



HiPath 500
HiPath 2000
HiPath 3000
HiPath 5000

optiPoint Attendant
optiPoint as
Attendant Console

Operating Instructions

SIEMENS

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Before You Begin

These operating instructions describe the telephone configured as a "optiPoint Attendant" attendant console on your HiPath 500, HiPath 2000 and HiPath 3000 / 5000.

System telephones optiPoint 500 economy/basic/standard/advance (not in HiPath 2000), optiPoint 410 economy/economy plus/standard/advance, optiPoint 420 economy/economy plus/standard/advance (not in HiPath 500) and optiPoint 600 office can be set up as optiPoint Attendant.

These instructions describe how to operate with an optiPoint 500 telephone. Operation with optiPoint 600 office may differ slightly; for more information, please refer to the operating instructions for optiPoint 600 office.

These operating instructions describe only specially configured functions. For information on standard telephone functions, please refer to the operating instructions for your telephone.

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

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

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.

An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

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 **All About Your Telephone**

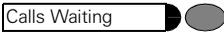
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Basic operating instructions

optiPoint Attendant control panel

The feature keys on the optiPoint Attendant system telephone have the following default assignments and can be given different assignments by the service technician, if necessary.

-  Night Service Turn night answer mode on and off → page 18.
-  Phone Book Open the internal phone book → page 15.
-  Calls Waiting Find out how many calls are waiting → page 19.
-  Override Join a call in progress → page 19
-  Hold Place a party on hold → page 20.
-  Call Key 1 First external call (incoming or outgoing) → page 8, → page 10, → page 14.
-  Call Key 2 Second external call (incoming or outgoing) → page 8, → page 10, → page 14.
-  Release Release a call → page 13 or establish a connection → page 16.

You can also modify or program the key assignments yourself (refer to the telephone operating instructions). In order to retain the functionality of the optiPoint Attendant, it is advisable not to change the key assignments (exception: disconnect key → page 17).

You can increase the number of feature keys (especially internal redial keys) for the optiPoint Attendant by adding **key modules** or **busy lamp fields** (configurable by the service technician, not for U.S.). Refer to the following table:

Total Keys	16	32	90	106	180	196
Number of key modules	1	2	–	1	–	1
Key module keys	16	32	–	16	–	16
Number of busy lamp fields	–	–	1	1	2	2
Busy lamp field keys	–	–	90	90	180	180

By connecting the maximum of 1 key module and 2 busy lamp fields, you can provide a visual busy indication for up to 196 internal redial keys (with internal station numbers).

Step by Step

How to Use these Operating Instructions

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



Lift the handset (off-hook).



Replace the handset (on-hook).



Conduct a call.



Enter a telephone number or code.



Enter the code.



Press volume controls on the telephone.



Press the key.



Press the illuminated key.



Press the flashing key.



The option appears on the screen.

Press the key to confirm your selection.



Search for an option.

Press the keys,

until the option appears on the screen.

Then press the key to confirm your selection.

Step by Step

Answering Calls

There are several different types of incoming calls including internal calls, external calls and recalls.

Internal calls

You receive internal calls from other users within the communications platform. When you receive an internal call, your phone rings with a single-tone sequence and the internal party's station number or name is displayed on your screen.

US:Call from: (station no. or name)

UK:From: (station no. or name)

Sample display

If internal repdial keys/DSS keys are configured on your optiPoint Attendant, you can also accept a call from a party who is assigned to this internal repdial key/DSS key by pressing the key.

The LED on the internal repdial key/DSS key displays the following operating states:

- LED off:
The internal party is available.
- LED illuminated:
The internal party is busy.
- LED flashing rapidly:
The internal party is calling you.
- LED flashing slowly:
The internal party is on hold.

To accept an internal call:



Lift the handset.

or



Press the rapidly flashing internal repdial key/DSS key. The LED on the key lights up continuously. Speakerphone mode is activated and the speaker key lights up. You can now talk to the internal party directly without lifting the handset.

Lifting the handset deactivates speakerphone mode.

