 phones.

### Online tool

This is at <http://www.siemens.com/hipath> > Downloads > Software. A wizard guides you through the process of creating the labels.

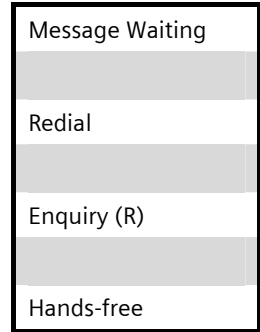
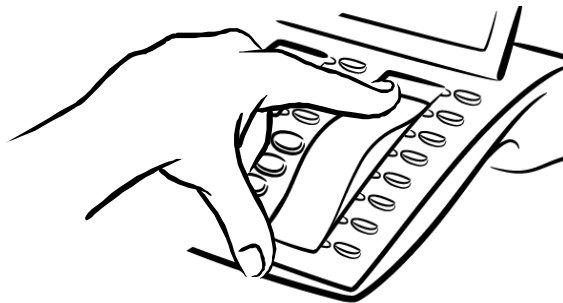
### Templates

Microsoft Word templates are available on the HiPath DX Electronic Publications (Ver. 9) CD supplied with your telephone system. They may also be available on your company's intranet.

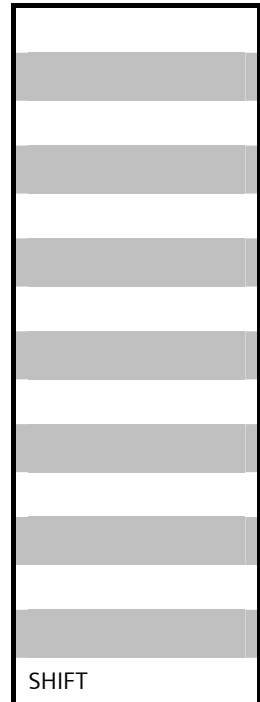
Open the "optiPoint 500 templates" file and use the appropriate features keys and programmable keys inlay. Annotate the inlays as appropriate and print them out.

### Protective cover

Protective plastic covers are supplied with your telephone. Fit the covers matt side up.



Typical feature keys inlay



Programmable keys inlay

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## Standard features

This section of the guide describes the standard features available to you for handling calls:

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## Handling calls

### Making a call

#### Pre-dialling

- 1 Dial the number; to delete the last digit dialled, press ✓
- 2 When the number is complete, either:
  - lift the handset, or
  - press **Hands-free** or **Headset**

If the caller is busy, or after five seconds of ringing, "Ring back" is displayed, see page 14.

- 3 When the call is answered, the display shows:

<number>  
Delete last digit? < >

<name/number>  
Dial again? < >

*You hear ring tone.*

<name/number>  
Ring back? < >

<name/number>  
Enquiry? < >

#### Post-dialling

- 1 Either:
  - lift the handset, or
  - press **Hands-free** or **Headset**
- 2 Dial the number
- 3 When the number is complete

Enter number

<number>  
Dial again? < >

<name/number>  
Dial again? < >

*You hear ring tone.*

If the caller is busy, or after five seconds of ringing, "Ring back" is displayed, see page 14.

<name/number>  
Ring back? < >

- 4 When the call is answered, the display shows:

<name/number>  
Enquiry? < >

### *Dialling a programmed number*

If you have programmed a number on a key (to program a key, see page 35):

- ❶ Press the relevant key

|                                  |
|----------------------------------|
| <name/number><br>Dial again? < > |
|----------------------------------|

*The programmed number is displayed and dialled*

- ❷ Lift the handset

|                                  |
|----------------------------------|
| <name/number><br>Dial again? < > |
|----------------------------------|

*You hear ring tone.*

If the caller is busy, or after five seconds of ringing, "Ring back" is displayed, see page 14.

|                                 |
|---------------------------------|
| <name/number><br>Ring back? < > |
|---------------------------------|

- ❸ When the call is answered, the display shows:

|                               |
|-------------------------------|
| <name/number><br>Enquiry? < > |
|-------------------------------|

### *Alternative methods of dialling*

- Redialling the last number, see page 20;
- Dialling a missed call number, see page 28.

