**HiPath 500
HiPath 2000
HiPath 3000
HiPath 5000**

**DTMF Telephones
Pulse Telephones**

Operating Instructions

SIEMENS

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Before You Begin

These Operating Instructions describe which functions can be used with the HiPath 500, HiPath 2000 and HiPath 3000 / 5000 with commercially available dial pulsing or touch tone telephones.
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 - please contact your service personnel.
• Your communications platform does not support this function - please contact your service personnel.

For the basic operating functions of your telephone please refer to the relevant operating instructions.

When performing the various operations, you should note carefully which telephone you have, which mode it is set to, or both (see manufacturer's specifications and instructions).

CE (customer equipment) does not continue to support emergency dialing after loss of mains power, if battery back up and power fail switchover to emergency analogue phones is not available.

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.
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Contents

Basic operating instructions

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.

0 0 Enter the code.

(R) Press the consultation hold key, signal key, flash key (not applicable to pulse telephones).

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

Dial pulsing telephones

✱ =Code **7** **5**

=Code **7** **6**

Accessing Functions

... With Codes

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

✱ 9 7   DND (do not disturb) on.

 # 9 7   DND (do not disturb) off.

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

When using pulse telephones, the star key must be replaced by the code **7 5** and the pound key by **7 6** For example:

7 5 9 7   DND (do not disturb) on

7 6 9 7   DND (do not disturb) off

The codes may contain up to three digits.

An alphabetically ordered overview of all functions and their corresponding codes can be found in the **Appendix** ("Overview of Functions/Codes (Alphabetical)"
→ Page 58 = Quick-Reference Operating Instructions).

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.

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

Answering a Call

The telephone rings.

Lift the handset.

> If your telephone has a display and a CLIP function (Calling Line Identification Presentation), the calling line or name of the caller (CNIP) will be shown in the display, even before the connection is picked up. This is assuming that calling line identifier presentation is activated, not deliberately suppressed, and that the CLIP function has been configured by your system administrator.

Ending the call:

Replace the handset.

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 10.

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:

(R) ✱ 5 5 Enter the code.

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

Ending the second call and resuming the first one:

(R) Press the key.

✱ 0 Enter the code or wait two seconds.

or (depending on the configuration)

(R) Press the key twice.

Preventing and Allowing Call Waiting (Automatic Camp-On)

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

☎ Lift the handset.

4 9 0 **or** ✱ 4 9 0 ♪ Enter the code to "prevent" or "allow" call waiting.

Turning the Call Waiting Tone On and Off

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

➤ Lift the handset.

✳ 8 7 **or** **# 8 7** ♪ Enter code for "tone off" or "tone on".

Accepting a Specific Call for Your Colleague

You hear another telephone ring.

➤ Lift the handset.

✳ 5 9 Enter the code.

📟 Enter the number of the telephone that is ringing.

▌▌▌➤ Accepting calls in a team → Page 46.

Using Mailboxes

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

➤ ♪ Lift the handset.

 # 6 8 3 Enter the code.

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

Using Timed Reminders

Precondition: You must have saved a timed reminder → Page 29. The current time is the time stored.

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

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

Turning Do Not Disturb On and Off

You can activate the do not disturb function if you do not want 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 (contact the service personnel).

➤ Lift the handset.

⁕ 9 7 or # 9 7 ♫ Enter the code for "on" or "off".

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

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

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

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

☎ You are engaged in an external call.

(R) ⁕ 8 4 Enter the code.

▐▐▶ After you have finished tracing the call, the data is stored on the carrier's system. Now contact the service personnel.

Answering Calls from the Entrance Telephone and Opening the Door

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

Step by Step

Speaking to visitors via the entrance telephone:

Precondition: Your telephone rings.

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

or

➤ Lift the handset after more than thirty seconds.

📱 Dial the entrance telephone number.

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

(R) ✳ 6 1 Enter the code.

📱 ♪ Dial the entrance telephone number.

> ▥➡ Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) ➔ Page 53!

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:

➤ Lift the handset.

✳ 8 9 Enter the code.

📱 Dial the entrance telephone number.

📱 ♪ Enter the five-digit code. Default code = "00000" (contact the service personnel).
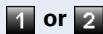
1 or 2 Enter the type of door opener. 1 = enable with ring, 2 = enable w/o ring = You can also open the door without a doorbell ring.