Step by Step

US:Call from: (station no. or name)

UK:From: (station no. or name)

External calls

You receive external calls from all parties who are not calling from within your communications platform. When you receive an external call, your telephone rings with a dual-tone sequence and the LED on Call Key 1 or Call Key 2 starts flashing rapidly. The external party's phone number or name is displayed on the screen.

Sample display

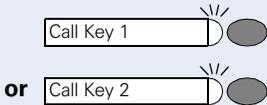
The two keys labeled "Call Key 1" and "Call Key 2" are configured on your optiPoint Attendant. They give you information about the status of external calls, and you can use them to answer external calls.

The LEDs on the call keys display the following operating states:

- LED off:
No external call is pending.
- LED illuminated:
You are speaking to the external party.
- LED flashing rapidly:
An external party is calling you.
- LED flashing slowly:
The external party is on hold.

To accept an external call:

Lift the handset.



Press the rapidly flashing "Call Key 1" or "Call Key 2". The LED on the key lights up continuously. Speakerphone mode is activated and the speaker key lights up. You can now talk to the external party directly without lifting the handset.

To deactivate speakerphone mode, lift the handset.

Step by Step

Recall

If you were unable to transfer a call → page 16, after a short period of time you receive a recall from the party you were trying to reach.

You receive a recall:

- immediately, if you made a mistake,
- forty-five seconds after the transfer, if the party you were trying to reach does not answer,
- if you forgot about a parked party.

US:Recall: XXX

UK:Recalling: XXX

or

US:Recall: XXX

UK:Recalling: XXX

busy internal

When you receive a recall, your phone rings with a rapid single-tone sequence. The recall appears on the screen.

As soon as you accept the call, the reason for the recall appears briefly on the screen. The screen then returns to the default display.

Intercept

Your optiPoint Attendant telephone can be configured as an intercept position (ask your service technician). When users forget switched or parked calls, or if they do not answer these calls, the system forwards the calls to the intercept position (your telephone) after a certain period of time.

Diverted: XXX

When you receive an intercepted call, your telephone rings with a rapid single-tone sequence. The intercept appears on the screen.

invalid entry

When you answer the call, the screen briefly displays the cause of the intercept and then returns to the default display.

Step by Step

Using Call Waiting

While engaged in a telephone call, you remain available to another caller. You are notified of a waiting call by a signal tone. Additionally, the LED on one of the Call Keys or repdial keys (if programmed) lights up. You can either ignore the second call or accept it. If you answer the second call, you can either end the first call → page 13 or place the first call on hold and return to it later.

Accepting a second external call

...when an external call is in progress:

For example, "Call Key 1" is illuminated because you are engaged in an external call. "Call Key 2" starts flashing rapidly when a second external call is received. You hear a signal tone.



or



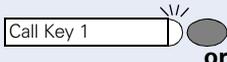
Press the rapidly flashing "Call Key 2".

Select and confirm.

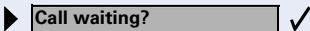
You are now connected to the second external party, and "Call Key 2" lights up. The first external party automatically goes on hold, and "Call Key 1" starts flashing slowly.

...when an internal call is in progress:

The repdial key of the internal party to whom you are speaking (if programmed) lights up continuously. When the second external call is received, "Call Key 1" starts flashing rapidly. You hear a signal tone.



or



Press the rapidly flashing "Call Key 1".

Select and confirm.

You are now connected to the external party, and "Call Key 1" lights up continuously. The internal party automatically goes on hold and the repdial key assigned to this party (if programmed) starts flashing slowly.

Step by Step

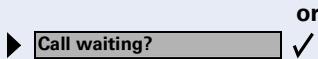
Accepting a second internal call

...when an external call is in progress:

For example, "Call Key 1" is illuminated because you are engaged in an external call. When the second internal call is received the repdial key assigned to the internal party (if programmed) starts flashing. You hear a signal tone.



Press the rapidly flashing internal repdial key/DSS key (if programmed).



Select and confirm.

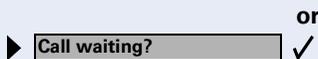
You are now connected to the internal party and the internal repdial key/DSS key lights up. The external party automatically goes on hold and "Call Key 1" starts flashing slowly.