### **Answering a call**

- ❶ Your telephone rings

|                                |
|--------------------------------|
| <name><br>Show calling number? |
|--------------------------------|

- ❷ You have two options:

- lift the handset;
- press **Hands-free** or **Headset**.

|                               |
|-------------------------------|
| <name/number><br>Enquiry? < > |
|-------------------------------|

## Ring back

This feature is not available on calls to an external number. If the number you dial has voice messaging set up you may be connected directly to the voice messaging system and be unable to set Ring back.

If you set Ring back on an internal call:

- to a busy telephone, your telephone rings when the called telephone is next free.
- which is not answered, your telephone rings after the called telephone is next used.

In both cases, if your telephone is busy, Ring back will wait until your telephone is free.

### Setting Ring back

You may be able to set Ring back on more than one telephone.

- ❶ The called telephone is busy or not answered

NUMBER BUSY  
Ring back? < >

or

<name/number>  
Ring back? < >

- ❷ Press ✓

RING BACK <name/number>

- ❸ Clear the call

<date> <time>  
<number> < >

### Answering Ring back

- ❶ When the Ring back feature operates, you receive a long continuous ring

RING BACK <name/number>

- ❷ Lift the handset or press **Hands-free** or **Headset** within 15 seconds

<name/number>  
Dial again? < >

*You hear ring tone.*

## Clearing a call

To clear a call:

- if you are using the handset, replace it
- if you are using hands-free mode, press **Hands-free**. The key's lamp goes out. If the handset is off its cradle, replace it.
- if you are using a headset, press **Headset**. The key's lamp goes out. If the handset is off its cradle, replace it.

## Adjusting audio volumes

### *Ringing volume*

When your telephone is ringing:

- ❶ Press the **+** or **-** keys to set the desired volume.
- ❷ To set this volume for subsequent calls, press both keys simultaneously.

### *Handset/loudspeaker/headset volume*

During a call:

- ❶ Press the **+** or **-** keys to set the desired volume.
- ❷ To set this volume for subsequent calls, press both keys simultaneously.

## Open listening

You can switch your telephone loudspeaker on during a call to allow colleagues to hear the call. Only you can speak on the call through the handset.

### *Setting open listening*

During a call:

- 1 Press **Hands-free** for more than two seconds, do not replace the handset

*The hands-free lamp flashes and the loudspeaker is switched on*

### *Reverting to handset listening*

- 1 Press **Hands-free**

*The hands-free lamp goes out and the loudspeaker is switched off*

## Show calling number or name

- 1 Your telephone rings
- 2 To see the number of the caller, press ✓
- 3 To see the name of the caller again, press ✓

<name>  
Show calling number?

<number>  
Show calling name?

<name>  
Show calling number?

The calling number may be replaced by an abbreviation:

- VMS - for the voice messaging system;
- ISDN - for external calls;
- OP - for calls from the operator.



## Message waiting

If you are set up to use voice mail, the Message Waiting key allows you to access a Voice Messaging System (VMS). The Message Waiting lamp indicates when you have a voice message.

You may have an optional second Message Waiting lamp. This lamp indicates, for example, that a parcel has been left for you in reception. The use of this lamp is flexible; ask your telephone services manager for details how this lamp has been set for you.

Alternatively, you may have a single lamp which responds to both message waiting systems (dual indication lamp).

Initially you will need to program the Message Waiting key to allow your VMS to operate with your telephone, see page 38. When the Message Waiting key is programmed, you can program a spare key to enter your mailbox identity number, etc.

### Responding to a VMS message waiting indication

The Message Waiting lamp is lit:

- 1 Press **Message Waiting**

|                                 |
|---------------------------------|
| <VMS number><br>Dial again? < > |
|---------------------------------|

- 2 After a few seconds the display changes:

|                     |
|---------------------|
| VMS<br>Enquiry? < > |
|---------------------|

- 3 Lift the handset. When the VMS answers follow its instructions

|                     |
|---------------------|
| VMS<br>Enquiry? < > |
|---------------------|

### Accessing your VMS

- 1 Press **Message Waiting**

|                                 |
|---------------------------------|
| <VMS number><br>Dial again? < > |
|---------------------------------|

- 2 Lift the handset. When the VMS answers follow its instructions

|                     |
|---------------------|
| VMS<br>Enquiry? < > |
|---------------------|

## Canceling a second message waiting indication

The Message Waiting lamp is lit:

- ❶ Lift the handset

|              |     |
|--------------|-----|
| Enter number | < > |
|--------------|-----|

- ❷ Dial # # 6 0 #

|             |     |
|-------------|-----|
| # # 6 0 #   | < > |
| Dial again? | < > |

- ❸ Replace the handset

|          |        |
|----------|--------|
| <date>   | <time> |
| <number> | < >    |

## Dual indication lamp

The Message Waiting lamp on your telephone may be set to respond to a message waiting from:

- your Voice Messaging System, and
- a second message indication system

The table below shows typical indications; your telephone services manager will tell you the indications at your telephone. If you have an optiPoint 420 telephone, the label associated with the key (SLK text) will change when a message is waiting (the default setting for the label is shown below; this may have been changed).

| Lamp indication | SLK text           | Meaning   |
|-----------------|--------------------|---|
| Off             | Standard key label | No messages   |
| Slow flashing   | Messages           | Message waiting                                     |
| Fast flashing   | Voice Mail         | Voice-mail message waiting                          |
| On/steady       | Mail & Msgs        | Both Voice-mail message waiting and Message waiting |

## Redial

The last number you dialled is stored in your telephone's memory. The Redial feature dials this number again and automatically selects hands-free operation.

There are two ways of using the Redial feature:

- Using the Redial key;
- Using the menu.

### Using the Redial key

The telephone is idle:

- 1 Press **Redial**

|                                  |
|----------------------------------|
| <name/number><br>Dial again? < > |
|----------------------------------|

*The last number is displayed  
and dialled  
You hear ring tone*

- 2 Lift the handset

|                                 |
|---------------------------------|
| <name/number><br>Ring back? < > |
|---------------------------------|

*You hear ring tone*

### Using the menu

The telephone is idle:

- 1 Press ◀ or ▶ until the display shows:

|                                       |
|---------------------------------------|
| <date> <time><br>Redial <number>? < > |
|---------------------------------------|

- 2 Press ✓

|                                  |
|----------------------------------|
| <name/number><br>Dial again? < > |
|----------------------------------|

*The number is dialled  
You hear ring tone*

- 3 Lift the handset

|                                 |
|---------------------------------|
| <name/number><br>Ring back? < > |
|---------------------------------|

*You hear ring tone*

## Enquiry

While on a call, you can call another telephone (internal or external) to make an enquiry/consultation request.

- ❶ During a call

|                           |     |
|---------------------------|-----|
| <name/number><br>Enquiry? | < > |
|---------------------------|-----|

- ❷ Press ✓ or press **Enquiry (R)**

|                    |     |
|--------------------|-----|
| Connect held call? | < > |
|--------------------|-----|

*The original call is put on hold and cannot hear you*

- ❸ Make the enquiry/consultation call

|  |     |
|--|-----|
| <enquiry number><br>Connect held call? | < > |
|--|-----|

*Your enquiry call cannot be heard by the held party*

If the enquiry call is **not answered**

- Press ◀ or ▶ until:
- Press ✓ to return to the original call

|  |     |
|--|-----|
| <enquiry number><br>Connect held call? | < > |
|--|-----|

If the enquiry call is **busy**

- Press ◀ or ▶ until:
- Press ✓ to return to the original call

|                                   |     |
|-----------------------------------|-----|
| NUMBER BUSY<br>Connect held call? | < > |
|-----------------------------------|-----|

Options available to you during an enquiry call:

- To return to the original call, press ✓  
To switch between both calls, press ✓ again
- To **transfer** the call, see page 22
- To connect the calls into a **conference**, see page 23

|                                     |     |
|-------------------------------------|-----|
| <name/number><br>Connect held call? | < > |
|-------------------------------------|-----|

## Transfer

If, for example, you receive a mis-directed call, you can transfer the caller to the required telephone. If the telephone is not answered, or the called person does not wish to take the call, you can reconnect to the original call.

You cannot transfer an external call to another external number.

❶ During a call

<name/number>  
Enquiry? < >

❷ Press ✓ or press **Enquiry (R)**

Connect held call? < >

*The original call is put on hold and cannot hear you*

❸ Make the enquiry/consultation call

<enquiry number>  
Connect held call? < >

❹ When the call answers, explain that you are transferring the call and replace the handset.

