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You can read the recommendations in the user guide, the technical guide or the installation guide for SIEMENS OPTIPOINT 500 STANDARD. You'll find the answers to all your questions on the SIEMENS OPTIPOINT 500 STANDARD in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual SIEMENS OPTIPOINT 500 STANDARD
User guide SIEMENS OPTIPOINT 500 STANDARD
Operating instructions SIEMENS OPTIPOINT 500 STANDARD
Instructions for use SIEMENS OPTIPOINT 500 STANDARD
Instruction manual SIEMENS OPTIPOINT 500 STANDARD



HiPath 3000
HiPath 5000 RSM

HiPath AllServe, Hicom 150 E/H

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

Operating Instructions

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Manual abstract:

@@@@@Using other accessories may cause a hazard and will invalidate the warranty and the CE mark. Never open the telephone or a key module. If you encounter any problems, contact your service personnel. Never allow the telephone to come into contact with staining or aggressive liquids such as coffee, tea, juice, or soft drinks. For information on telephone maintenance Æ page 102. 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. Marks The device conforms to the EU guideline 1999/5/EG, as attested by the CE mark. @@@@.

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..... Enhanced Functions You can use all basic and enhanced communications platform functions that appear interactively on the screen, in the Program/Service menu, and when you press function keys. Additional Team and Executive/Secretary Functions *Æ* page 81f.

To help working and project groups work together more efficiently, the service technician can configure a variety of team functions, depending on your preferences when working in the team. You can use these team functions in addition to the basic and enhanced functions. In addition to call pickup, hunting groups (group call), and call distribution groups, you can also set up teams with multiple lines per telephone. You can tell if a telephone has trunk keys if your station number and the numbers of your colleagues are programmed on trunk keys. You can access all lines and can also conduct different calls simultaneously on multiple lines. Another team function category includes the executive/secretary functions, which are configured by the service technician.

You can use executive and secretary functions in addition to the basic and enhanced functions as well as other team functions. An executive/secretary telephone has DSS keys for the executive or secretary, trunk keys for the executive and secretary, as well as ring transfer keys. Using the Telephone Efficiently · You probably have certain colleagues or external parties with whom you talk on the phone especially frequently. To dial these numbers faster and more conveniently, you can save them on keys (Saving station numbers for repertory dialing on keys *Æ* page 55).

All too often you reach a busy line when dialing a number. Amid the confusion of your working day, it's easy to forget to try the number again later on. To avoid this, make it a habit to use the "Callback" *Æ* page 47 function. · Basic and Enhanced Functions 13 Making and Answering Calls Step by Step Making and Answering Calls Special default ring signaling is set for your telephone: · · When you receive an internal call, your telephone rings once every four seconds (single-tone sequence). When you receive an external call, your telephone rings twice in rapid succession every four seconds (dual-tone sequence). When you receive a call from the entrance telephone, your telephone rings three times in rapid succession every four seconds (triple-tone sequence). If a call is waiting, you hear a short tone (beep) every six seconds. · The number or the name of the caller appears on the display. Answering a Call With the Handset The telephone rings. The caller appears on the screen.

J or K C Lift the handset. Raise or lower the volume. Keep pressing the key until the desired volume is set. Ending the call: I Replace the handset. or Release Press the key. Answering a Call with the Speaker (Speakerphone Mode) This function is not available with optiPoint 500 economy and optiPoint 500 basic. The telephone rings. The caller appears on the screen. Speaker Press the key. The LED lights up.

Speakerphone mode. J or K 14 Raise or lower the volume. Keep pressing the key until the desired volume is set. Making and Answering Calls Step by Step Ending the call: Speaker Press the key. The LED goes out. or Press the key. Notes on speakerphone mode: · Tell the other party that you are using speakerphone mode. · The speakerphone works best at a low receiving volume. · The ideal distance between the user and the telephone set in speakerphone mode is about 50 cm (approx. 20 inches).

Release Open Listening in the Room During a Call You can let other people in the room join in on the call. Let the other party know that you have turned on the speaker. Precondition: You are conducting a call with the handset. Activating ring transfer: Speaker Press the key. The LED lights up.

Deactivating this function: Speaker Press the key. The LED goes out. 15 Making and Answering Calls Step by Step Switching to Speakerphone Mode This function is not available with optiPoint 500 economy and optiPoint 500 basic. Precondition: You are conducting a call with the handset. Speaker and I Hold down the key and replace the handset.

(in the U.S.: press the key once and replace the handset). Then release the key and continue the call. Switching to the Handset This function is not available with optiPoint 500 economy and optiPoint 500 basic. Precondition: You are engaged in a call in speakerphone mode. C and H Lift the handset. Continue the call. Using Call Waiting Callers can still reach you while you are engaged in another call. A signal alerts you to the waiting call.

You can either ignore or accept the waiting call. When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on. You can also bar call waiting or the call waiting tone *Æ* page 17. Accepting a Waiting Call (Camp-On) Precondition: You are engaged in a phone call and hear a tone (every six seconds).



