



**HiPath 1100**

**HiPath 1120**

**HiPath 1150**

**HiPath 1190**

System Telephones  
optiPoint 500 economy  
optiPoint 500 basic  
optiPoint 500 standard  
optiPoint 500 advance

User Manual

**SIEMENS**

Global network of innovation

# Introduction

The HiPath 1100 family consists of the following systems: HiPath 1120, HiPath 1150 and HiPath 1190. The features and operation of these systems are very similar. Their differences stem from their capability regarding the number of extensions, external lines and optional modules available.

The following documentation package was developed to describe the characteristics for these systems:

- **User Manual:**  
This manual describes step by step how to operate and use the features provided by each system.
- **Programming Manual:**  
The Configuration Manual briefly describes the installation of HiPath 1120, HiPath 1150 and HiPath 1190 systems as well as the programming codes for the entire family of systems. It highlights the specific characteristics of each system.
- **System Telephones Instruction Manual:**  
It is included with the telephone package and describes how to setup and use the telephone sets.
- **Quick Reference Guide for Standard and System Telephones:**  
This guide provides summarized information on how to use the different codes for the features of each system:
- **Attendant Console Quick Reference Guide:**  
This guide provides summarized information on how to use a system telephone as an Attendant Console.
- **Service Manual.**  
This manual contains information regarding Siemens distributors and Service Centers where you can request maintenance service and programming assistance as well as purchase products and options for your Communications Systems.
- **Warranty Certificate:**  
This Certificate defines the terms and conditions of the warranty provided by Siemens.

## About This User Manual

This manual describes the operation and implementation of the HiPath 1100 system features with the system telephones optiPoint 500 economy, optiPoint 500 basic, optiPoint 500 standard and optiPoint 500 advance. It also describes all feature codes and functions provided by your system. Some functions may not be available with your system. The reasons for this are the following:

- The function is not configured for your type of line and/or system. Ask your System Administrator for further information.
- Your communications platform does not support the feature. Ask about upgrade capabilities for your system.

## Important Notes



Do not install the system or telephone sets where there may be a risk of explosion.



To ensure optimal performance and operation use only original accessories manufactured by Siemens.



Never open the system or dismantle any of the telephones. If you have any problems, ask for assistance from your System Administrator.

### Care of the equipment

Avoid putting the system and telephones in contact with coloring liquids or other damaging fluids such as tea, coffee, fruit juices or soft drinks.

The information in this document provides only general descriptions of the features. The actual features may not correspond exactly to the descriptions herein and, furthermore, they are subject to changes to the extent that products continue to be developed.

The selection of features to be provided is not binding unless explicitly established in the terms of the contract.

## Trademarks



This equipment conforms to the EU Directive 1999/5/EG, as attested by the CE mark.



This device has been manufactured in accordance with our certified environmental management system (ISO 14001). This process ensures the lowest consumption of raw materials and energy as well as the lowest production of industrial waste.



For compliance with EU directives, do not discard any batteries, electrical or electronic equipment marked with this symbol in common household garbage. Discard this type of waste at a local recycling or waste disposal facility.

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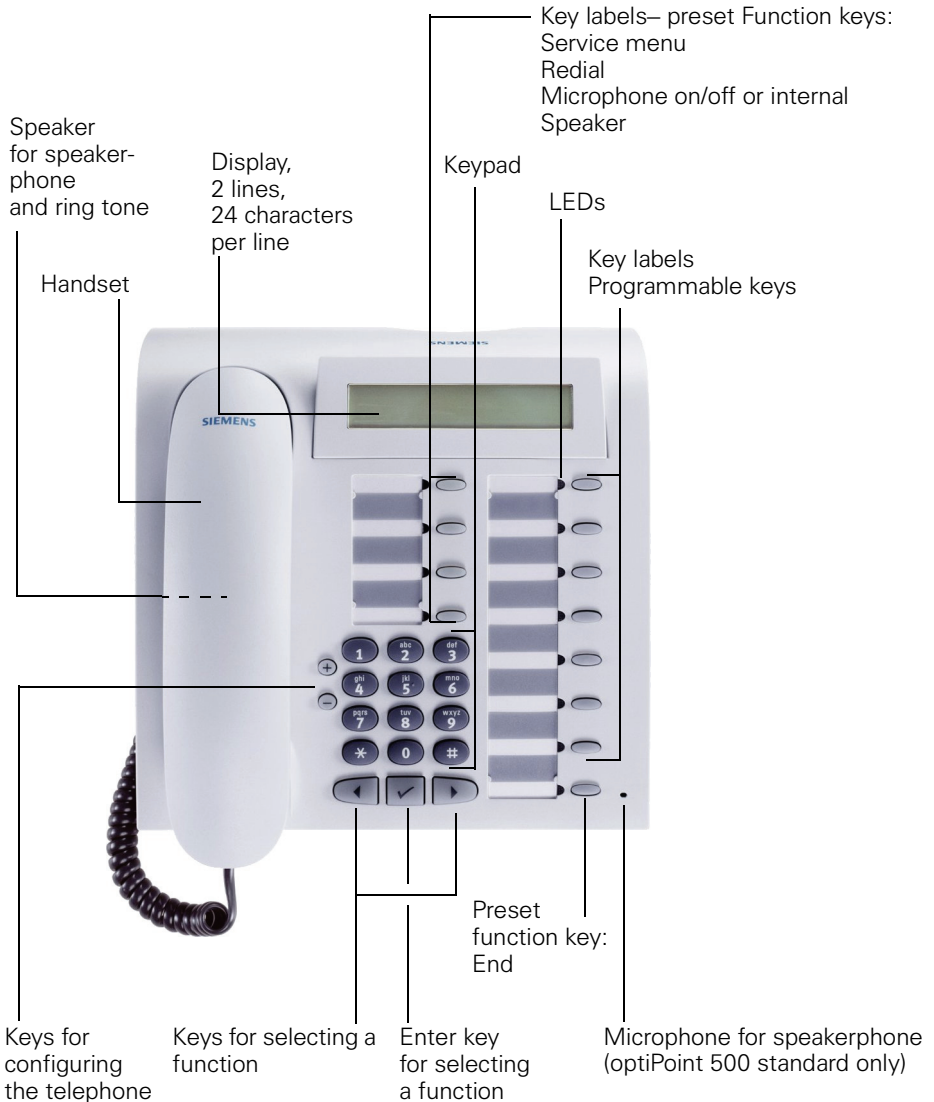
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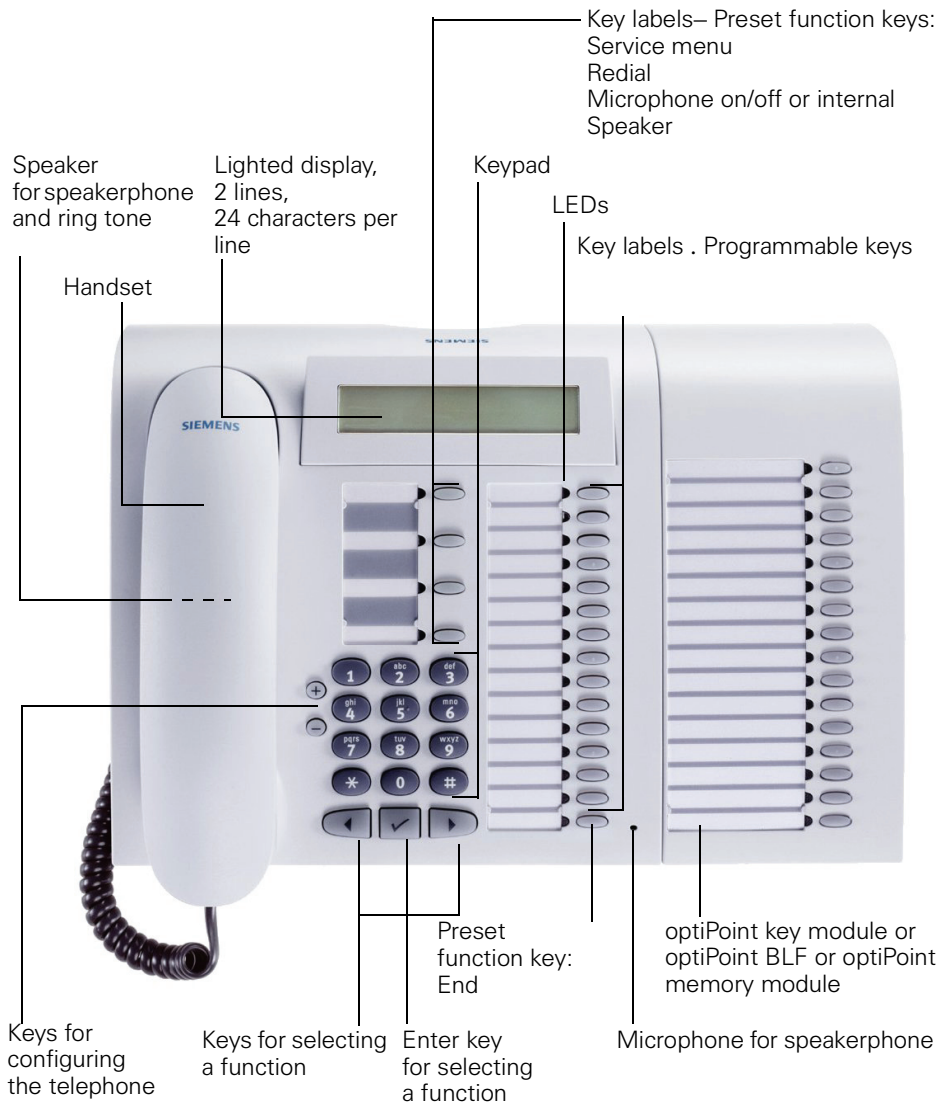
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# Telephone reference information

## Front Panel optiPoint 500/basic/standard/economy

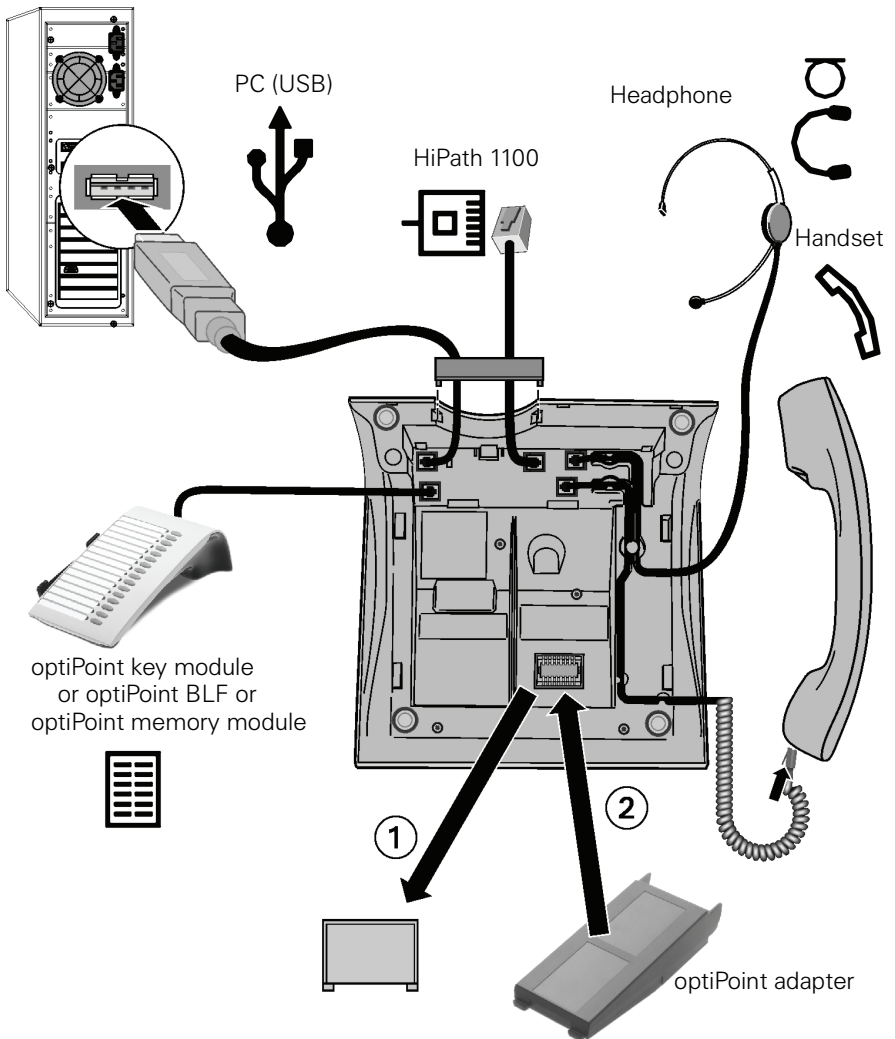


# Front panel optiPoint 500 advance with optiPoint key module





## optiPoint 500 rear panel



optiPoint 500 Properties and Connection Options

optiPoint 500 <sup>a</sup>	economy	basic	standard	advance
Function keys	12	12	12	20
Full-Duplex speakerphone Feature	-	-	Yes	Yes
Lighted display	-	-	-	Yes
Headphone connected by means of:				
• Integrated interface	-	-	-	Yes
• Adapter	-	Yes	Yes	Yes
• Handset interface	Yes	Yes	Yes	Yes
USB interface	-	Yes	Yes	Yes
Additional connection interface (slave)	-	Yes	Yes	Yes
Adapter slots	0	1	1	2

[a] The name and type are printed on the bottom of the optiPoint 500 telephone set.

 The accessories available for each optiPoint 500 model are given in chapter "Terminals, adapters and accessories" → page 132

## Step by step

## How to use this manual

The steps for programming the system are presented sequentially in graphic format under the "Step by Step" column on the left side of each page.

Meaning of symbols:



Lift the handset.



Replace the handset.



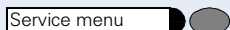
Start conversation.



Enter numbers, keys, passwords, internal or external phone numbers, etc.



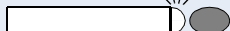
Press to adjust telephone settings



Press this key.



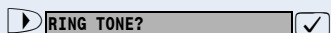
Press the key with the LED turned on.



Press the blinking LED key.



The display shows the available function.  
To enable the function displayed press .



To browse through available functions  
To do this, press ,  
until the function shows on the display.  
Then press to confirm your selection.



Wait to hear an audible tone through the handset or speaker.



An extension is calling.

When enabling certain functions and procedures, a long beeping tone means the activation was successful.

When enabling certain functions and procedures, short beeping tones mean the activation failed.

Passo a passo

06:30 SEC 03.OUT 05  
27 HiPath 1100>

Display indications

Line 1 displays time, date, requests, error messages and confirmation messages, as appropriate.

Line 2 displays the internal number, the system's name, and available options that can be selected by pressing . If the ">" appears on the right, it means there are more options available. Options can be accessed using .

Accessing a feature

... Directly

Certain features **can be selected directly**, for instance:

ENABLE CALL FORWARDING?

Select using and confirm with .

RECALL?

Certain features may be selected **directly during a call, under certain conditions**. For example, a call to a busy extension:

Confirm the selection by pressing .

or

DIRECTORY?

Select using and confirm with .

... Using the Service menu

To make these selections you must first press the Service menu key and chose an option, for example: "#0=FEATURES OFF?"

Service menu

Press this key.

#0=FEATURES OFF?

Select using and confirm with .

or

0

Enter the code.

In "MORE FEATURES", in the Service menu, you can select other options, for example, "\*11 =FORWARDING ON?". These options are also available when the phone is in sleep mode or during calls, but without the code.

Service menu

Press this key.

MORE FEATURES?

Select using and confirm with .

\*11=ENABLE CALL FORWARD-

Select using and confirm with .

## Step by step



### ... using a programmable key

When a key has been programmed for a certain feature, simply press the key to enable the feature. For example:

Press the "CONFERENCE" key to enable this feature.



"Feature codes" → page 134

## System support technician

The support technician is the person responsible for programming your HiPath 1100. The support technician has all the necessary tools and information available in order to carry out his/her job..

### Assistance with troubleshooting

First contact your system's support technician. If the problem is not solved, the support technician should call Technical Support.

# Using the HiPath 1100 Features

## Considerations

The system telephone model used for describing all of the HiPath 1100 features is the 500 Standard optiPoint.

For each usage procedure, please check the model of the system telephone in use. To adjust device settings, consult the instruction manual.

For information on basic functions refer to the Quick Reference Guide for system telephones.

The information in this document provides only general descriptions of the features. The actual features may not correspond exactly to the descriptions herein and, furthermore, they are subject to changes to the extent that products continue to be developed.

The selection of features to be provided is not binding unless explicitly established in the terms of the contract.

## Numbering plan

A Numbering plan assigns extensions, external lines, and groups - as well as other numbers that can be selected with features and programming codes - to execute specific functions.

Description	HiPath 1120	HiPath 1150	HiPath 1190
External line	801 to 808	801 to 832	801 to 845
Extension, including S <sub>0</sub>	11 to 30	11 to 60 610 to 645	101 to 240
Groups of external lines	0 or 890 to 899		
Call groups (CG)	770 to 779		
Hunt groups (HG)	780 to 789		
UCD subscriber groups	790 to 799		
Carrier	9		
EVM - Default internal number	790		
EVM - Message ports	7491 and 7492		
EVM - Virtual Ports	744 to 747		
Fax/DID - Virtual message ports	740 to 743		
USB/CAPI line	10		100
Substitution for * and #	75 and 76 (accordingly)		



Note:

The number of external lines and extensions available depends on the system's configuration.

## System signaling tones

During feature configuration, the system uses the following signaling tones:

<b>Tone</b>	<b>Meaning</b>
Internal dialing tone	The system is ready to receive and send call information.
Signaling tone	Connection established. Ring signal is being applied to phone number.
Dial tone	Network accepted information request and is sending a request for further information.
Busy signal	It indicates to the caller that the number is busy. It is also used when the destination cannot be accessed (e.g., invalid number).
External false signal	The line tone heard is not the tone sent by the carrier.
Call waiting signaling tone	It indicates to the user having a conversation that there is another call ringing.
Call waiting tone for door opener	It indicates to the user having a conversation that someone is requesting the door opener to open the door.
Confirmation tone	The procedure was successfully completed and accepted.
Rejection tone	The procedure is invalid and was not accepted.
Override tone	It alerts the user having a conversation that the call's privacy was violated (override).
Conference tone	It indicates that a new participant joined the conversation.
Callback confirmation tone	It confirms a callback.
Alert signal	It alerts the called party when the speakerphone Auto-Answering and Paging features are activated.
Special dial tone	Indicates that a service is activated (Night Service, electronic lock, Do not disturb, etc.)
Auto-answering tone	After a Direct communication call is established.

### Step by step

## Functions used when making calls

### Making calls

#### Considerations

- When authorized, it allows you to call external numbers<sup>1</sup> on a public network.
- The HiPath 1100 can also be programmed to require pressing the "Internal" key before an internal number can be dialed. When this is the case, there is no need to enter an external line access code to dial an external number ("**Automatic Seizure of an external line**"<sup>2</sup> Check with your system's support technician.
- Ask your support technician for the required internal numbers, public network access codes as well as information about activated features and available extensions.
- Depending on how the HiPath 1100 is programmed (ask the system's technical support team) it will automatically select the most economical route for making an external call (LCR - Least Cost Routing). When an LCR is not available, the non-default carrier name or "EXPENSIVE CONN" appears on the display, and a warning tone is emitted.