Deactivating the door opener:

➤ Lift the handset.

 # 8 9 Enter the code.

📱 ♪ Dial the entrance telephone number.

Making Calls

Dialing Numbers

➤ Lift the handset.

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

The called party does not answer or is busy:

➤ Replace the handset.

Caller ID Suppression

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

➤ Lift the handset.

✴ 8 6 or **# 8 6** 🎵 Enter code for "suppress" or "restore".

▐▌▶ The service personnel 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 the service personnel), or to an internal user with an optiset E system telephone without any action on their part.

➤ Lift the handset.

*** 8 0** Enter the code.

🔢 ♫ Enter the station number.

Talking to Your Colleague with Discreet Calling
(Not for HiPath 500)

If this function has been configured (ask your service personnel), you can join an ongoing call conducted by an internal user at a system telephone with display. You can listen in unnoticed and speak to the internal user without being overheard by the other party (discreet calling).

➤ Lift the handset.

*** 9 4 5** Enter the code.

🔢 Enter your internal station number

Your service personnel can protect your telephone against discreet calling.

Activating Tone Dialing/DTMF Suffix-Dialing
(Only For Pulse Telephones)

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

📞 You have set up a connection.

7 5 5 3 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 the service personnel), 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 the service personnel), you can reserve a busy trunk for your own use. When the trunk is free, you receive a call.

➤ Lift the handset.

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

➤ Replace the handset.

When the reserved trunk becomes free:

Your telephone rings.

➤ Lift the handset. You hear the CO dial tone.

📱 Enter the number of the external station.

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

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

➤ Lift the handset.

`* 4 1` Enter the code.

📱 Enter the DID number you wish to use.

📱 Dial the external number.

Trunk Flash (Not for HiPath 500)

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

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

(R) ✳ 5 1 Enter the code.

📱 Enter the service code and/or telephone number.

Associated Dialing/Dialing Aid

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

➛ Lift the handset.

✳ 6 7 Enter the code.

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

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

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.

(**R**) Press the key.

▓ Call the second station.

Return to the first party:

(**R**) Press the key.

＊0 Enter the code or wait two seconds.

or (depending on the configuration)

(**R**) Press the key twice.

Switching to the Party on Hold (Toggle)

(**R**) **＊2** Enter the code.

Combine the calling parties into a three-party conference

(**R**) **＊3** Enter the code.

Connecting the other parties to each other

☎ Replace the handset.

Step by Step

Conducting a Conference

In a conference call, you can talk to as many as four (two in the case of HiPath 3300/3350) other parties at the same time. These may be internal or external users.

➤ Lift the handset.

📟 Call the first party.

(**R**) Press the key.

📟 Call the second station. Announce the conference.

(**R**) **✳ 3** Enter the code.

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

If the second party does not answer:

(**R**) Press the key.

✳ 0 Enter the code or wait two seconds.
or (depending on the configuration)

(**R**) Press the key twice.

Adding Up to Five Parties to the Conference (Initiator Task; Not for HiPath 3300/3350)

(**R**) Press the key.

📟 Call the new party. Announce the conference.

(**R**) **✳ 3** Enter the code. etc.

Leaving a Conference

➤ Replace the handset.

Ending a Conference (Initiator Only)

(**R**) **# 3** Enter the code.

Removing the ISDN Central Office Party From the Conference (Only for U.S., Not for HiPath 500)

(R) ✴ 4 9 1 Enter the code.

Transferring a Call

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

(R) Press the key.

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

📞 Announce the call, if necessary.

📞 Replace the handset.

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

If this function has been configured (contact the service personnel), you can use a speaker call (announcement, → Page 15) to announce a call in progress to a group of users → Page 45.
After a member of the group has accepted the call request, you can transfer the waiting party.

Precondition: You are conducting a call.

(R) ✴ 8 0 Enter the code.

📳 🎵 Enter the group's station number.

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

📞 Replace the handset.

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

Parking a Call

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

Precondition: You are conducting a call.

(R) ✳ 5 6 Enter the code.

0 ... 9 ♩ Enter the number of the park slot (0 - 9) and make a note of it.
If the park slot number you entered is already being used, you will hear the negative confirmation tone. Please enter another number.

⌒ Replace the handset.

Retrieving a Parked Call

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

⌒ Lift the handset.

