



# HiPath DX

OpenStage 10T Phone  
User Guide

1QDB 50162 AAA - Issue 4

## Waste Electrical and Electronic Equipment (WEEE)



All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.

This product is covered by the European Directive 2002/96/EC.

The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition for reuse and recycling of used electrical and electronic equipment.

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

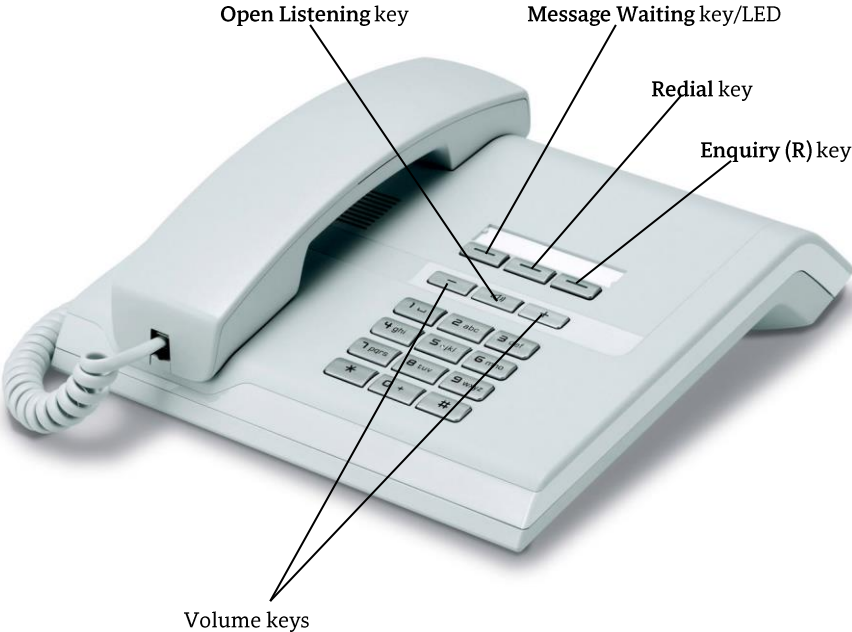
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# Contents

<b>Introduction .....</b>	<b>3</b>
About your phone .....	3
Troubleshooting.....	5
Producing and fitting the inlay .....	6
<b>Handling calls.....</b>	<b>7</b>
Making and answering calls.....	7
Emergency calls.....	8
Adjusting audio volumes.....	8
<b>Features .....</b>	<b>9</b>
Message waiting.....	9
Redial .....	10
Enquiry (R).....	11
Transfer.....	12
Conference.....	13
Storing a number or feature code.....	14
Open Listening.....	15
Telephone exchange features.....	16

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# Diagram of the OpenStage 10T Phone



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# Introduction

## About your phone

The OpenStage 10T Phone is a standard phone connected directly to your HiPath DX.

## Features of your phone

- Feature keys and associated LEDs for:
  - **Message Waiting** - used with voice messaging systems;
  - **Redial** - used to redial the last number dialled;
  - **Enquiry (R)** - used for consultation calls and accessing features at your telephone exchange;
  - **Open Listening** - used to direct the speech to the phone's loudspeaker.
- **+ and -** volume keys - used to adjust the volume of ringing and speech during a call, see page 8.
- Key 5 has a tactile pip to aid visually impaired users.
- The handset receiver has induction coupling for hearing aids.

## Other user guides

This user guide only covers basic operation of the OpenStage 10T phone. Refer to the following user guides for more detailed information:

- *HiPath DX Telephone Features User Guide* for information on using the standard HiPath DX features.
- HiPath DX online user guides supplied on the HiPath DX Electronic Publications CD provide comprehensive details.

## **Emergency calls**

Your phone should have a label, clearly visible, that shows you the number(s) to dial for the public emergency services and/or your site specific emergency phone number. If this is not fitted, contact your telephone services manager.

## **Using the handset with a hearing aid**

The handset has a special induction coupling for in-ear hearing aids that have a switch setting marked T. Set the switch on your hearing aid to the T position, this will give you the best sound quality.

## **Cleaning your phone**

Use a damp or antistatic cloth to clean your phone. If it is very dirty, use a cloth dipped in diluted washing-up liquid. Remove all traces of the washing-up liquid with a damp cloth (using water only). DO NOT use cleaners containing alcohol (such as screen wipes), cleaners that corrode plastic, or abrasive powders or creams.