#### ...Using the Handset



Lift the handset.

- For an **internal call**: Enter an extension number (e.g., 11/101).
- For an **external call**: Enter the access code to access an external line (e.g., 0) and the external number you want to call.



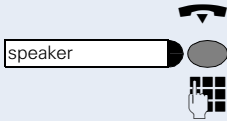
Wait for the call to be answered. Start conversation.

[1] See the chapter on Important Programming Data - Classes of Service in the Programming manual.

[2] It allows the user to dial an external call directly, without having to dial an external access code (e.g 0). If a continuous dialing tone is heard when the handset is lifted, it means that Automatic Seizure Mode is activated (see Programming an external line - Automatic Seizure of an external line, in the programming manual).

## Step by step

### ...Using the speakerphone



Handset on the hook.

Press this key.



- For an **internal call**: Enter an extension number (e.g., 11/101).

or

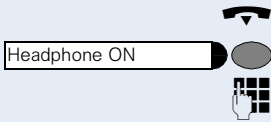
- For an **external call**: Enter the access code to access an external line (e.g., 0) and the external number you want to call.



Wait for the call to be answered. Start conversation.

### ...with the Headphone

**Required:** A headphone must be connected. A key was programmed with the "Headphone" feature or the headphone has an electronic hook control (see Headphonefeature).



Handset on the hook.

Press the "Headphone ON" key.



- For an **internal call**: Enter an extension number (e.g., 11/101).
- For an **external call**: Enter the access code for an external line (e.g., 0) and the external number you want to call.



Wait for the call to be answered. Start conversation.



Headphones do not send a call ending tone (busy signal) at the end of a call.

### ...With the Handset on the hook



Handset on the hook.



- For an **internal call**: Enter an extension number (e.g., 11/101).
- For an **external call**: Enter the access code for an external line (e.g., 0) and the external number you want to call.



Wait for the call to be answered. Start conversation.

## Step by step

### ...Using Automatic Seizure of an activated external line

- **Internal call**



Press the "INTERNAL" key.

Enter the extension number (e.g. 11/101).

- **External calls:**

Enter the external number you want to call.

Wait for the call to be answered. Start conversation.



### ...Using a group of external lines<sup>1</sup>

An extension can originate external call or calls to a Master PABX through a group of external lines.



Enter the number of the appropriate group of external lines to access an external line.

- **0** or **8 9 0** up to **8 9 9** = group of external lines;

Wait for a dial tone.

Enter the external number you want to call.

Wait for the call to be answered. Start conversation.



### ... When a group is busy

If an overflow group was configured when the system was programmed, the call is made using a second group of external lines.



The second group of external lines takes into account the extension's class of service.


[1] When operating as a Satellite PABX for external calls or for calling extensions of a Master PABX, select the group of external lines before selecting the second external access code (0...9 or 00...99). Or, select the extension number, as appropriate (see Important Programming Data - Assigning groups of External Lines to Extensions in the Programming manual). When a group of external lines is programmed as a Satellite PABX a false dialing tone will not be generated.  
Overflow group for external calls (see in Programming manual, External line settings- Overflow for a group of external Lines).


## Step by step

Speaker  and 

Speaker 

 and 

Headphone ON 

Headphone ON 



## Switching to speakerphone

Conversation using the handset

Press and hold this key while placing the handset on the hook. Release the key and resume the call.

Speaking through the headphone

Press the key and continue the conversation.

## Switching to Handset

Speaking with the speakerphone or the headphone

Lift the handset and resume conversation.

## Switch to headphone

**Required:** A headphone must be connected. A key was programmed with the "Headphone" feature or the headphone used has an electronic hook control (see feature Headphone).

Speaking with the speakerphone

Press the "Headphone ON" key or the electronic hook control and continue the conversation.

Speaking using the handset

Press the "Headphone ON" key or the electronic hook control.

Keep the handset off the hook and continue the conversation.



Headphones do not send a call ending tone (busy signal) at the end of a call.

Step by step

Speaker

This feature turns the speaker on temporarily to allow other people in the same room to participate in the conversation. Inform the called party that the speaker is on.

**Required:** Conversation using the handset.

To activate



Press this key. The LED comes on

To deactivate



Press this key. The LED goes off.

Ending a Call



Replace the handset

or



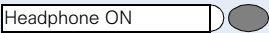
Press this key. The LED goes off.

or



Press the "EXIT" key.

or



Press the "Headphone ON" key or the electronic hook control (see feature Headphone).

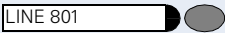
Seizure of a specific line

Seizing a specific line selects that line for generating an external call or a call to another PABX.



Enter the number of the external line (e.g., 801).

or



Press the "LINE 801" key, for example, to use the external line 801.



Wait for a dial tone.



Enter the external number you want to call.



Wait for the call to be answered. Start conversation.



## Step by step

### Speed dialing

Frequently used telephone numbers can be stored as abbreviated numbers in two types of phonebooks or speed dialing directories:

- **System speed dialing<sup>1</sup>**

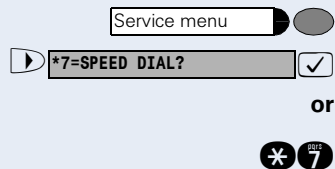
The system speed dial stores up to 250 numbers (000 to 249) uMost frequently used by users HiPath 1100. Numbers stored pbe used fromany extension (if authorized, check with your support technician).

- **Individual speed dialing**

The Individual speed dialing can store up to 5 numbers most frequently dialed by the user. The numbers are configured by the user and are only programmed in the extension.

### Using speed dialing

**Required:** Individual speed dialing numbers are stored by the user. System speed dialing numbers are stored by the support technician.



Press this key.

Select and confirm.



Enter the abbreviated number from the desired speed dialing directory:

- **000 to 249 = System speed dial;**
- **\*0 to \*4 = Individual speed dialing;**



Wait for the call to be answered. Start conversation.

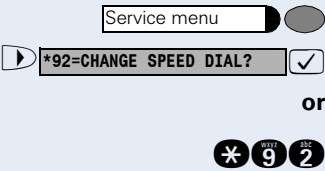
[1] The numbers can also be stored while programming the system and may be accessed from any telephone. See Programming manual, the chapter on Main Configurations - speed dialing. To assign names to numbers, use the HiPath 1100 Manager.

Step by step

Programming speed dialing

Programming Individual speed dialing

The speed dialing numbers stored in the Individual speed dialing directory are only available for the extension in which they were entered. These numbers can be updated, modified and deleted. Each extension can have up to 5 speed dialing numbers of 20 digits each.



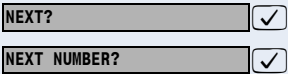
Press this key.  
Select and confirm.

Enter the code to program a speed-dial number.



Enter the Individual speed dialing abbreviated number:

- \*0 to \*4 = Individual speed dialing



Confirm.

Press until you see the abbreviated number you want.  
If a number has already been stored, the name (if entered) or the telephone number associated will be display.

Continues in Common procedures

Programming the speed dialing directory

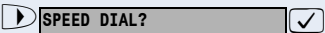
The speed-dial numbers of the system speed dial are available for all authorized extensions (consult the support technician) and can be updated, changed or up deleted.

**Required:** Use the first extension equipped with an optiPoint with display to enter administration mode.



Dial the code to enter programming mode.

Enter the electronic lock password (PIN) of the extension (default:0000).



Select and confirm.

## Step by step

NEXT? ☒

Press until you see the abbreviated number you want.  
If a number is already stored, the name will be indicated (if registered).

or

▶ SEE EXTENSION NUMBER? ☒

Confirm to view the telephone number corresponding to the speed-dial number.

Continues in Common procedures.

▶ CHANGE? ☒



### Optional

▶ ENTER NAME? ☒



Select and confirm.

Enter the external number to be stored in this position in the speed dialing directory.






You can also **enter a name** to be associated to the number. This name will be stored in the speed dialing directory and displayed when the number is dialed.

Select and confirm.

Enter the name you want to associate to the number for Caller ID and phonebook searches.

The telephone keypad is now available for entering letters by repeatedly pressing the key for the letter you want.

### Entering letters

- 1x  Letter A
- 2x  Letter B
- 3x  Letter C
- 4x  Number 2
- 1X  Letter D, and so on.

Step by step

Example: Press the "2" key three times to enter the letter "C" or press "3" twice to enter the letter "E."

- Key "0" = enters a space.
- Keys "1" and "#" = delete the last character entered.

Optional

You can **insert a pause** ("p") between the digits by pressing the Redial key.

Each "P" character inserts a 2-second pause (default) in the connection. A longer pause can be inserted by entering more than one character (for example, for a 4-second pause enter "PP")

The first "P# or #" specifies that the next digits for A will only be forwarded if:

- Digital line or S<sub>0</sub> extension:  
P# DTMF digits are sent after local carrier identification, when B is not answered.  
# DTMF digits are sent after B is answered.
- Analog trunk or analog extension:  
P# or # - DTMF digits are sent after B is answered.  
Other characters ("#" and/or "\*") may be added after "P#".

☐ SAVE?

☐ REDEFINE?

☐ VIEW NUMBER?

☐ VIEW NAME?

☐ DELETE?

☐ EXIT?

Confirm.

or If you make a mistake:

Select and confirm. All information is deleted.

or If a name is displayed, you can view the number associated to it.

Select and confirm.

or If a number is displayed, you can view the name associated to it.

Select and confirm.

or Do not record the number.

Select and confirm.

or Select and confirm.

## Step by step

### Phonebook search

A phonebook search or and alphanumeric search allows an extension to look up a person's number by the person's name when making a call.

**Required:** Names were assigned to the speed dialing numbers recorded.

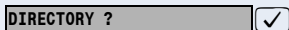


or



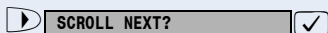
Lift the handset.

Press this key. The LED comes on.



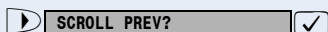
Confirm.

The first record is displayed.



Select and press for viewing additional records.

or



Select and press for viewing additional records.






or



Enter the name you want to select or the first letters of the name using the keypad. The name is searched.

The telephone keypad is now available for entering letters by repeatedly pressing the key for the letter you want.

### Entering Letters

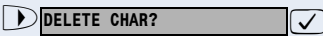
- 1x  Letter A
- 2x  Letter B
- 3x  Letter C
- 4x  Number 2
- 1x  Letter D, and so on.



- Key "0" = enters a space.
- Key "1" = displays the first record on the speed dialing directory.
- Keys "\*" and "#" = do not mean anything

Step by step

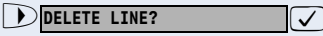
Optional



If no match is found for the letters entered or if it is not possible to enter letters at the moment, you will hear a short beeping sound.

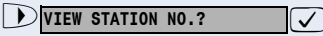
Select and confirm. It deletes the last character that was entered. If all characters are deleted, the first speed dialing entry will be displayed again.

Optional



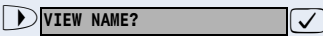
Select and confirm. All characters that were entered will be deleted, and the first entry of the speed dialing directory will be displayed again.

Optional



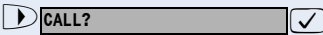
Select and confirm.

Optional



Select and confirm.

The selected record is displayed.



Select and confirm.

Caller Lists

The last calls identified<sup>1</sup> by the system and routed to the destination are stored in 3 call lists which can be programmed to memorize only external calls or external and internal calls. A system telephone with a display allows you to view and select lists:

- 1 = CALLS NOT ANSWERED<sup>2</sup>
- 2 = CALLS ANSWERED
- 3 = CALLS MADE

Up to 10 calls can be stored for each caller list. They are stored in the order they were received or made. Each call is stored with a time stamp. The list starts with the most recent call that has not been recalled. If several calls were from the same caller, the list will show the time of the last call and the total number of times the call was received.

[1] Make sure that Caller ID is activated by your carrier.  
[2] The calls will not be stored if they are for hunt groups (HG) or UCD agents.




Step by step



Calls not answered by an MSN/Call group (CG) appear in the list of "Unattended calls" of all the participants of the group. If one of the members of the group returns the call using the "Caller List" feature and the call is completed or any other extension takes the call, the record of this call will be removed from the list of "Unattended Calls" of all the members of the group.



If an MSN DID does not attend an external call, it will be stored in the unattended calls list, specifying the Name/Number of the call and/or Name/Number called (MSN). The fields that should appear in the display should be configured using Hi-Path 1100 Manager.

 CALLER LIST? ☒

or

 8 2

Select and confirm.

Enter the dialing code for looking up caller lists.

1=UNATTENDED CALLS ☒

or

 2=ANSWERED CALLS. ☒

or




 3=DIALED CALLS ☒

or




Select and enter the type of caller list wanted.

Enter the number of the list you want to look up:

-  = Unattended calls
-  = Attended calls
-  = Dialed calls;

NEXT? ☒

Enter to display additional lists.

 EXIT? ☒

or

End consultation

Select and confirm.

Step by step

Service menu



Press this key.

or



Replace the handset.

or

Speaker



Press this key. The LED goes off.

Consultation about time of call and additional call-  
er information

**Required:** The desired record is shown in the caller list during the consultation.

▶ DATE/TIME? ☒

Select and confirm.

or

▶ VIEW STATION NO.? ☒

or

▶ VIEW NAME? ☒

or

▶ WHO? ☒

Calling a number from a caller list<sup>1</sup>

**Required:** The record wanted is shown in the caller list during the consultation.

▶ CALL? ☒

Select and confirm.



Wait for the call to be answered. Start conversation.

Exclude the record from the caller list

**Required:** The desired record is shown in the caller list during the consultation.

▶ DELETE? ☒

Select and confirm.


[1] If a list is full and a call is made, the last number stored is automatically erased from the caller list.

## Step by step

### External line reservation<sup>1</sup>

When there is no line available for making an external call, use the line reservation feature.

**Required:** The user tried to access an external line and received a busy signal.

Wait 7 s 

Wait 7 seconds for the distinctive tone (whether or not reservation is automatic depends on the system settings).

or



Press to confirm.

or



Enter the code to confirm line reservation.



Wait for a confirmation tone.



Replace the handset.

or



Press this key. The LED goes off.



Wait for callback when an external line becomes available.

### When a line becomes available...



The telephone rings (a distinctive ring).



Lift the handset.

or



Press this key. The LED comes on.



Enter the external number you want to call.



Wait for the call to be answered. Start conversation.

[1] The way this feature is accessed depends on the System configuration.  
On HiPath 1100 systems only four external line reservations can be done simultaneously.

Step by step

For Internet access

The line reservation for the Internet access feature allows an extension to have exclusive access to a specific external line. The remaining extensions will not be able to use this line while this feature is activated. However, this does not prevent the line from receiving incoming calls as usual.

Enter reservation/remove reservation on a line

Service menu

▶ MORE FEATURES?

✓

▶ \*493=INTERNET?

✓

or

▶ #493=NET ONOFF?

✓

or

\*493 or \*493

Press this key.  
Select and confirm.

Enter the code for reserving or removing an external line reservation.

INTERNET ON

or

INTERNET OFF

Enter the code for the external line (e.g., 801).  
The display shows that this feature is activated.  
The display shows that this feature is deactivated.

## Step by step

RECALL?



or



or

Wait 7 s

## Callback<sup>1</sup>

This makes it possible for a call to be made automatically to an extension or external number (through a digital line) which is temporarily unavailable as soon as it becomes is available.

**Required:** The destination number is not available.

### Callback due to no answer/busy

Confirm.

Enter the code to confirm the recall.

Wait 7 seconds until you hear a distinctive tone (when configured, Recall will be activated automatically).



Wait for a confirmation tone.



Replace the handset.

or

Speaker

Press this key. The LED goes off.



Wait for the recall.

### If Callback has been deactivated during configuration, do the following to activate it:<sup>2</sup>

RECALL ENABLED?

Wait a few seconds until the display shows "RECALL ON" and the busy signal or the call is briefly interrupted.



Replace the handset.

or

[1] Extension is busy - the system generates a recall as soon as a line is available.

Extension is free - the system generates a recall once the caller has returned to the station and made a call.

External number is busy - The system generates a recall as soon as the destination number is free. This feature must be activated by the carrier and the system needs to have a S<sub>0</sub> module installed. Only one recall can be activated for each extension. A new recall cancels the previous one.

[2] (See Activating Callback/urgent call with timeout, in the programming manual)

Step by step



Press this key. The LED goes off.



Wait for the recall.

Answering a Recall

**Required:** Recall is activated.



The telephone rings (a distinctive ring).



The display shows "RECALL:....." and the number you want to call.



Lift the handset.

or



Press this key. The LED comes on.



Wait for the call to be answered. Start conversation.

Recall verification/deactivation



Select and confirm.

or



Enter the code for canceling a recall.

Delete record indicated



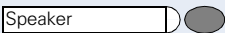
Confirm.

End consultation



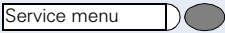
Select and confirm.

or



Press this key. The LED goes off.

or



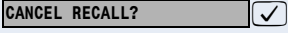
Press this key. The LED goes off.

Option to deactivate Recall for digital line or ISDN terminal

**Required:** The destination of the recall is connected to an S<sub>0</sub> port. (S<sub>0</sub> module)



The telephone rings in the calling extension.



The caller display displays an option to cancel the recall.

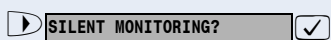
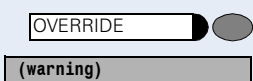
## Step by step



or



or



or



## Override<sup>1</sup>

The Override feature allows the user to override a conversation. A beep signals that the conversation in progress has been overridden.

**Required:** There is a conversation in progress at the call destination.

Select and confirm.

Enter the code to confirm the override.

Press the "OVERRIDE" key.

The called party and the caller hear a warning signal every two seconds. If the called party is using a system telephone with a display, it will show: "OVERRIDE: (name or telephone number)" and "RELEASE?"

Start conversation.

## Silent monitoring<sup>2</sup>

Silent monitoring allows a user to override a call without sending a beep (for certain countries only).

**Required:** There is a conversation in progress at the call destination.

Select and confirm.

Enter the code for Silent monitoring.

Enter the extension (e.g., 11/101).

Wait. Start monitoring.

[1] The user must have authorization from the system's support technician in order to use this feature Programming manual, Programming an extension - Override).

[2] The user must be authorized to use this feature (see Programming manual Programming an extension - Silent monitoring). Within the system, Silent monitoring has the same restrictions as the Conference and Override features. If the monitoring or the monitored party change status, Silent monitoring is canceled. This occurs, for example, when a call is placed on hold.

Step by step

CALL WAITING!



RECALL?



or



CALL WAITING!



Urgent call/Callback when busy<sup>1</sup>

The Urgent call feature is used when the extension being called is busy.

**Required:** The destination called is busy.

Wait a few seconds until the display shows "CALL WAITING" and the busy signal becomes a ring.