...when an internal call is in progress:

The repdial key of the internal party to whom you are speaking (if programmed) lights up continuously. When the second internal call is received the repdial key assigned to the calling internal party (if programmed) starts flashing. You hear a signal tone.



Press the rapidly flashing internal repdial key/DSS key (if programmed).



Select and confirm.

You are now connected to the internal party and the repdial key/DSS key lights up. The first internal party automatically goes on hold, and the repdial key assigned to this party starts flashing slowly.

Ending second call and resuming first call



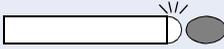
Press the key.



Confirm.



Step by Step



or



Switching to the party on hold (toggle)

Press the slowly flashing "Call Key" or "Name key". The LED lights up.

Select and confirm.

Deactivating and reactivating call waiting

You can deactivate or reactivate call waiting to determine whether a second call → page 10 will be signaled on your telephone (automatic camp-on) while you are engaged in a call.



and



or



or



Press the key. The LED lights up

Select and confirm.

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

Step by Step

Ending the Current Call



Replace the handset.

or



Press the key.

or



Press the key. The LED goes out.

The LED on the "Call Key" or "Name key" (if programmed) goes out.



If a caller is still on hold or was not yet transferred, you are alerted to this party by a recall → page 9.

Step by Step

Making Calls

Making internal calls



Press the internal redial key (if programmed). The LED lights up.

or



Enter the internal station number.

This activates the speakerphone, and the Speaker key lights up. You can now talk to the internal party directly without lifting the handset.

Lifting the handset turns off the speakerphone.

Making external calls



Press the key. The LED lights up.

or



Enter the number of the external station.

or



Enter the external code and the number of the external station.

This activates the speakerphone, and the Speaker key lights up. You can now talk to the external party directly without lifting the handset.

Lifting the handset turns off the speakerphone.



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

In this case, you do not have to dial an external code before dialing the number of the external station (Prime Line on; contact Customer Support).

Step by Step

Dialing from the Internal Phone Book

The internal phone book contains all the internal station numbers and central speed dialing numbers to which a name has been assigned.

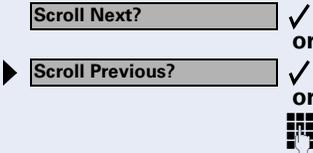
Prerequisite: names must be assigned to station numbers stored in the system.



Press the key.

The first entry appears on the screen.

optiPoint 500 economy/basic/standard/advance:



Press the "OK" dialog key to display additional entries.

Select and confirm.

Enter the name you want to find, or just the first few letters, from the keypad. The system searches for the name.

Briefly press the key on the keypad as often as needed, depending on the position of the letter on the keypad (first, second, third, or fourth position).

For example, press the digit 7 three times for "R" or press the digit 3 twice for "E".

The first name beginning with the entered letter appears.

Enter the next letter the same way and repeat the procedure.

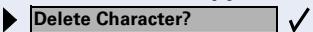
If no entry matching the entered letters is found, you hear three short beeps.

Press the 0 key to enter a space.

Press the 1" or "#" key to automatically display the first entry in the phone book.

The "*" key has no function.

If applicable

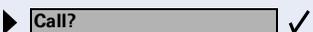


Select and confirm. The last letter entered is deleted. If all letters are deleted, the first entry in the directory will be displayed again.

If applicable



Select and confirm. All the letters entered are deleted. The first entry in the phone book again appears on the screen.



Select and confirm.

Step by Step



Transferring a Call

If the calling party would like to speak to another user, you can call the third party and perform a call transfer.

Press the internal redial key/DSS key (if programmed). The LED lights up.

or

US:Consult?



Confirm.

UK:Enquiry?



Enter the station number of the desired telephone → page 14.



If applicable, announce the call.



Replace the handset.

or



Press the key.

or



Select and confirm.

Speed transfer:

If this function has been configured (contact Customer Support), you can also perform a speed transfer.



During the call, enter the phone number of the desired party → page 14.

When you end your call, the system dials the phone number and connects the two parties.



Replace the handset.

or



Press the key.

Step by Step

...after a speaker call (announcement) to a group

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

Prerequisite: you must be engaged in a call.

