OpenCom 100

Operation on Standard Terminals

Quick Reference Guide

DSL speedweb

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Contents

Systematic Telephony 3
You Need Authorisation 3
Glossary 4
Signals & Symbols 4

Making Calls 4
Seizing an External Line 4
Making Internal Calls 4
Making External Calls 5
Speed Dialling 5
Accepting a Call 5
Calls in the Queue 6
Accessing Your Voice Box 6

Several Parties 7
Consultation 7
Toggling 7
Disconnecting a Call 8
Transferring a Call and Notifying the Destination Party 8
Transferring a Call without Notifying the Destination Party 8
Starting a Three-Party Conference 9
Ending a Three-Party Conference . 9
Connecting Two External Parties with Each Other 9
Connecting Two Parties (Internal/External) with Each Other 9

Call Protection 10
Call Waiting On/Off 10
Accepting a Waiting Call 10
Rejecting a Waiting Call 10
Call Protection On/Off 10

User Groups 11
Pick-up 11
Pick-up Selective 11
Logging out of/into All Hunt Groups 12
Logging out of/into Individual Hunt Groups 12

Forwarding Calls 12
Call Forwarding 12
All Call Forwarding Off 15
Follow Me 15

Special Calls 16
VIP Call 16
Baby Call 16
Announcement 17
Callback on Busy 17
Door Opener 17
Entrance Intercom Calls 17
Keypad Dialling 18

Even More Protection 18
Telephone Lock 18
Calling Line Identification Restriction (CLIR) by Call 19
Changing the Terminal PIN 19
Intercept 19

Special Modes 20
Deactivating Least Cost Routing (LCR) 20
Calling Selectively via Routes 20
Changing the Time Group 20
Deleting All Call Forwarding in the Exchange 21

Remote-Controlled Functions 21
Remote-Controlled Dialling 21
Remote-Programmable Call Forwarding. 22
Calling a Voice Box from a Remote Terminal. 22

Index 24

Systematic Telephony

The OpenCom 100 communications system, referred to hereafter as “the OpenCom 100”, enables the connection of standard terminals (analogue standard telephones, ISDN telephones and cordless GAP telephones). SMS-capable terminals can also be used.
With this configuration you can telephone conveniently and use the features of the OpenCom 100 via code-number procedures. This guide describes **how** you operate your telephone in order to use the desired functions. In most cases, you can do this by pressing the key combination * and #, R, together with a specific sequence of digits.

Please note the specific operating characteristics of your telephone:

On analogue standard telephones featuring pulse dialling, it is not possible to enter data with the star key * or hash key #.
As a result, the functionality of the OpenCom 100 features is only available to you on a limited basis. It is thus better to use telephones equipped with dual-tone multi-frequency (DTMF) dialling. Modern telephones often allow you to switch between the two dialling modes.

In the case of **ISDN telephones**, certain features can be operated via menus or function keys. Refer to the operating instructions of these telephones for details.

On telephones with a display, you can read the caller’s telephone number if the telephone supports this feature and the caller has activated it. What other information is displayed depends on the telephone. Charge display (ISDN telephones only) requires prior configuration by your network operator.

You Need Authorisation

Most of the features mentioned in this Quick Reference Guide are only available to you if you have appropriate authorisation. This will be set up by your system administrator when configuring the OpenCom 100. If you are unable to use a particular feature or have any questions, consult your system administrator. Please refer to the chapter “Frequently Asked Questions” in the “Mounting and Commissioning” user guide for tips on how to deal with any malfunctions or faults you may experience with your telephone.

Glossary

If you would like more details about any of the system features described in this Quick Reference Guide, please refer to the "Glossary" supplied with your OpenCom 100 (see PDF file on the enclosed CD-ROM).

Signals & Symbols

Audio and Ringer Signals
You will find a table showing the audio and ringer signals on the inside back cover of this Quick Reference Guide.

Symbols

lift the handset

R press the R key during the current call ("**consultation call**" mode)

* press the star key

7 press digit key "x" (7 here)

press the hash key

(xxx) dial the digits of telephone number (tel. no.) "xxx"

... speak

hang up the handset

Making Calls

Seizing an External Line

If you hear the external dialling tone when you lift the handset, your terminal has been set to **automatic** seizure of the external line. If, on the other hand, you hear the internal dialling tone when you lift the handset, your terminal has been set to **manual** seizure of the external line.