## Troubleshooting

If your phone does not operate as you expect, check the following points before reporting a fault to your telephone services manager:

### No dial tone

- Check that the phone is plugged in to a socket connected to the telephone exchange.

### Phone does not ring

This may happen if:

- your calls are diverted (lift the handset, you hear a special tone);
- Do not disturb is set (lift the handset, you hear a special tone);
- the ringing volume is too low.

### Cannot dial an external number

This may happen if:

- you do not have the privilege;
- your phone is locked (see page 16).

## Producing and fitting the inlay

You may be supplied with a pre-printed inlay; use the inlay that best corresponds to the diagrams below. Otherwise use the templates or online tool to create an inlay.

Message Waiting	Redial	Enquiry

## Templates

Microsoft Word templates are available on the HiPath DX Electronic Publications CD supplied with your telephone system. They may also be available on your company's intranet.

Open the file “OpenStage\_10T\_template.doc”, annotate the inlay as appropriate and print it out.

## On-line key labelling tool

There is a comprehensive, internet-based inlay creation tool for the OpenStage range of phones. This tool enables you to select the inlay that you wish to produce and then creates a Microsoft Word document containing it. You then simply type the required text into the displayed fields and print the inlay out.

At the time this user guide was produced, the key-labelling tool could be accessed at:

[http://wiki.unify.com/wiki/Key\\_Labelling\\_Tool](http://wiki.unify.com/wiki/Key_Labelling_Tool)



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# Handling calls

## Making and answering calls

### Making a call using the handset

When your phone is idle:

- |                    |                              |
|--------------------|------------------------------|
| ❶ Lift the handset | <i>You hear dial tone</i>    |
| ❷ Dial the number  | <i>You hear ringing tone</i> |

### Making a call using Open Listening

When your phone is idle:

- |                               |  |
|-------------------------------|--|
| ❶ Press <b>Open Listening</b> | <i>You hear dial tone; the Open Listening LED lights</i> |
| ❷ Dial the number             | <i>You hear ringing tone</i>                             |
| ❸ Lift the handset            | <i>The Open Listening LED goes out</i>                   |

### Answering a call

When your phone rings:

- |                    |                              |
|--------------------|------------------------------|
| ❶ Lift the handset | <i>The call is connected</i> |
|--------------------|------------------------------|

Tip:

If you need to transfer the caller to another phone, you can use the Transfer feature, see page 12.

## Clearing a call

When you have completed your call:

- ❶ Replace the handset

*The call is cleared*

## Emergency calls

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

## Adjusting audio volumes

### Ringing volume

When your phone is ringing:

- ❶ Press the **+** or **—** keys to set the desired volume

### Handset/speaker volume

During a call:

- ❶ Press the **+** or **—** keys to set the desired volume

**Note:** It is only possible to change the volume levels for the current call.

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# Features

## Message waiting

The **Message Waiting** key allows you to access a Voice Messaging System (VMS). You can program this key even if the LED is lit indicating that you have a message waiting.

### Programming the Message Waiting key

When your phone is idle:

- |  |   |
|--|---|
| ❶ Press and hold <b>Message Waiting</b> until the LED flashes        | <i>The Message Waiting LED flashes</i>            |
| ❷ Release the key  |   |
| ❸ Dial the number to access your VMS                                 | <i>The Message Waiting LED continues to flash</i> |
| ❹ Press and hold <b>Message Waiting</b> until the LED stops flashing | <i>The phone beeps</i>                            |
| ❺ Release the key  |   |

### Responding to the Message Waiting LED

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

To respond to a message waiting indication:

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

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

## Redial

The last number you dialled is stored in the phone's memory; you can use the **Redial** key to dial it.

❶ Lift the handset

*You hear dial tone*

❷ Press **Redial**

*A call is made to the number you last dialled*

**Note:** The **Redial** LED is not used.

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## Enquiry (R)

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

- return to the original call;
- transfer the original call to the enquiry number;
- set up a conference call.

### Making an enquiry call

During a call:

❶ Press **Enquiry (R)**

*The call is put on hold.*

*You hear holding dial tone*

❷ Dial the number and make the enquiry/consultation call

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

If the call is **not answered**, or the called phone is **busy**, press **Enquiry (R)** and dial \* 1 to return to the original call

*You return to your original call*

If the enquiry call is answered, to **transfer** the call, replace the handset.