US:Consult? ✓
UK:Enquiry? ✓

Program/Service 

Press the key. The LED lights up.

▶ *80=Speaker call? ✓
or

Select and confirm.

* 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.

or

Release 

Press the key.

or

▶ Transfer? ✓

Select and confirm.



If the party you would like to consult is busy and you have set up the disconnect function on a key (refer to the telephone operating instructions), you can press this key to return immediately to the dialing status and dial another number for a consultation call. The first party continues to be on hold.

If a connection is not set up between the other two parties within forty-five seconds, the call from the original party is returned to you (= re-call).

Step by Step

Basic Key Functions

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 destination can be defined by Customer Support (standard night answer) or by you (temporary night answer).

Activating night answer:



Press these keys. The LED lights up.

or



Select and confirm.

or



Enter the code.



Confirm (= standard night answer).

or



Enter the code (= standard night answer).

or

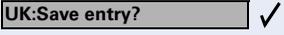


Enter the destination station number (= temporary night answer).



✓

Confirm.



✓

Deactivating night answer:



Press the illuminated key. The LED goes out.

or



✓

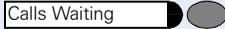
Select and confirm.

or



Enter the code.

Step by Step



Displaying Number of Waiting Calls/ Overload

Press the key.

The number of waiting external calls appears on the screen.

If you are already engaged in a call and the number of waiting calls exceeds a certain threshold value (overload; contact Customer Support), the LED on the key indicates overload.

- LED off:
No callers are waiting.
- LED is flashing slowly:
The number of calls waiting has reached the pre-defined threshold value.
- LED is flashing rapidly:
The threshold value has been exceeded (overload).

Busy Override - Interrupting a Call

Prerequisite: you must have dialed an internal number and you must hear a busy signal. You urgently need to reach the called party.



Press these keys. The LED lights up.

or



Select and confirm.

or



Enter the code.

The called party and the other party hear a warning tone every two seconds.

If the called party has a system telephone with a display, the message "Override: (station no. or name)" appears on the screen.

You can begin speaking immediately.

Step by Step

Placing External Calls on Hold

On your telephone, you can place external calls on hold and rejoin them later.

Other parties can also pick up the call on the assigned line.



Press the key. "Call Key 1" or "Call Key 2" starts flashing slowly.



A message identifying the held line appears (for example, 801); make a note of the line number. If a trunk key has been assigned, the LED flashes slowly.

If applicable



Replace the handset or press the key.

Depending on the configuration, this may be necessary so that other team stations can also answer the held call.

To pick up a held call

Prerequisite: one or more calls must be on hold. The telephone must be idle.



Press the slowly flashing Call Key 1 or Call Key 2.



or

If more than two calls are on hold, use the procedure below to pick up the held calls.



Press the key. The LED lights up



Select and confirm.

or



Enter the code.



Enter the noted line number.

Step by Step

Using Other Functions

The following are functions that you will frequently need on the Hicom Attendant C telephone.

Because you can also use these functions from any other system telephone, these instructions will simply refer to the relevant section in the operating instructions for your telephone.

- Place speaker call to a colleague
- Place call to second station (consultation hold)
- Park a call
- Conduct a conference
- Activate functions for another telephone
- Lock another telephone to prevent unauthorized use
- Display call charges for your telephone (not for U.S.)
- Display call charges for another telephone (not for U.S.)

Step by Step

Releasing a Busy Trunk

If this function has been configured (contact Customer Support), you can release busy external trunks. Active calls on that trunk are disconnected. The trunk is free again and can be used for other external calls.

Program/Service 

Press the key. The LED lights up.

If applicable

▶ More features? ✓

Select and confirm (HiPath 4000 environment).

▶ *43=Release trunk? ✓
or

Select and confirm.

Enter the code.

Select the desired trunk.

Next? ✓

Confirm
(optiPoint 500 economy/basic/standard/advance).

▶ Release? ✓

Select and confirm.

Step by Step

Transferring or Switching an Undialed External Trunk

You can provide an undialed trunk for an internal party who does not have the necessary class of service for outgoing external connection setup. This party can then set up an external connection.