Making Internal Calls

On automatic seizure of external line
* * (internal tel. no.)

If you hear the external dialling tone when you lift the handset, you must press the star key twice (* *) before dialling an internal number.

Note: *This also applies to the destination numbers you specify when configuring call forwarding or a baby call.*

On manual seizure of external line
(internal tel. no.)

If you hear the internal dialling tone when you lift the handset, you can dial the internal number straight away.

Making External Calls

On automatic seizure of external line
(external tel. no.)

If you hear the external dialling tone when you lift the handset, you can dial the external number straight away.

On manual seizure of external line
(external access code, e.g. 0)(external tel. no.)

If you hear the internal dialling tone when you lift the handset, you must press the **external access code** (default: 0) before dialling the external number. Your system administrator will set this code for all subscribers in the OpenCom 100 and inform you of the currently valid value.

Note: *This also applies to all consultation calls and to call forwarding to external numbers (but not to "MSN" call forwarding).*

Speed Dialling

* 7 *
(speed dialling no.) #

In consultation calls:
R * 7 *
(speed dialling no.) #

You can use this procedure to call a number from the **central** telephone book by entering its 2-digit speed dialling code (00 to 99).

The central telephone book is managed by users who have appropriate authorisation.

The OpenCom 100 can store up to 2,000 telephone numbers. Speed dialling numbers can be configured for 100 telephone numbers.

Accepting a Call

...

When your telephone rings, lift the handset or press the hands-free key. The type of ringing signal indicates whether it is an internal or external call.

Calls in the Queue

...

Your system administrator can configure and activate a queue feature for your telephone in the OpenCom 100. Up to 20 calls can enter this queue while you are making a call. The callers in the queue hear a ringing signal, and any additional callers hear a busy signal. The calls in the queue are put through according to their priority (baby calls, doorway calls, VIP calls, other internal and external calls); calls in the same category are lined up according to the time of their arrival.

Calls which have been queued for too long a time are removed; these callers subsequently also hear the busy signal. The maximum waiting time for calls in the queue is defined by the system administrator; the maximum waiting time for external calls is set by the network operator.

A queue for your telephone can also be administered when it is part of a user group, and at the same time it has an effect on the forwarding of calls. For details, please refer to *User Groups* starting on page 11 and *Forwarding Calls* starting on page 12.

Note: *If a queue for your telephone is active, it may be wise to activate call protection.*

Accessing Your Voice Box

If your system administrator has configured a voice box for the telephone number of your terminal, calls which you do not (or cannot) accept are diverted to this box.

You can access and edit these messages from your telephone:

Calling your voice box directly …
(from a telephone whose number is assigned to your voice box)

1. Enter the telephone number your system administrator has configured for **OpenVoice**.

2. If the PIN query for the voice box is activated, enter your PIN after the prompt. This query always appears for a new voice box. The default PIN setting is “0000”.

   You will now be **directly** connected with your voice box. **OpenVoice** will inform you if there are any new messages in this voice box.

3. You can now access and edit messages and make settings for the voice box.

4. Please follow the instructions in the voice menu for all further operating steps.

Via OpenVoice …
(from a telephone whose number is not assigned to your voice box)

1. Enter the internal telephone number which your system administrator has configured for **OpenVoice**.

   You hear a text prompting you to enter a voice-box number.

2. Now enter the telephone number of the terminal whose voice-box messages you wish to access. Confirm the input by pressing ✱.
   It is not possible to access your voice box unless the authorisation for "remote access" has been activated.

3. If the PIN query has been activated for the voice box, enter your PIN after the prompt.

   OpenVoice will inform you if there are any new messages in this voice box.

4. You can now access and edit messages and make settings for the voice box.

5. Please follow the instructions in the voice menu for all further operating steps.

Note: *For detailed information on the use and operation of OpenVoice, please refer to the user guide for the optional component "OpenVoice 200 – The Voice-Mail System in the OpenCom 100 Communications System".*

Several Parties

Consultation

Internal: R (internal tel. no. or speed dialling no.) ...

External: R (external tel. no. or speed dialling no.) ...

You can speak with a second internal or external party during a call by putting the first party on hold.

After ending (disconnecting) the consultation call, you can return to the party on hold (see *Disconnecting a Call* on page 8).