Wait for the call to be answered.

If the configuration has been changed, do the following to reactivate the Urgent Call feature:<sup>2</sup>

Confirm.

Enter the code to confirm an urgent call.

Wait a few seconds until the display shows "CALL WAITING" and the busy signal becomes a ring.

Wait for the call to be answered.



While speaking using the headphone (see Headphone feature), the "Urgent Call" will be indicated, but may not be answered before the current call is finished.

The "Urgent Call" will not be answered automatically after the call finishes. It will be necessary to press the "Headphone ON" key or the electronic hook control key to answer the "Urgent Call".

[1] An urgent call cannot be made when data protection, consultation or conference features are activated at the extension called.

[2] (See Activating with a Timeout, in the programming manual).



## Step by step

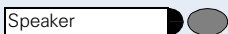
### Hotline<sup>1</sup>

The Hotline feature allows an extension to automatically generate a call to a pre-programmed number in the system speed dialing as soon as the handset is lifted.



Lift the handset.

or



Press this key. The LED comes on.



Wait for the call to be answered. Start conversation.

### Warmline<sup>2</sup>

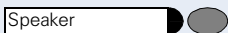
Warmline is the length of time the extension should wait to call the first number configured as a Hotline. Assuming the timeout is 9 seconds, the call will be made 9 seconds after the handset is lifted. However, if during the 9 second time interval a key is pressed on the phone keypad, the call to the Hotline will be canceled.

Each extension can have a different timeout for enabling a Hotline. This timeout may vary from 0 to 9 seconds.



Lift the handset.

or



Press this key. The LED comes on.



Wait for the call to be answered. Start conversation.

### Calling an attendant console (AC)<sup>3</sup>

An attendant console can be called at any time for making a call or simply for consultation.



Enter the code for calling the attendant console.



Wait for the call to be answered. Start conversation.

[1] Extensions configured to use the Hotline feature cannot dial any other internal or external numbers. However, they are able to receive calls as usual (see Programming an extension - Hotline in the Programming manual).

[2] Extensions configured to use the Warmline function are able to dial all other internal or external numbers, as well as receive calls as usual (see Programming an extension - Warmline in the Programming manual).

[3] When no extension is programmed as an attendant and "9" is entered, a busy signal is heard.

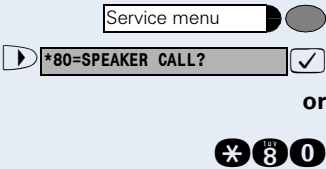
Step by step

Direct communication call

This features activates sending voice messages to system telephones using the speakerphone). A message can be sent to an extension or a Call group (CG).

When a message is sent, the called party hears a warning signal before the message is played and the display shows the caller's name and number.

**Required:** Destination number uses a Profiset 3030 or an optiPoint with a speakerphone telephone.



Press this key.

Select and confirm.

Enter the code for direct messaging.



Enter an extension or Call group (CG) (for example: 11/101 or 770).



Record the message.

Answer the call



Lift the handset.

or



Press this key. The LED comes on.



Start conversation.

## Step by step

### Handsfree answerback<sup>1</sup>

The called extension receives an Alert tone. The call using the speakerphone is established immediately after this tone is received.

**Required:** The destination number has a system telephone with a speakerphone.

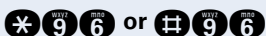
Select and confirm.



or



or



Enter the code to activate or deactivate answering.

### LCR<sup>2</sup>

The LCR (Least Cost Routing) is designed to lower telephone communications costs. When LCR is activated, all outgoing calls are routed to provide the least expensive connection costs. A table is created listing all times of the day, days of the week, telephone service providers (rules) so that calls can be made when rates are at their lowest. After programming, you can make calls with no need to enter the carrier code since LCR automatically uses the carrier that provides the lowest rate at the time the call is being placed.

**Required:** This feature must be configured for the system by using the HiPath 1100 Manager.



Lift the handset.

or



Press this key. The LED comes on.



Enter the code to access an external line (e.g. 0).



Wait for an external line dial tone.



Enter the external number you want to call.



Wait for the call to be answered. Start conversation.

[1] This feature must be activated by the destination number during programming (see Programming an extension - auto-answering mode, in the Programming manual).

[2] Settings must be configured on the HiPath 1100 Manager.

Step by step

(warning)

You can program the HiPath 1100 to send a warning tone if no external line is available for LCR (see Programming manual - Main Configurations - Warning Tone when LCR is not available). This will alert the user to the fact that the call is being completed by a standard carrier and that rates may be higher than usual.

To warn the user that a different carrier is completing the call, the system telephone will display the new carrier or "EXPENSIVE CONNECTION" and a warning tone will sound.

LCR Bypass <sup>1</sup>

This makes it possible temporarily to deactivate the rules of the LCR for an external call, using the carrier selected by the user to make the connection.

**Required:** The LCR feature is available.

▶ LCR BYPASS? ☒

Select and confirm.

or

LCR BYPASS

Press the "LCR BYPASS" key.

or

\* 4 5

Enter the code for "LCR BYPASS".



Enter the desired carrier code and number.



Start conversation.

End LCR Bypass



Replace the handset.

or

Speaker

Press this key. The LED goes off.

[1] The rules of the LCR will only be ignored for the current call. If a consultation or redialing is made, the rules of the LCR will be analyzed for this new call.  
This feature may be activated by any extension.

## Step by step

### ACS<sup>1</sup>

With ACS (Alternative carrier selection) the system can be set to use a specific carrier regardless of user's selection. This feature is very useful for selecting the carrier that offers the best rates at the time of call or for setting the system to use one operator only. This is done by properly defining the rules.

The first digits of the number selected by the user will be analyzed by the system and if they are part of the Conversion rules, they will be replaced by the numbers predefined in the rule. You can also preset the route/destination to be used. There is no field available to specify a carrier. The carrier code must be included in the conversion rule.

Different conversion rules can be applied to the same number, depending on the time of day and day of the week. It is possible to define a maximum of 100 conversion rules.

Example: Number dialed: 262 XXXX

Conversion Rules:

Index	Number Selected	Alternative alternative	Alternative destination	Overflow destination
01	267	342	0	801
02	262	341	801	803

The number that will be selected by the system is 341XXXX using destination 801. If this route/destination is busy, the overflow option will be route/destination 803. You may insert pauses in the Conversion rules (Consult the HiPath 1100 Manager help file).

**Required:** This feature must be configured for the system by using the HiPath 1100 Manager.



Lift the handset.


or

[1] ACS does not affect emergency numbers when the user dials directly.  
When a rule uses the overflow option, it may or may not change the dialing rule.  
Settings must be configured on the HiPath 1100 Manager.

Step by step

Speaker



- Press this key. The LED comes on
  - Enter the code to access an external line (e.g., 0).
  - Wait for an external line dial tone.
  - Enter the external number you want to call.
  - Wait for the call to be answered. Start conversation.
- 
-  When the LCR or ACS is activated, the extensions receive a false line tone for external dialing.
- 

Timer for outgoing external calls<sup>1</sup>

This setting specifies a maximum time for the duration of an outgoing external call for each extension.

The time count starts upon connection of a call and will never restart while the call is in progress (e.g., when there is a transfer). Once the specified time expires, the call is automatically disconnected.

**Required:** This feature must have been configured and activated for the extension.



TIME EXCEEDED

- Enter an external number.
- Wait for the call to be answered. Start conversation.
- Timer for the specified time period is initiated.
- Before a call is disconnected by the timer, a 10-second warning tone is sent to the extension and the message "TIME EXCEEDED" is shown on the display.
- Once the specified time has elapsed the call is disconnected.

[1] See Programming an extension - Timer for outgoing external calls, in the programming manual

## Step by step

### Timeout for external calls<sup>1</sup>

The "timeout for external calls" feature defines a time "credit" for an extension to make external calls. In other words, when the total time of the external calls made reaches the time limit set for calls underway, these calls will be interrupted and no further calls may be made until more time "credit" is awarded.



Calls may also be interrupted if the extension has been configured with these features:

- **"Timer for outgoing external calls"**  
→ page 42, the timeout stops counting.
- **"Billing for an extension"** - the call will only be started or can continue if the time and credit limit have not been reached.

For simultaneous calls, call times will be counted separately.

If the call ends before a cycle is complete, the time will be counted as if the call had completed a 5-second cycle.

**Required:** This feature must have been configured and activated for the extension.



Enter an external number.



Wait for the call to be answered. Start conversation.



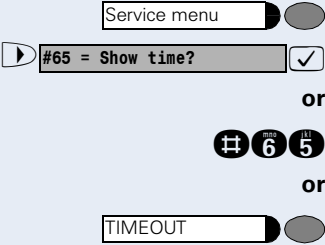
The time count set for the extension is started.



The call is disconnected once the specified time has elapsed.

[1] See programming manual - Programming the extension - Timeout for external calls.

Step by step



View timeout

This allows you to view the time elapsed and the time remaining for making external calls.

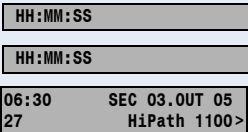
**Required:** This feature must have been configured and activated for the extension.

Press this key.

Select and confirm.

Enter the code for "view timeout".

Press the "TIMEOUT" key.



Shows the time elapsed for 5 seconds.

Shows the time remaining for 5 seconds.

The system shows the date and hour again.

DISA<sup>1</sup>

DISA (Direct Inward System Access) is a feature that allows you to make an external call from an external telephone (as if it were an extension) through your system. In addition, the following features can be activated or deactivated:

- "Internal" → page 64
- "Feature deactivation" → page 98
- "Conference" → page 50
- "Night service" → page 100
- "Suffix dialing" → page 57
- "Entrance telephone - door opener" → page 102

[1] The HiPath 1100 allows only one DISA call at a time. When there is a DISA call in progress, a second call to a DISA external line or one with a DISA answering mode is treated as a regular call. The DISA line is available for another call as soon as the phone is placed back on the hook. When there is a DISA call in progress, a second call to a DISA external line or one with a DISA answering mode is treated as a regular call. If a call is received over an external line configured as a Fax/DID and DISA, the call is answered by the Fax/DID if this facility is available. You can program an external analog DISA line to be activated for certain time periods (see External DISA Line, in the programming manual). TAPI only monitors physical ports. To operate correctly, a DISA feature must use special ports, and those cannot be monitored. If a physical port is used when the DISA feature is activated, the TAPI will be able to monitor it.



## Step by step

- "Electronic lock" → page 88
- "Speed dialing" → page 23 (system and individual)
- "Relay" → page 92
- "Do not disturb" → page 68

**Required:** The telephone must be an MF telephone that is not part of the system, that is, an extension.



Lift the handset.



Call the HiPath 1100 by entering a DISA MSN number (see MSN DISA in the programming manual or the Hi-Path 1100 Manager) previously provided by a support technician).



Wait for a continuous tone.



Enter the extension number for the user with a DISA permission (see DISA permission Programming manual, in the programming manual).



Enter the current 5-digit password for the electronic lock (default is: 00000).



Wait for a continuous tone.



Enter the feature code (e.g., \*97, Do not disturb).

or



Enter the external number you want to call.



Start conversation.

Step by step

Using a Temporary MSN to make a call

This feature allows you to use a temporary MSN from your own directory to make an external call. Or use the ""Programming the keys" → page 109" feature to assign a key to an MSN for monitoring incoming and outgoing calls.

- Required:** You must know which selection option was configured (see Programming manual Assigning a temporary MSN) for accessing the MSN:
- Enter the slot (001 ...140) for the MSN number or
  - Enter the MSN number

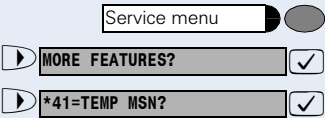
Example

Slot	MSN
001	3415565 - Home
002	3416496 - Office

User is at his/her office (3416496):

Press this key.

Select and confirm.



or



or



Enter the code for the temporary MSN.

Press the "TEMP MSN" key.



Enter the slot (e.g., 001) or the MSN Number (e.g., 3415565) you want to sent to the destination.



Enter the code to access an external line (e.g., 0).



Enter the external number you want to call.



Wait for the call to be answered. Start conversation.

At this time, the called destination receives the Caller ID information displaying the number 3415565, even though the call has been originated from number 3416496.

## Step by step

# Functions used during calls

## Consultation<sup>1</sup>

The Consultation feature allows the extension to make a consultation to a third party when a call is in progress. At the same time, it prevents the first caller from listening to the conversation.

**Required:** A call must be in progress.

CONSULT? ☒

Confirm.

or

CONSULT 

Press the "CONSULT" key



Enter the extension number (e.g. 11/101) or dial the access code for an external line (e.g., 0) then the external number.



Wait for the call to be answered. Start a consultation.

### To return to the first call...

QUIT AND RET? ☒

Confirm.

or



Wait for the consulted party to replace the handset.

**If the consultation extension is busy or does not answer, or if you want to return to the first call before answering...**

RETURN TO HELD CALL? ☒

Confirm.

or



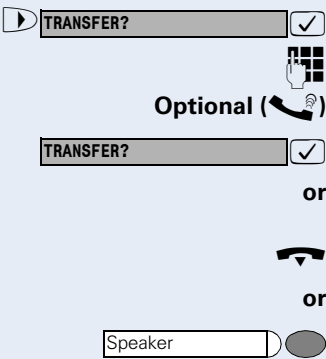
Enter the code to return to the first call.



Wait to return. Proceed with the conversation.

[1] When the handset is replaced during a consultation, the first call is transferred to the extension that was consulted.

Step by step



Transfer<sup>1</sup>

The Transfer feature allows an extension to transfer a call (incoming or outgoing) to another extension or to an external number.

**Required:** A call must be in progress.

Select and confirm.

Enter the extension or external number.

Let the caller know that there is a second call.

Confirm.

Replace the handset.

Press this key. The LED goes off.

From external-to-external over an analog trunk<sup>2</sup>

When there is an external call in progress, an extension can make a consultation to another external number and transfer the call, as described above.

Once the call is transferred and answered at the destination, a disconnect timer is activated (default is 5 minutes). A 20-second warning tone is sent to both parties before the call is disconnected. In order to continue the call without disconnecting, the destination number must enter a code (MF, default "00") to restart the timeout. The call disconnect timeout and the code to reset it are configurable. Please ask your system's support technician for further information.

[1] If a transfer's destination extension does not answer, the call is returned to the calling extension.  
An external-to-external transfer can only be made when at least one of the calls is an outgoing call.  
A call cannot be transferred to an entrance telephone, neither can an entrance telephone transfer a call.  
A call can only be transferred to a busy extension if "Transfer when Extension is Busy" feature is activated (see programming manual - Programming an extension - Transfer when Extension is Busy). In addition, this can only be carried out within the limitations specific for "Urgent Call/Callback when Busy".

[2] A call is terminated under three conditions:

- Disconnect timeout after an external-to-external transfer (Code 183);
- When a busy signal is detected;
- Type of answering signal (Code 158) detected.

## Step by step

RETURN TO HELD CALL?



or



**If the consultation extension is busy or does not answer, or if you want to return to the first call before answering...**

Confirm.

Enter the code to return to the first call.

Wait to return. Proceed with the conversation.

## Toggle

The toggle feature makes it possible to switch conversations between two calls.

**Required:** A consultation is in progress.



TOGGLE?



or

Service menu



or

TOGGLE



Select and confirm.

Press this key.

Enter the code to switch between two calls.

Press the "TOGGLE" key.

Wait to return. Proceed with the conversation.

Step by step

Conference<sup>1</sup>

The conference feature allows a third party to participate in a conversation when a call is in progress.

Three party call

**Required:** A call must be in progress.


Consult?

☒

or

 Start Conference?


☒




Select and confirm.

Select and confirm.

Enter the extension (e.g., 11/101) or dial the access code for an external line (e.g., 0) then the number to be included in the conference.

 Wait for the call to be answered.

 Inform the person about the conference.

 Conference?

☒

or

Service menu



 3




Select and confirm.

Press this key.

Enter the code to add the participant.

Conference



or

Press the "Conference" key

 Wait.

 Start the conference.

[1] The extension must be activated for conferencing.  
After the conference, a new ticket is generated that provides information on the conference.  
An entrance telephone cannot be part of a conference.

## Step by step

**Conference with more than three participants**

**Required:** A three-way conference must be in progress.

In a conference with more than three participants the extension that began the conference (master extension) may administrate up to 5 new participants (slave extensions).

- Adding a participant;
- Removing a participant;
- Leave the conference;
- End a conference;

Considerations:

- If the master replaces the telephone on the hook or an error occurs during the consultation, a callback is begun for the conference.
- When an external call is received, the master can temporarily leave the conference, answer the call and add that new participant to the conference. If it is a slave extension, it can answer the call with the telephone menu, but it will then be disconnected from the conference.
- The maximum number of conference calls (including override and silent monitoring) is two, as one extension cannot take part in both at the same time.
- In the HiPath 1190 there is an upper limit of 16 lines configured with the CLIP DTMF option that causes limitations in the conference feature depending on the number of lines being used by the CLIP DTMF at any given time. This is caused by the fact that both the CLIP DTMF and the Conference use common resources in the system.

So, for example:

- In a system with 16 CLIP DTMF lines there can be 2 conferences with 3 participants;
- In a system with 8 CLIP DTMF lines there can be 1 conference with 8 participants or 2 conferences with 4 participants;
- In a system with no CLIP DTMF lines there can be 2 conferences with 8 participants.

To free additional ports for use with the Conference feature without depending on the use of the CLIP DTMF, this function should be disabled for certain lines. (see Manager or Programming Manual\*, Analog Identification - CLIP).

Step by step

Conf.:n participants

Add participant? ☒



☒ Conference?

or

Service menu ☐



or

Conference ☐



Adding a participant

**Required:** A conference with more than three speakers activated and the extension as master.

The display shows the number of participants.

Select and confirm.

Enter the extension (e.g., 12/102) or dial the access code for an external line (e.g., 0) then the number to be included in the conference.

Wait for the call to be answered.

Inform the person about the conference.

Select and confirm.

Press this key.

Enter the code to add the participant.

Press the "Conference" key

Wait.

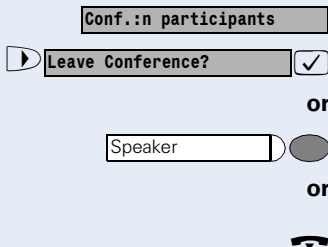
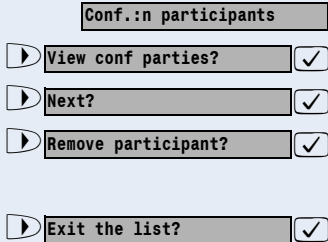
Start the conference.

Considerations:

- During consultation status, the master extension will temporarily be left out of the conference. If one of the slaves disconnects from a conference with only 2 slaves, the conference will be ended and the other will be placed on hold.
- When the master makes more than one consultation, the Toggle feature will switch between the last two calls on hold.
- A new participant may only be added if there is only one slave on hold. If more than one participant is on hold, the master should disconnect them until only one is left, and then add the new participant.
- The TAPI interface only supports 3 participants in a conference, therefore it is not possible to add a fourth member if at least one of the participants is being monitored by the TAPI



## Step by step



### Removing a participant

The master extension can remove a slave extension at any time, while keeping the other participants in the conversation.