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Ending the first call and answering the waiting call: I Replace the handset. Your telephone rings. C Answer the second call. Lift the handset. Placing the first call on hold and answering the second call: Call waiting? Select and confirm. 16 Making and Answering Calls Step by Step or Program/Service Press the key. The LED lights up. 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: F>> Quit and return? Confirm.

or Program/Service F9 Press the key. The LED lights up. Enter the code. or I C Replace the handset. "Recall: ." appears on the screen. Lift the handset. Preventing and Allowing Call Waiting (Automatic Camp-On) If this function has been configured (ask your service technician), you can prevent or allow a second call Æ page 16 from being signaled by automatic camp-on during an ongoing call. Program/Service Press the key. The LED lights up and #490=Call wait.trm.off? Select and confirm. or *490=Call wait.

term.on? or G=B9 or F=B9 Enter the code for "off" or "on". Turning the Call Waiting Tone On and Off You can suppress the call waiting tone (every six seconds) for external calls. A one-time special dial tone then alerts you to the waiting call. Waiting tone off? Select and confirm. or Waiting tone on? or FA@ or GA@ Enter code for "tone off" or "tone on". 17 Making and Answering Calls Step by Step Accepting a Specific Call for Your Colleague You hear another telephone ring. Program/Service Press the key. The LED lights up Select and confirm. or *59=Pickup - directed? F>B Enter the code.

A called station appears on the screen. If applicable Next? Select and confirm until you see the station you want. Accept call? Confirm. or D If you know the number of the telephone that is ringing, enter it directly. or Press the flashing key.

Accepting calls in a team Æ page 90. Rejecting Calls You can reject calls which you do not wish to take. The call is then signaled at another definable telephone (contact your service personnel). The telephone rings. The caller is displayed.

Release Press the key. If a call cannot be rejected, your telephone will continue to ring. The message "currently not possible" (UK) or "Feature not available" (US) is displayed (e.g in the case of recalls). 18 Making and Answering Calls Step by Step Using Mailboxes If you have programmed the "Mailbox" key Æ page 57, the associated LED lights up when messages have arrived for you. If your telephone is connected to a voice mail system, the "Mailbox" key will also light up to alert you to any messages that have arrived. Accessing the Mailbox Press the illuminated "Mailbox" key. or US: View messages? UK: Display Messages? US: Message sent? UK: Text? Confirm. Select and confirm. or US: Call voice mail? UK: Call Voice Mail? Follow the user prompts.

Using Timed Reminders Precondition: You must have saved a timed reminder Æ page 62. The current time is the time stored. US: Reminder: UK: Reminder at: The telephone rings. The timed reminder appears on the screen. Speaker Press the key twice. C I Lift the handset and replace it again. If you fail to answer the timed reminder, it repeats five times and is then erased. or 19 Making and Answering Calls Step by Step Using the Speakerphone A colleague addresses you directly over the speaker with a speaker call. You hear a tone before the announcement. The other party's name or station number appears on the screen.

You can conduct the call with the handset or in speakerphone mode. Speakerphone mode is not available with optiPoint 500 economy and optiPoint 500 basic. C Lift the handset and answer the call. or Mute off? Press the "OK" key to confirm your selection and answer the call. or Press the key and answer the call.

If handsfree answerback is enabled (see below), you do not need to switch on the microphone you can answer directly. You can answer immediately in speakerphone mode. If handsfree answerback is disabled (default setting), follow the procedure described above. Placing a speaker call to a colleague Æ page 28. Mute Enabling and Disabling Handsfree Answerback HF answerback on? Select and confirm. or HF answerback off? or FB? or GB? Enter the code for "on" or "off". Answering a Call With a Headset Answer? Your telephone rings. Confirm. Ending the call: Release Press the key. The LED goes out. 20 Making and Answering Calls Step by Step Turning Do Not Disturb On and Off You can activate the do not disturb function if you do not want to 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 your service personnel). DND on? Select and confirm. or DND off? or FB@ or GB@ Enter the code for "on" or "off". When you lift the handset, a special dial tone (continuous buzzing tone) reminds you that do not disturb is active.

Authorized internal callers can automatically override the do not disturb function after five seconds. Turning Ringer Cutoff On and Off You can activate the ringer cutoff function if you do not want to receive any calls. Calls are only identified by one ring signal, an indication on the display, and a key which has been programmed to flash (such as a trunk key). Ringer cutoff on? Select and confirm. or Ringer cutoff off? or FBA or GBA Enter the code for "on" or "off". 21 Making and Answering Calls Step by Step Trace Call: Identifying Anonymous Callers (Not for U.S.) You can have the carrier identify malicious external callers. You can save the caller's station number during the call or for 30 seconds after the call ends. However, it is essential that you do not replace your handset during this time.

Program/Service Press the key. The LED lights up. and *84=Trace call? Select and confirm. FA= Enter the code. After you have finished tracing the call, the data is stored on the carrier's system.

Now contact your service personnel. or Turning the Microphone On and Off To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the handsfree microphone. You can also switch on the handsfree microphone to answer an announcement via the telephone speaker (speaker call, Æ page 20). Speakerphone mode is not available with optiPoint 500 economy and optiPoint 500 basic. Precondition: You are conducting a call.

The microphone is switched on. Mute Press the key. The LED lights up. or Press the illuminated key. The LED goes out. or Mute Mute on? Select and confirm.



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or Mute off? or Program/Service Press the key. The LED lights up F>; or G>; Enter the code for "on or "off". 22 Making and Answering Calls Step by Step Answering Calls from the Entrance Telephone and Opening the Door If an entrance telephone has been programmed, you can use your telephone to speak to someone at the entrance telephone and to activate a door opener. If you have the proper authorization (contact your service personnel), you can activate the door opener, enabling visitors to open the door themselves by entering a 5-digit code (using a DTMF transmitter or installed keypad).