Toggling

R 2 ...

You can toggle (i.e. switch back and forth) between two calls.

On ISDN telephones you toggle between two connections by means of the corresponding function key or a menu.

If you want to talk to both parties at the same time, you can set up a three-party conference (see *Starting a Three-Party Conference* on page 9).

Disconnecting a Call

R 1 ...

When you have several calls, you can disconnect one (e.g. a consultation call) without hanging up the handset.

On ISDN telephones you disconnect calls by means of the corresponding function key or a menu.

Transferring a Call and Notifying the Destination Party

R (internal tel. no.) ...

You can transfer an incoming call to another internal party. After notifying the other party of the transfer, hang up the handset.

If the party to whom you want to transfer the call is unavailable or busy, disconnect this call by pressing the R key. You will again hear a dialling tone and can set up a new consultation, or press the R key once more to speak to the party on hold again.

Transferring a Call without Notifying the Destination Party

R (internal tel. no.)

You can transfer an incoming call to another internal destination. When you hear the ringing signal, hang up the handset.

If the call you wish to transfer is not accepted within a certain length of time (default setting is 60 seconds), you will receive an automatic recall. You are reconnected with the original caller after lifting the handset.

The length of time is set by your system administrator for all OpenCom 100 users. Please ask him for the current value.

The system's response to recalls from an external party which are not accepted is set in the OpenCom 100 **Configurator**.

If the party to whom you want to transfer the call is busy, disconnect this call by pressing the R key. You will again hear a dialling tone and can set up a new consultation call, or press the R key once more to speak to the party on hold again.

Starting a Three-Party Conference

R 3 ...

You are speaking with someone on the telephone. You set up a further connection (e.g. by consultation or by accepting a call). You can toggle between these parties (see *Toggling* on page 7) or press the keys R 3 to start a three-party conference and speak to both parties at the same time.

On ISDN telephones you start a three-party conference by means of the corresponding function key or a menu.

Ending a Three-Party Conference

Toggle: R 2
End:

To end a three-party conference and continue telephoning with only one of the other two parties, press the keys R 2 to switch to the toggle mode. Then you can disconnect one of the parties (see *Disconnecting a Call* on page 8). You end a three-party conference by replacing the handset.

On ISDN telephones you end a three-party conference by means of the corresponding function key or a menu.

Connecting Two External Parties with Each Other

R #

You are speaking with an external party and have another (external) call on hold. With this procedure you can connect the two parties with each other.

On ISDN telephones you use the corresponding function key or a menu.

Important! *If you connect two external parties whom you called, you will be charged for the cost of the resultant call.*

Connecting Two Parties (Internal/External) with Each Other

You are speaking with an external party and have another (internal) call on hold. You can connect the two parties with each other by simply hanging up the handset.

Call Protection

Call Waiting On/Off

On: ✱ 4 3 #
Off: # 4 3 #

If you are called while you yourself are telephoning, you will hear the call-waiting signal which tells you that there is a second party wishing to speak to you. You can deactivate the call-waiting signal (call waiting off, call-waiting protection on) and reactivate it (call waiting on, call-waiting protection off). When call-waiting protection is active, the caller hears a busy signal.

On ISDN telephones you activate/deactivate call waiting by means of the corresponding function key or a menu. Hunt group calls to ISDN telephones do not activate the call-waiting signal.

Accepting a Waiting Call

End: ...
Toggle: R 2 ...

While you are telephoning, the call-waiting signal tells you that there is a second party wishing to speak to you. You can end the first call and accept the new call; or you can hold the first call, accept the second call and toggle between the two.

If you toggle between the parties, you can also start a three-party conference (see *Starting a Three-Party Conference* on page 9).

On ISDN telephones you accept the call request indicated by the call-waiting signal by means of the corresponding function key or a menu.

Rejecting a Waiting Call

R 0 ...

While you are telephoning, the call-waiting signal tells you that there is a second party wishing to speak to you. You can reject the waiting call, in which case the caller will then hear a busy signal.

On ISDN telephones you reject a waiting call by means of the corresponding function key or a menu.

Call Protection On/Off

For all (internal and external) calls
On: ✱ 4 2 #
Off: # 4 2 #

For internal calls only
On: ✱ 4 2 1 #
Off: # 4 2 1 #

For external calls only
On: ✱ 4 2 2 #
Off: # 4 2 2 #

You can protect your telephone against receiving internal and external calls (except VIP and hunt group calls).