**Required:** A conference activated and the extension as master.

The display shows the number of participants.

Select and confirm.

Select the participant to remove and confirm.

Select and confirm to remove the participant.

To return to the main menu

Select and confirm to return to the menu main.

### Leave the conference

When you leave the conference, a new master extension will be designated automatically.

**Required:** A conference activated and the extension as master.

The display shows the number of participants.

Select and confirm to leave the conference.

Press this key. The LED goes off.

Put the phone back on the hook.

Considerations:

- $S_0$  telephones and external telephones cannot be designated as master. If the conference does not have an extension that can be master, the conference will be ended. Except when only two external lines are in conversation and the external-to-external transfer feature is activated.
- If external call timer is activated and the master extension leaves the conference, the timer stays activated. When the time is up, the external lines will be disconnected but the other members of the conference will keep talking.

Step by step

Conf.:n participants

Service menu

MORE FEATURES? ✓

#3=End conference? ✓

or

End Conference? ✓

or

End Conf.

End a conference

The master extension can end the conference, disconnecting all the participants.

**Required:** A conference activated and the extension as master.

The display shows the number of participants.

Press this key.

Select and confirm.

Select and confirm.

Select and confirm.

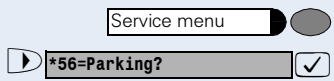
Press the "End Conf." key.

Step by step

Parking<sup>1</sup>

The Parking feature can place up to 10 internal or external calls on hold and answer these at any extension.

**Required:** A call must be in progress.



Press this key.  
Select and confirm.

or



Press this key.  
Enter the code for Parking a call.

or



Press the "PARK" key.



Select a Parking slot  
(e.g., 0).



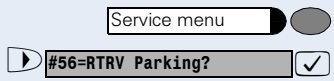
Replace the handset.

or



Press this key. The LED goes off.

Recovering a parked call



Press this key.  
Select and confirm.

or



Enter the code to retrieve the call.

or



Press the "PARK" key.



Select a Parking slot  
(e.g., 0).



Start conversation.

[1] If the slot selected is busy, a rejection tone is heard.  
If the call is not recovered from Parking, it will return to the extension that put it there after a certain time.

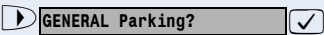
Step by step

Common Hold<sup>1</sup>

Common Hold allows external calls to be placed on hold using a programmable key ("**Programming the keys**" → page 109) configured with this option or using the display menu and retrieved from any extension that has a "**Seizure of a specific line**" key configured with the same external line or using the respective feature code.

The information that there is an external call parked on a certain line can be viewed using the LED indicator of the key programmed with the "**Seizure of a specific line**" feature that will blink slowly in the extensions activated.

**Required:** An external call must be in progress.



or



Select and confirm.

Press the "GEN. Parking" key.



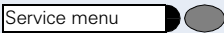
Replace the handset.

or



Press this key. The LED goes off.

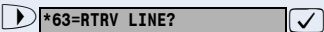
Recovering a parked external call



Press this key.



Select and confirm.



Select and confirm.

or



Enter the code to retrieve the call.



Enter the number of the external line where the call is parked (for example: 801).

or



Press the "LINE 801" key, for example, for recovering a parked call.



Start conversation.

[1] If the slot selected is busy, a rejection tone is heard.  
If the call is not recovered from Parking, it will return to the extension that put it there after a certain time.

Step by step

## Suffix dialing<sup>1</sup>

Suffix dialing allows an extension to send information or MF commands during a call (e.g: for telebanking).

**Required:** The call is in progress and the system accessed is ready to receive the information/codes.



Enter the information requested by the answering service.



Wait for confirmation of the data.



When the consultation is completed, replace the handset.

or

Speaker



Press this key. The LED goes off.

## Flash on analog trunk

The flash on external line feature allows the caller to send a flash signal when making an external call (e.g.: master PABX commands).

**Required:** An external call must be in progress.

Service menu



Press this key.



MORE FEATURES?



Select and confirm.



\*51=FLASH?



or



Enter the code for sending a flash signal over the external line.

or

FLASH



Press the FLASH key.



Proceed according to the instructions provided by the system accessed .

[1] This feature differentiates the numbers entered from system service numbers.

Step by step

Retrieving a call on hold

This allows a call waiting for a consultation to be recovered when the destination party of the consultation is busy or does not answer.

Once the call is resumed, the destination is disconnected.

**Required:** A consultation was made and the destination is busy or does not answer.

Select and confirm.



or



Enter the code to return to the first call.

Wait to return. Proceed with the conversation.

Cost code<sup>1</sup>

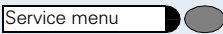
External calls can be assigned **cost codes** which provide more control over telephone costs. This information may be presented on the billing ticket. A cost code is specified by a sequence of up to 10 random digits (0...9). For example, the number of a lawsuit.

In system telephones, this feature is selected before or during a call, using the menu, a cost code or a programmable key, according to the switch. Consult the support technician for further information.

**Required:** Cost codes must already be defined and the system's support technician must have defined the mode in which the feature works.

External outgoing calls

Press this key.



Select and confirm.



or



Dial the code to enter with the cost code.

or

[1] This information may or may not appear on the billing ticket (see Programming manual - call detail report - Ticket cost code). You do not require a cost code to dial emergency numbers. When a "External line reservation" → page 31 is made, the cost code will be stored to be used automatically later when the "re-serve" calls back.

## Step by step

COST CODE



Press the "COST CODE" key.



Enter the cost code (a sequence of up to 10 digits from 0 to 9).



If the cost code has not been configured using HiPath 1100 Manager or the option to validate the cost code is deactivated, this key closes the sequence of digits if the code has fewer than 10 digits.

If the cost code has been configured using HiPath 1100 Manager and the option to validate the cost code is activated, this key should not be used.



Enter the code to access an external line (e.g., 0) and the external number you want to call.



Wait for the call to be answered. Start conversation.

### Incoming external calls (optional)

**Required:** During the conversation.

Service menu



Press this key.



\*60=COST CODE?



Select and confirm.

or

COST CODE



Press the "COST CODE" key.



Enter the cost code (a sequence of up to 10 digits from 0 to 9).



If the cost code has not been configured using HiPath 1100 Manager or the option to validate the cost code is deactivated, this key closes the sequence of digits if the code has fewer than 10 digits.

If the cost code has been configured using HiPath 1100 Manager and the option to validate the cost code is activated, this key should not be used.



Proceed with the conversation.

### Step by step



It is also possible to configure the system so that it is either mandatory or optional to enter a cost code at the start of the call. This setting can be made using HiPath 1100 Manager (see Cost codes - A31003-K1160-B810-\*-\* ) or programming code (see Programming Manual, A31003-K1160-B804-\*-\* , cost code type).

The cost code can be configured in advance using HiPath 1100 Manager (see Cost codes - A31003-K1160-B810-\*-\* ). If it has been configured and the option to validate the cost code is selected, only the configured codes will be accepted. If an invalid cost code is typed in, a negative tone will sound or a message will be displayed.

## Functions used when receiving calls

### Answering calls

Extensions receive different ringing signals and tones depending on the **type of call** being received and the specified **country setting**. For example, some types of ringing signals are:

- When receiving an internal call or callback, the telephone rings twice (two short beeps) at 4-second intervals.
- When receiving an external call, the telephone rings once (single beep) at 4-second intervals
- When receiving an entrance telephone call, the telephone rings three times (triple beeps) at 4-second intervals.
- When receiving a second call, a short tone (beep) is heard at 6-second intervals.
- When receiving an alarm clock call, the telephone rings twice (a long and a short beep) at 4-second intervals).

The display shows the caller's number, if Caller ID has not been blocked by the caller. On the HiPath 1100, if you record a name associated to the number, the name will also be displayed (if so configured by your system's support technician).



## Step by step



### ...Using the Handset

The extension rings. The display shows the Caller ID information.



Lift the handset.



### ...Using the speakerphone

The extension rings. The display shows the caller ID information.



Press this key. The LED comes on

### ...with headphone

**Required:** A headphone must be connected. A key was programmed with the "Headphone" feature or the headphone used has an electronic hook control (see feature Headphone).



The extension receives a calling signal. The headphone only receives a calling signal if the electronic hook control is configured.



Confirm.

or



Press the "Headphone ON" key or the electronic hook control.

The caller is indicated on the display when the call is answered.



Headphones do not send a call ending tone (busy signal) at the end of a call.

Step by step

Answering a call on hold

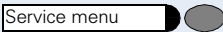
If there is an intermittent signal in the background when a conversation is in progress, it means there is a second or an urgent call being made to that extension.

**Required:** A call must be in progress.



Select and confirm.

or



Press this key.



Enter the code for answering a call.

or



Press the "CALL WAITING" key.

or



Select and confirm.

or



Enter the code to switch between two calls.

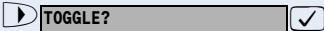


Wait for the call to be answered. Start conversation.



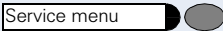
The first call is put on hold.

Switching between calls (→ page 49)....



Select and confirm.

or



Press this key.



Enter the code to switch between two calls.

or



Press the "TOGGLE" key.



Wait to return. Proceed with the conversation.

## Step by step

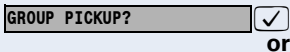
### Pickup

#### Group<sup>1</sup>

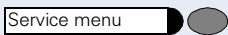
The group pickup feature allows any group extension to answer a call that rings at a different extension belonging to the same group (Ask your system's support technician).

**Required:** The extension rings briefly. The display shows: "CALL GROUP PICKUP".

Confirm.



or



Press this key.



or



Press the PICKUP- GROUP" key.



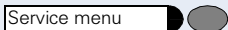
Wait. Start conversation.

#### Individual

The individual pickup feature allows a system extension to answer a call that rings in a different known extension number.

**Required:** A known extension is ringing.

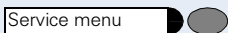
Press this key.



Select and confirm.



or



Press this key.



or



Press the INDIV. PICKUP key.



Enter the extension number (e.g. 11/101).

Wait. Start conversation.

[1] An external call takes precedence over an internal call. In the event of a recall, only the extension of the group that activated the feature can answer it. For further information about the group pickup feature, see Programming an extension - Pickup groups, on the Programming manual.

Step by step

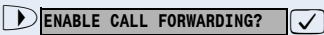
Call forwarding<sup>1</sup>

This allows a call to be forwarded up to two times<sup>2</sup> to another extension or call group, or even for a configured external number.

Internal

Internal call forwarding reroutes calls made to an extension to another specified extension or to a group associated to a voice mail server, Call group (CG) or Fax/DID.

Select and confirm.



or



Enter the code for call forwarding.



Enter the number for the:

- 1. Extension you want to call (e.g., 11/101).
- 2. UCD subscriber group for voice mail (e.g., 790).
- 3. Call group (e.g 770)

Confirm.



External<sup>3</sup>

The external call forwarding feature allows calls made to a specific extension to be forwarded to an external number.

Select and confirm.



or



Enter the code for call forwarding.

[1] When a UCD agent activates call forwarding, the agent is automatically logged out of the group. When the agent is logged into the group, call forwarding is deactivated. When a UCD agent activates call forward no answer, the agent's status becomes unavailable. When the status is available, call forwarding is deactivated. Disabling call forwarding does not affect the UCD agent status.

[2] Cascaded forwarding is possible up to the third destination, i.e., **destination 1** has call forwarding to **destination 2** and **destination 2** has call forwarding to **destination 3**. Any call to **destination 1** will be forwarded to **destination 3**. If **destination 3** has call forwarding, this will not be made (see Programming Manual - A31003-K1160-B804-\*-\* , Cascaded call forwarding).

[3] Call forwarding on an analog line times out after 5 minutes of conversation. Call forwarding does not take place when the external destination number is busy. When a call is forwarded by the internal entrance telephone, it is disconnected after 1 minute of conversation.

## Step by step



Enter the number for accessing an external line:

1. For example, 0;
2. A group of external lines (e.g., 890).



Wait for a dial tone.



Enter the number you want to call.

SAVE?



Confirm.

## When there is no answer<sup>1</sup>

The call forward no answer feature allows rerouting a call made to a specific extension to another extension, a voice mail subscriber group or an external number, after a specified timeout that can be pre-programmed or if busy.

Service menu



Press this key.



MORE FEATURES?



Select and confirm.



\*14=FORW. NO REPLY ON?



or



Enter the code for internal call forwarding.



Enter the number for the:

1. Extension you want to call (e.g., 11/101).
2. UCD Subscriber group for voice mail (e.g., 790).
3. Call group (e.g: 770)
4. Access to an external line (e.g., 0) and the external destination number.

SAVE?



Confirm.

CF-NR TO:.....

If call forwarding is activated, "CF-NR TO ..." will appear for a certain time in the display after you have switched off.

[1] The call rings at the destination extension until the preset timeout expires (see Programming manual, Programming an extension - call forward no answer) or is forwarded immediately if busy.

Step by step



For Fax/DID<sup>1</sup>

When a Fax/DID module is installed, calls can be forwarded to auto-answering mode.

Enter the desired type of call forwarding:

1. \*11 - direct call forwarding
2. \*14 - call forward no answer



Enter the call forwarding destination number.

1. 740 - FAX

CALL FOR: ANNOUNC. FAX

Call forward to FAX is indicated on the display.

2. 741 - attendant (direct dialing to extension)

CALL FOR: ANNOUNC. DID

Call forward to DID is indicated on the display.

3. 742 - Fax/DID

CALL FOR: FAX/DDIA CALL

Call forward to DID/FAX is indicated on the display.

4. 743 - Message

CALL FOR: ANNOUNCEMENT

Call forward to greeting is indicated on the display.

SAVE?



Confirm.

Conditional<sup>2</sup>

Incoming calls can be forwarded to a specified destination list, as configured in a TAPI-type application such as a Windows TAPI browser. The settings of the previous list or unconditional call forwarding will be replaced with the new list settings.

The following information is required for configuring a list:

- Incoming caller ID
- Day of the week and time
- Type of call (internal or external)

[1] For further information about the Fax/DID module, see Fax/DID Auto-answering mode in the Programming manual.

[2] The system allows up to 50 call forwarding numbers (see Programming manual, programming an extension - conditional forwarding limited by extension and external CFW). Conditional call forwarding has priority over an unconditional call forwarding. Conditional call forwarding is not available for S<sub>0</sub> extensions.

## Step by step

When more than one number has been specified for incoming calls to an extension, the call forwarding priority will be:

1. Checks to see if the Caller ID for the incoming call matches the number programmed for the extension
2. Checks to ensure that the type of call (internal or external) has been configured
3. Checks the time settings.



This feature is available when using a CTI (Computer Telephony Integration) interface.

**Required:** The extension has permission for conditional call forwarding and the system is connected to a PC running a TAPI application.

1. Conditional call forwarding rules and conditions for a specified extension can be defined by using a Windows TAPI application
2. Apply the settings to the extension desired.
3. from this moment on, the extension will be forwarded.

CFC. ON.

The display shows that this feature is activated.

## Disabling call forwarding

This feature allows an extension to resume answering incoming calls.

### Internal/External

Press this key.

Select and confirm.

Service menu

MORE FEATURES?

#11=FORWARDING OFF?

or

1 1

Enter the code to deactivate call forwarding.

### Conditional

Press this key.

Select and confirm.

Service menu

#0=RESET SERVICES?

or

0

Enter the code to deactivate the features.

Step by step

Service menu

▶ MORE FEATURES? ✓

▶ #14=FORWARDING OFF? ✓

or

Ⓜ 1 4

When there is no answer

When calls are not answered after a specified time, they will no longer be forwarded to another extension, voice mail subscriber group or external number.

Press this key.

Select and confirm.

Enter the code to deactivate call forwarding.

Do not disturb<sup>1</sup>

The Do not disturb feature prevents internal and external calls from being directed to an extension while allowing it to continue making and calls. When the handset is lifted there is a distinctive dial tone to remind the user that the feature is activated.

Service menu

▶ MORE FEATURES? ✓

▶ \*97=DND ON? ✓

or

▶ \*97=DND OFF? ✓

or

\* 9 7 or Ⓜ 9 7

Press this key.

Select and confirm.

Enter the code to deactivate Do not disturb.

DND ON

or

DND OFF

The display shows that this feature is activated.

The display shows that this feature is deactivated.

[1] The extension activated with the Do not disturb feature is not warned about an urgent incoming call or a recall request. Moreover, it cannot be used as a destination for call forwarding. The attendant console or overflow extension cannot activate this feature. When an extension configured as a door opener activates this feature, only calls originating from the door opening device will ring.



## Step by step

## Voice mail<sup>1</sup>

Voice mail is an information tool designed to facilitate communications within and outside of organizations. It is similar to electronic mailing, faxing, etc. The characteristic feature of voice mail is that communications are carried out by means of voice. More specifically, the main advantage of voice mail is that it allows the user to be accessible at any time, answering and receiving calls while maintaining other personal and direct communications.

Users can retrieve messages:

- From their own telephones
- Using an external or an internal telephone.

The voice mail server may be **Internal** or **External**. An internal voice mail server refers to a server owned by the company itself while an external voice mail server refers to a facility outsourced to a local carrier.

### Internal Server

An internal voice mail server works with a UCD subscriber group that is configured during the programming process. This is known as a VMle group Interface.

The configuration of a UCD subscriber group for the VMle group Interface must fulfill these requirements:

- It must not be programmed as a DID for an external line
- It must not be configured for Overflow.
- The agent's auto-notes time interval must be set to at least 5 seconds.
- Queue size must be set at the maximum allowed (default)

### External Server

A voice mail server outsourced to a local carrier works for specified extensions grouped as a "External MWI group" during the System configuration. When there is a message in the mailbox, the extensions that belong to this group receive a MWI (Message Waiting Indicator) from the external voice mail server.

[1] This feature is only available when the HiPath 1100 is connected to a voice mail server. This can be an organization's own internal server or it can be part of the services provided by a local carrier. Voice mail Servers provide a wide range of features. We recommend reading the Instruction Manual to familiarize yourself with the services provided and how to use them correctly.

## Step by step

### Message Waiting Indicator (MWI)<sup>1</sup>

The Message Waiting Indicator (MWI) is used in the Hi-Path 1100 to help manage voice mail. With this feature when a mailbox (internal or external) receives a new message, a signal or tone indicates that there is a message waiting.

This indication is provided in the following manner:

- By means of a key programmed as a MWI, in the case of system telephones.
- By means of an icon shown on the display, in the case of system telephones or standard telephones with Caller ID (CLIP-FSK);

The signal indication is activated when the first message is received in the mailbox. The indication is deactivated automatically by the voice mail server.

[1] When using an internal voice mail server, extensions must be programmed in the subscriber group to which voice mail was assigned (see Programming an extension - UCD subscriber group in the programming manual).  
When using an external voice mail server (contracted with a local carrier), the extensions assigned to voice mail must be programmed and the service must be activated in the external MWI group (see Programming an extension - External MWI group in the programming manual).