Prerequisite: you must be conducting a call with a user who does not have the correct class of service.

▶ **Transfer trunk?** ✓

Select and confirm.

The waiting party can now set up the external call independently. Dial the external code and the external number.

Your system may also be programmed so that you do not have to dial an external code before dialing the number of the external station (Prime Line on; contact Customer Support).

Step by Step

Toll Fraud Monitoring

If a predefined period of time (set by the service technician) is exceeded during an ongoing external - external call, a message to that effect appears on the display:

Time exceeded

▶ Clear Error Message ✓

Select and confirm.

You can view the trunks affected on your screen and release those trunks, if necessary.

Select the desired trunk.

Next? ✓

Confirm
(optiPoint 500 economy/basic/standard/advance).

▶ Release? ✓

Select and confirm.

Step by Step

Call Detail Recording CDR

You must first start system administration in order to activate some of the call detail recording functions. You can start either "US:User Options UK:System admin.-User." or "US:Systemadmin. charging UK:System admin.-Charges", depending on your class of service (which is defined by the service technician).

Starting system administration:

Press the key. The LED lights up.

Select and confirm.

Enter the code.

Enter user name.

- The service technician can change the user name for "US:User Options UK:System admin.-User" = "*95" = default.
- The service technician defines the user name for "US:Systemadmin. charging UK:System admin.-Charges" and notifies you of it.

Confirm your entry.

Enter password.
(Necessary only if you or the service technician defined a password.)

 If you are starting system administration for the first time, do not enter a password. Just press to accept the Identification prompt. Exception: You should enter a password only if your service technician has already set one up for you.

The system prompts you to enter a password (up to sixteen characters), but this is not obligatory. In either case, press to confirm. Once you have entered your password, you must enter it again.

Please make a note of your password, because not even your service technician can determine the password later on.

Confirm your entry even if you did not enter a password.

Step by Step

System administration is started and the available functions appear on the screen.

 You can also carry out the system administration functions during a call. Once you have started system administration, no further access to system administration is possible.

To end system administration

You can cancel system administration at any time. The system discards any unconfirmed entries or changes.

Press the key. The LED goes out.



CDR per Station (Not for U.S.)

You can display the call charges that accrue for each telephone as a monetary amount and also delete them if necessary.

If a printer is connected to the V.24 interface, you can also print the call charges.

Prerequisite: you must have started system administration → page 25.

 .. CDR ✓

Select and confirm.

1 CDR per station ✓

Confirm.

1 4 1

Enter the code (for "US:User Options UK:System admin.-User").

or

1 1

Enter the code (for "US:Systemadmin. charging UK:System admin.-Charges").

1 View CDR/station ✓

Confirm.

1

Enter the code.

  ✓

Follow the user prompts on the screen (select station, if desired clear call charge display).

or

 2 Print CDR/station ✓

Printing call charges for all stations:

Select and confirm.

2

Enter the code.

Step by Step

US:Save ✓
 UK:Save entry ✓

Confirm your entry.

CDR per Trunk (Not for U.S.)

You can display any call charges incurred as monetary amounts for each trunk to the carrier; you can also cancel this display.

If a printer is connected to the V.24 interface, you can also print the call charges.

Prerequisite: you must have started system administration → page 25.

▶ .. CDR ✓
 2 CDR per trunk ✓

Select and confirm.

Confirm.

or

1 ^{US} 4 ^{UK} 2

Enter the code (for "US:User Options UK:System admin.-User").

or

1 ^{UK} 2

Enter the code (for "US:Systemadmin. charging UK:System admin.-Charges").

1 View CDR/trunk ✓

Displaying and canceling call charges per trunk:

Confirm.

1

Enter the code.

▶ ✓

Follow the user prompts on the screen (select trunk, if desired clear call charge display).

or

▶ 2 Print CDR/trunk ✓

Printing call charges for all trunks:

Select and confirm.

or

2

Enter the code.

US:Save ✓
 UK:Save entry ✓

Confirm your entry.

Step by Step

CDR Central (Not for U.S.)

If a printer is connected to the V.24 interface, you can print the call data of external connections. You can customize the call data output to your particular preferences.