<date> <time>  
<number> < >

*The call is transferred and you are now free to receive further calls*

- If the enquiry call is **not answered**, press ✓ to return to the original call

<name/number>  
Connect held call? < >

- If the called person does **not wish to accept the call**, press ✓ to return to the original call

<name/number>  
Enquiry? < >

You may be able to transfer a call by replacing the handset before the destination telephone answers. However, if the telephone remains unanswered after approximately 30 seconds, your telephone re-rings with the original call.

## Conference

You can connect up to six telephone users together in a conference, including external calls.

### Setting up a conference

- ❶ Make a call to the first member

```
<first member>
Enquiry? < >
```

- ❷ Press ✓ or press **Enquiry (R)** and dial the second member

```
<second member>
Connect held call? < >
```

*The original call is put on hold and cannot hear you*

- ❸ When the second member answers

```
<second member>
Connect held call? < >
```

- ❹ Press ◀ or ▶ until the display shows:

```
<second member>
Conference? < >
```

- ❺ Press ✓

```
IN CONFERENCE
Enquiry? < >
```

*All calls are connected together*

To add further members to the conference, repeat steps 2 to 5.

If an enquiry call is **not answered** or **busy**:

- ❶ Press ◀ or ▶ until the display shows:

```
<member>/NUMBER BUSY
Connect held call? < >
```

- ❷ Press ✓

```
IN CONFERENCE
Enquiry? < >
```

### Leaving a conference

- ❶ Replace the handset or press **Hands-free** or **Headset**

*You are disconnected from the conference*

## Hands-free working

Not applicable if you use a headset.

Hands-free allows you to answer your telephone without picking up the handset. The telephone's built-in microphone and loudspeaker are used instead.

## Making and answering calls

Instructions for making and answering calls in hands-free are included on pages 12 and 13.

## Changing from hands-free to handset

- 1 Pick up the handset

<name/number>  
Enquiry? < >

*The hands-free lamp goes out  
The call is connected using the handset*

## Changing from handset to hands-free

- 1 Press **Hands-free**

<name/number>  
Enquiry? < >

*The hands-free lamp is lit.  
The call is connected using the built-in microphone and loudspeaker*

- 2 Replace the handset

<name/number>  
Enquiry? < >

## Headset working

Only applicable to telephones with a headset socket. To use this feature:

- you need an approved headset.
- the Hands-free key must be reconfigured as a Headset key. If your telephone is set for ACD working, this key is standard. To configure your telephone for headset working, refer to the online guide.
- if necessary, change the feature keys inlay, see page 8.

### **CAUTION Acoustic shock:**

Before you use your headset, check that the volume setting is comfortable for your use.

## Making and answering calls

Instructions for making and answering calls using a headset are included on pages 12 and 13.

## Changing from headset to handset

- 1 Pick up the handset

```
<name/number>
Enquiry? < >
```

*The headset lamp goes out  
The call is connected using  
the handset*

## Changing from handset to hands-free

- 1 Press **Headset**

```
<name/number>
Enquiry? < >
```

*The headset lamp is lit.  
The call is connected using  
the headset*

- 2 Replace the handset

```
<name/number>
Enquiry? < >
```



---

## Menu features

This section of the guide describes the features available to you on the menu:

|   |           |
|---|-----------|
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| <b>Divert phone .....</b>                       | <b>29</b> |
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| Labelling optiPoint 420 keys .....              | 36        |
| <b>Programming the Message Waiting key.....</b> | <b>36</b> |

Redial is described on page 20.

If "Show text messages?" is displayed, refer to the online guide.

## Show missed calls

If your telephone rings and is not answered, a missed call message is left. If the same telephone rings you more than once, only the latest entry is logged on your telephone. You can ring the caller back.

Your telephone must be set to log missed calls, refer to the online guide.