Speaking to visitors via the entrance telephone: Precondition: Your telephone rings. C Lift the handset within thirty seconds. You are connected to the entrance telephone immediately. or C Lift the handset after more than thirty seconds. D Dial the entrance telephone number. Opening the door from your telephone during a call from the entrance telephone: Open door? Confirm. Opening the door from your telephone without calling the entrance telephone: Program/Service Press the key. The LED lights up. Select and confirm. or *61=Open door? F?: Enter the code.

D Dial the entrance telephone number. Special features must be taken into consideration if your telephone operates with HiPath 5000 RSM (system networking via PC network) Æ page 98! 23 Making and Answering Calls Step by Step Opening the door with a code (at the door): D 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: Program/Service Press the key. The LED lights up Select and confirm. or *89=Door opener on? FAB Enter the code. D Dial the entrance telephone number. D Enter the five-digit code. Default code = "00000". or 3=change password? Select the displayed function and press the "OK" dialog key to change the code.

I=enable with ring? Select and confirm. or You can also open the door without a doorbell ring. Deactivating the door opener: 2=enable w/o ring? Program/Service #89=Door opener off? Press the key. The LED lights up. Select and confirm. or GAB Enter the code. Accepting a Call From an Answering Machine You can accept a call from any answering machine if the machine is connected to your system (contact your service personnel) and you have programmed the answering machine number on a key Æ page 57. The LED lights up. Press the key. 24 Making and Answering Calls Step by Step Display Number of Waiting Calls and Overload Indication You can show the number of external waiting calls on the display by pressing the "View number of calls" key Æ page 57.

Press the "Waiting calls" key. If the number of waiting calls exceeds a preset limit while you are engaged in another call (overload), the LED on the key lights up. Contact your service personnel to find out the waiting call limit. · LED off: No callers waiting. · LED flashes slowly: You have reached the programmed threshold. · LED flashes rapidly: You have exceeded the threshold value (overload). 25 Making Calls Step by Step Making Calls Off-Hook Dialing C Lift the handset. D 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: I Replace the handset.

On-Hook Dialing D Internal calls: Enter the station number. External calls: Enter the external code and the station number. The other party answers with speaker: C Lift the handset. or On-hook: Use speakerphone mode (not available with optiPoint 500 economy and optiPoint 500 basic). The called party does not answer or is busy: Speaker Press the key.

The LED goes out. Your system may also be programmed so that you have to press the Internal key before you dial an internal number. To call an external party, you have to enter an external code before dialing the party's telephone number (Prime Line is not active; contact your service personnel). 26 Making Calls Step by Step En-Bloc Sending / Correcting Numbers If this feature is configured (contact your service personnel), a connection is not attempted immediately when a station number is entered. This means that you can correct the number if necessary.

The station number is only dialed at your specific request. D Internal: enter station number. External: enter external code and station number. Dialing entered/displayed numbers: C Lift the handset. or Dial? Confirm. Correcting numbers entered: Delete number? Select and confirm. The last digit entered in each case is deleted. D Enter the required digit(s). Canceling en-bloc sending: End? Select and confirm. or Speaker Press the key.

The LED goes out. or Press the key. Release 27 Making Calls Step by Step 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. Suppress call ID? Select and confirm. or Restore caller ID? or FA? or GA? Enter code for "suppress" or "restore". Your 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 your service personnel), or to an internal user with a system telephone without any action on their part. Program/Service Press the key. The LED lights up.

*80=Speaker call? Select and confirm. FA9 Enter the code. D Enter the station number. Responding to a speaker call Æ page 20. or 28 Making Calls Step by Step Activating Tone Dialing (DTMF Suffix Dialing) You can transmit dual-tone multifrequency (DTMF) signals to control devices such as an answering machine or automatic information system.

Program/Service Press the key. The LED lights up. Select and confirm. or *53=DTMF dialing? F>< Enter the code. D 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 your service personnel), the system automatically sets up a connection to a preset internal or external destination. C 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). 29 Making Calls Step by Step Reserve Trunk If this feature is configured (contact your service personnel), you can reserve a busy trunk for your own use.



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When the trunk is free, you receive a call and a message appears on the display. Precondition: The message "US: Currently busy UK: busy at the moment" appears on your screen. Reserve trunk? Confirm. When the reserved trunk becomes free: Your telephone rings.

The display shows "Trunk is free". C Lift the handset. You hear the CO dial tone. D Enter the number of the external station. Assigning a Station Number (Not for U.S.) If this function has been configured (contact your 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. Program/Service Press the key. The LED lights up. Select and confirm. or *41=Temporary MSN? F=: Enter the code. D Enter the DID number you wish to use. D Dial the external number. 30 Making Calls Step by Step Trunk Flash To activate ISDN-type services and features through the network carrier's analog trunks or those of other communications platforms (such as "consultation hold"), you must send a signal to the trunks before dialing the service code or telephone number.

Precondition: You have set up an external connection. Program/Service Press the key. The LED lights up. Select and confirm. or *51=Trunk flash? F>: Enter the code.