 # 5 6 Enter the code.

0 ... 9 Enter the park slot number you noted earlier.
If the park slot number you enter is not in use, you cannot retrieve the call.

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

Picking up (Retrieving) a Held Call

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

⌒ Lift the handset.

✳ 6 3 Enter the code.

⌨ Enter the line number you noted earlier.

Making Calls to Stored Destinations

Using Station (Only DTMF Telephones) and System Speed-Dial Numbers

Precondition: You have stored station speed-dial numbers → Page 29 or the service personnel has stored system speed-dial numbers.

➤ Lift the handset.

＊ 7 Enter the code.

Enter a speed-dial number.
"＊0" to "＊9" = station speed-dialing.
"000" to "999" = system speed-dialing (contact the service personnel).

If applicable **Suffix-dialing**

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

23

Checking and Assigning Call Charges

Dialing with Call Charge Assignment

You can assign external calls to certain projects.

Precondition: The service personnel has set up account codes for you.

➤ Lift the handset.

⁎ 6 0   Enter the code.

▦   Enter the account code.

If necessary

♩   Press this key (may be needed, depending on the configuration; contact the service personnel).

▦   Enter the number of the external station.

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

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.

(R) ✳ 5 8   Enter the code.

Answering a Callback

Precondition: A callback was saved. Your telephone rings.

➤ Lift the handset. You hear a ring tone.

Deleting (All) Stored Callbacks

➤ Lift the handset.

 # 5 8 ♫   Enter the code.

Step by Step

Call Waiting (Camp-On)

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

➘ Lift the handset.

⌨ Enter the internal station number.
Wait (approx. 5 seconds) until the busy tone is followed by the ring tone.

The called party can then respond ➔ Page 10.

> The called party can prevent automatic call waiting ➔ Page 10.
>
> If this feature is configured (contact the service personnel), you will hear the ring tone immediately.

Busy Override - Joining a Call in Progress

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

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

(R) ✳ 6 2 ♪ 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

Locking the Telephone to Prevent Unauthorized Use

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

Precondition: You must have configured a personal identification number (PIN) for your telephone → Page 28.

To lock and unlock the telephone:

➜ Lift the handset.

✱ 6 6 or # 6 6 Enter the code for "lock" or "unlock".

Enter the telephone lock PIN → Page 28.

> While the telephone is locked, a special dial tone sounds when you lift the handset. You can continue to dial internal numbers as usual.
>
> An authorized party → Page 38 can also lock and unlock your telephone.

27

Saving Your PIN

To prevent unauthorized persons from using your telephone ➜ Page 27 and to use another telephone like your own ➜ Page 34, you need to enter a personal identification number, which you can save yourself.

➜ Lift the handset.

⁕ 9 3 Enter the code.

🖮 Enter the current five-digit PIN.
If you have not yet assigned a PIN, use the PIN "00000" the first time you enter it.

🖮 Enter the new PIN.

🖮 Repeat the new PIN.

> ▰▶ If you forget your PIN, contact the service personnel, who can reset your PIN to "00000". An authorized party ➜ Page 38 can also lock and unlock your telephone.

Saving Station Numbers and Appointments

Storing Station Speed-Dial Numbers (Only DTMF Telephones)

You can store the ten numbers which you use the most and dial them using your own station speed-dial numbers: ∗0 through ∗9 → Page 23.

Lift the handset.

∗ 9 2 Enter the code.

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

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

Saving Appointments

You can tell your telephone to give you a call when you want to be reminded of an appointment → Page 11.
To do this, you need to save the time you want the call to be made. The appointment can be set for any time within the next 24 hours.

Lift the handset.

∗ 4 6 Enter the code.

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

Deleting a saved appointment

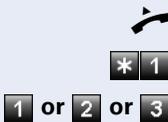Lift the handset.

 # 4 6 Enter the code.

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 5000 (system networking via PC network) → Page 49!

📞 Lift the handset.

* 1 Enter the code.

1 or **2** or **3** Enter the line type you wish to use:
1 = all calls, 2 = external calls only, 3 = internal calls only

📲♪ Enter the destination number (without the external code).

Deactivating call forwarding:

📞 Lift the handset.

 # 1 ♪ Enter the code.

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

If DID DTMF is active (contact the service personnel), 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 the service personnel (standard night answer service) or by you (temporary night answer service).

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → Page 50!

Activating this function:

➤ Lift the handset.