### Displaying missed calls

- ❶ The display shows the presence of missed calls

```
<date>                <time>
Show new missed calls?  < >
```

- ❷ Press ✓, the first missed call is displayed

```
<name/number + date/time>
Erase this message?    < >
```

- ❸ To **view** the next message (if any)

- Press ◀ or ▶ until the display shows:
- Press ✓, the missed call is displayed

```
<name/number + date/time>
Show next message?    < >
```

```
<name/number 2 + date/time>
Show next message?    < >
```

- ❹ To **call** the number associated with the message lift the handset or press **Hands-free** or **Headset**

```
<name/number>
Ring back?            < >
```

- ❺ To **erase** a message:

- Select the message to be erased and press ◀ or ▶ until:
- Press ✓, the next/previous message (if any) is shown

```
<name/number 2 + date/time>
Erase this message?    < >
```

```
<name/number + date/time>
Erase this message?    < >
```

- ❻ To **exit** the missed call menu:

- Press ◀ or ▶ until the display shows:
- Press ✓

```
<name/number + date/time>
Exit?                  < >
```

```
<date>                <time>
Show missed calls?    < >
```

## Divert phone

You can divert all your calls to another telephone, for example, while you are away from your desk.

You may be allowed to divert calls to a number on the public network (you may need to enter a password). The telephone services manager can set this so that the number you are diverted to is not displayed on your telephone, e.g. if you divert your calls to your home number.

Alternative features (described in the online guide) allow you to divert:

- all your calls using another telephone (Pull diversion);
- calls when your telephone is not answered after several seconds;
- calls when your telephone is busy.

### Setting diversion for all calls

When the telephone is idle:

- 1 Press ◀ or ▶ until the display shows:
- 2 Press ✓
- 3 Enter the telephone number to divert calls to
- 4 Press ✓ - your phone beeps briefly and then displays

```
<date> <time>
Divert phone? < >
```

```
ENTER DIVERT NUMBER
Exit? < >
```

```
<divert number>
Action the feature? < >
```

```
> <divert number>
<number> < >
```

### Cancelling diversion for all calls

When the telephone is idle:

- 1 Press ◀ or ▶ until the display shows:
- 2 Press ✓ - your phone beeps briefly and then displays

```
> <divert number>
Cancel diversion? < >
```

```
<date> <time>
<number> < >
```

## Action other feature

This menu option allows you to access features provided by your telephone exchange. Access to the features is controlled and therefore you may not be able to use all of them.

### Features

The features, and how to use them, are described in the online guide.

The features are sub-divided into groups, see the diagram opposite. New features may be added to these groups, please refer to the online guide for an up-to-date list.

You can program a feature on a Programmable key using *Show telephone menu*, see page 32.

### Accessing the features

❶ Press ◀ or ▶ until the display shows:

|                       |        |
|-----------------------|--------|
| <date>                | <time> |
| Action other feature? | < >    |

❷ Press ✓

|                     |     |
|---------------------|-----|
| SELECT FEATURE MENU |     |
| Call options        | < > |

❸ Press ◀ or ▶ to scroll to the feature group, for example:

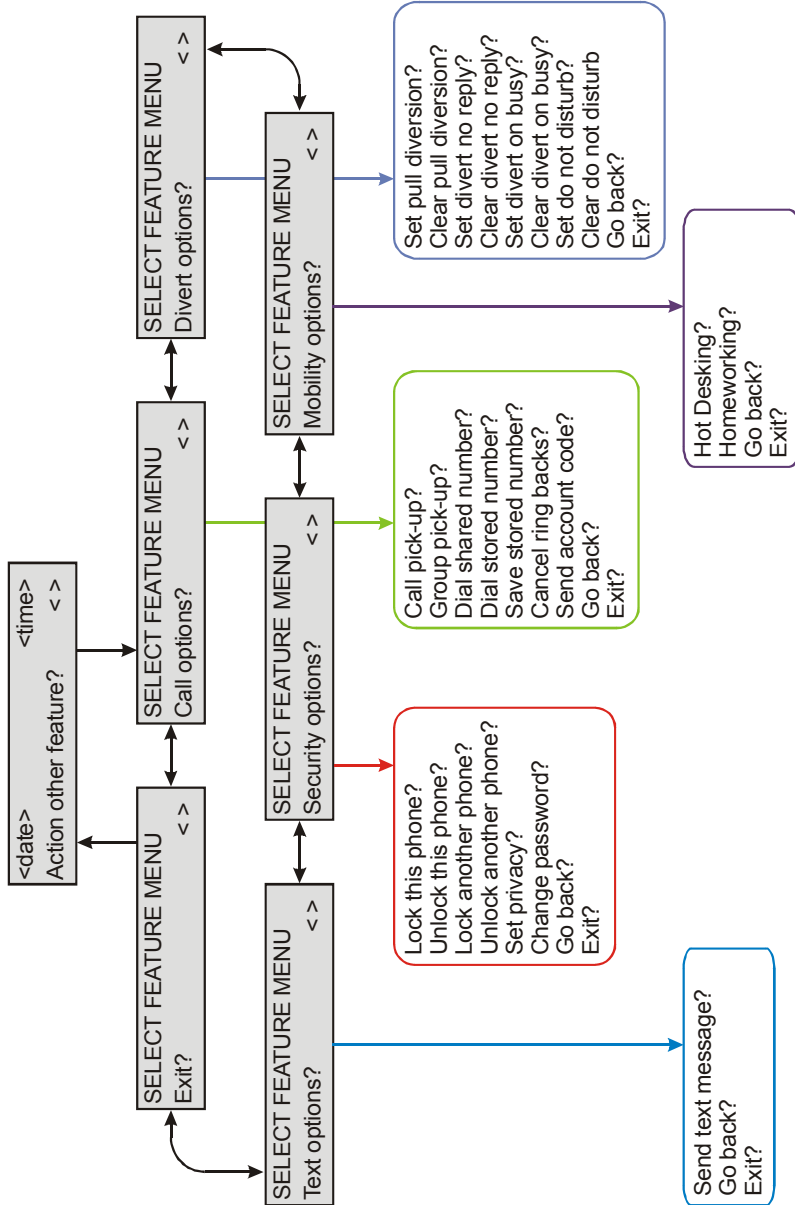
|                     |     |
|---------------------|-----|
| SELECT FEATURE MENU |     |
| Divert options      | < > |