D Enter the service code and/or telephone number. 31 Making Calls Step by Step Associated Dialing/Dialing Aid If this function has been configured (contact your service personnel), you can use a dialing aid to dial numbers and set up calls for your telephone. The operating procedure depends on whether the dialing aid is connected to the S0 bus or the a/b (T/R) port. You can also use your system telephone as a dialing aid for other telephones. Dialing aid on the S0 bus: On the PC, select a destination and start dialing. C The speaker on your telephone is switched on. Lift the handset when the other party answers. Dialing aid at the a/b (T/R) port: On the PC select a destination and start dialing. "Lift the handset" appears on the PC screen. C Lift the handset.

Dialing aid from your telephone for another telephone: Program/Service Press the key. The LED lights up. Select and confirm. or *67=Associated dial? F?@ Enter the code. D Enter the internal station number ("Dial for:"). D Enter the number you wish to dial. 32 Calling Multiple Parties Simultaneously Step by Step 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. US: Consult? UK: Enquiry? Confirm. D Call the second party.

Return to the first party: Return to held call? Confirm. or Press the key. The LED lights up. Enter the code. The or LED goes out.

Quit and return? Program/Service F9 Switching to the Party on Hold (Toggle Toggle/Connect? Select and confirm. Program/Service F ; Press the key. The LED lights up. Enter the code. The LED goes out.

or 33 Calling Multiple Parties Simultaneously Step by Step Combine the calling parties into a three-party conference Conference? Select and confirm. Program/Service F < Press the key. The LED lights up. Enter the code. The LED goes out. Connecting the other parties to each other or Transfer? Select and confirm. Conducting a Conference In a conference call, you can talk to as many as four other parties at the same time. These may be internal or external users. D Call the first party. Start conference? Select and confirm.

D Call the second station. Announce the conference. Conference? Select and confirm. Program/Service F < Press the key. The LED lights up. Enter the code. The LED goes out. A tone sounds every 30 seconds to indicate that a conference is in progress. Contact your service personnel for instructions on how to turn it off. If the second party does not answer: or Return to held call? Confirm.

or F 9 Enter the code. Adding Up to Five Parties to the Conference (Initiator Only) Add party? Confirm. D Call the new party. Announce the conference. 34 Calling Multiple Parties Simultaneously Step by Step Conference? Select and confirm.

Program/Service F < Press the key. The LED lights up. Enter the code. The LED goes out. or Checking Which Parties Are in the Conference (Initiator Only) View conf parties? Select and confirm.

The first station appears on the screen. To display other stations, confirm each subsequent display. To exit the list: Select and confirm. Next? Exit list? Removing Parties From the Conference (Initiator Only) View conf parties? Select and confirm. The first station appears on the screen. Confirm as often as required until the desired station appears. Select and confirm. Next? Remove party? Leaving a Conference I Replace the handset. or US: Leave conference? UK: Withdraw? Select and confirm. Ending a Conference (Initiator Only) End conference? Select and confirm.

Program/Service G < Press the key. The LED lights up. Enter the code. The LED goes out. or Removing the ISDN Central Office Party From the Conference (Only for U.S.) Drop last conf. party? Select and confirm. or Press the key. The LED lights up.

Enter the code. The Program/Service F=B: LED goes out. 35 Calling Multiple Parties Simultaneously Step by Step 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. US: Consult? UK: Enquiry? Confirm. D Enter the number of the party to which you want to transfer the call.

H Announce the call, if necessary. I Replace the handset. or Transfer? Select and confirm. ..

.After a Speaker Call (Announcement) in a Group If this function has been configured (contact your service personnel), you can use a speaker call (announcement, Æ page 28) to announce a call in progress to a group of users Æ page 88. After a member of the group has accepted the call request, you can transfer the waiting party. Precondition: You are conducting a call. US: Consult? UK: Enquiry? Program/Service Confirm. The other party is placed on hold. Press the key. The LED lights up. Select and confirm. or *80=Speaker call? FA9 Enter the code.

D Enter the group's station number. H Announce the call. When a member of the group accepts the call Æ page 20, you are connected to this party. 36 Calling Multiple Parties Simultaneously Step by Step I Replace the handset. or Transfer? Select and confirm. 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.



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Precondition: You are conducting a call.

Program/Service Press the key. The LED lights up. *56=Park a call? Select and confirm. F>? Enter the code. 9 .

.. B Enter the number of the park slot (0 - 9) and make a note of it. If the park slot number you entered is not displayed, it is already in use; enter another one. or Retrieving a Parked Call Precondition: One or more calls have been parked.

The telephone is idle. Program/Service Retrieve call? Press the key. The LED lights up. Select and confirm. or G>? Enter the code. 9 ... B 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). 37 Calling Multiple Parties Simultaneously Step by Step Placing External Calls on Hold If you have programmed a key on your telephone as a hold key Æ page 57, you can place external calls on hold. This enables all other parties to retrieve the call on the assigned line. Press the "US:Hold UK:Common Hold" key. Held on line: 801 A message appears showing which line is on hold (e.g. 801); make a note of the line number. If a trunk key has been assigned, the LED flashes slowly. If applicable I or Release Replace the handset or press the key. Depending on your system configuration, this may be necessary so other users can also pick up the held call.