`* 4 4` Enter the code.

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

or

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

Deactivating this function:

`# 4 4` Enter the code.

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

If this function has been configured (contact the service personnel), you can forward calls to your assigned multiple subscriber number (MSN) (DID number) directly within the carrier network.
For example, you can forward your phone line to your home phone after business hours.

➤ Lift the handset.

`* 6 4` Enter the code.

`1` or `2` or `3` Enter the line type you wish to use:
1= immediate, 2 = on no answer, 3 = on busy

Enter your DID number.

Enter the destination number (without the external code).

Deactivating call forwarding:

➤ Lift the handset.

`# 6 4` Enter the code.

`1` or `2` or `3` Enter the activated call forwarding type.
1=immediate, 2=on no answer, 3= on busy

Enter your DID number.

Using Other Functions

Sending a Message

You can send short text messages (infotexts) to single users or groups of users who have system telephones. On system telephones with no display (e.g. optiPoint 500 entry), on ISDN, pulse or tone dialling telephones, transmitted text messages will be saved as a callback request.

➤ Lift the handset.

`* 6 8` Enter the code.

▦ Enter the internal station number of the recipient or group.

`0 ... 9` ♩ Select the preprogrammed message (which can be changed by the service personnel). Enter the code.

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

Deleting Sent Messages

➤ Lift the handset.

`# 6 8 1` ♩ Enter the code.

⏩ Texts sent to groups can be deleted only by the originator.

Answering Messages

If there is a message for you, you will hear a special dialling tone or an announcement when you lift the handset. In the case of special tone dialling phones, a mailbox indicator light will show, if this has been configured.

➤♩ Lift the handset.

`# 6 8 3` Enter the code.

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

Using Another Telephone Like Your Own

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

➤ Lift the handset.

`* 5 0 8` Enter the code.

Enter the other user's station number.

Enter the other user's telephone lock PIN.

Dial the external number.

This state is canceled at the end of the call.

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

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

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

➤ Lift the handset.

`# 0` Enter the code.

Recording Calls

If configured (contact the service personnel), you can record calls.

Precondition: You are conducting a call.

(R) ✱ 4 9 3 Enter the code.

An announcement notifies you and the person you are speaking with that recording has begun. A beep will also sound every 15 seconds until recording has concluded.

> While a call is being recorded, a third party cannot be added to the call.

Ending Recording

R R Press the Consultation/Flash key twice.

or

Replace the handset.

if applicable You receive a recall. Lift the receiver to continue the call without activating call recording.

Playback

The steps required for playing back a recording depend on the voice memory system (see the corresponding Operating Manual or → Page 11).

Silent Monitor

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

➔ Lift the handset.

`* 9 4 4` Enter the code.

▦ Enter the internal station number.

Monitoring a Room

A telephone can be used to monitor a room. The function must be activated on the telephone that you want to monitor.
Calling this telephone lets you hear what is going on in the room.

Activating the telephone to be monitored:

➔ Lift the handset and direct it towards the noise source.

`* 8 8` ♩ Enter the code.

Deactivating the telephone to be monitored:

➔ Replace the handset.

Monitoring the room:

➔ Lift the handset.

▦ 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 the service personnel), 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 12
- Call forwarding, code ∗11, ∗12, ∗13/#1 → Page 30
- Lock and unlock phone,
  code: ∗66/#66 → Page 27
- Group ringing, code: ∗81/#81 → Page 46
- Group call,
  code: ∗85/#85 → Page 45
- Reset services and functions,
  code #0 → Page 34
- Control relay,
  code: ∗90/#90 → Page 41
- Night service, code ∗44/#44 → Page 31
- Timed reminders,
  code ∗65 → Page 29

➜ Lift the handset.

∗ 8 3 Enter the code.

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

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

Locking Another Telephone to Prevent Unauthorized Use

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

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

➜ Lift the handset.

⁕ 9 4 3 Enter the code.

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

⁕ Enter the code for "Changeover on".

or

Enter the code for "Changeover off".