❹ Press ✓ to select the feature group

|                     |     |
|---------------------|-----|
| SELECT FEATURE      |     |
| Set pull diversion? | < > |

❺ Press ◀ or ▶ to scroll to the required option, for example

|                      |     |
|----------------------|-----|
| SELECT FEATURE MENU  |     |
| Set divert no reply? | < > |



## Show telephone menu

This menu option allows you to set your telephone to your requirements.

### Telephone settings you can change

The settings are sub-divided into groups; see the diagrams on the next two pages. New features may be added to these groups, please refer to the online guide for an up-to-date list.

### Accessing the Telephone Menu

- ❶ Press ◀ or ▶ until the display shows:
- ❷ Press ✓
- ❸ Press ◀ or ▶ to scroll to the feature group, for example:
- ❹ Press ✓ to select the feature group
- ❺ Press ◀ or ▶ to scroll to the required option, for example

|                      |        |
|----------------------|--------|
| <date>               | <time> |
| Show telephone menu? | < >    |

|                   |     |
|-------------------|-----|
| TELEPHONE MENU    |     |
| Set feature keys? | < > |

|                        |     |
|------------------------|-----|
| TELEPHONE MENU         |     |
| Set telephone options? | < > |

|                  |     |
|------------------|-----|
| CALL TIMER IS ON |     |
| Change?          | < > |

|                     |     |
|---------------------|-----|
| MISSED CALLS LOGGED |     |
| Change?             | < > |