When call protection is activated, you hear the special dialling tone after lifting the handset.

User Groups

Pick-up

✱ 0 # ...

In consultation calls:
R ✱ 0 # ...

If another telephone in your pick-up group rings, you can pick up the call on your telephone. If a **queue** is active for the other telephone, you will pick up the next call lined up in this queue.

Pick-up groups are configured by your system administrator.

Note: *If pick-up protection is activated in the party's user group, you cannot pick up calls to his telephone number.*

Pick-up Selective

✱ 0 ✱
(internal tel. no.) # ...

In consultation calls:
R ✱ 0 ✱
(internal tel. no.) # ...

If a telephone outside your hunt group rings, you can pick up this call (with the telephone number of the party who is being called). If a **queue** is active for the telephone of this other party, you will pick up the the next call lined up in this queue.

Note: *If pick-up protection is activated in the party's user group, you cannot pick up calls to his telephone number.*

Logging out of/into All Hunt Groups

Logout: ✱ 3 1 #
Login: # 3 1 #

You can log out of or into all hunt groups configured for you.

Logging out of/into Individual Hunt Groups

Logout: ✱ 3 1 ✱
(internal tel. no.) #
Login: # 3 1 ✱
(internal tel. no.) #

Using your own telephone number, you can log out of or into individual hunt groups configured for you.

All hunt group calls are configured by your system administrator.

Note: *Your logout from a hunt group will not go into effect if you are the last available member of a hunt group. The system ensures that incoming calls for a group can always be signalled to at least one terminal.*

Forwarding Calls

Call Forwarding

You can forward internal or external calls intended for yourself (with the exception of hunt group calls) to another (**internal** or **external**) telephone number. You can decide whether only internal, only external or both types of calls are forwarded. If **OpenVoice**, the integrated voicemail system of OpenCom 100, has been installed, calls can also be forwarded to a voice box which has been configured for you.

Calls can be forwarded either immediately, after a specified period of time (delay) or if the line is busy. You can configure more than one call forwarding mode ("Instant", "After Delay" or "On Busy"). However, only one forwarding function can be activated for each mode.

> Example:
> You can configure Instant forwarding of external calls to the number 333, and After Delay forwarding of internal calls to the number 444.

Call forwarding is executed in the OpenCom 100. The time for After Delay forwarding is preset to 20 seconds in the OpenCom 100 and can be changed to between 10 and 120 seconds in the **Configurator**.

"**MSN**" call forwarding is available for ISDN multi-terminal accesses. Using this forwarding mode, you can forward incoming **external** calls **to external destinations** for each MSN (multi-subscriber number) – providing you have the necessary authorisation.

If a **queue** is active for your telephone, this is not taken into consideration when configuring "Instant" or "On Busy" call forwarding, and its content is **not** transferred to the destination terminal. Calls already in the queue can only be accepted on the original terminal – after you have deactivated call forwarding. If you have configured "After Delay" call forwarding, an incoming call enters a queue if it is active and is forwarded after the delay. As with all other forwarded calls, you can accept the call on the destination terminal.

On ISDN telephones, "Instant", "After Delay" and "On Busy" call forwarding can also be set by means of a menu.

Instant forwarding for all (internal and external) calls
On: ✱ 2 1 ✱
(external access code, e.g. 0)
(destination tel. no.) #
Off: # 2 1 #

All internal and external calls are immediately forwarded to another telephone and not signalled at all on the telephone originally dialled. If you have activated Instant call forwarding, you will hear the special dialling tone when you lift the handset.

Instant forwarding for internal calls
On: ✱ 2 1 1 ✱
(external access code, e.g. 0)
(destination tel. no.) #
Off: # 2 1 1 #

Internal calls are immediately forwarded to another telephone and not signalled at all on the telephone originally dialled. If you have activated Instant call forwarding, you will hear the special dialling tone when you lift the handset.

Instant forwarding for external calls
On: ✱ 2 1 2 ✱
(external access code, e.g. 0)
(destination tel. no.) #
Off: # 2 1 2 #

An external call is instantly forwarded to another telephone and not signalled at all on the telephone originally dialled. If you have activated Instant call forwarding, you will hear the special dialling tone when you lift the handset.