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

If this function has been configured (contact the service personnel), 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 34
- Call forwarding, code: ⁕1/#1 ➜ Page 30
- Lock and unlock phone, code: ⁕66/#66 ➜ Page 27
- Save PIN, code: ⁕93 ➜ Page 28
- Send a message, code: ⁕68/#68 ➜ Page 33
- Group ringing, code: ⁕81/#81 ➜ Page 46
- Group call, code: ⁕85/#85 ➜ Page 45
- Suppress caller ID, code: ⁕86/#86 ➜ Page 14
- Open door, code: ⁕61 ➜ Page 12
- Door opener on/off, code: ⁕89/#89 ➜ Page 13
- Control relay, code ⁕90/#90 ➜ Page 41

Step by Step

- Do not disturb, code: ∗97/#97 → Page 12
- Speed-dialing, code: ∗7 → Page 23
- Associated service, code: ∗83 → Page 37

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 the service personnel).

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

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

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

or

📱 Dial the external number.

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

Step by Step

Controlling Connected Computers or Other Programs and Telephone Data Service (Not for HiPath 500)

If this function has been configured (contact the service personnel), 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.

(R) ✶ 4 2 Enter the code.

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

- Input in en-bloc mode

0 … 9 Enter data.

Press this key at the end of the entry.

or • Input in online mode:
  The connected computer processes your entries directly.

Enter the code.

0 … 9 Enter data.

Controlling Relays
(Not for HiPath 500/HiPath 2000)

If this feature is configured (contact the service personnel), 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 5000 (system networking via PC network) → Page 52!

➤ Lift the handset.

∗ 9 0 or # 9 0 Enter the code for "on" or "off".

1 ... 4 ♪ Enter the relay.

Radio Paging (Not for U.S., Not for HiPath 500)

If paging equipment is connected to your system (contact the service personnel), 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.

Paging:

To be paged, you must have activated a call ringing group → Page 46, call forwarding → Page 30, or call re-direction 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.

⁎ 5 9 Enter the code.

▓ Enter your own station number.

Team and Executive/Secretary Functions With Assigned Trunk Lines

If this function has been configured (contact the service personnel), you belong to a team of users for whom special trunk lines exist. You can then conduct your calls as usual via the trunk assigned to you.
In addition, you can also activate call forwarding or a ring transfer for the lines of your group.

Forwarding Calls on Lines

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

➤ Lift the handset.

* 5 0 1 Enter the code.

🔢 Enter the desired line number.

1 or **2** or **3** Enter the line type you wish to use:
1 = all calls, 2 = external calls only, 3 = internal calls only

🔢 ♩ Enter the destination number (without the external code).

Deactivating call forwarding:

➤ Lift the handset.

 # 5 0 1 Enter the code.

🔢 ♩ Enter the desired line number.

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

43

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

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

Activating this function:

➤ Lift the handset.

`* 5 0 2` Enter the code.

🖐♩ Enter the desired line number.

Deactivating this function:

➤ Lift the handset.

`# 5 0 2` Enter the code.

🖐♩ Enter the desired line number.

Using Other Team Functions

Turning Group Call On and Off

If this function has been configured (contact the service personnel), you belong to one or more groups of users who can each be reached under a hunt group or group call number.
Incoming calls are signaled on all group member telephones in the order in which they are received (hunt group) or simultaneously (= group call) until one member of the group accepts the call.
You can also belong to a team (including executive/secretary ones) to which multiple lines have been assigned. → Page 43.

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

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

> Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → Page 48!

You belong to a hunt group or a group call:

Lift the handset.

`# 8 5` or `* 8 5` ♪   Enter the code for "leave" or "join".

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

Lift the handset.

`# 8 5` or `* 8 5`   Enter the code for "leave" or "join".

`#` ♪   Enter the code for "Leave all groups".

or

`*` ♪   Enter the code for "Join all groups.

or

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

If you deactivate the audible tone for another group/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 the service personnel to find out if a pickup group has been configured.

Precondition: You telephone rings briefly.

➤ Lift the handset.

`* 5 7` Enter the code.

Activating and Deactivating a Ringing Group

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

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) ➔ Page 51!

Saving telephones for the ringing group:

➤ Lift the handset.

`* 8 1` Enter the code.

🖐♩ Enter the internal station number.

Removing all telephones in call ringing group:

➤ Lift the handset.

`# 8 1` ♩ Enter the code.

Uniform Call Distribution (UCD)

If this function has been configured (contact the service personnel), you belong to a group of users (agents) to whom calls are distributed.
An incoming call is always assigned to the agent who has had the longest break without a call.

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

\^ Lift the handset.