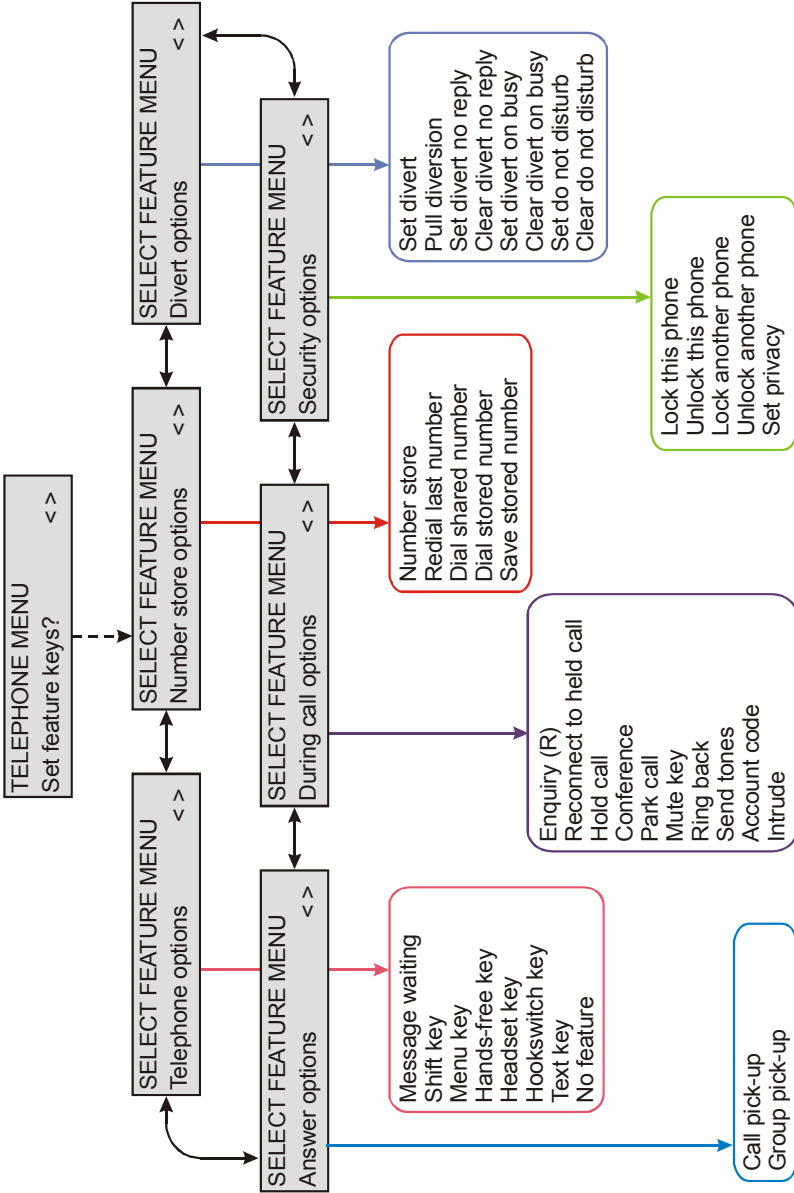
### Set feature keys menu

This menu allows you to program a number or a feature on a Programmable key.

To program a number, see page 35; to program the Message Waiting key, see page 38; otherwise refer to the online guide.

The features are sub-divided into groups; see the diagram on page 34. New features may be added to these groups, please refer to the online guide for an up-to-date list. Access to the features is controlled and therefore you may not be able to use all of them.





## Programming a number

When the telephone is idle:

- ① Press ◀ or ▶ until the display shows:
 

|                      |        |
|----------------------|--------|
| <date>               | <time> |
| Show telephone menu? | < >    |
- ② Press ✓
 

|                   |     |
|-------------------|-----|
| TELEPHONE MENU    |     |
| Set feature keys? | < > |
- ③ Press ✓
 

|                          |     |
|--------------------------|-----|
| PRESS A PROGRAMMABLE KEY |     |
| Exit?                    | < > |
- ④ Either:
 

**Primary store** - press the required programmable key

or

**Secondary store** - press **Shift** then the programmable key

|                   |     |
|-------------------|-----|
| NO FEATURE STORED |     |
| Change?           | < > |

*If a number/feature is stored:*

|                  |     |
|------------------|-----|
| <number/feature> |     |
| Change?          | < > |
- ⑤ Press ✓
 

|                      |     |
|----------------------|-----|
| SELECT FEATURE MENU  |     |
| Number store options | < > |
- ⑥ Press ✓
 

|              |     |
|--------------|-----|
| NUMBER STORE |     |
| Accept?      | < > |
- ⑦ Press ✓
 

|                     |     |
|---------------------|-----|
| PLEASE ENTER NUMBER |     |
| Clear?              | < > |
- ⑧ Enter the number to store (for external numbers, prefix with the external access code, usually 9)
 

|          |     |
|----------|-----|
| <number> |     |
| Save?    | < > |
- ⑨ Press ✓ (For optiPoint 420 phones, see page 36.)
 

|                        |     |
|------------------------|-----|
| CHANGE HAS BEEN STORED |     |
| Edit another?          | < > |
- ⑩ Either:
 

**Program another key** - press ✓ and repeat from step 3,

or

**Exit** - press ◀ or ▶ until the display shows Exit? then press ✓

|                          |     |
|--------------------------|-----|
| PRESS A PROGRAMMABLE KEY |     |
| Exit?                    | < > |

|          |        |
|----------|--------|
| <date>   | <time> |
| <number> | < >    |

To dial the programmed number, see page 13.