Picking up (Retrieving) a Held Call Precondition: One or more calls have been parked. The telephone is idle. Program/Service Press the key. The LED lights up. Select and confirm.

or or If the "Line retrieved" key Æ page 57 has been configured, press the key. *63=Retrieve line? F?< Enter the code. D Enter the line number you noted earlier. or If a "Trunk key" was assigned to this line Æ page 57: LED flashes slowly. Press the key.

38 Making Calls to Stored Destinations Step by Step Making Calls to Stored Destinations Using a Caller List If you are unable to accept an external or internal call, the call attempt is stored in the caller list. You can store answered calls either manually (both internal and external calls) or automatically (external calls only; contact your service personnel for details). Your telephone stores up to ten calls in chronological order. Each call is assigned a time stamp. The most recent entry not yet answered in the list is displayed first. Multiple calls from the same caller do not automatically generate new entries in the caller list. Instead, only the most recent time stamp for this caller is updated and its number incremented. Retrieving the Caller List Precondition: Service personnel has set up a caller list for your telephone. Caller list? GA; Enter the code. The last call is displayed on the screen.

or Next? To view other calls, confirm each subsequent display. Ending Retrieval US: Exit? UK: End? Select and confirm. or Program/Service Press the key. The LED goes out. or Press the key. The LED goes out. Speaker 39 Making Calls to Stored Destinations Step by Step Displaying the Call Time and Additional Call Information Precondition: You have retrieved the caller list and the selected call is displayed. Time/Date sent? Select and confirm. or View station no. or View name? Dialing a Station Number from the Caller List Precondition: You have retrieved the caller list and the selected call is displayed.

Call? Select and confirm. The caller is automatically deleted from the caller list when a connection is finally set up. Removing an Entry from the Caller List Precondition: You have retrieved the caller list and the selected call is displayed. Delete? Confirm. Saving the Other Party's Station Number in the Caller List (Redial) Precondition: You are engaged in a call or have called an external party.

Save number? Confirm. or Press the key. The LED lights up. Enter the code. Program/Service FA; 40 Making Calls to Stored Destinations Step by Step Redialing a Number The last three external telephone numbers dialed are stored automatically.

You can redial them simply by pressing a key. The station number appears on your screen for two seconds and is then dialed. Redial Press the key once to dial the number last dialed. Press the key twice to dial the next to the last number dialed. Press the key three times to dial the third-to-the-last number dialed. Displaying and dialing saved station numbers Redial Next? Press the key. Press the "OK" dialog key within two seconds to confirm your choice. The next stored number is displayed. Press the "OK" dialog key to confirm four selection. Select and confirm.

If this feature is configured (contact your service personnel), account codes entered are also saved Æ page 46. Next? Call? 41 Making Calls to Stored Destinations Step by Step Dialing a Number From the Internal Directory The internal directory contains all station numbers and system speed-dial numbers assigned to a name. Contact your service personnel to find out if one was configured for your system. Precondition: Names have been assigned to the station numbers stored in the system. C Lift the handset. or Speaker Press the key. The LED lights up. Directory? Confirm. The first entry is displayed on the screen.

Scroll Next? To view further entries, confirm each subsequent display.

or Select and confirm. or Scroll Previous? D Enter the name you want to find, or just the first few letters, using the alphanumeric keypad. You can use the keypad with the digits as an alphanumeric keypad in this case and enter the names by pressing the appropriate keys one or more times as needed. For example, you can enter the letter "R" by pressing the "7" three times or the letter "E" by pressing the "3" twice. The first name with the entered letters is displayed.

Enter the following letters by using the same method. If no entry exists for the entered letters, you will hear a short beep. To enter a space, press the "0".

Pressing "1" automatically displays the first entry in the internal directory. The "*" and "#" keys have no function here.

Select and confirm each letter to be deleted. The last letter entered is deleted. If applicable Delete Character? 42 Making Calls to Stored Destinations Step by Step If applicable Delete Line? Select and confirm. All entered letters are deleted, and the first entry in the internal directory is displayed again. The entry you wish to dial appears on the screen. Call? Select and confirm. Using Repertory Dialing Keys Precondition: You have saved a station number on a repertory dialing key Æ page 55. Press the key on which the number is saved. If the station number is located on the second level, first press "Shift".



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You can also press the repertory dial key during a call.

This automatically sets up a consultation Æ page 33. Using Station and System Speed-Dial Numbers Precondition: You have stored station speed-dial numbers Æ page 56 or your service personnel has stored system speed-dial numbers. Program/Service Press the key. The LED lights up Confirm. or *7=Use speed-dialing? F@ Enter the code. D Enter a speed-dial number. "0" to "9" = station speed-dialing. "000" to "999" = system speed-dialing (contact your service personnel). 43 Displaying and Assigning Call Charges Step by Step Displaying and Assigning Call Charges Displaying Call Charges (Not for U.S.) For the current call: The display usually shows call charges at the end of a call (default setting). If you wish to display charges continuously during a call in progress, your service personnel must request this feature from your carrier. Some carriers also let you display toll-free external calls. The message "Free of Charge" appears on the screen either before or during the call. If a call is transferred, the charges are assigned to the telephone to which the call was transferred.