* 4 0 1 or # 4 0 1 Enter the code for "Log on" or "Log off".

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

Logging on and off during your shift:

\^ Lift the handset.

 # 4 0 2 or * 4 0 2 Enter the code for "Not available" or "Available".

Requesting and activating a work time:

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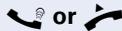
or You have or had an UCD connection.

* 4 0 3 or # 4 0 3 Enter the code for "on" or "off".

Turning the night service on and off for UCD:

\^ Lift the handset.

* 4 0 4 or # 4 0 4 Enter the code for "on" or "off".

Special Functions in the LAN (Not for HiPath 500)

If your telephone is operating in a HiPath 5000 environment, multiple HiPath 2000/HiPath 3000 systems are interconnected via a LAN (**L**ocal **A**rea **N**etwork, e.g. proprietary PC network). Your telephone calls are conducted via the LAN (PC network).

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

Leaving a Hunt Group/Group Call

Precondition: you belong to the hunt group/group call → Page 45 of another HiPath 2000/HiPath 3000:

📞 Lift the handset.

`*` `4` `7`   Enter the code.

🔢 Enter the (DISA) call number of the other HiPath 2000/HiPath 3000.

`#`   Enter.

🔢 Enter the (DISA) call number of your telephone.

`#`   Enter.

`#` `8` `5` **or** `*` `8` `5` 🎵   Enter the code for "leave" or "join".

You belong to multiple groups of another HiPath 2000/HiPath 3000:

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

Step by Step

Transferring Call Forwarding

You can activate/deactivate call forwarding → Page 30
for your telephone from other HiPath 5000 telephones.

➤ Lift the handset.

* 4 7 Enter the code.

📱 Enter the (DISA) call number of the HiPath 2000/
HiPath 3000 to which your telephone is connected.

Enter.

📱 Enter the (DISA) call number of your telephone.

Enter.

Activating this function:

* 1 Enter the code.

1 or 2 or 3 Enter the line type you wish to use:
1 = all calls, 2 = external calls only, 3 = internal calls
only

📱 ♫ Enter the destination number (without external code).

Deactivating this function:

 # 1 ♫ Enter the code.

Using Night Answer

If authorized (contact the service personnel), you can also define telephones in other HiPath 2000/ HiPath 3000 communications platforms as the night answer → Page 31.

➤ Lift the handset.

`*` `4` `7` Enter the code.

🖐 Enter the (DISA) call number of the HiPath 2000/ HiPath 3000 to which the night answer telephone is connected.

`#` Enter

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

`#` Enter

Activating this function:

`*` `4` `4` Enter the code.

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

Deactivating this function:

`#` `4` `4` ♪ Enter the code.

Step by Step

Activating and Deactivating a Ringing Group

You can have calls for your telephone signaled audibly at external telephones or at telephones in other HiPath 2000/HiPath 3000 communications platforms → Page 46.

Saving the telephones for the ringing group:

➤ Lift the handset.

`* 8 1` Enter the code.

Enter the call number.

`#` ♪ Enter

Removing all telephones in call ringing group:

➤ Lift the handset.

`# 8 1` ♪ Enter the code.

Controlling Relays (Not for HiPath 2000)

If this feature is configured (contact the service personnel), you can also control relays → Page 41 in other HiPath 3000 communications platforms.

➜ Lift the handset.

✳ 4 7 Enter the code.

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

Enter

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

Enter

✳ 9 0 or # 9 0 Enter the code for "on" or "off".

1 ... 4 ♪ Enter the relay.

Opening the Door

If this feature is configured (contact the service personnel), you can also activate the door opener → Page 13 in other HiPath 2000/HiPath 3000 communications platforms.

➤ Lift the handset.

`* 4 7` Enter the code.

📱 Enter the (DISA) call number of the HiPath 2000/HiPath 3000 in which the door is to be opened.

`#` Enter

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

`#` Enter

`* 6 1` Enter the code.

📱♪ Enter the call number of the entrance telephone.

Documentation

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

http://www.siemens.com/hipath

and on CD-ROM (ask the service personnel) in HTML and PDF format.

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.

Index

Overview of Functions/Codes (Alphabetical)

The table below lists all available functions. If these functions have been configured (contact the service personnel), they can be called by entering a code.
When using pulse telephones, the ✱ key must be replaced by the code 7 5 and the # key by 7 6. Note that the (R) key does not apply to pulse telephones.