## Step by step

### MWI for system telephones<sup>1</sup>

When there is a message in the user's mailbox, the key configured will blink as an indication.

#### Programming a key as a MWI for the Internal Server

A programmable telephone key is assigned as an indicator for a new message in the mailbox by using an internal voice mail server.

Press this key.

Select and confirm.

Enter the programming code a key.

Select a programmable key.

Confirm.

Select and confirm.

Confirm.

Select and confirm.

#### Programming a key as a MWI for the external server<sup>2</sup>

A programmable telephone key is assigned as an indicator for a new message in the mailbox by using an external voice mail server.

Press this key.

Select and confirm.

Enter the programming code a key.

Select a programmable key.

Confirm.

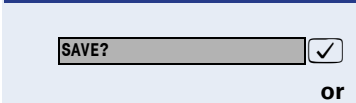
[1] For system telephones without a display, the signaling must be programmed using the HiPath 1100 System Manager application.

[2] When this key is pressed, the message "XTRN WAIT MSG" will appear on the system telephone display.

## Step by step

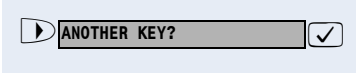


Select and confirm.



Confirm.

or



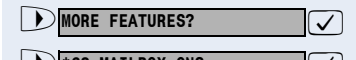
Select and confirm.

## Activating receipt of an Internal MWI<sup>1</sup>

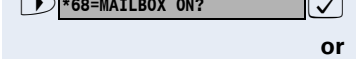
When a subscriber group is programmed as a VMle group interface, it becomes a voice mail subscriber group that can be activated for signaling the moment a new message is waiting (see programming an extension - VMle group interface in the programming manual). This is the only group with permission to deactivate the internal MWI.



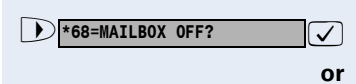
Press this key.



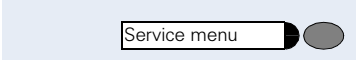
Select and confirm.



or



or



Press this key.



Enter the code to activate or deactivate internal MWI.

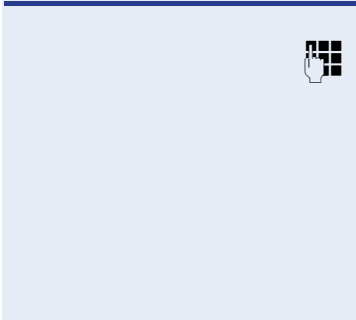


The display shows that this feature is activated.

or



The display shows that this feature is deactivated.



Enter the extension number assigned to the mailbox (e.g., 12/102).

[1] When all mailboxes of the internal voice mail system are busy, the call is forwarded to the UCD subscriber group queue assigned to voice mail.  
Remember: It is not possible to transfer calls to the voice mail system.

## Step by step

### Accessing a mailbox

To access your mailbox, call the direct access number (Voice mail subscriber group) and follow the voice mail system prompts.

You can also do the following:

- Record/Change a greeting announcement to be played when there is a call.
- Listen to the messages left in your mailbox by callers.



Lift the handset.

or



Press this key. The LED comes on.

or



Select this key.



Enter the direct access code (Voice mail subscriber group) for the voice mail system (e.g., 790).



Wait for the voice mail to answer the call. Proceed with what you want to do by following the instructions given by the voice mail server.

### Voice mail forwarding

With this feature, calls that are received at a specified extension can be forwarded to a voice mail server (→ page 64).

### Leaving a message

Most callers access the called party mailbox when the called party is not at the usual workstation (Voice mail forwarding). On such occasions, the caller hears a greeting announcement and can leave a message at the mailbox.

Example:

The HiPath 1100 receives a call from a user who is not at the company at that particular moment. The user's extension is programmed to use the voice mail feature

### Step by step

and forward the call to your mailbox. The HiPath 1100 answers the call and connects the mailbox to the voice mail of the user who is not available to answer it.

The caller will hear a greeting announcement and will then be able to leave a message in the mailbox.

### Entry voice mail (EVM)

The HiPath 1100 can be equipped with an integrated voice recording capability for "Entry voice mail".

The support technician can configure up to 24 standard mailboxes, 2 of which are for forwarding (message for day/night service). Two parallel actions are allowed for call transfer and auto-answering (2 message ports).

If the system's support technician has authorized the user to configure the mailboxes, then s/he may configure her/his own mailbox.

A personal voice **mailbox** answers the user's calls, plays a personal recorded greeting (or a default greeting) and allows the user to record his/her own message.

**mailboxes** allow callers not only to record a message or greeting but also to access them directly or via another mailbox.

Example:

- The caller hears a message or music while waiting for an answer.

**Example:** "Hello. All our attendants are busy at the moment. Please hold the line".

- The caller may leave a message after the greeting.

**Example:** "The person you are calling is not available at the moment". Please leave your message after the tone.

## Step by step



When a call to an extension is forwarded to an EVM mailbox (call forward no answer or busy) a message is played, explaining why the call is being forwarded.

These messages are played before the greeting message and cannot be overwritten.

Messages:

- Call forwarding - busy after Call forwarding no answer: "User's connection is busy at the moment".
- Call forward no answer: "The user you are calling is not answering."

## Mailbox greeting configuration

If the support technician has not already configured your personal voice mailbox.

**Required:** Voice mailbox configuration has been authorized by the system's support technician.



Enter the code for "Entry voice mail" (default = 790)

Enter the password for the mailbox (default = 1234).

Wait for the voice mail to answer the call.

Follow voice mail prompts to make your selections.



It is recommended that you change the password after accessing your mailbox for the first time.

Only numbers are allowed (0-9). Do not use "1234" or "0000".

If you forget your password, please inform your support technician so that the default setting can be reset.



EVM does not prompt for a mailbox number when the personal mailbox and an external line mailbox use the same password. For example, When a user accesses an EVM mailbox with the same password used for a different line mailbox - of which the user is a member - the mailbox being accessed is considered as a personal mailbox.

The user must change his/her personal or external line mailbox password in order to access the external line mailbox to which he/she belongs.

Step by step


Personal mailbox activation

In order for the calls to be answered by voice mail, you must first configure call forwarding → page 64 to 790 (=Entry voice mail) on your telephone.  
When the DISA feature → page 44 is activated, calls made to your phone number can be forwarded to your Entry voice mail.

Checking you personal mailbox

Messages stored in your mailbox are indicated on your telephone as follows:

- An audible tone is heard when you lift the handset.
- The "Mailbox" key blinks, if programmed → page 71.
- The number of messages stored is shown on the display. For example, "3 new messages".

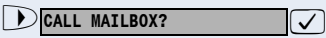
 The number of messages shown on the display is the total number for all messages contained in the personal and all other mailboxes for the lines the user is a member.



or



or



Select the blinking key.

Enter the code for "Entry voice mail" (default = 790)

Select and confirm.



Enter your personal mailbox password (default = 1234).



Wait for the voice mail to answer the call.  
Follow the voice mail prompts to make your selections.

In another internal extension



Enter the code for "Entry voice mail" (default = 790)



Enter your personal mailbox password (default = 1234).



Enter your mailbox number (the same as your internal extension number).



Wait for the voice mail to answer the call.  
Follow the voice mail prompts to make your selections.



## Step by step

### In an external telephone



Connect to your HiPath 1100.  
Enter the MSN designated to your EVM by the system's support technician (check with the support technician).

or



If call forwarding to Entry voice mail is activated:  
Enter your external number (MSN) and press the Asterisk (\*) key during the message playback.



Enter your personal mailbox password (default = 1234).



Enter your mailbox number (the same as your internal extension number).



Wait for the voice mail to answer the call.  
Follow the voice mail prompts to make your selections.



If your HiPath 1100 is configured "...Using Automatic Seizure of an activated external line" (consult the system's support technician), press the Flash key before selecting your mailbox.

In DEC telephones, use "Suffix dialing" (MF)  
→ page 57.

## Second attendant<sup>1</sup>

When a second attendant is configured, it receives calls forwarded by the first attendant (an extension or group) to the second attendant (an extension or group). This occurs when the first attendant is not available or does not answer the call within a specified period of time.

[1] A second attendant may also be a Fax/DID  
Refer to the programming manual: Programming an extension - second attendant for MSN, and Programming an external line - Timeout for a second attendant to answer a call on an analog trunk.

### Step by step

## Groups<sup>1</sup>

A group consists of extensions linked by type or proximity. Its goal is to prevent calls from going unanswered when an extension is busy or absent.

### Call groups (CG)

When a call to a Call group (CG) is received, it rings at all the extensions for that group. The first user (telephone) to answer the call initiates conversation with the caller. The other telephones stop ringing when the call is answered.

#### Calling a Call group (CG)



Enter the Call group number.

-    to    = Call group (CG);



Wait for the call to be answered. Start conversation.

## Hunt groups (HG)<sup>2</sup>

The Hunt group (HG) feature allows you to configure extension groups which are then assigned for answering calls directed to a specific number (up to 10 Hunt groups, from 780 to 789).

When a group receives an incoming call, the call rings at one extension at a time. If an internal or external call is not answered after a specified timeout, it rings at the next extension, and so on, until it is answered by an available extension. The selection of an extension where unanswered calls should ring is made in two different ways: linear or round-robin.

- A linear search always starts from the first extension in the group.
- A round-robin search starts after the last extension selected.

[1] See Programming an extension - groups, in the Programming manual.

[2] See Programming an extension - Hunt groups (HG) - Search mode for Hunt groups, in the programming manual).

## Step by step



▶ JOIN GROUP? ☒

or

▶ LEAVE GROUP? ☒

or

\*85 or #85

or

GP LOGON/GP LOGOFF ☐

or

GP LOGON/GP LOGOFF ☐

▶ JOIN GROUP? ☒

or

▶ LEAVE GROUP? ☒

or

\*85 or #85

or

GP LOGON/GP ☐

or

GP LOGON/GP ☐

### Calling a Hunt group (HG)

Enter the Hunt group number.

- **780** to **789** = Hunt groups (HG);

Wait for the call to be answered. Start conversation.

### Hunt group (HG) and Call group (CG) Login and Logout<sup>1</sup>

Hunt group (HG) and Call group (CG) login and logout allow an extension to join or exit one or more of its groups at any time.

#### Group login/logout

Select and confirm.

Enter your group login (ON) or logout (OFF) code.

Press the "GP LOGON/GP LOGOFF" key.

#### If the extension belongs to more than one group

Select and confirm.

Enter your group login (ON) or logout (OFF) code.

Press the "GP LOGON/GP LOGOFF" key.

[1] Each member or non-member of the group is also accessible through her/his extension number.

Step by step

770 X (Name)

If an X appears next to the group number (e.g., 770) it means that a ringing signal for this group is activated.

If a name has been stored for this group, it will be displayed (if configured by the system's support technician).

or

770 (Name)

If an X does not appear, it means that the ringing signal is deactivated.

or



Enter the Call group number.

-  to  = Call group (CG);

or




Enter the Hunt group number.

-  to  = Hunt groups (HG);

NEXT? ☒


Confirm. The next number in the group will be displayed.

or

 JOIN GROUP? ☒

Select and confirm.  
The ringing signal for the group displayed is activated.

or

 LEAVE GROUP? ☒

Select and confirm.  
The ringing signal for the displayed group is deactivated.

or

 #=LEAVE ALL GROUPS? ☒

Select and confirm.  
The ringing signal for all groups is deactivated.

or



Enter the code for "LEAVE ALL GROUPS".

or

 #=REJOIN ALL GROUPS? ☒

Select and confirm.  
The ringing signal for all groups is activated again.

or



Enter the code for "REJOIN ALL GROUPS".

## Step by step

### UCD subscriber groups<sup>1</sup>

Each UCD (Uniform Call Distribution) subscriber group is formed by a maximum of 32 extensions. These extensions are assigned to answer calls destined to a specific number that identifies the group.

The users of these extensions are called agents.

#### Calling a UCD group



Enter the UCD group number.

- to = UCD group;



Wait for the call to be answered. Start conversation.

### UCD group login/logout<sup>2</sup>

Allows an agent, at any time, to enter a group to which he/she belongs.

#### Group login/logout

Select and confirm.

GP LOGON? ☒

or

GP LOGOFF? ☒

or

or

or

Enter the code to login or logout of the UCD group.

Enter the code to login or logout of the UCD group.

[1] Internal or external calls to a UCD subscriber group are routed to the extension that has been free the longest. Calls made to a specific extension do not affect the way calls are distributed. Login/Logout, available/unavailable, and processing later activity is recorded for statistical purposes only. For more details see Programming manual Programming an extension - UCD subscriber group in the.

UCD subscriber groups are used for voice mail functions.

[2] Once an agent is connected (logged in) to a group, the agent will be automatically disconnected (logged out) from the previous group.

When a UCD agent activates call forwarding, the agent is automatically logged out of the group. When the agent is logged into the group, call forwarding is deactivated. When a UCD agent activates call forward no answer, the agent's status becomes unavailable.

When the status is available, call forwarding is deactivated. Disabling call forwarding does not affect the UCD agent status.

Step by step

GP LOGON/GP



Press the "UCD GROUP LOGON/LOGOFF" key.

or

GP LOGON/GP



If the extension belongs to more than one group

▶ GP LOGON? ☒

Select and confirm.

or

▶ GP LOGOFF? ☒

or

\* 4 0 1

Enter the code to login or logout of the UCD group.

or

# 4 0 1

Enter the code to login or logout of the UCD group.

or

GP LOGON/GP



Press the "UCD GP LOGON/LOGOFF" key.

or

GP LOGON/GP



790 X (Name)

If an X appears next to the group number (e.g., 790) it means that the ringing signal for this group is activated.

If a name has been stored for this group, it will be displayed (if configured by the system's support technician).

or

790 (Name)

If an X does not appear, it means that the ringing signal is deactivated.

or



Enter the UCD group number.

- <sup>LINE</sup>7 <sup>EXT</sup>9 0 to <sup>LINE</sup>7 <sup>EXT</sup>9 <sup>EXT</sup>9 = UCD group;

NEXT? ☒

Confirm. The next number in the group will be displayed.

or

Step by step

 GP LOGON? ☒

Select and confirm.  
The ringing signal for the group displayed is activated.

or

 GP LOGOFF? ☒

Select and confirm.  
The ringing signal for the displayed group is deactivated.

or


 UCDGRP. ON/OFF? ☒

Select and confirm.  
The ringing signal for all groups is activated/deactivated.

Available/Unavailable agent for a UCD group

Activates an agent to start receiving calls within a group or to stay away from the group, for example, in the event of a meeting.

Available/Unavailable agent

 AVAILABLE? ☒

Select and confirm.

or

 NOT AVAILABLE? ☒

or

 <sup>EXT</sup>4 <sup>INT</sup>0 <sup>SEC</sup>2

Enter the code to become available in the UCD group.

or

 <sup>EXT</sup>4 <sup>INT</sup>0 <sup>SEC</sup>2

Enter the code to become available or unavailable in the UCD group.

or

GP AVAIL/GP 

Press the "UCD GP AVAIL/UNAV" key

or

GP AVAIL/GP 


AVAILABLE

The display indicates that the agent is available.

or

NOT AVAILABLE

The display indicates that the agent is unavailable.

 The message will only be shown if the extension is on the hook.

Step by step

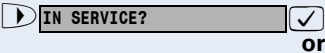
UCD agent In Service/Out of Service

This allows an agent to resume receiving calls in a group once he/she is available again.

Or it prevents an agent from receiving calls within a group when he/she is busy with a request, such as a customer's inquiry.

Agent In Service/Out of Service

Select and confirm.



or



or



Enter the code to make the extension part of the service.

or

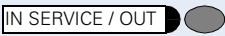


Enter the code to remove the extension from the service.

or



or



Press the "IN SERVICE/OUT OF SERVICE" key.



The display indicates on that the agent is in service.



The message will only be shown if the extension is on the hook.



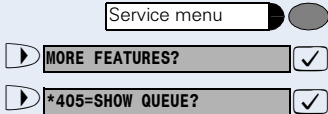
## Step by step

### Show queue size to UCD agent

This shows the number of calls in the hold queue of the UCD agent for 5 seconds on the left of the first line of the display.

**Required:** The extension should be logged in to the UCD group.

Press this key.



Select and confirm.

or



Enter the code to show calls in the queue.

or



If the LED is lit, press the "Show queue" key.

Calls in the queue:(X)

The number of calls in the hold queue is shown.

### Collect call barring

When this feature is activated, the system automatically rejects all incoming collect calls over a digital line. Calls received over an analog line are rejected only at the moment they are answered.

Types of collect call barring:

- Collect call barring by extension  
(see Programming an extension - collect call barring by extension, in the programming manual)
- Collect call barring for a UCD subscriber group  
The system bypasses collect call barring for members and non-members of the UCD group. This means that collect call barring is only acknowledged.  
(see Programming an extension - collect call barring for a UCD subscriber group, in the programming manual)
- Collect call barring for Fax/DID  
Call barring will not work for calls transferred to a Fax/DID.  
(see Fax/DID - collect call barring for Fax/DID, in the programming manual)

## Step by step

### Overflow extension<sup>1</sup>

An overflow extension only receives calls when the extension that was called is not available, that is, when it is busy, there is no answer, or the number called does not exist.

Examples:

- The extension called is activated for room monitoring (Babyphone)
- The extension that was programmed as the first attendant is currently assigned as internal entrance telephone
- no first attendant has been configured for the extension

Another way to access an Overflow extension is by dialing its internal number.

[1] The overflow extension cannot be configured or used for Fax (see Programming an extension - overflow extension, in the programming manual).

## Step by step

## Miscellaneous functions

## Changing the password for the electronic lock

This is a security feature that protects against unauthorized use by setting a personal password.



Press this key.

Select and confirm.

Enter the code to change the password.



Enter the current 5-digit password for the electronic lock (default is 00000).



Enter a new password.



Confirm the new password.




If you forget your password, contact your system's support technician to reset the default password "00000".

Step by step


Electronic lock<sup>1</sup>

The electronic lock allows the user to prevent unauthorized persons from making calls from that particular extension.



When an extension is configured for using a special class of service (see Main Configurations – special class of service for blocked extensions, in the Programming manual) it will allow specific functions. For instance, when an electronic lock is activated for an extension authorized for international calls, that extension will only allow local calls (see Technical Support).

  ☒

or

  ☒

or

   or 

Select and confirm.

Enter the code to deactivate the electronic lock.



Enter your 5-digit password (the default is: 00000).

The display shows that this feature is activated.

or

The display shows that this feature is deactivated.

[1] It will be possible to make external calls using the Speed Dial phonebook or an authorized password for that specific extension. When an extension is blocked, a distinctive dial tone is heard when the handset is lifted.

## Step by step

▶ MOH ON? ☒

or

▶ MOH OFF? ☒

or

\* 9 4 1 0

or

# 9 4 1 0

## Music on hold

This feature plays pre-programmed music during the time an external call is on hold (see General programming - music on hold in the programming manual).

The music can be heard, for instance, through a system telephone speaker, as background music.

Select and confirm.

Enter the code to activate music on hold.

Enter the code to deactivate music on hold.

