

HiPath DX IP Phone Entry User Guide

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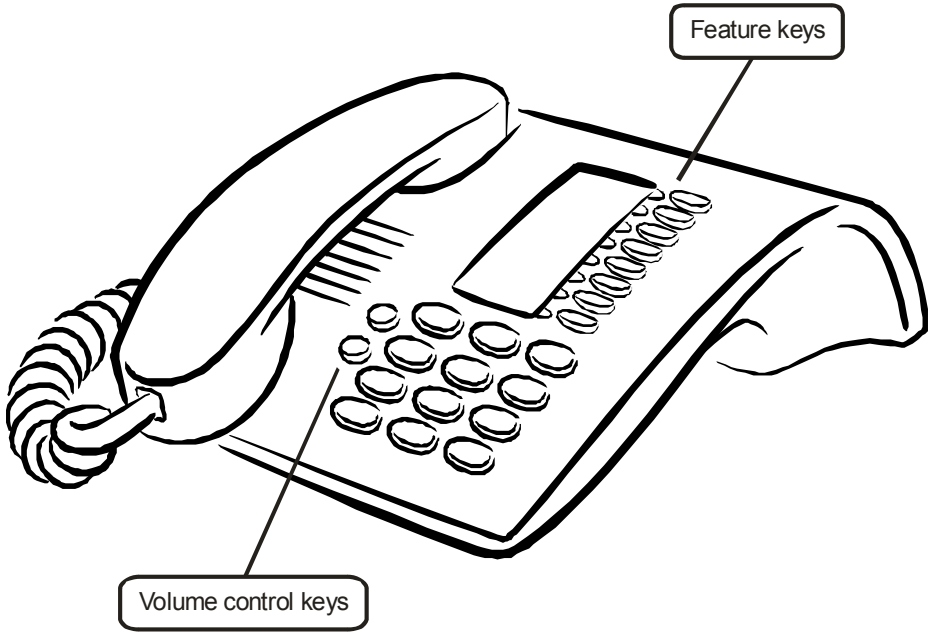
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For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service or the shop where you purchased the product.

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Diagram of a typical entry telephone



Introduction

About your telephone

The optiPoint 410 entry telephone is standard telephone connected to your HiPath DX via the computer IP network (LAN).

Features of your telephone

This user guide describes the basic features of your telephone:

- Features keys and associated lamps are for:
 - **Message Waiting** - used with voice mail systems (can be used to store a number or feature code if not used for message waiting);
 - **Redial** - used to redial the last telephone number;
 - **Enquiry (R)** - used for consultation calls and accessing features at your telephone exchange;
 - **Reconnect** - used to reconnect a held call;
 - **Conference** - used to connect several users in a telephone conference;
 - **Ring Back** - used to ring back an unanswered/busy telephone;
 - **Mute** - used to mute the handset microphone;
 - **Hands-free** - used for hands-free working.
- Keysystem working.
- **+** and **-** volume keys adjust the volume of ringing and speech during a call, see page 10.
- Key 5 has a tactile pip to aid visually impaired users.
- The handset receiver has induction coupling for hearing aids.

Keysystem working

If your telephone is setup for keysystem working, the standard feature 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.

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 online user guides supplied on the HiPath DX Electronic Publications (Ver. 9) CD provide additional details.

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

If you press the keypad during a call, 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 what information to key.

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 that corrode plastic, or abrasive powders or creams.

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 (lift handset, you hear a special tone).
- Do not disturb is set (lift handset, you hear a special tone).
- The ringing volume is too low.

Cannot dial an external number

- You do not have the privilege.
- Your telephone is locked.
- 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 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 inlay that best corresponds to the adjacent diagrams. Otherwise use the templates or online tool to create inlays.

Online tool

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

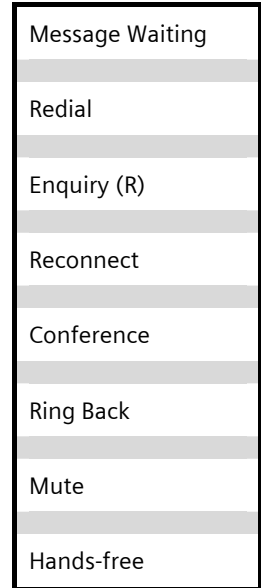
Templates

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.

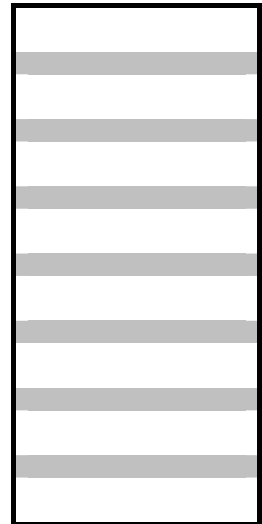
Open the "optiPoint 500 templates" file and use either the standard or keysystem inlay for entry telephones. Annotate the inlay as appropriate and print it out.

Protective cover

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



Standard inlay



Keysystem inlay

Handling calls

Making and answering calls

Making a call

- ❶ Pick up the handset *You hear dial tone*
- ❷ Dial the number

Tip:

If the number is busy or the telephone is not answered, you can use the Ring Back feature, see page 16.

Answering a call

- ❶ Pick up the handset *The call is connected*

Tip:

If you need to transfer the caller, you can use the Enquiry feature, see page 13.

Clearing a call

- ❶ Replace the handset *The call is cleared*

Emergency calls

The label on your telephone shows the number you dial for the public emergency services and/or your site specific emergency telephone number.