Functions		Operating Steps
Accept call	Directed	☎ ✱ 5 9 🖐 Int.
	Group	☎ ✱ 5 7
Answer call		☎
Assign station number (not for U.S.)		☎ ✱ 4 1 🖐 MSN 🖐 Ext.
Associated dialing		☎ ✱ 6 7 🖐 Int. ♪ 🖐 Stn No.
Associated service		☎ ✱ 8 3 🖐 Int. 🖐
Call charge assignment / account code		☎ ✱ 6 0 🖐 Code # if appl. ♪ 🖐 Ext.
Call forwarding	On	☎ ✱ 1 1 🖐 Ext. ♪
		☎ ✱ 1 2 🖐 Ext. ♪
		☎ ✱ 1 3 🖐 Ext. ♪
	Off	☎ # 1 ♪
	Forward Line: On	☎ ✱ 5 0 1 🖐 Trk No 1 🖐 Ext. ♪
		☎ ✱ 5 0 1 🖐 Trk No 2 🖐 Ext. ♪
		☎ ✱ 5 0 1 🖐 Trk No 3 🖐 Ext. ♪
	Forward Line: Off	☎ # 5 0 1 🖐 Trk No ♪
	Call forwarding in carrier network on	☎ ✱ 6 4 1 🖐 MSN 🖐 Ext. ♪
		☎ ✱ 6 4 2 🖐 MSN 🖐 Ext. ♪
		☎ ✱ 6 4 3 🖐 MSN 🖐 Ext. ♪
	Call forwarding in carrier network off	☎ # 6 4 1 ♪ 🖐 MSN ♪
		☎ # 6 4 2 ♪ 🖐 MSN ♪
		☎ # 6 4 3 ♪ 🖐 MSN ♪
Call waiting (camp-on)		☎ 🖐 Int. ♪ Stn busy; **wait 5 seconds**

Functions		Operating Steps
Callback	Storing a callback	(R) * 5 8
	Deleting a callback	☎ # 5 8 ♪
	Answering a callback (call)	☎
Call Recording		📞 (R) * 4 9 3
Camp-on	Accept a waiting call (camp-on)	☎ ☎ or (R) * 5 5
	Terminate second call, 1. Continue the call	(R) * 0 / **Wait 2 sec**. / (R) 2x
	Prevent call waiting (automatic camp-on)	☎ # 4 9 0 ♪
	Allow call waiting (automatic camp-on)	☎ * 4 9 0 ♪
	Call waiting tone on	☎ # 8 7 ♪
	Call waiting tone off	☎ * 8 7 ♪
Conference	Start	☎ ⌨ Stn. No.(R) ⌨ Stn. No.(R) * 3
	The other party does not respond 1. Continue the call	(R) * 0 / **Wait 2 sec. /** (R) 2x
	Add a party to the conference (max. five)	(R) ⌨ Stn No. (R) * 3 etc.
	Leave conference	☎
	Remove party	(R) # 3
	Remove ISDN central office party from the conference (only for U.S., not for HiPath 500)	(R) * 4 9 1

Functions		Operating Steps
Consult		📞 (R) 🔢 Stn. No.
	Quit consultation, 1. Continue the call	(R) ✱ 0 / Wait 2 sec. / (R) 2x
	Toggle	(R) ✱ 2
	Start three-party conference	(R) ✱ 3
	Connect parties	☎
Control relay (not for HiPath 500/ HiPath 2000)	On	☎ ✱ 9 0 1 … 4 ♪
	Off	☎ # 9 0 1 … 4 ♪
Discreet Calling (Not for HiPath 500)		☎ ✱ 9 4 5 🔢 Int.
DND	On	☎ ✱ 9 7 ♪
	Off	☎ # 9 7 ♪
Door opener	Conversation (entrance telephone)	☎ / after 30 seconds ☎ 🔢 Int.
	Open door	(R) ✱ 6 1 🔢 Int.
	Door release on	☎ ✱ 8 9 🔢 Int. + Code ♪ 1 or 2
	Door release off	☎ # 8 9 🔢 Int. ♪
DTMF dialing / Tone dialing (only pulse telephone)		📞 7 5 5 3 🔢
Ending a call		☎
Group call	Leave	☎ # 8 5 ♪ or
		☎ # 8 5 # ♪ or
		☎ # 8 5 🔢 Group ♪
	Join	☎ ✱ 8 5 ♪ or
		☎ ✱ 8 5 ✱ ♪ or
		☎ ✱ 8 5 🔢 Group ♪
Hotline		☎