PLAYING SYSTEM MUSIC

or

SYSTEM MUSIC STOPPED

The display shows that this feature is activated.

The display shows that this feature is deactivated.

## Busy Signal when extension is busy

This feature allows all telephones in the "busy signal" group to automatically switch to a busy signal when a member of the group has a call in progress (see programming a digital trunk - busy signal, in the programming manual). External calls do not ring (on digital lines the caller hears a busy signal).

This is useful when there is only one person of the group available and this person does not want to interrupt the conversation in progress.

Service menu

▶ MORE FEATURES? ☒

▶ \*9411=BUSY BY BUSY ON? ☒

or

▶ #9411=BBB OFF ? ☒

or

Press this key.

Select and confirm.

Step by step

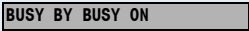


Enter the code to activate busy signaling.

or



Enter the code to deactivate busy signaling.



The display shows that this feature is activated.

or



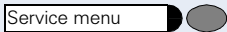
The display shows that this feature is deactivated.

Language/country settings

This allows you to configure the system specifically according to the country.

Language and currency settings for the telephone display can also be configured.

**Required:** The extension has permission to use this feature.



Press this key.



Select and confirm.



or



Enter the code to select a country.



Enter the country code (up to 8 digits).  
The code is stored and the system is restarted.

Country	Code
Brazil	14463075
Chile	30259680
Portugal	37496521
Vietnam	48220818
Thailand	50692539
Ukraine	50889647
Mexico	51911111
Pakistan	51951328

## Step by step

Country	Code
Greece	52632505
IM French	52633110
Venezuela	56589679
South Africa	58049590
Russia	64243015
Canada	67831496
Singapore	74857265
Peru	75051002
Malaysia	76010255
IM English	85315585
Spain	96149549
China	98245912
China2	98245924
IM Spanish	98256348
India	98274553
Argentina	99195953
Philippines	99251479
Turkey	53951509
Latvia	23730903
Lithuania	54369901
Italy	70129594
Australia	99168546
United Kingdom	54721445
France	68141859
Korea <sup>1</sup>	99251480

[1] The numbering plan changes as follows:

- a) Access to the group of external lines (→ page 20) is done with digit "9" instead of "0";
- b) Calling an operator terminal (→ page 37) is done with digit "0" instead of "9";
- c) group call pickup (→ page 63) is done with sequence "\*\*0" instead of "\*\*57";
- d) Recovery of a parked call (→ page 58) is done with sequence "\*\*57" instead of "\*\*0";

Step by step

Service menu

▶ \*90= CONTROL RELAY ON? ✓

or

▶ \*90= CONTROL RELAY OFF? ✓

or

\* 9 0 or # 9 0

Service menu

▶ \*90= CONTROL RELAY ON? ✓

or

▶ \*90= CONTROL RELAY OFF? ✓

or

\* 9 0 or # 9 0



Relay<sup>1</sup>

The relay on the HiPath 1120 music module is used to control all peripheral equipment, such as the door opener, etc.

Press this key.

Select and confirm.

Enter the code to activate or deactivate the relay.

If a Fax/DID feature was configured...

The relay can be controlled by a remote MF telephone

**Required:** The remote telephone must have a conversation in progress with the system's programming extension.

Press this key.

Select and confirm.

Enter the code to activate or deactivate the relay.

Enter the system password at the remote telephone (the default is: 31994).

[1] Activate (contacts closed) or Deactivate (contacts open) the relay immediately or after a specified time (see Programming manual, Relay and Sensors in HiPath 1120).



Step by step

Service menu

▶ MORE FEATURES? ✓

▶ \*9414=RELAY STATUS? ✓

or

\* 9 4 1 4



or

Speaker



or

Speaker

Relay Status Check

This feature allows you to check whether the relay is ON or OFF.

**Required:** System telephone with a display.

Press this key.

Select and confirm.

Enter the code for checking the status of the relay.

Acknowledging/deactivating a General alarm

If the support technician configured the alarm feature for your extension, it will ring whenever there is an alarm condition on the HiPath 1100.

Answer the call to acknowledge that the alarm was detected. If the alarm call is not acknowledged, a new attempt at a call will be made (as programmed) and the extension will ring again.

**Required:** The display shows "CALL: RLA CHK..."and your telephone will ring three times (three short beeps) at 4-second intervals.

Lift the handset.

Press this key. The LED comes on.

Replace the handset.

Press this key. The LED goes off.

Step by step



Disabling a general alarm

If an alarm system has been activated, in addition to the alarm signal, it can be deactivated.

Enter the code to deactivate a general alarm.

Enter the access code (default is 31994).

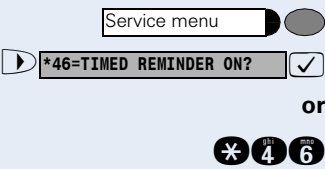
Alarm clock

The Alarm clock allows you to program an extension to send the user a reminder at a specific time, at fixed time intervals or cyclically.

To use this feature you must specify and store the time when the reminders alerts should be sent. Time alerts can be set for:

- Daily reminders
- Daily except weekends
- A reminder after a specified period of time
- A reminder for a specific date

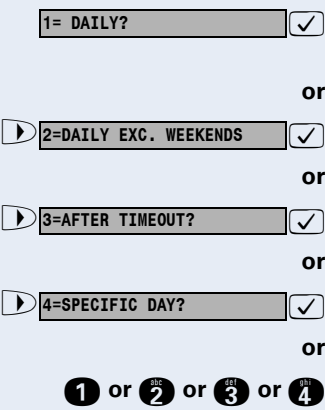
Scheduling Time Reminders



Press this key.

Select and confirm.

Enter the code to set the alarm clock.



Select and press to confirm the type of scheduled time reminder you want.

Enter an option.

## Step by step

### For type 4 timed reminder only

SAVE? ☒

or

▶ PREVIOUS? ☒

Enter the day, month, hour, minutes (e.g., 05080830 for August 5, 8:30 a.m.).

Confirm.

If you make a mistake:

Select and confirm. All digits that were entered are deleted and the display returns to the Time Reminder options.



SAVE? ☒

or

▶ PREVIOUS? ☒

Enter the hour in a 4-digit format. For example, 0905 for 9:05 a.m. or 1430 for 2:30 p.m.

Confirm.

If you make a mistake:

Select and confirm. All digits that were entered are deleted and the display returns to the Time Reminder options.

Service menu ☐

▶ #46=TIMED REMINDER OFF? ☒

or



Press this key.

Select and confirm.

Enter the code to delete a timed reminder.

DELETE? ☒

or

▶ EXIT? ☒

Confirm.

Select and confirm.

REMINDER?



or

Speaker ☐

**Required:** A time reminder was scheduled.

The telephone rings. The scheduled time is displayed.

Lift the handset.

Press this key.

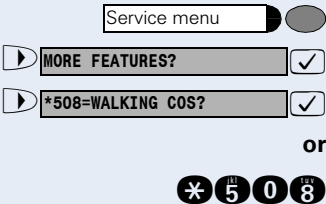
## Deleting/Checking a scheduled time reminder

## Scheduled time reminder call

Step by step

COS (Class of Service) changeover<sup>1</sup>

The COS changeover feature authorizes the user to use a different system extension temporarily to make calls as if he was at his own extension but with a lower class of service.



Press this key.

Select and confirm.

Enter the code for COS changeover.



Enter the extension number for which you have authorization (e.g., 11/101).



Enter the 4-digit password for the electronic lock (default is 0000).



Enter the code to access an external line.



Wait for a dial tone.



Enter the external number you want to call.



Wait for the call to be answered. Start conversation.




Once the handset is on-hook, the extension can use its regular class of service.

[1] COS changeover must be activated in order for an extension to use another extension (see Main Configurations - COS changeover in the Programming manual).

## Step by step

Data protection<sup>1</sup>

The data protection feature prevents audio signals generated by the system from affecting data equipment connected to the extension, such as faxes, modems, Internet connections or answering machines.

Service menu 

Press this key.

 \*490=CAMPON PROTECTION 

Select and confirm.

or

 \*490=CAMPON PROTECTION 

or

 <sup>DS1</sup>4 <sup>DS1</sup>9 <sup>DS1</sup>0

Enter the code to activate data protection.

or


 <sup>DS1</sup>4 <sup>DS1</sup>9 <sup>DS1</sup>0

Enter the code to deactivate data protection

## Call waiting signaling tone

With this feature you can block/allow a second call to automatically send a signal (call waiting) when a conversation is in progress.



**Required:** The extension being called is busy.

Service menu 



Press this key.

 MORE FEATURES? 



Select and confirm.

 #87=WAITING TONE ON? 

or

 #87=WAITING TONE OFF? 

or

 <sup>DS1</sup>8 <sup>DS1</sup>7 or  <sup>DS1</sup>8 <sup>DS1</sup>7

Enter the code to activate or deactivate the call waiting signal.

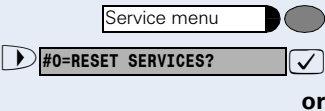
[1] Data protection cannot be activated if the extension is configured as an overflow extension or as an attendant console.  
If the extension is an MSN attendant console and activates this feature, external calls will be forwarded to an overflow extension.

Step by step

Feature deactivation

The "feature deactivation" dunction allows an extension to deactivate the following features simultaneously:

- Call forwarding (conditional and immediate unconditional)
- Do not disturb
- Data protection
- Alarm clock
- Callback
- Urgent Call
- Handsfree answerback



Press this key.

Select and confirm.

or

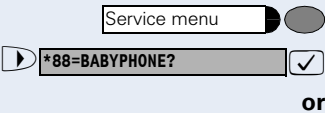


Enter the code to activate the features.

Room Monitor<sup>1</sup>

The Room Monitor feature uses a telephone handset as a microphone to capture audio signals in a room.

To activate



Press this key.

Select and confirm.

or



Enter the code to activate the Room Monitor feature.

Lift the handset and position it towards the object to be monitored.

or



Press this key. The LED comes on

To deactivate



Replace the handset.

[1] When the Fax/DID module is installed, you can monitor an environment even from an external telephone. After the answering message completes, enter the extension number assigned to the feature, then enter the extension password (same as the electronic lock). This cannot be activated for an overflow extension or members of a Hunt group.

## Step by step

or



Press this key. The LED goes off.

## Room Monitor

### ... From an extension



Enter the extension number for the room you want to monitor (e.g., 11/101).



Wait. The user calls the extension assigned to the feature to hear the audio signals present.

### ... From an external telephone

**Required:** The telephone must be a DTMF telephone or you must be able to switch it to DTMF. The telephone is not connected to the system.



Connect to the HiPath 1100. Enter the DISA-MSN number (ask your support technician).



Wait for a continuous tone (if necessary, switch to DTMF) then enter your internal number and the lock's password.



Enter the number for the extension to be monitored.



Wait. The user calls the extension assigned to the feature to hear the audio signals present.

Step by step


Night service<sup>1</sup>

The night service feature activates DIDs on the night table. It can be activated or deactivated at any system extension.


When night service is ON - for example, at lunch time or after business hours-- all external calls are forwarded to a specified internal extension (Night destination).

The night service extension and the required password for activation/deactivation are specified by the system's support technician.







The support technician may also specify a time for automatically enabling/deenabling night service. Automatic night service does not function when Manual control is on.

 NIGHT ANSWER ON? ☒

or

 NIGHT ANSWER OFF? ☒

or

   or   

or

NIGHT SERVICE 

or

NIGHT SERVICE 

Select and confirm.

Select and confirm.

Enter the code to activate or deactivate night service.

Press the "NIGHT SERVICE" key.



Enter your 5-digit password (the default is: 31994).

[1]Extensions are configured during system programming (see Programming manualProgramming an extension - night service in the).  
If night service is ON, a distinctive tone will be heard when you lift the handset.  
An extension's category may be changed.



**Step by step**

## **Call forwarding when there is no answer on a digital line**

In some circumstances incoming calls over a digital line are forwarded to an Overflow extension after a specified timeout.

1. When no MSN number is assigned to an extension number.
2. When an MSN number is assigned to an extension number. The MSN number incoming call rings at the extension assigned to it. If the extension that received the forwarded call does not answer after a specified timeout (default of 30 seconds), the call is rerouted to the Overflow extension; "Call forward no answer With Timeout" is set using the code 30.
3. When an MSN number is assigned to an extension number. The extension assigned is configured for a second attendant using the code "\*14". The MSN number incoming call rings at the extension assigned to it. If a call is not answered after a specified timeout (default of 30 seconds), the system again reroutes the call to an extension configured as second attendant. If the call is still not answered after the specified timeout (default is 30 seconds), the call is rerouted to the Overflow extension.
4. When an MSN number is assigned to an extension number. The extension assigned is forwarded to another extension. The incoming MSN call will ring at the call forwarding extension destination. If the extension that received the forwarded call does not answer after a specified timeout (default of 30 seconds), the call is rerouted to the Overflow extension.
5. When an MSN number is assigned to an extension number. The extension assigned is not able to receive a call forwarding signal. For example, it may be configured for data protection.

Step by step

Entrance telephone - door opener<sup>1</sup>

This feature lets the system allow certain pre-programmed extensions to order a door to open using an entrance telephone device equipped with door opening control.

**Required:** The entrance telephone extension has permission to open the door.

A call is received from the entrance telephone



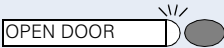
Lift the handset.

or



Press this key. The LED comes on

or

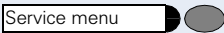


Press the "OPEN DOOR" key once to answer.



Confirm.

or



Press this key.



Select and confirm.

or



Enter the code to open the door.

or



Press the "OPEN DOOR" key a second time to open.

The extension is in sleep mode and calls the entrance telephone

In this case the entrance telephone will receive a call signal.



Lift the handset.

or

[1] Extensions authorized to open doors are configured during system programming (see entrance telephone in the Programming manual).  
An urgent call warning tone is played when the extension configured to answer the entrance telephone is busy.

Step by step

Speaker



Press this key. The LED comes on.

or

OPEN DOOR



Press the "OPEN DOOR" key once to call.

Service menu



Press this key.



\*61=Open Door?



Select and confirm.

or



Enter the code to open the door.

**note**

For the two options above, if the system has more than one entrance telephone installed and the extension had permission to open the door, the system will request the extension number of the entrance telephone.

ENTRNC PHONE EXTN?

Asks you which entrance telephone you wish to open the door.



Enter the entrance telephone extension (for example: 12/102).

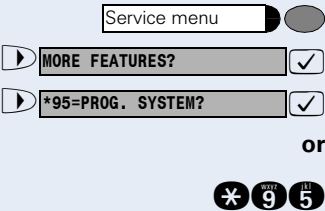
or

OPEN DOOR



Press the "OPEN DOOR" key a second time to open.

Step by step



Activating system programming

System programming mode allows extension 11 on the HiPath1120/1150 and extension 101 on the HiPath 1190 to access the programming codes and change system features.

Press this key.

Select and confirm.

Enter the programming code.



Enter your 5-digit password (the default is: 31994).

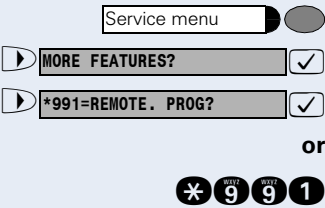
Enter the codes and their complements according to Programming manual.

Remote configuration<sup>1</sup>

The remote configuration feature allows remote configuration of the HiPath 1100.

Using an MF Telephone

**Required:** The programming extension must have a conversation in progress with the remote programmer.



Press this key.

Select and confirm.

With a conversation in progress, enter the programming extension code to transfer control of the HiPath 1100 to the remote programmer.

[1] If the system's serial port is connected to a modem with access to a telephony network, and the remote PC has a modem installed, remote configuration can be carried out using the HiPath 1100 System Manager application. Ask your support technician how to do this.

## Step by step



The remote programmer must now enter the system's password on an MF telephone (the default is 31994) and wait for a confirmation tone.



To set the required configuration, proceed as if the remote telephone were locally connected to the system.

### If there is a DID installed

If the system is equipped with a Fax/DID module programmed as an external line DID.



Enter the code using a remote MF telephone after the call is answered.



The remote programmer must now enter the system's password on an MF telephone (the default is 31994) and wait for a confirmation tone.



To set the required configuration, proceed as if the remote telephone were locally connected to the system.



If an external programmer does not carry out the programming within a specified time period, the remote configuration process times out.

### Using the HiPath 1100 Manager application<sup>1</sup>

#### Required:

- Analog line: The system's serial port and the remote PC must be connected to a modem with access to the telephone network.
- Digital line: The S<sub>0</sub> optional module must be connected to an ISDN-type digital line, and the remote PC must have an ISDN modem installed and connected.

Service menu



Press this key.



MORE FEATURES?



Select and confirm.



\*992= REMOTE ADMINISTRA-?



or



Enter the code to enable remote configuration/updating in the programming extension.

The system will be available for remote configuration via the application for a specified time period.

[1] The system must be activated during a conversation by configuring certain parameters (see General programming - remote configuration in the Programming manual). For further information on how to use the HiPath 1100 Manager application refer to the instructions in the Help file.

### Step by step

FAX RECEIVED? ☒

or

FAX RECD ☐

### Fax received

If the system has a Fax/DID Module and a fax machine, you can program a key to indicate when a fax was received.

**Required:** Fax/DID Module installed and configured.

Confirm.

Press the "FAX RECD" key.

### Assigned group<sup>1</sup>

The associated group feature provides quick access to extensions that must communicate continually. With the associated group feature several non-master extensions can be assigned to one master telephone.

**Required:** The associated group feature must be configured (see Programming an extension - associated group, in the programming manual),

**For example,** by using ""Programming the keys"" → page 109" on system telephones, you can program ""Direct communication call" → page 38" (code \*80) + destination extension (non-master in the master, and master in the non-master) in the master extension.

When the programmed key is activated, the extensions enter conversation mode (the speaker at the extension called is activated). If the master extension initiates the call, it is able to talk and listen. If a non-master extension initiates the call, however, it can only listen since Mute mode is activated at the master extension. To prevent automatically enabling Mute mode, you must activate ""(\*96) for the master extension "Handsfree answer-back" → page 39 (\*96).

[1] There are 8 groups available with 16 extensions each. An associated group is assigned to each master telephone. A non-executive extension can be used as secretary telephone for many groups at the same time.

## Step by step

## Executive/secretary function

If this function is available (consult your service personnel) the following keys are configured on the executive telephone:

- Call Forwarding Unconditional (to secretary).
- Call Pickup group.
- Temporary MSN with the executive's private MSN (in case of using ISDN lines).

On the secretary telephone the following keys are configured:

- Do Not Disturb.
- Call Pickup group (optional).

In this case executive and secretary can use the following functions:

- All executive's calls except the private ones are routed to his secretary.
- Calls from executive to secretary and vice-versa can be indicated by a special ring cadence.
- The executive can pick up his own call ringing on secretary's phone.
- When Secretary leaves in the evening she transfers executive's call to executive's extension.
- When executive calls out on an ISDN line, he can select which CLI goes to the caller (own or secretary).

## Redial

The last number dialed is stored and can be redialed by pressing the Redial key or a key programmed for such a function (the first of the programmable keys).