Adjusting audio volumes

Ringling 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/speaker 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.

Features

Message waiting

The Message Waiting key allows you to access a Voice Messaging System (VMS). It is recommended that you program the key to access your VMS.

Programming the Message Waiting key

You can program this key even if the lamp is lit to indicate that you have a message waiting.

When your telephone is idle:

- | | |
|--|---|
| ❶ Press and hold Message Waiting until the lamp flashes. Release the key | <i>The Message Waiting lamp flashes</i> |
| ❷ Dial the number to access your VMS | <i>The Message Waiting lamp flashes</i> |
| ❸ Press and hold Message Waiting until the lamp goes out. Release the key | <i>The Message Waiting lamp goes out; the telephone beeps</i> |

Responding to the Message Waiting lamp

The Message Waiting lamp lights when a message has been left for you on the VMS.

To respond to a message waiting indication:

- | | |
|--------------------------------|---------------------------|
| ❶ Lift the handset | <i>You hear dial tone</i> |
| ❷ Press Message Waiting | <i>The VMS is called</i> |

For information about how to use the VMS, refer to the user instructions for the VMS or consult your telephone services manager.

Redial

The last number you dialled is stored in the telephone's memory. You can use the Redial key to dial the last number dialled.

❶ Lift the handset

You hear dial tone

❷ Press **Redial**

A call is made to the number you last dialled

Note: The adjacent lamp is not used.

Enquiry

During a call, you can make an enquiry/consultation call to another telephone or external number. Then, you can:

- return to the original call;
- transfer the original call to the enquiry number;
- set up a conference call (see the next section).

Making an enquiry call

During a call:

- ❶ Press **Enquiry (R)**

*The call is put on hold.
You hear holding dial tone*

- ❷ Make the enquiry/consultation call

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

If the call is **not answered**, press **Reconnect** to return to the original call

To **transfer** the call, replace the handset.

Note: The Enquiry (R) and Reconnect lamps are not used.

You can continue to swap from one call to the other by pressing the Reconnect key (as long as neither call has ended).

Returning to the original call

After concluding the enquiry call, or if it is not answered:

- ❶ Press **Reconnect**

*You return to your original
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 call.

During a call:

❶ Press **Enquiry (R)**

*The call is put on hold.
You hear holding dial tone*

❷ Make the enquiry/consultation call

Your enquiry call cannot be overheard by the held party

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

The original call is connected to the enquiry call and your telephone is free to make and receive calls

If the call is **not answered**, press **Reconnect** to return to the original call

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

Note: The Enquiry (R) lamp is not used.

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

- 1 Make a call to the first member
- 2 Press **Enquiry (R)** and dial the number of the second member *The original call is put on hold and cannot hear you*
- 3 When the second call is answered, press **Conference**. *All calls are connected together*

If the call is **not answered**, press **Reconnect** to return to the first call

Note: The Enquiry (R), Conference and Reconnect lamps are not used.

To add further members to the conference, repeat steps 2 and 3.

Leaving a conference

- 1 Replace the handset *You are disconnected from the conference*

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.

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.

Setting ring back

Called telephone is busy or not answered:

- 1 Press **Ring Back** *You hear success tone.
The Ring back is set*
- 2 Replace the handset

Answering ring back

Within 15 seconds of receiving the Ring back (a long continuous ring):

- 1 Pick up the handset *A call is made automatically to the telephone for which you set Ring back.*

Cancelling ring back

You may want to cancel a Ring back, for example, if the called person rings you first.

Before you receive the Ring back (do not pickup the handset):

- 1 Press **Ring Back** *The Ring back is cancelled*

Mute

The Mute key disables the microphone in the handset and prevents the other person on the call hearing you.

During a call:

❶ Press **Mute**

You can hear the other person but they cannot hear you. The lamp is lit

❷ To resume the call, press **Mute** again

The other person can hear you. The lamp goes out.

Hands-free

You can switch your telephone speaker on during a call to allow colleagues to hear the call.

Setting hands-free working

During a call:

- ❶ Press **Hands-free** for at least two seconds, do not replace the handset

*Hands-free working is active.
The lamp flashes*

Returning to the handset

- ❶ Press **Hands-free**

*Hands-free working is off.
The lamp goes out*

Telephone exchange features

Your telephone is connected to a telephone exchange which has many features. Access to these features is controlled by your telephone services manager. Therefore, if a feature does not work, it may be that it is not available from your telephone.

The feature codes, and how to use them, are described in the *HiPath DX Telephone Features User Guide*.

Some useful features

To set or cancel a feature, pick up the handset and dial the default code shown in the following table. (If your system does not use the default codes, enter your codes in the space provided in the table.)

Feature	Action	Default code	Your code
Alarm call - delayed time	Set (1 to 99 mins) Cancel	* * 0 mm * * 0 #	
Alarm call - fixed time	Set Cancel	* 7 hh:mm # * * 7	
Divert - all calls	Set Cancel Cancel at Destn.	# 9 + no # # 9 # 9 #	
Divert - from another telephone (pull diversion)	Set Cancel Change password	* # 9 2 + no # * 9 2 + no * * * 8	
Divert - when busy	Set Cancel	# 0 # + no # # 0 #	
Divert - when no reply	Set Cancel	# 0 * + no # # 0 *	
Do not disturb	Set Cancel	# 5 # # 5	
Pick-up	Call Group	* 3 + no * * 3	
System abbrev. dialling	Dial	# 6 + code	

HiPath DX

IP Phone

Entry User Guide

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