Instant forwarding for MSN
On: ⌂ ✱ 2 1 3 ✱ ⠿ (MSN)
✱ ⠿ (destination tel. no.) #
Off: ⌂ # 2 1 3 ✱
⠿ (MSN) #

An external call for the MSN (multi-subscriber number) configured in the OpenCom 100 is immediately forwarded to the specified external destination and not signalled on the terminal originally dialled. If "Instant forwarding for MSN" is active on your telephone, you will hear the special dialling tone after lifting the handset.

On Busy forwarding for all (internal and external) calls
On: ⌂ ✱ 6 7 ✱
(external access code, e.g. 0)
⠿ (destination tel. no.) #
Off: ⌂ # 6 7 #

If the telephone is busy, all (internal and external) calls are immediately diverted to the other terminal that has been entered.

On Busy forwarding for internal calls
On: ⌂ ✱ 6 7 1 ✱
(external access code, e.g. 0)
⠿ (destination tel. no.) #
Off: ⌂ # 6 7 1 #

If the telephone is busy, an internal call is immediately forwarded to the other terminal that has been entered.

On Busy forwarding for external calls
On: ⌂ ✱ 6 7 2 ✱
(external access code, e.g. 0)
⠿ (destination tel. no.) #
Off: ⌂ # 6 7 2 #

If the telephone is busy, an external call is immediately forwarded to the other terminal that has been entered.

On Busy forwarding for MSN
On: ⌂ ✱ 6 7 3 ✱ ⠿ (MSN)
✱ ⠿ (destination tel. no.) #
Off: ⌂ # 6 7 3 ✱
⠿ (MSN) #

If the telephone is busy, an external call for the MSN (multi-subscriber number) configured in the OpenCom 100 is immediately forwarded to the specified external destination.

After Delay forwarding for all (internal and external) calls
On: ⌂ ✱ 6 1 ✱
(external access code, e.g. 0)
⠿ (destination tel. no.) #
Off: ⌂ # 6 1 #

All (internal and external) calls are signalled on the dialled telephone and forwarded to the other terminal that has been entered after the delay specified in the OpenCom 100.

After Delay forwarding for internal calls
On: ⌒ * 6 1 1 *
(external access code, e.g. 0)
⠿ (destination tel. no.) #
Off: ⌒ # 6 1 1 #

The internal call is signalled on the dialled telephone and forwarded to the other terminal that has been entered after the delay specified in the OpenCom 100.

After Delay forwarding for external calls
On: ⌒ * 6 1 2 *
(external access code, e.g. 0)
⠿ (destination tel. no.) #
Off: ⌒ # 6 1 2 #

The external call is signalled on the dialled telephone and forwarded to the other terminal that has been entered after the delay specified in the OpenCom 100.

After Delay forwarding for MSN
On: ⌒ * 6 1 3 * ⠿ (MSN)
* ⠿ (destination tel. no.) #
Off: ⌒ # 6 1 3 *
⠿ (MSN) #

An external call for the MSN (multi-subscriber number) configured in the OpenCom 100 is signalled on the dialled telephone and forwarded to the designated external destination after the delay specified in the OpenCom 100.

All Call Forwarding Off

⌒ # 2 #

If you have programmed several instances of call forwarding, you can deactivate them all simultaneously with the above procedure.

Follow Me

You can activate and deactivate internal Instant call forwarding for your own telephone from any other telephone, providing you have the terminal PIN for your own telephone (see page 19).
Internal calls are forwarded to the telephone (destination) on which you carry out the procedure.

Initiating the function on the destination telephone
⌒ * 2 2 * ⠿ (source PIN)
* ⠿ (source tel. no.) #

Internal calls are instantly forwarded to the other destination, and are not signalled on your own telephone. On the originally dialled source telephone you will hear the special dialling tone.

Switching the function off on your own telephone
⌒ # 2 1 #
(= call forwarding off)

Use this procedure to deactivate the function on your own telephone.

Switching the function off on another telephone
⌃ # 2 2 * ⁞⁞⁞ (source PIN)
* ⁞⁞⁞ (source tel. no.) #
(= call forwarding off).

You can use this procedure to switch off the call forwarding for your telephone from any other telephone.

Special Calls

VIP Call

⌃ * # ⁞⁞⁞ (internal tel. no.)