For all calls and the last one conducted: The connection charges for the last chargeable call conducted are displayed first. Five seconds later, the total accumulated connection charges appear. Program/Service Press the key. The LED lights up. Select and confirm. or *65=Show call charges? F?> Enter the code. 44 Displaying and Assigning Call Charges Step by Step Displaying Call Charges for Another Telephone (Not for U.S.) If this function is configured (contact your service personnel), you can display and print the chargeable calls for other telephones (such as a pay phone). Precondition: You have programmed the function "View call charges" on a key Æ page 57. The LED lights up to indicate that you have conducted chargeable call since the last time you viewed the charges. Press the "View call charges" key. The chargeable call appear on the screen. Next? To display further chargeable calls, confirm each subsequent display. Print? Select and confirm.

or Delete? or Add'l information? or US: Exit? UK: End? 45 Displaying and Assigning Call Charges Step by Step Dialing with Call Charge Assignment You can assign external calls to certain projects. Precondition: Service personnel has set up account codes for you. Program/Service Press the key. The LED lights up. Select and confirm. or *60=Account code? F?9 Enter the code. D Enter the account code. and G Press this key. or Confirm. May be necessary, depending on how your system is configured; contact your service personnel for details.

US: #=Save? UK: #=Save entry? D Enter the number of the external station. You can also enter the account code during an external call. 46 If You Cannot Reach a Destination ...

Step by Step 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. US: Callback UK: Set Callback Confirm. or F>A Enter the code. Answering a Callback Precondition: A callback was saved. Your telephone rings. "Callback: ..." appears on the display.

C Lift the handset. or Speaker Press the key. The LED lights up. You hear a ring tone. Checking and Canceling a Saved Callback View callbacks? Select and confirm. G>A Enter the code. US: Next callback? UK: Display next? or Select the displayed function and press the "OK" dialog key to display additional entries. 47 If You Cannot Reach a Destination ...

Step by Step Deleting a displayed entry: Delete? Press the "OK" dialog key to confirm your selection Ending callback display: US: Exit? UK: End? Select and confirm. or Program/Service Press the key. The LED goes out. or Press the key. The LED goes out.

Speaker Call Waiting (Camp-On) Precondition: You have dialed an internal number and hear a busy signal. It is important that you reach the called party. Camp-on Wait (approx. 5 seconds) until "Camp-on" appears on the display and the busy tone is followed by the ring tone. The called party can then respond Æ page 16 The called party can prevent automatic call waiting Æ page 17.

If this feature is configured (contact your service personnel), you will hear the ring tone and the message "Camp-on" is immediately displayed. 48 If You Cannot Reach a Destination ... Step by Step Busy Override - Joining a Call in Progress This function is only available if it has been configured by the service technician (contact your service personnel). Precondition: You have dialed an internal number and hear a busy signal. It is important that you reach the called party. Override? Select and confirm. or F?; 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. 49 Telephone Settings Step by Step Telephone Settings Adjusting the Ring Volume J or K US: Ring volume? UK: Ringer volume? Press these keys while the phone is idle. Confirm. J or K To raise or lower the volume: Keep pressing the keys until the desired volume is set. Save. J or K US: Ring tone? UK: Ringer tone? Adjusting the Ring Tone Press these keys while the phone is idle. Select and confirm. J or K To adjust the ring tone: Keep pressing the keys until the desired tone is set.

Save. Adjusting the Attention Ring Volume If you belong to a team that uses trunk keys, the telephone can alert you to other calls in the team even when you are engaged in another call Æ page 86. You hear the attention ring. J or K US: Attention Ring Vol? UK: Volume? Press one of these keys while the phone is idle. Select and confirm.

To raise or lower the volume: Keep pressing the keys until the desired volume is set. Save. J or K 50 Telephone Settings Step by Step Adjusting the Speakerphone to the Room Acoustics This function is not available with optiPoint 500 economy and optiPoint 500 basic. To help the other party understand you clearly while you are talking into the microphone, you can adjust the telephone to the acoustics in your environment: "Quiet room", "Normal room" and "Noisy room". J or K Speakerphone mode? Press one of these keys while the phone is idle. Select and confirm. To set the room type: Keep pressing these keys until the setting you want appears on the screen.



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Save. J or K Adjusting the Receiving Volume During a Call You are engaged in a call. J or K J or K simultaneously To raise or lower the volume: Keep pressing the keys until the desired volume is set. Save. 51 Telephone Settings Step by Step Adjusting the Display to a Comfortable Reading Angle You can swivel the display unit. Adjust the display unit so that you can clearly read the screen. Display backlight This function is only available with optiPoint 500 advance. When operating optiPoint 500 advance, e.

g. when dialling a call number, a display backlight switches on automatically. The backlight switches off automatically a few seconds after the last action is completed. Adjusting the display contrast The display has four contrast levels that you can set according to your light conditions. J or K Press one of the keys while the phone is idle. Display contrast? Select and confirm. J or K Change the display contrast. Press the key repeatedly until the desired level is obtained.

Save. Selecting the Language of Screen Prompts Program/Service More features? Press the key.

The LED lights up. Confirm. Confirm. or *48= Select language? F=A Enter the code. 15=Spanish? Select the language you wish to use (such as "Spanish") and press the "OK" dialog key to confirm.

52 Telephone Settings Step by Step Locking the Telephone to Prevent Unauthorized Use You can prevent unauthorized persons from using your telephone and its electronic notebook during your absence. Precondition: You must have configured a personal identification number (PIN) for your telephone Æ page 54.