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

**Note:** The **Enquiry (R)** LED is not used.

### Returning to the original call

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

❶ Press **Enquiry (R)** and dial \* 1

*You return to your original call*

# Transfer

If, for example, you receive a mis-directed call, you can transfer the caller to the required phone. If the phone is not answered, or the called person does not wish to take the call, you can reconnect to the original call.

You cannot transfer an external call to another external call.

During a call:

- ❶

Press **Enquiry (R)**

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

Dial the number and make the enquiry/consultation call

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

When the call is answered, explain that you are transferring the call and replace the handset.

*The original call is connected to the enquiry call and your phone is free to make and receive calls*
- If the call is **not answered**, press **Enquiry (R)** and dial \* 1 to return to the original call

*You return to your original call*
- If the called person does **not wish to accept the call**, press **Enquiry (R)** and dial \* 1 to return to the original call

*You return to your original call*

**Note:** The **Enquiry (R)** LED is not used.

You may be able to transfer a call after step 2 by replacing the handset before the destination phone answers.

However, if the phone remains unanswered, after approximately 30 seconds, your phone re-rings with the original call.

## Conference

You can connect up to six phones together in a conference (which may include external calls).

### Setting up a conference

During a call:

- |  |   |
|--|---|
| ❶ Press <b>Enquiry (R)</b> and dial the second number              | <i>The original call is put on hold and cannot hear you</i> |
| ❷ When the call is answered, press <b>Enquiry (R)</b> and dial * 4 | <i>All calls are connected</i>                              |

To add further members to the conference, repeat steps 1 and 2.

If an enquiry call is **not answered** or is **busy**:

- |   |   |
|---|---|
| ❶ Press <b>Enquiry (R)</b> and dial * 1 | <i>You are connected to the original conference</i> |
|---|---|

### Leaving a conference

When you have completed your call:

- |                       |   |
|-----------------------|---|
| ❶ Replace the handset | <i>You are disconnected from the conference</i> |
|-----------------------|---|

## Storing a number or feature code

If you do not use a Voice Messaging Service (VMS), you can use the **Message Waiting** key to store a phone number or feature code.

### Programming the key

When your phone is idle:

- |   |   |
|---|---|
| ❶ Press and hold <b>Message Waiting</b> until the LED flashes   | <i>The Message Waiting LED flashes</i>            |
| ❷ Release the key   |   |
| ❸ Dial the phone number or feature code (for external numbers include the access code, usually 9 in the UK) | <i>The Message Waiting LED continues to flash</i> |
| ❹ Press and hold <b>Message Waiting</b> until the LED stops flashing  | <i>The phone beeps</i>                            |
| ❺ Release the key   |   |

### Dialling a stored number or feature code

When your phone is idle:

- |                                |   |
|--------------------------------|---|
| ❶ Lift the handset             | <i>You hear dial tone</i>   |
| ❷ Press <b>Message Waiting</b> | <i>A call is made to the stored number, or the feature is activated</i> |



## Open Listening

The **Open Listening** key re-directs the caller's speech to the phone's built-in loudspeaker. However you must still speak into the mouthpiece on the handset - the phone does not have a built-in microphone.

During a call:

- ❶ To start Open Listening, press **Open Listening**

*The caller's speech is redirected to the phone's built-in loudspeaker*

*The Open Listening LED lights*

- ❷ To stop Open Listening, press **Open Listening** again

*The caller's speech is redirected to the phone's handset*

*The Open Listening LED goes out*

## Telephone exchange features

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

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

### Some useful features

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

Feature	Action	Default code	Your code
Divert - all calls	Set Cancel Cancel at Destn.	# 9 + no ## 9 # 9 #	
Divert - from another phone (pull diversion)	Set Cancel Change password	* # 9 2 + no # * 9 2 + no * * * 8	
Divert - when busy	Set Cancel	# 0 # + no ## 0 #	
Divert - when no reply	Set Cancel	# 0 * + no ## 0 *	
Do not disturb	Set Cancel	# 5 ## 5	
Extension Lock/Unlock	Lock Unlock	* # 93 # * 93 + PIN	
Pick-up	Call Group	* 3 + no * * 3	
System abbrev. dialling	Dial	# 6 + code	



## About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

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