In consultation calls:
↘ R * # ⁞⁞⁞ (internal tel. no.)

If you have VIP access rights and start an internal call with * #, your calls will be signalled acoustically to internal parties even if they have activated their call protection (call-waiting protection or call protection). This function is also possible in a consultation call.

This also applies if the called party has activated Instant call diversion.

Baby Call

On: ⌃ * 5 3 *
(external access code, e.g. 0)
⁞⁞⁞ (destination tel. no.) #
Off: ⌃ # 5 3 #

You can configure your telephone to dial a preprogrammed (internal or external) telephone number after a certain length of time after the handset has been lifted (default setting is 5 seconds).

To prevent the baby call from being made, you can dial another number within the defined length of time after lifting the handset.

The time span is set to a value between 0 and 20 seconds in the OpenCom 100. It is set by your system administrator for all OpenCom 100 users. Please ask him for the current value.

Announcement

✱ 1 3 ✱
(internal tel. no.) #

In consultation calls:
R ✱ 1 3 ✱
(internal tel. no.) #

Using this procedure you can make announcements **to system telephones**. The loudspeaker of the destination telephone is activated without a ring, and your announcement is heard by those present in the room.

Note: *If the called party is a member of a user group for which* **Intercom protection** *is activated, announcements will not be made for his telephone number.*

Callback on Busy

If the internal or external number you have dialled is busy, you can leave a callback request. (This is not possible if the destination number is a hunt group call number.) Your telephone will ring as soon as the other party has ended his call. When you lift the handset, the number of the other party will be dialled.

Leaving a callback request
R ✱ 3 7 #

Alternatively:
6

On ISDN telephones you can activate callback on busy by means of the corresponding function key or a menu.

Cancelling a callback request
3 7

You cancel your callback request with this procedure.

Door Opener

✱ 1 1

In consultation calls:
R ✱ 1 1

If an automatic door opener is connected, you can use this procedure to activate it from your telephone.

Entrance Intercom Calls

Calling the entrance station
✱ 1 0 1

In consultation calls:
R ✱ 1 0 1

If an entrance intercom is connected to your system, you can use this procedure to speak with a visitor.

Forwarding entrance intercom calls

On: ✱ 1 5 1 ✱
(external access code, e.g. 0)
(destination tel. no.) #
Off: # 1 5 1 #

You can use this procedure to forward calls signalled from the doorbell to another (internal or external) telephone.

All entrance intercom calls are terminated automatically after a certain length of time has elapsed (default settings is 60 seconds).This ensures that the forwarding of entrance intercom calls does not unintentionally result in a permanent connection (e.g. to a mailbox).

The length of time can be set by your system administrator to a value between 30 and 300 seconds in the OpenCom 100. Please ask him for the current value.

Keypad Dialling

✱ 1 2
(keypad code digits)

In consultation calls:
R ✱ 1 2
(keypad code digits)

Certain European network operators require the keypad protocol in order to set features (does not apply in Germany).

You use the sequence ✱ 1 2 to switch to the keypad protocol, and subsequently enter the code digits required by your network operator. These are transmitted directly to the exchange and evaluated there.

You will then generally hear an announcement as confirmation.

Even More Protection

Telephone Lock

You can lock your telephone as a safeguard against unauthorised use. Then only those features and functions of your telephone can be accessed that are preset in the OpenCom 100 **Configurator** for the "Guests" user group.

You must enter your terminal PIN (the ID number of your terminal) to activate the telephone lock (see *Changing the Terminal PIN* on page 19).

Activating:
✱ 3 3 ✱
(terminal PIN) #

Deactivating:
3 3 ✱
(terminal PIN) #

Note: *National emergency numbers can still be dialled although the telephone lock is activated, providing they have been defined in your user group's special list in the OpenCom 100. Ask your system administrator for these numbers.*

Calling Line Identification Restriction (CLIR) by Call

✱ 1 4 (tel. no.)

In consultation calls:
R ✱ 1 4 (tel. no.)

Activating this function prevents your telephone number from being displayed on the terminal of the internal or external party for a single call.

On ISDN telephones you can also activate the calling line identification restriction by call by means of a menu.

The procedure is not necessary if display of the calling line identification has been permanently restricted for your user group in the OpenCom 100.