 REDIAL

Press the "REDIAL" key.

Step by step

Call charge consultation<sup>1</sup>

If call charges for calls made have been established, the system will have the ability to show the totals for the calls on the displays of system telephones.

For the current call:

The call charge is shown on the display at the end of the call (Standard)

If you would like to see the charges while the calls are in progress, ask your system's support technician to request activation of the AOCD (Advice of Charge During the Call) facility from your local Carrier.

Depending on the Carrier, toll-free calls will also be shown. Before or during a call the display will read "FREE OF CHARGE".

When a call is transferred the call charge is assigned to the extension that received the transfer.

For all calls that were made and have a remaining balance:

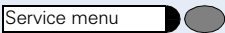
First, the total charges are displayed (total for all calls made). After five seconds the remaining balance is displayed, if the support technician has configured a Call Charge limit.

Press this key.

Select and confirm.

or

Enter the code to enable call charge consultation.



[1] Call Charge ticketing must be programmed in the system (see General programming - Call Charge in the Programming manual).

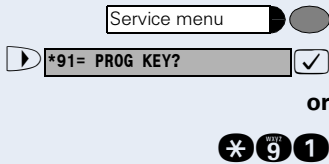


## Step by step

## Programming the keys<sup>1</sup>

Programming the Keys allows the extension to attribute functions to the programmable keys of the optiPoint 500, optiPoint key module or optiPoint BLF. You can also do this with the HiPath 1100 Manager application .

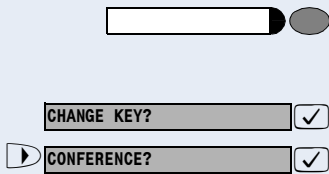
### Procedure for programming the keys



Press this key.

Select and confirm.

Enter the programming code a key.



Select a programmable key. If the key is already programmed for another function, this information will be displayed.

Confirm.

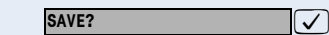
All programmable features are shown. Select a feature and press to confirm. For example, "CONFERENCE".

#### Optional



Select and confirm.

Some features (for example, "CALL FORWARDING or NIGHT SERVICE") can be stored when incomplete. That is, subsequently, after pressing a key to enable a feature, it may be necessary to complete the entry.



Confirm.

or



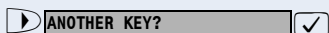
If you make a mistake:

Select and confirm. The previous selection will be deleted.



Press to exit.

or



Select and confirm.

[1] For system telephones without a display, only the "Store key number" can be programmed. Other functions can only be programmed using the HiPath 1100 Manager.

## Step by step



The feature can now be activated by pressing the key. For features that can be activated or deactivated, such as "DO NOT DISTURB", simply press the appropriate key once to enable it and then again to deactivate it.

## Features for programmable keys

Programmable keys can be set to enable the following features:

Feature/Function
"Speed dialing" → page 23
"UCD agent in Service/Out of Service" → page 84
"Answering a call on hold" → page 62
"Handsfree answerback" → page 39
"Using a Temporary MSN to make a call" → page 46
"Electronic lock" → page 88
"Pickup" → page 63 - "Group" → page 63
"Pickup" → page 63 - "Individual" → page 63
"Cost code" → page 58
"Urgent call/Callback when busy" → page 36
"Direct communication call" → page 38
"Conference" → page 50
"Consultation" → page 47
"Call charge consultation" → page 108
"Alarm clock" → page 94
"Call forwarding" → page 64 - "When there is no answer" → page 65
"Call forwarding on an ISDN line" → page 121
"End a conference" → page 54
"Parking" → page 55
"Fax received" → page 106
"Headphone" → page 116
"..Using a group of external lines" → page 20

## Step by step

"Anonymous Caller ID (Trace)" → page 123
"Message Waiting Indicator (MWI)" → page 70
"Override" → page 35
"LCR Bypass" → page 40
"Caller Lists" → page 28
"Hunt group (HG) and Call group (CG) Login and Logout" → page 79
"UCD group login/logout" → page 81
"Show queue size to UCD agent" → page 85
"Storing a phone number in a programmable key" → page 115
"System error messages" → page 126
"Room Monitor" → page 98
"Silent monitoring" → page 35
"Do not disturb" → page 68
"Seizure of a specific line" → page 22
"Toggle" → page 49
"Entrance telephone - door opener" → page 102
"Phonebook search" → page 27
"Suffix dialing" → page 57
"Programming a procedure key" → page 112
"Data protection" → page 97
"Callback" → page 33
"Retrieving a call on hold" → page 58
"CLIR" → page 123
"Night service" → page 100
"Busy Signal when extension is busy" → page 89
"End Key" → page 113
"Transfer" → page 48
"View timeout" → page 44

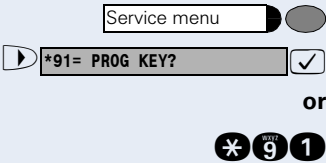
Step by step

Programming a procedure key

You can store numbers and functions that include more than one action, that is, you can assign multiple commands to a single telephone key.

Thus it is possible, for instance, to store a "Cost code" → page 58 function with all its required data (cost code + external number) to a single key.

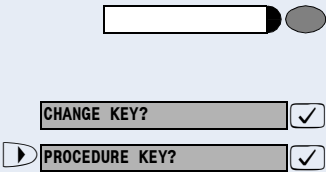
You can also store number that require additional data.



Press this key.

Select and confirm.

Enter the programming code a key.



Select a programmable key. If the key is already programmed for another function, this information will be displayed.

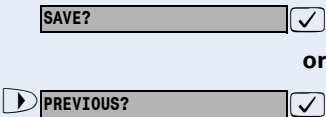
Confirm.

Select and confirm.



Enter the procedure, for example: "\*60231#"

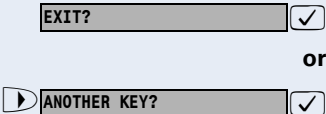
- \*60 = cost code
- 231# = cost code



Confirm.

If you make a mistake:

Select and confirm. All digits that were entered will be deleted.



Press to exit.

Select and confirm.

## Step by step



The number sequence assigned to the key is called when the key is pressed. For procedures with features that can be activated/deactivated, press the key to enable and press it again to deactivate the feature. The Procedure key can also be activated during a call. The numbers are stored in the memory and automatically sent as MF signals. In addition, interdigit pauses can be set into the dialing procedure.

## Printing key labels

This feature allows you to print labels for programmable keys according to the functions for which they are configured, including Operator Terminal functions.

This service is available on HiPath 1100 Manager (Advanced Configuration -> Programming the keys -> Printing key labels). It opens a Microsoft Word document with a label template. Users can configure labels and specify key names, font colors, font size, number of copies to be printed, etc.



The document is created in Microsoft Word 97 format, therefore, earlier versions of Word may not be able to open the file.

## End Key

If this key is pressed when the extension is receiving an incoming call, the call will be disconnected. The headphone on key serves to end a call when the headphone is being used.

Service menu ☐

\*91= PROG KEY? ☒

or

Press this key.

Select and confirm.

Enter the programming code a key.

☐

CHANGE KEY? ☒

Select a programmable key. If the key is already programmed for another function, this information will be displayed.

Confirm.

Step by step

▶

RELEASE CALL?

✓

SAVE?

✓

or

▶

PREVIOUS?

✓

EXIT?

✓

Service menu

▶

\*91= PROG KEY?

✓

or

\* 9 1

▶

DELETE KEY?

✓

EXIT?

✓

- Select and confirm.
- Confirm.
- If you make a mistake:
- Select and confirm. All digits that were entered will be deleted.
- Press to exit.
- Deleting key assignment**
- Press this key.
- Select and confirm.
- Enter the programming code a key.
- Select a programmable key. If the key is already programmed for another function, this information will be displayed.
- Confirm.
- Press to exit.

Features for programmable keys only on the HiPath 1100 Manager

Programmable keys can be set to enable the following features HiPath 1100 Manager:

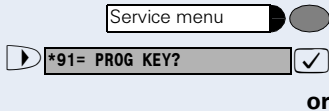
Feature	Function
Music on hold	→ page 89
Call waiting signaling tone	→ page 97
Redial	→ page 107
Internal call	→ page 20

## Step by step

### Storing a phone number in a programmable key

Programmable keys can also be used to store numbers that are used most often.

#### System telephone with a display.



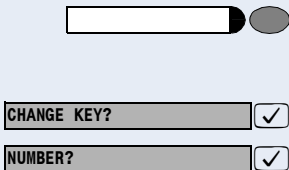
Press this key.

Select and confirm.

or



Enter the programming code a key.



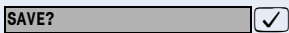
Select a programmable key. If the key is already programmed for another function, this information will be displayed.

Confirm.

Select and confirm.

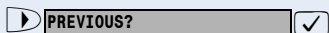


Enter the extension number (e.g. 11/101), external number, Call group (CG) (for example: 770) or Hunt group (HG) (for example: 780).



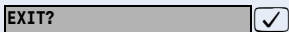
Confirm.

or



If you make a mistake:

Select and confirm. All digits that were entered will be deleted.

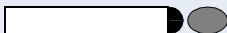


Press to exit.

#### System telephone without a display.



Enter the programming code a key.



Select a programmable key. If the key is already assigned, the programmed function will be overwritten.



Enter the extension number (e.g. 11/101), external number, Call group (CG) (for example: 770) or Hunt group (HG) (for example: 780).

### Step by step



When an extension number is programmed, the key will light up to indicate whether or not the extension is being used or called.

The extensions are not set up to seize a call that is ringing in a Call group (CG) or Hunt group (HG)

## Headphone<sup>1</sup>

It is an accessory that can be installed on terminals to replace the use of the handset and provide the user with more comfort and with hand-free operation.

Models with electronic hook control (such as Siemens Elipse 1.8 EHS and GN Netcom 9120) for answering calls using a headphone must use a optiPoint Acoustic Adapter, regardless of the optiPoint model used. optiPoint Advanced features include a built-in headphone interface. However, an optiPoint Acoustic Adapter is required for connecting the headphone. When an optiPoint key is configured for using a headphone (optional setting), the system behaves as if a headphone is connected. Therefore, it is recommended that when you disconnect the headphone you change the key configuration accordingly.

If you want to use a Siemens Elipse 1.8 EHS or GN Netcom 9120 set without the electronic hook control switch, you must use an optiPoint Acoustic Adapter for optiPoint Entry, Basic and Standard models. For the optiPoint Advanced, an optiPoint Acoustic Adapter is optional. The headphone can be connected to the built-in interface on the telephone's rear panel using a RJ45 connector. The Headphone feature key must be programmed to answer calls.

Headphone models without an electronic hook key (e.g., Plantronics) can be connected directly to the handset's interface on a optiPoint (Entry, Basic or Standard) telephone, as well as through an optiPoint Acoustic Adapter or the built-in interface (optiPoint Advanced

[1] To install and configure a headphone, follow the instructions provided in its accompanying manual. For a view of the optiPoint rear panel see "optiPoint 500 rear panel" → page 11.  
The MUTE option must be activated/deactivated on the same equipment.  
If you have any questions, please contact your system's support technician.



## Step by step


only). However, in order to be detected by the system, a Headphone key must be programmed, regardless of the configuration being used.



When an optiPoint key is configured for using a headphone (optional setting, the system behaves as if a headphone is connected. Therefore, when you disconnect the headphone you must change the key configuration accordingly.

**Required:** A headphone must be connected. A key must be programmed for the Headphone "Programming the keys" → page 109 feature by selecting HEADPHONE ON from the menu, unless the headphone has an electronic hook switch.

## Making a call

Headphone ON 

Press the HEADPHONE ON key or the electronic hook control to make a call.



Enter the extension or external line number (e.g., 11/101).

## Answering a call



The extension receives a calling signal. The headphone only receives a calling signal if the electronic hook control is configured.

ANSWER? ☒

Confirm.


or

Headphone ON 

Press the HEADPHONE ON key or the electronic hook control to answer.

The caller is indicated on the display when the call is answered.

## Ending a call

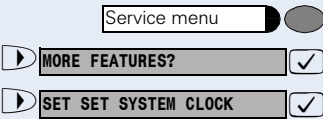
Headphone ON 

Press the HEADPHONE ON key or the electronic hook control to end.



Headphones do not send a call ending tone (busy signal) at the end of a call.

Step by step

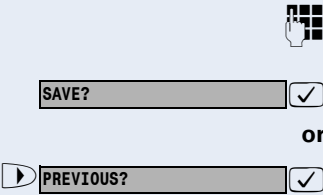


Date and time settings

If authorized, you can set the HiPath 1100 date and time. The date and time can be shown on your system telephone display.

Press this key.

Select and confirm.

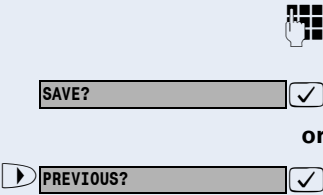


Enter the date (day, month and year) in a 6-digit format. For example, 110903 for November 9, 2003.

Confirm.

If you make a mistake:

Select and confirm. All digits that were entered will be deleted.



Enter the time (hour and minutes) in a 4-digit format. For example, 0905 for 9:05 am. or 1430 for 2:30 p.m.

Confirm.

If you make a mistake:

Select and confirm. All digits that were entered will be deleted.

## Step by step

## Admin of extensions names

This allows you to insert, edit or delete the content of the following items:

- System speed dialing;
- The names of extensions and groups (HG, CG and EVM).

**Required:** Use the first extension equipped with an optiPoint with display to enter administration mode.

Dial the code to enter name administration mode.

\* 9 4 9 5



Enter the electronic lock password (PIN) of the extension (default:0000).

▶ SPEED DIAL? ☒

Select and confirm the option desired.

For the "**Speed dialing**" option see "Programming the speed dialing directory" → page 24

or

▶ GROUP NAME/EXTENSION? ☒

Names of Extensions/Groups

▶ GROUP NAME/EXTENSION? ☒

You can proceed directly to the desired extension or group by entering its number.

or

NEXT? ☒

Keep confirming until you reach the desired extension number or group.

You will see the name of the extension/group if it has already been configured.

or

▶ CHANGE? ☒

Select and confirm.

## Optional

You can **enter a name** corresponding to the extension/group. This will be registered in the system and indicated when the number is dialed.



Enter the name you want to associate to the number for the extension/group Caller ID and phonebook searches.

The telephone keypad is now available for entering letters by repeatedly pressing the key for the letter you want.

Step by step

1x 2

Entering Letters

Letter A

2x 2

Letter B

3x 2

Letter C

4x 2

Number 2

1x 3

Letter D, and so on.



Example: Press the "2" key three times to enter the letter "C" or press "3" twice to enter the letter "E."

- Key "0" = enters a space.
- Keys "1" and "#" = delete the last character entered.

SAVE? ☒

Confirm.

or

If you make a mistake:

▶ PREVIOUS? ☒

Select and confirm. All information is deleted.

or

Delete the name you entered.

▶ DELETE? ☒

Select and confirm.

or

▶ EXIT? ☒

Select and confirm.

PABX Trace log

PABX Trace is a tool used to monitor the events that have occurred in the PABX during a certain period. These events are defined while the system is being programmed using the programming code (code 246) or using HiPath 1100 Manager.

This information can be downloaded using the HiPath 1100 Manager so that the support technician can check the system.

Start/Stop PABX Trace log

The information will be saved in a volatile memory.

\* 1 7 7

Enter the code to enable the trace.

or

# 1 7 7

Enter the code to deactivate the trace.

## Step by step



After switching off or updating data, you do not need to reconfigure the trace, although only the configuration and the status will be saved. The data will be lost when any of these events occur.

### Activating/deactivating extended Trace log

The information will be saved in a non-volatile memory.

\* 1 7 8

or

# 1 7 8

Enter the code to enable the extended trace.

Enter the code to deactivate the extended trace.

## Special functions for ISDN Lines

### Call forwarding on an ISDN line

The call forwarding on a digital line feature allows calls to be rerouted to an external number. Depending on whether this feature is programmed, the call parties may see call the MSN/Attendant number of the switch or the original numbers of the participants (see programming manual - A31003-K1160-B804-\*, "**no DIV.LEG info**" for ISDN line), consult the system's support technician for further information.

**Required:** You may only see the numbers of the parties if your telephone is equipped with this resource.

▶ EXT FORWARDING ON? ☒

or

\* 6 4

Select and confirm.

Enter the code to activate call forwarding.

1=IMMEDIATE? ☒

or

▶ 2=NO ANSWER? ☒

or

▶ 3=BUSY? ☒


or

1 or 2 or 3


Enter the type of call forwarding wanted.

Enter an option.

Step by step





☒






☒

or

  ☒

  ☒

or

Enter the external destination number (without external code).

Confirm.

When making a PMP call: Enter the MSN/DID number assigned to the extension.

Confirm.

If you make a mistake:

Select and confirm. All digits that were entered are deleted and the display returns to the call forwarding options.


Disabling call forwarding

Select and confirm.


Enter the code to deactivate call forwarding.

☒




or

  ☒

or


  ☒

or

 or  or 


Enter the type of call forwarding wanted.

Enter an option.



☒

or


  ☒

Enter the call forwarding MSN.

Confirm.

If you make a mistake:

Select and confirm. All digits that were entered are deleted and the display returns to the call forwarding options.

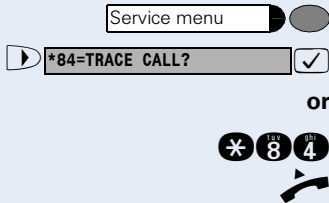
 If Call forwarding is activated, the display will show "MSN TO:" and a distinctive dial tone will be heard when you lift the handset.

## Step by step

Anonymous Caller ID (Trace)<sup>1</sup>

Allows a local carrier to identify external and malicious anonymous callers. The caller ID can be determined during a call or up to 30 seconds after a call. However, it is critical that the handset remains off the hook.

**Required:** An external call must be in progress.



Press this key.

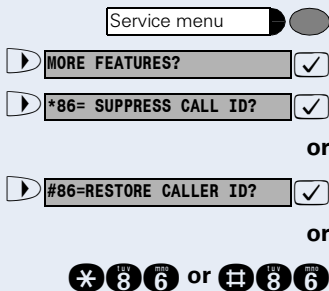
Select and confirm.

Enter the code to deactivate the trace.

Keep the handset off-hook.

## CLIR

This feature prevents your name or number from showing on the display of an external caller (check availability with your local carrier).



Press this key.

Select and confirm.


Enter the code to activate extension number suppression.

[1] Information obtained using this feature is stored by the local carrier. Check if your local carrier offers this service.

## Step by step

### Using features provided by a carrier over an ISDN network

In some countries, you may access features offered by a local carrier for ISDN lines (ask your system's technical support personnel for further information).

Service menu 


 MORE FEATURES? 

 \*503= ISDN.FEAT.ON? 

or

or

 KEYPAD? 

Press this key.

Select and confirm.

Enter the code to activate.

There is an external call in progress.

Select and confirm.



Enter the external code.

This is not necessary for external calls or when "Auto Keypad" has been activated by your technical support team.



Enter the code to activate the appropriate ISDN feature.