## Labelling optiPoint 420 keys

On the optiPoint 420 the function of each key is identified by an electronic label next to the key (self-labelling key - SLK). The label changes if the key is programmed for another function.

To set up label text for a programmable key (maximum 12 characters):

- ❶ After the number has been programmed, the display shows:
- ❷ To change the text, press digit keys, ◀, ▶, + and – as appropriate. See below for details
- ❸ When the text is complete, press ✓

```
<default label>
Save text?      < >
```

```
<label text>
Save text?      < >
```

```
CHANGE HAS BEEN STORED
Edit another?   < >
```

## Text Editor

### Inserting characters

Characters are entered by pressing the digit keys. In the same way as on mobile telephones, different characters are inserted by repeatedly pressing the same key; each character is displayed as the key is pressed. You can enter up to 12 characters; you are not allowed to enter any more characters anywhere in the string if there are 12 present.

The # (hash) key toggles the case of the letters; as default the letters are lower case. Press # to enter upper case letters, press # again to revert to lower case.

|                      |                               |                  |
|----------------------|-------------------------------|------------------|
| 1<br>1, '!&@%        | 2<br>a b c 2                  | 3<br>d e f 3     |
| 4<br>g h i 4         | 5<br>j k l 5                  | 6<br>m n o 6     |
| 7<br>p q r s 7       | 8<br>t u v 8                  | 9<br>w x y z 9   |
| *<br>* # : + ( ) " _ | 0<br><space> . -<br>0 / < > = | #<br>Toggle Case |

There are three ways that a character can be selected:

- If no digit key is pressed within 1 second, the currently selected character is inserted and the insertion position moves to the next position in the text string.
- If another digit key is pressed, the currently selected character is inserted and the insertion position moves to the next position in the text string and displays the appropriate character for that digit key (and starts a new 1 second timer).
- If ✓ is pressed (to save the label text) the currently selected character is saved as part of the text string and CHANGE HAS BEEN STORED is displayed.

### *Insertion point*

The insertion point can be moved backwards and forwards in the text string by pressing the ◀ and ▶ keys. The insertion point is indicated by an underscore ( \_ ). When you insert a character, the insertion point, and any text following it, moves to the right.

If the insertion point is at the start of the text string, pressing ◀ has no effect. If the insertion point is at the end of the text string, pressing ▶ has no effect.

### *Deleting characters*

Press + to delete the character to the right of the insertion point. The rest of the text shifts one character to the left, the insertion point stays in the same place. If the insertion point is at the end of the text string, pressing + has no effect.

Press – to delete the character to the left of the insertion point. The rest of the text, including the insertion point, shifts one character to the left. If the insertion point is at the beginning of the text string, pressing – has no effect.

If all characters are deleted PLEASE ENTER LABEL TEXT is displayed. If you press ✓ with this displayed the label will be blank.

## Programming the Message Waiting key

You need to know the number to dial to access your voice mail system - ask your telephone services manager.

When the telephone is idle:

❶ Press ◀ or ▶ until the display shows:

```
<date> <time>
Show telephone menu? < >
```

❷ Press ✓

```
TELEPHONE MENU
Set feature keys? < >
```

❸ Press ✓

```
PRESS A PROGRAMMABLE KEY
Exit? < >
```

❹ Press **Message Waiting**

```
MESSAGE WAITING
Change? < >
```

*If a number is already stored:*

```
MESSAGE WAITING <number>
Change? < >
```

❺ Press ✓

```
SELECT FEATURE MENU
Number store options < >
```

❻ Press ◀ or ▶ until the display shows:

```
SELECT FEATURE MENU
Telephone options < >
```

❼ Press ✓

```
MESSAGE WAITING
Accept? < >
```

❽ Press ✓

```
PLEASE ENTER NUMBER
Clear? < >
```

❾ Enter the number to access your voice mail system and press ✓ (For optiPoint 420 phones, see page 36.)

```
CHANGE HAS BEEN STORED
Edit another? < >
```

❿ After a short time the display shows:

```
<date> <time>
<number> < >
```

To use the Message Waiting key, see page 18.







# HiPath DX IP Phone User Guide

[www.siemens.co.uk/hipathdx](http://www.siemens.co.uk/hipathdx)

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