Changing the Terminal PIN

When your system is first commissioned, the terminal PIN (the ID number of your terminal) is "0000". Code-number procedures requiring a PIN should be unavailable to other users.
For this reason, you should change the PIN when you start operating your telephone, and put the new number in a safe place.

✱ 9 9 ✱
(old terminal PIN) ✱
(new teminal PIN) ✱
(new terminal PIN) #

Important! *Make sure you do not lose your new PIN. Contact your system administrator if you experience any problems.*

Intercept

The telephone numbers of malicious callers can be stored in your network operator's exchange (if this service has been implemented). This function works even if the caller has already hung up!

Note: *The feature can only be activated on ISDN telephones.*

Special Modes

Deactivating Least Cost Routing (LCR)

(dialling code, tel. no.)

In consultation calls:
R
(dialling code, tel. no.)

You can deactivate Least Cost Routing, which always uses the cheapest route for a call, and select a network operator yourself (this is known as "call by call").

This procedure is only necessary if LCR is activated in the OpenCom 100 for your user group.

Calling Selectively via Routes

(routing code, tel. no.)

In consultation calls:
R (routing code, tel. no.)

A call to a desired party is set up automatically or selectively via **routes** in the OpenCom 100. Your system administrator configures these routes in the OpenCom 100 and defines the assignment of each route. By **selectively** dialling the **routing code** prior to the (internal or external) telephone number, you manually select a route for a particular call.

Selectively calling via routes allows you to reach parties in the branch offices of a large corporate network, for example. By manually entering a routing code, you can also administer the tariff charge data for private and professional calls separately.

Your system administrator will inform you of the current routes and their routing codes.

Changing the Time Group

(= time group 1)
or
(= time group 2)

There are two time groups configured in the OpenCom 100. Depending on which one is activated, calls are signalled on different telephones.

Using this procedure you activate the desired time group. The range to which the groups apply is specified in the OpenCom 100.

Note: *"MSN" call forwarding is effective regardless of the currently activated time group.*

Deleting All Call Forwarding in the Exchange

✆ * 1 8 4
⠿ (system PIN) #

Call forwarding can be set up in the network operator's exchange. For setting up new call forwarding or finding faults, it can be useful to delete all active call forwarding in the exchange. Using the above code-number procedure, you can do this from any telephone.

The system PIN is issued by the system administrator. It must have been changed from the factory setting "0000" on delivery to another value.

Remote-Controlled Functions

The OpenCom 100 enables remote-controlled calls and remote-programmable call forwarding. These features are set up by the system administrator when he configures the system.

The system PIN is issued by the system administrator, who has to change the default value "0000" to another value before it is issued.

Remote-Controlled Dialling

Without internal number assignment
⠿ (reserved tel. no.) ⠿ (system PIN)
* (external access code, e.g. 0)
⠿ (external tel. no.) #

With internal number assignment
⠿ (reserved tel. no.) ⠿ (system PIN)
* (external access code, e.g. 0)
⠿ (external tel. no.) *
⠿ (internal tel. no.) #

Using a telephone number reserved in the OpenCom 100 for this purpose, you can call an external telephone number from another external telephone, and thus get the benefit of different tariff zones, for example. In addition, the number reserved in the OpenCom 100 can also be assigned an internal telephone

number, via which the dialling is to be performed. In the case of remote-controlled dialling, there is no check on authorisation and LCR is not used.

Remote-Programmable Call Forwarding

Configuring the function
⠿ (reserved tel. no.) ⠿ (system PIN) ✱ ⠿ (your internal tel. no.) ✱ (external access code, e.g. 0) ⠿ (destination tel. no.) #

Deleting the function
⠿ (reserved tel. no.) ⠿ (system PIN) ✱ ⠿ (your internal tel. no.) #

Using the telephone number reserved in the OpenCom 100 for remote control, you can configure or delete Instant call forwarding for your own telephone number from a remote location.

This remotely-programmed forwarding overwrites any other internally active forwarding. Forwarding" On Busy" and "After Delay" are not affected. Incorrect or non-existent telephone numbers are rejected. Your authorisation is checked in the same way as for forwarding within the OpenCom 100.

A correct entry is confirmed with a positive acknowledgement signal, and the external call subsequently ended.