Wait for a confirmation tone.

Example:

- Activating call forwarding on the public network:  
\*210\* destination number #.
- Deactivating call forwarding on the public network:  
#21#



The local carrier will provide information on which ISDN features can be activated by code in your country (ask your system's technical support personnel for further information).

Siemens is not responsible for any damage/ costs that may be caused by improper use or handling (for example, abusive billing).



## Step by step

# Practical guide

## Care of the telephone

- To clean the telephone, use a slightly damp cloth or an antistatic cloth. Never wipe the phone with a dry cloth!
- If necessary, you may use a diluted mild detergent (commercially available). After cleaning, thoroughly remove the detergent using a cloth dampened with water.
- Do not use alcohol-based detergents or any abrasive cleaning products.

## Troubleshooting

### There is no response when pressing a key:

Make sure the key is not blocked.

### The telephone does not ring when receiving a call:

Make sure that the Do not disturb feature is activated for the extension (if it is the display will show: "DND ON"). If the feature is activated, deactivate it → page 68.

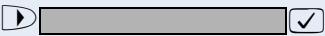
### The telephone does not work when dialing an external number:

Make sure your telephone is not blocked (if it is, the display will show: "LOCK ON"). If the telephone is locked, unlock it → page 88.

### If there are any other problems when operating the phone:

Contact your system's support technician. If the problem is not solved, the support technician should call Technical Support.

Step by step



System error messages

This function indicates that an error has occurred in the system. The error is signaled on the keys and on the displays of system telephones.

**Required:** System telephone with a display.

Select the key programmed for indicating system error messages.

Navigate through the display to read the message and confirm.

Responding to system error messages

**Possible cause:**

An error occurred with one of the features.

**Possible action:**

Navigate through the display to identify the error.

**Possible cause:**

Error identified.

**Possible action:**

Acknowledge the error and correct the problem.

**Possible cause:**

Dialed number is not authorized

**Possible action:**

Check dialed number.

**Possible cause:**

System memory is full.

**Possible action:**

Program code 166 (See programming manual - A31003-K1160-B804-\*-\*).

Step by step

ERROR ACK

Display Messages

This feature shows information on the telephone display about actions performed by the user.

**Possible cause:**

This message confirms that an error has occurred.

CDR BUFFER FULL

**Possible cause:**

Memory space available for tickets is full. Tickets will be overwritten.

FRAUD DTCT DISA

**Possible cause:**

DISA password entered incorrectly at least three times.

**Possible action:**

Enter the correct password.

FRAUD DTCT ADMN

**Possible cause:**

Programming mode password entered incorrectly at least three times.

**Possible action:**

Enter the correct password.

SYS CLOCK RESET

**Possible cause:**

System clock reference was changed.

SW UPDATE FAIL

**Possible cause:**

An error occurred during the remote update of the software.

**Possible action:**

Try again.

POWER DOWN

**Possible cause:**

A network power outage has occurred.

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# Terminals, adapters and accessories

The use of optionals improves performance and provides greater comfort for the user while s/he works.

	<p><b>Additional optiPoint terminals:</b></p> <p>Additional terminals provide more comfort and improve efficiency and safety at work. Supported additional terminals include:</p> <ol style="list-style-type: none"><li>1. optiPoint memory module;</li><li>2. optiPoint key module;</li><li>3. optiPoint BLF.</li></ol> <p>Note: It is possible to connect up to 2 optiPoint BLFs per system</p>
	<p><b>optiPoint adapters:</b></p> <p>Expand telephone features through different adapters for connecting different system telephones, ISDN or analog telephones, headsets or speakers. Supported adapters include: optiPoint acoustic adapter, optiPoint analog adapter, optiPoint ISDN adapter and optiPoint phone adapter.</p>
	<p><b>Headset):</b></p> <p>The headset can be used to replace the terminal's handset for hands-free operation.</p> <p><b>Warning:</b></p> <p>For information on installation, related issues and operation, please see the headset's installation manual.</p>
	<p><b>Additional microphone:</b></p> <p>Designed for use with a speakerphone in environments with poor acoustical quality". Connection requires an optiPoint acoustic adapter.</p>
	<p><b>External speaker:</b></p> <p>Improves reception quality when using a speaker/speaker-phone. Ideal for conferences. Connection requires an optiPoint acoustic adapter.</p>





Detailed information on these products and their availability on your telephone can be found in the your optiPoint 500 telephone manual and in the technical specifications of the accessories on the Internet.

<http://www.siemens-enterprise.com>

"Downloads"

"Data sheets".

The availability of the terminals, adapters and accessories for each model of the optiPoint 500 is indicated in chapter "System signaling tones".

---

# Feature codes

## Symbols

Symbols	Explanation
	Enter numbers, keys, password, internal or external numbers, etc.
	Signaling with a short beep
	Lift/Replace the handset
	Start conversation
X and Y	Numeric variables
	Service menu
	Programmable key is ON
	Programmable key deleted
	Blinking Programmable Key
	Navigation keys

## Numbering plan


























Description	HiPath 1120	HiPath 1150	HiPath 1190
External line	801 to 808	801 to 832	801 to 845
Extension, including S <sub>0</sub>	11 to 30	11 to 60 610 to 645	101 to 240
Groups of external lines	0 , 890 to 899		
Call groups (CG)	770 to 779		
Hunt groups (HG)	780 to 789		
UCD subscriber groups	790 to 799		
Carrier	9		
EVM - Default internal number	790		

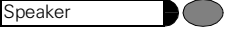
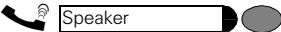
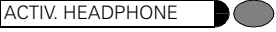










































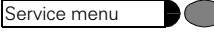





















Description	HiPath 1120	HiPath 1150	HiPath 1190
EVM - Message ports	7491 and 7492		
EVM - Virtual Ports	744 to 747		
Fax/DID - Virtual message ports	740 to 743		
USB/CAPI line	10		100
Substitution for * and #	75 and 76 (accordingly)		

## Features

Features can be selected as follows:





































1. Using the **Navigation keys** in the Main Menu
2. **Using the** Service menu key then browsing the feature option list
3. **Using the** Service menu key **and the appropriate feature code**
4. **Using a** programmable key
5. Using the **feature code**;

Feature	Code
<b>System telephone functions</b>	
<b>Accessing your mailbox</b>	Mailbox  key programmed for MWI
<b>Call charge consultation</b>	  
<b>Call forwarding</b>	Call forwarding  
<b>Call forwarding</b> To deactivate	Call forwarding 
<b>Parking</b>	Parking  <b>0</b> to  slot
<b>Parking</b> Resuming a call	Parking  <b>0</b> to  position
<b>Caller List</b>	   list   and 
<b>Programming a key for a feature</b>	   Select a key    feature to be programmed and 
<b>Redialing</b>	Redialing 

Feature	Code
Speaker	Activate/deactivate speakerphone  Activate/deactivate speaker 
Headphone	Activate/deactivate headphone 
Checking relay status	    
Admin of extensions names (1° optiPoint with system display)	     +  PIN extension + System Speed Dial or Extension/Group
Seizure of an external line	
External call	 
External call using a group of external lines	   ...     external line
Seizure of a Specific External Line	   ...     external line
Internet access Activation	     external line
Internet access Deactivation	     external line
External line reservation Busy	1) Wait for   The telephone rings   external line  or 2)      The telephone rings   external line 
Functions used for making calls	
system speed dialing	  +    ...   
Individual speed dialing	  +   ...  







































Feature	Code
<b>Individual speed dialing</b> Programming	<sup>W</sup> 9 <sup>D</sup> 2 +  + 0 ... <sup>U</sup> 4 <input type="text" value="CHANGE?"/> <input checked="" type="checkbox"/> number <input type="text" value="SAVE?"/> <input checked="" type="checkbox"/> wait for
<b>Handsfree answerback</b> Activation	<sup>W</sup> 9 <sup>D</sup> 6 wait for
<b>Handsfree answerback</b> Deactivation	<sup>W</sup> 9 <sup>D</sup> 6 wait for
<b>Direct communication call</b>	<sup>U</sup> 8 0  extension with system telephone wait for   speak the message
<b>Internal call</b>	extension
<b>Calling a Call group (CG)</b>	<sup>D</sup> 7 <sup>D</sup> 7 0 ... <sup>D</sup> 7 <sup>D</sup> 7 9
<b>Calling a Hunt group (HG)</b>	<sup>D</sup> 7 <sup>U</sup> 8 0 ... <sup>D</sup> 7 <sup>U</sup> 8 9
<b>UCD subscriber group</b>	<sup>D</sup> 7 <sup>W</sup> 9 0 ... <sup>D</sup> 7 <sup>W</sup> 9 9
<b>Urgent Call</b> (busy extension)	1)   (busy) Wait for or 2)   (busy) <input type="text" value="Service menu"/> <sup>U</sup> 5 <sup>U</sup> 8
<b>Hotline</b> (if programmed)	
<b>Warmline</b> (If programmed)	Wait
<b>Override</b> busy extension	busy extension <input type="text" value="Service menu"/> <sup>W</sup> 6 <sup>D</sup> 2
<b>LCR Bypass</b>	<sup>U</sup> 4 <sup>U</sup> 5 +  carrier + number
<b>View timeout</b>	<sup>U</sup> 6 <sup>U</sup> 5
<b>Silent monitoring</b> In the busy extension	<sup>W</sup> 9 <sup>U</sup> 4 <sup>U</sup> 4  busy extension



























Feature	Code
<b>Callback</b> To activate (Extension does not answer or is busy)	1)  does not answer <input type="text" value="RECALL?"/> <input checked="" type="checkbox"/> or *58.  Wait. The telephone rings or 2º) Wait . Wait. The telephone rings
<b>Callback</b> Deactivation	58
<b>Carrier</b>	9
<b>Using a temporary MSN to make a Call</b>	*41  MSN position or MSN number external line  external number
<b>Functions used during calls</b>	
<b>cost code</b>	*60  cost code  number
<b>Conference</b>	Consultation <input type="text"/> number Service menu <input type="text"/> *3
<b>Consultation</b> (To end a consultation wait for replacement of handset)	Consultation <input type="text"/>
<b>Parking</b>	Service menu <input type="text"/> *56+0...9
<b>Recovering a parked call</b>	56+0...9
<b>General Parking</b>	General Parking <input type="text"/>
<b>Recovering a parked external call</b>	*63+  line
<b>Toggle</b> (Use after consultation, for answering a second call or an urgent call)	Service menu <input type="text"/> *2
<b>Suffix dialing</b>	+
<b>Recovering a Call on hold</b>	<input type="text"/> Service menu <input type="text"/> *0 if busy or no answer















Feature	Code
<b>Transfer</b> When an analog trunk programmed as "Type of answering signal" or a digital line is being used, you must wait for an answer before transferring the call. Transfer (For transfers without consultation, there is no need to wait before answering)	<b>Internal</b>   extension  <b>External</b>    <input type="text" value="TRANSFER?"/> <input checked="" type="checkbox"/>  number (  )
<b>Functions used for Receiving calls</b>	
<b>Mailbox Access</b>	 Voice mail group
<b>Answering a call on hold</b>	<input type="text" value="Service menu"/>  *   or  <input type="text" value="Service menu"/>  *    or <input type="text" value="CALL WTNG?"/> <input checked="" type="checkbox"/>
<b>Group pickup</b>	*   or <input type="text" value="CALL PCKP GRP?"/> <input checked="" type="checkbox"/>
<b>Individual pickup</b>	*    extension
<b>Call forwarding on an analog line:</b>	
<b>Call forwarding to an external number</b>	*    external <input checked="" type="checkbox"/>
<b>Internal call forwarding</b>	*    extension, voice mail group, Call group or Fax/DID <input checked="" type="checkbox"/>
<b>Call forwarding</b> Disabling	#  
<b>Call forward no answer or busy</b> Activation	*    extension, Voice mail group, call group or external line <input checked="" type="checkbox"/>
<b>Call forward no answer or busy</b> Deactivation	#   

Feature	Code
<b>Do not disturb</b> Activation	
<b>Do not disturb</b> Deactivation	
<b>EVM:</b>	
<b>Consultation at the extension being used</b>	VM group  password
<b>Consultation from another extension</b>	VM group  password  extension
<b>Consultation from an external extension</b>	your external number + password  extension
<b>Miscellaneous functions</b>	
<b>Entrance telephone Door opener</b>	Service menu or Service menu      extension
<b>General alarm</b> Disabling	password
<b>Electronic lock password change</b>	current password  new password confirm new password
<b>Electronic lock</b> Activation	password
<b>Electronic lock</b> Deactivation	password
<b>Busy signal when extension is busy</b> Activation	
<b>Busy signal when extension is busy</b> Deactivation	
<b>System programming mode</b> Activation	password  codes


















Feature	Code
<b>Disabling Features</b> (Call forwarding, Do not disturb, data protection, alarm clock, Call-back and speakerphone auto-answering)	 <b>0</b>
<b>Language/Country settings</b>	 <b>9</b>  <b>4</b>  <b>1</b>  <b>2</b>  country code
<b>Call group (CG) and Hunt group (HG) Login</b>	 <b>8</b>  <b>5</b>  group (if the extension belongs to more than one group)
<b>Call group (CG) and Hunt group (HG) Logout</b>	 <b>8</b>  <b>5</b>  group (if the extension belongs to more than one group)
<b>Room monitor</b> (Babyphone)	 <b>8</b>  <b>8</b>
<b>Music on hold</b> Activation	 <b>9</b>  <b>4</b>  <b>1</b> <b>0</b> Music
<b>Music on hold</b> Deactivation	 <b>9</b>  <b>4</b>  <b>1</b> <b>0</b>
<b>Remote configuration</b> HiPath 1100 Manager	 <b>9</b>  <b>9</b>  <b>2</b>
<b>Remote configuration</b> using an MF telephone	<p>1) The local programming extension is talking to the remote programmer:</p> <p> <b>9</b>  <b>1</b>  </p> <p>Remote programmer must provide:</p> <p> password  programming codes.</p> <p>or</p> <p>2) Remote programmer dials the system and is attended by the Fax/DID feature:</p> <p> <b>9</b>  <b>5</b>  password  Programming codes.</p>
<b>Data protection</b> Activation	 <b>4</b>  <b>9</b> <b>0</b>
<b>Data protection</b> Deactivation	 <b>4</b>  <b>9</b> <b>0</b>
<b>Relay</b> Activation (For HiPath 1120only)	 <b>9</b> <b>0</b>

Feature	Code
<b>Relay</b> Deactivation (For HiPath 1120only)	 <b>9 0</b>
<b>Night service</b> Activation	 <b>4 4</b>  password
<b>Night Service</b> Deactivation	 <b>4 4</b>  password
<b>Call waiting tone</b> Activation	  <b>8 7</b> 
<b>Call waiting tone</b> Deactivation	 qlk 
<b>COS (Class of Service) changeover</b>	 <b>5 0 8</b>  extension  password
<b>PABX Trace log</b> Starts	 <b>1 7 7</b>
<b>PABX Trace log</b> Stops	 <b>1 7 7</b>
<b>Extended PABX Trace log</b> to enable	 <b>1 7 8</b>
<b>Extended PABX Trace log</b> to deactivate	 <b>1 7 8</b>
<b>Alarm clock</b>	
<b>Alarm clock</b> Daily	 <b>4 6 1</b>  time (for example 1230) <input checked="" type="checkbox"/>
<b>Alarm clock</b> Daily, except weekends	 <b>4 6 2</b>  time (for example 1230) <input checked="" type="checkbox"/>
<b>Alarm clock</b> After a specified time period	 <b>4 6 3</b>  time (e.g 1230) <input checked="" type="checkbox"/>
<b>Alarm clock</b> For a specified date and time	 <b>4 6 4</b>  date/time (for example 24121830) <input checked="" type="checkbox"/>
<b>Alarm clock</b> Deactivating	 <b>4 6</b> <input checked="" type="checkbox"/>

Feature	Code
<b>UCD subscriber group functions</b>	
Agent available	* <sup>INT</sup> 4 <sup>EXT</sup> 0 <sup>EXT</sup> 2
Agent unavailable	# <sup>INT</sup> 4 <sup>EXT</sup> 0 <sup>EXT</sup> 2
UCD subscriber group	<sup>EXT</sup> 7 <sup>EXT</sup> 9 <sup>EXT</sup> 0... <sup>EXT</sup> 7 <sup>EXT</sup> 9 <sup>EXT</sup> 9
Logging into a UCD subscriber group	* <sup>INT</sup> 4 <sup>EXT</sup> 0 <sup>EXT</sup> 1  group (if the extension belongs to more than one group)
Logging off a UCD Subscriber group	# <sup>INT</sup> 4 <sup>EXT</sup> 0 <sup>EXT</sup> 1
UCD agent in Service	* <sup>INT</sup> 4 <sup>EXT</sup> 0 <sup>EXT</sup> 3
UCD agent out of service	# <sup>INT</sup> 4 <sup>EXT</sup> 0 <sup>EXT</sup> 3
Show queue size to UCD agent	* <sup>INT</sup> 4 <sup>EXT</sup> 0 <sup>EXT</sup> 5
<b>Satellite PABX</b>	
Flash on analog trunk	Service menu  * <sup>INT</sup> 5 <sup>EXT</sup> 1
Operation as Satellite PABX	<sup>EXT</sup> 8 <sup>EXT</sup> 9 <sup>EXT</sup> 0... <sup>EXT</sup> 8 <sup>EXT</sup> 9 <sup>EXT</sup> 9  number of the line
<b>Functions for ISDN Lines</b>	
Immediate call forwarding for MSN Activation	* <sup>EXT</sup> 6 <sup>EXT</sup> 4 <sup>EXT</sup> 1  external line   MSN
Immediate call forwarding for MSN Deactivation	# <sup>EXT</sup> 6 <sup>EXT</sup> 4 <sup>EXT</sup> 1 
Call forward no answer, for MSN Activating	* <sup>EXT</sup> 6 <sup>EXT</sup> 4 <sup>EXT</sup> 2  external line   MSN
Call forward no answer, for MSN Deactivation	# <sup>EXT</sup> 6 <sup>EXT</sup> 4 <sup>EXT</sup> 2 
Call forwarding for MSN when the line is busy Activation	* <sup>EXT</sup> 6 <sup>EXT</sup> 4 <sup>EXT</sup> 3  external line   MSN

Feature codes

Feature	Code
<b>Call forwarding - Busy, for MSN</b> Deactivation	   
<b>Anonymous caller ID (Trace)</b>	Service menu   
<b>CLIR</b> Activation	 
<b>CLIR</b> Deactivation	 
<b>Using features provided by a carrier on ISDN Lines</b>	   external line  ISDN code



Notes:

- For Korea, the numbering plan changes as follows:
  - a) Access to the group of external lines is done with digit "9" instead of "0";
  - b) Calling an operator terminal is done with digit "0" instead of "9";
  - c) group call pickup is done with the sequence "\*\*0" instead of "\*\*57"
  - d) Recovery of a parked call is done with sequence "\*\*57" instead of "\*\*0";
- Feature codes can be changed in the HiPath 1100 Manager. An expert should be consulted in this case.

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