To lock and unlock the telephone: Changeover on? Select and confirm. or Changeover off? or F?? or G?? Enter the code for "on" or "off". D Enter the telephone lock PIN Æ page 54.

While the telephone is locked, a special dial tone sounds when you lift the handset. You can continue to dial internal numbers as usual. Your telephone can also be locked or unlocked again by an authorized party Æ page 74. 53 Telephone Settings Step by Step Saving Your PIN To use the functions · to prevent unauthorized persons from using your telephone Æ page 53 · to use another telephone like your own Æ page 69 · to change your call number Æ page 70 you need to enter a personal identification number, which you can save yourself. Program/Service Press the key. The LED lights up. Confirm. or *93=Change PIN? FB< Enter the PIN. D Enter the current five-digit PIN. D Enter the new PIN.

D Repeat the new PIN. If you forget your PIN, contact your service personnel, who can reset your PIN to "00000". If you have not yet assigned a PIN, use the PIN "00000" the first time you enter it. 54 Saving Station Numbers, Functions, Procedures and Appointments Step by Step Saving Station Numbers, Functions, Procedures and Appointments You can save a frequently-dialed number, or frequently used functions/procedures (comprising several operating steps) to any free key on your telephone or add-on device. If you have programmed a Shift key, you can assign numbers and functions on two levels of the programmable keys. The second (Shift level) can accept only an external station number. Saving Repertory Dialing Numbers on a Key Program/Service Press the key. The LED lights up. Select and confirm. or *91=Prog.

feature key? FB: Enter the code. If applicable If the "Shift Key" has been configured Æ page 57, press the key. Press the key. If the key is already in use, its assignment appears on the screen. US: Change key? UK: Change feature? Redial key? Confirm.

Confirm. D Enter the station number. US: Save? UK: Save entry? Confirm. or If you make a mistake: Previous? Select and confirm. This deletes all entered digits.

55 Saving Station Numbers, Functions, Procedures and Appointments Step by Step US: Exit? UK: End? Confirm. or US: Another key? UK: Program another key? Select and confirm. Simply press the key to dial a stored telephone number Æ page 43. If you have saved an internal station number (=DSS call), the corresponding LED signals various states Æ page 58, Æ page 85. You can do this while a call is in progress. Storing Station Speed-Dial Numbers You can store the ten numbers which you use the most and dial them using your own station speed-dial numbers: *0 through *9 Æ page 43. Program/Service Press the key. The LED lights up. Confirm. or *92=Change Speed-dial? FB; Enter the code.

D Enter the speed-dial number you wish to use (*0 to grammed station number appears on the screen. US: Change? UK: Change entry? *9). If the speed-dial number is already in use, the proConfirm. D First enter the external code and then the external station number. Confirm. or If you make a mistake: Previous? US: Save? UK: Save entry? Select and confirm. This deletes all entered digits. 56 Saving Station Numbers, Functions, Procedures and Appointments Step by Step US: Next? UK: Next entry? Confirm. or US: Change? UK: Change entry? Select and confirm. or Delete? Select and confirm.

or Select and confirm. US: Exit UK: End Assigning Functions to Keys Program/Service Press the key. The LED lights up. Select and confirm. or *91=Prog. feature key? FB: Enter the code. Press the key. If the key is already in use, its assignment appears on the screen. US: Change key? UK: Change feature? Confirm. Select and confirm the function, such as "Do not disturb".

All programmable functions appear on the screen. See Quick-Reference Operating Instructions (Appendix): section ... about function keys. If applicable US: Save incomplete UK: Store incomplete text Select and confirm. @@@@ Confirm. or US: Exit? UK: End? US: Another key? UK: Program another key? Select and confirm. Now press the key to access the function directly. @@@@ Saved function is active.

Callback: You have not set a callback. You have set a callback. Mute (on/off): The microphone is switched on. The microphone is switched off. Caller list: No calls saved. Call request saved. @@The other party is engaged in a call or has activated do not disturb. @@@@Mailbox: No messages present. Message(s) present. @@Active call on assigned trunk.

@@Flashing slowly - A call on this line was placed on hold. @@All trunks in the trunk group are busy. @@@@Call forwarding, Forward Line: Flashing slowly - Either you or your trunk is the destination of a forwarded call. Fax details/answering machine: No fax received or no message on answering machine. Fax received or message on answering machine.

View number of calls: No callers waiting. Flashing rapidly - Callers waiting (a certain number is exceeded). Flashing slowly - Callers waiting (a certain number was reached). The following functions are assigned to keys which have no LED: Redial key (external), Procedure key, Trace call, Speeddial, Release call, Clear, US:Lock all phones UK:Telephone Lock, Send message, US:Directory UK:Phonebook, Call waiting, US:Connect/Toggle UK:Shuttle, Conference, Speaker call, Retrieve line, Reserve trunk, Release trunk, Temporary Phone, Override, US:Park UK:Call Park, Pickup - directed, Pickup - group, Account code, Show call charges, Radio paging equip, Answer page, Timed reminder, Open door, DTMF dialing, Recall key, Room monitor, Hold key, Consultation, Associated dial, Associated serv.



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, Tel.

data service, Relocate. 59 Saving Station Numbers, Functions, Procedures and Appointments Step by Step Assigning a Procedure (Operating Steps) to a Key Station numbers and functions which require additional inputs, i.e. @@@@The LED lights up. Select and confirm. or *91=Prog. feature key? FB: Enter the code. Press the key. @@UK: Change key? Procedure key? Confirm. Confirm.