Functions		Operating Steps
Making calls		☎ [⌨] Stn No.
Message	Send	☎ [✳][6][8] [⌨] Int. [0] ... [9] ♪
	Delete (sent)	☎ [#][6][8][1] ♪
	Answering	☎ ♪ [#][6][8][3]
Monitoring		☎ [✳][9][4][4] [⌨] Int.
Night answer	On	☎ [✳][4][4] [⌨] Intern **or**
		☎ [✳][4][4][✳] ♪
	Off	☎ [#][4][4] ♪
Override		☎ [⌨] Int. ♪ Stn busy ([R]) [✳][6][2] ♪
Paging another person (not for U.S., not for HiPath 500)	Answer page	☎ [✳][5][9] [⌨] Int.
Park a call		☎ ([R]) [✳][5][6] [0]...[9] ♪ ☎
	Retrieve parked call	☎ [#][5][6] [0]...[9]
Phone	Changeover on (lock/unlock)	☎ [✳][6][6] [⌨] Code
	Changeover off (lock/unlock)	☎ [#][6][6] [⌨] Code
	Lock all phones	☎ [✳][9][4][3] [⌨] Int. [✳]
	Unlock all phones	☎ [✳][9][4][3] [⌨] Int. [#]
Picking up (retrieving) a held call		☎ [✳][6][3] [⌨] Line No.
Reset services		☎ [#][0] ♪
Ring transfer	On	☎ [✳][5][0][2] [⌨] Line No. ♪
	Off	☎ [#][5][0][2] [⌨] Line No. ♪
Ringing group	On	☎ [✳][8][1] [⌨] Int. ♪
	Off	☎ [#][8][1] ♪

Functions		Operating Steps
Room monitor	On	📞 ✳ 8 8 🎵 📞
	Off	📞 ✳ 8 8 🎵 ☎
	Monitoring a room	📞 ⌨ Int.
Saving a PIN		📞 ✳ 9 3 ⌨ Old code ⌨ 2 X new code
Speaker call		📞 ✳ 8 0 ⌨ Int. 🎵
Speed-dialing	Use speed-dialing	📞 ✳ 7 ⌨ ✳0...✳9 **or** 000...999
	Speed-dialing: store station	📞 ✳ 9 2 ⌨ ✳0... ✳9 🎵 ⌨ Ext. 🎵
Suppress caller ID	On	📞 ✳ 8 6 🎵
	Off	📞 # 8 6 🎵
Telephone data service (not for HiPath 500)		📞 (R) ✳ 4 2 0 ... 9 # **or**
		📞 (R) ✳ 4 2 # 0 ... 9
Timed reminder	Save	📞 ✳ 4 6 ⌨ (Time, e.g. 0905) 🎵
	Delete	📞 # 4 6 🎵
	Accept timed call	📞 ☎
Trace call (not for U.S.)		📞 (R) ✳ 8 4
Transferring a call		📞 (R) ⌨ Stn No., announce if appl. ☎
	...After announcement to group	📞 (R) ✳ 8 0 ⌨ Group 🎵 📞
Trunk	Reserve trunk	📞 ⌨ Busy (external) **Wait 5 seconds** ☎
	When the reserved trunk is free	📞 ⌨ Ext.
Trunk flash (not for HiPath 500)		📞 (R) ✳ 5 1 ⌨

Functions		Operating Steps
UCD	Log on at beginning/end of shift	📞 **＊ 4 0 1** 🔢 Code ♪
	Log off at beginning/end of shift	📞 **＃ 4 0 1** 🔢 Code ♪
	Log off work	📞 **＃ 4 0 2** ♪
	Log on work	📞 **＊ 4 0 2** ♪
	Work time on	📞 or ☎ **＊ 4 0 3** ♪
	Work time off	📞 or ☎ **＃ 4 0 3** ♪
	Night answer on	📞 **＊ 4 0 4** ♪
	Night answer off	📞 **＃ 4 0 4** ♪
Using another phone temporarily		📞 **＊ 5 0 8** 🔢 Int. 🔢 Code ♪
Using mailboxes		📞 ♪ **＃ 6 8 3**

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