Prerequisite: you must have started system administration → page 25.

▶ .. CDR ✓

Select and confirm.

3 CDR, central ✓
or

Confirm.

1 3

Enter the code (for "US:Systemadmin. charging UK:Sys-tem admin.-Charges").

▶ 1 Print format ✓
or

Select and confirm.

▶ US:2 Stn number format ✓

▶ UK:2 Digit Suppression ✓
or

▶ 3 Incoming call ✓
or

▶ 4 Call duration ✓
or

▶ 5 Print MSN ✓
or

1 ... 5

Enter the code.

*
or

Enter the code.

▶ *=Change ✓

Select and confirm.

▶ 0 compressed ✓
or

Select and confirm.

▶ 1 long ✓
or

▶ 0 No ✓
or

▶ 1 Yes ✓
or

0 or 1

Enter the code.

Step by Step

Call Charge Factor (Not for U.S.)

To display call charges as a monetary amount, you can define an optional factor by which the accumulated metering pulses are multiplied (price per metering pulse). You can determine this factor for each trunk group (for external code 0, for example).

Prerequisite: you must have started system administration → page 25.

▶ ✓

Select and confirm.

✓

Confirm.

or

Enter the code (for "US:User Options UK:System admin.-User").

or

Enter the code (for "US:Systemadmin. charging UK:System admin.-Charges").

or
 or

Select trunk group:
 Press these keys.

✓

Confirm.

or

Enter trunk group directly and

✓

confirm your entry.

✓

Enter the code.

▶ ✓

Select and confirm.

Enter a factor.

✓

Confirm your entry.

✓

Step by Step

ISDN Unit (Not for U.S.)

Depending on the configuration, it may be necessary to adapt the ISDN unit of the system to an ISDN trunk to display the call charges as a monetary amount. The ISDN unit supplied by the network depends on the carrier.

You can determine this unit for each trunk group (for external code 0, for example).

Prerequisite: you must have started system administration → page 25.

▶ .. CDR ✓

Select and confirm.

5 ISDN unit ✓

Confirm.

or
1 4 5

Enter the code (for "US:User Options UK:System admin.-User").

or

1 5

Enter the code (for "US:Systemadmin. charging UK:System admin.-Charges").

+ or -

Select trunk group:
Press these keys.

+ =Next ✓

Confirm.

or
#

Enter trunk group directly and confirm your entry.

US:Save ✓

UK:Save entry ✓

or
*

Enter the code.

▶ * =Change ✓

Select and confirm.

or
#

Enter a unit.

US:Save ✓

Confirm your entry.

UK:Save entry ✓

Step by Step

Call Log

If a printer is connected to the V.24 interface, the system logs all incoming external ISDN calls. You can disable log printing.

Prerequisite: you must have started system administration → page 25.

▶ ✓

Select and confirm.

✓

Confirm.

or

Enter the code (for "US:User Options UK:System admin.-User").

or

or

Enter the code (for "US:Systemadmin. charging UK:System admin.-Charges").

or

Enter the code.

✓

Confirm.

▶ ✓

Select and confirm.

or

▶ ✓

or

or

Enter the code (No or Yes).

✓

Confirm your entry.

✓

Step by Step

CDRA Pay Phone (Not for U.S.)

When a user terminates a chargeable call (for example, from a pay phone), the call charges can be displayed either on your own telephone or a different telephone (see operating instructions for the telephone; display call charges).

Prerequisite: you must have started system administration → page 25.

▶ ✓

Select and confirm.

✓

Confirm.

or

Enter the code (for "US:User Options UK:System admin.-User").

or

Enter the code (for "US:Systemadmin. charging UK:System admin.-Charges").

Select the station whose charges you want to display: Press these keys.

or

✓

Confirm.

or

Enter a station directly and

✓

confirm your entry.

✓

Enter the code.

or

▶ ✓

Select and confirm.

Enter the station on which you want to display the charges.

✓

Confirm your entry.

✓

Documentation

You can find these operating instructions in the Internet in PDF format under <http://www.siemens.com/hipath>

and on CD-ROM (ask System Support) 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.

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