D Enter the procedure, e.g. @@@@UK: Exit? Confirm. or US: Program another key? UK: Another key? . Select and confirm. Select the stored procedure by pressing a key. @You can also press a procedure key during a call. @To do this, you need to save the time you want the call to be made. @The LED lights up. Confirm.

or *46=Timed reminder on? F=? Enter the code. @@@@or Select and confirm. Daily? US: Save? UK: Save entry? Confirm. @The LED lights up. Confirm.

or G=? Enter the code. Delete? Confirm. @@@@The LED lights up. Select and confirm. @The LED lights up.

Select and confirm. or *91=Prog. feature key? FB: Enter the code. Press the key. The key assignment appears on the screen. US: Another key? UK: Program another key? Select and confirm. or US: Exit? @@@@D Enter the number of the telephone that is ringing. US: Save? @@@@The night station can be defined by 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 RSM (system networking via PC network) Æ page 95! Activating this function: Night answer on? Select and confirm. F== Enter the code.

or *=default? or or Press the "OK" dialog key to confirm (standard night answer service). F Enter the code (standard night answer service). D Enter the destination number (= temporary night answer service). Confirm. US: Save? UK: Save entry? Deactivating night answer: Night answer off? Select and confirm. G== Enter the code. or 65 Call Forwarding Step by Step Call Forwarding in the Carrier Network and Forwarding Multiple Subscriber Numbers (MSN) (Not for U.S.) If this function has been configured (contact your 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. Trunk FWD on? Select and confirm. F?= Enter the code. 1=immediate? or Select and confirm the line type you wish to use. or 2=on no answer? or 3= on busy? : or ; or < Enter the code. D Enter your DID number.

D Enter the destination number (without the external code). Save? or Confirm. Deactivating call forwarding: Forwarding - trunk off Select and confirm. or G?= Enter the code. Confirm the displayed call forwarding type.

: or ; or < Enter the activated call forwarding type. D Enter your DID number. or 66 Using Other Functions Step by Step Using Other Functions Sending a Message You can send short text messages to users who have system telephones. Transmitted text messages are signaled in the same way as a callback request on system telephones e.g. optiPoint 500 entry. US: Send message? UK: Send Message? Select and confirm. or F?A Enter the code. D Enter the recipient's internal station number. 0=Please call back Select and confirm the preprogrammed message (which can be changed by service personnel).

9 ... B Enter the code directly. Send? or The codes appear on the screen, next to the messages to which they are assigned. Confirm. Displaying and Deleting Messages You Have Sent View sent message? Select and confirm. or G?A Enter the code. Follow the display prompts. Answering Messages "Messages received:" appears on your screen, along with an indication of the length.

US: View messages? UK: Display Messages? Confirm. Follow the display prompts. 67 Using Other Functions Step by Step Leaving an Advisory Message You can leave an advisory message on your telephone screen for internal callers who want to reach you while you are away from your desk. When another party calls you, the message appears on the caller's screen. Advisory msg.

on? Select and confirm. F?B Enter the code. 0=Back at: or Select and confirm the preprogrammed message (which can be changed by service personnel). 9 .. . @@@@The LED lights up. Select and confirm. or *508=Temporary Phone? F>9A Enter the code. D Enter the other user's station number. @@@@The call number together with the settings (e.g. programmed keys) of the telephone are changed. @@The telephone are in idle state. @@The LED lights up.

Select and confirm. or *9419=Relocate? FB=:B Enter the code. D Enter your own call number. @@@@Deactivating indication: Press the illuminated "Fax details" key. The LED goes out. 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: Program/Service #0=Reset services? Forwarding on Advisory msg. on Ringing group on Hunting group off Suppress call ID Waiting tone off DND on Ringer cutoff on Messages received: View callbacks Press the key. The LED lights up. Select and confirm.

or G9 Enter the code. 71 Using Other Functions Step by Step Silent Monitor If this function has been configured (contact your service personnel), you can join a call already in progress at an internal station and listen in unnoticed. FB== Enter the code. D 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: Program/Service Press the key. The LED lights up. Select and confirm.

or *88=Room monitor? FAA Enter the code. You can either leave the telephone in speakerphone mode (not available with optiPoint 500 basic) or lift the handset and leave it directed towards the noise source. Deactivating the telephone to be monitored: Program/Service Press the illuminated key. The LED goes out. or I Replace the handset. Monitoring the room: D Enter the internal number if the telephone in the room you wish to monitor. 72 Using Other Functions Step by Step Activating Functions for Another Telephone If this function has been configured (contact your service personnel), you can turn the following functions on and off for other telephones. This feature is also known as associated service. Program/Service Do not disturb, code: *97/#97 Æ page 21 Call forwarding, code: *11, *12, *13/#1 Æ page 64 Locking and unlocking telephone, code: *66/#66 Æ page 53 Group ringing, code: *81/#81 Æ page 88 Leaving an advisory message, code: *69/#69 Æ page 68 Group call, code: *85/#85 Æ page 88 Reset services and functions, code: #0 Æ page 71 Control relay, code: *90/#90 Æ page 78 Night service, code: *44/#44 Æ page 65 Timed reminders, code *65 Æ page 62 Press the key.



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