Note: *The procedure is aborted if there is a pause of longer than 60 seconds between the entry of two digits. Thanks to this (increased) time span, it is also possible to implement remote-controlled functions of GSM cellphones.*

Calling a Voice Box from a Remote Terminal

If your system administrator has configured a voice box with the authorisation for remote access, you can also access and configure the box from a remote terminal.

Using the telephone number of OpenVoice …
(this telephone number is included in the incoming call distribution)

1. Select the MSN or the system telephone number to which your system administrator has assigned the internal telephone number of **OpenVoice**.

2. Then enter the internal telephone number of your voice box – i.e. the telephone number of the terminal which has been assigned to the voice box. Confirm your input by pressing ✱.

3. Enter the PIN of your voice box.

4. Follow the instructions in the voice menu for all further operating steps.

Using the number of your telephone…
(the number of your telephone is included in the incoming call distribution; you have diverted the telephone to your voice box)

1. Dial the MSN or the system extension number at which you can reach external callers.

2. You hear the welcome text for callers to your voice box.

3. Enter the PIN of your voice box.

4. Follow the instructions in the voice menu for all further operating steps.

Note: *For detailed information on the use and operation of OpenVoice please refer to the user guide for the optional component "OpenVoice 200 – The Voice-Mail System in the OpenCom 100 Communications System".*

Index

A

Announcements
    to system telephones 17
Authorisations 3

B

Baby call 16

C

Call forwarding 12
    deleting active call forwarding 21
    deleting all active instances of 15
    remote programming of 22
    time 12
    to voice box 12
Call protection 6, 10
Callback request 17
Calling Line Identification Restriction (CLIR) 19
Call-waiting protection 10
Call-waiting signal
    deactivation of 10
Code-number procedures 3
Consultation 7
    „consultation call“ mode 4

D

Disconnecting a call 8
Door opener 17
Doorbell 18

E

Emergency numbers 19
Entrance intercom 17
External access code 5

F

Features 3, 18
Follow Me 15

H

Hunt groups 12

L

Least Cost Routing (LCR) 20

M

Malicious Call Identification (MCID) 19

P

Pick-up group 11

Q

Queue 6, 13
    for user group 6
    priority 6

R

Recall 8
Routes 20
Routing code 20

S

Seizing an external line 4
Speed dialling 5
Speed dialling code 5
System PIN 21

T

Telephone book 5
Telephone lock 18
Telephone number
    of OpenVoice 22
    remote-controlled dialling 21
Terminal PIN 15, 18
Three-party conference 9
Time groups 20
Toggling 7
Transferring a call
    with notification 8
    without notification 8

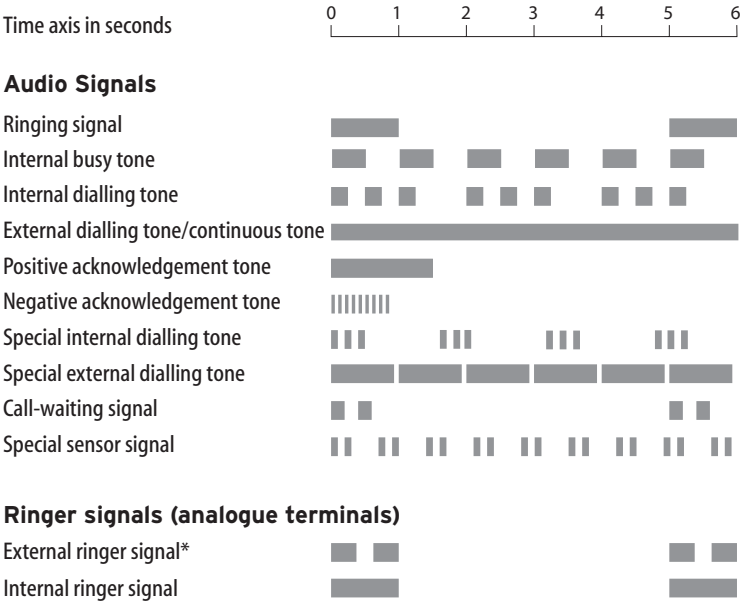
V

VIP call 16
Voice box 6
    accessing via OpenVoice 7
    direct access 6
    PIN 6, 22
    remote access 7, 22
Voice-mail system 12

Notes

Notes

Notes



* The first ring is a single ring, and all subsequent rings are periodic double rings.

The tones and ringer signals mentioned above are valid for Germany; in other countries they may differ.

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