



A MITEL
PRODUCT
GUIDE

Unify OpenScape Xpert

OpenScape Xpert V8R2

Client Help

01/2026

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Contents

1 History of changes.....	8
2 Introduction and Important Notes.....	9
2.1 How to Set up a Call.....	10
2.2 How to Disconnect a Call.....	10
3 Windows and Controls.....	12
3.1 On/Off Switch at the OpenStage Xpert 6010p/Mitel Xpert 6020p.....	12
3.2 Overview of the Graphical user Interface.....	13
3.2.1 Main Page and "Telephone" Page.....	15
3.3 Toolbar.....	16
3.4 Call Control.....	17
3.4.1 How to Show or Hide the Call Control.....	19
3.5 Call Queue.....	19
3.5.1 How to Expand and Collapse the Call Queue.....	19
3.6 Status Bar.....	20
3.7 Login Window.....	21
3.7.1 How to Log in with your Profile (Login).....	21
3.7.2 How to Dial via the DKA Login Key.....	22
3.7.3 Cleaning.....	22
3.8 Menu.....	23
3.8.1 How to Bring up the Menu.....	24
3.8.2 How to Log Out.....	24
3.8.3 How to Refresh the Profile.....	25
3.8.4 How to Display Logged in Profiles.....	25
3.8.5 How to Retrieve Configuration and Status Information.....	26
3.8.6 How to Display Log-On Information.....	26
3.8.7 How to Set the Ring Tone Type and Volume.....	27
3.8.8 How to Set Ring Tones During the Call.....	27
3.8.9 How to Enable or Disable the Dialpad Feedback Tones.....	28
3.8.10 How to Configure the Behavior for Incoming Calls in the Call Queue.....	28
3.8.11 How to Improve the Touch Screen Precision.....	29
3.8.12 How to Set up the Screen Saver.....	30
3.8.13 How to Set the Destination Page for Automatic Page Change.....	31
3.8.14 How to Set or Edit the Login Password.....	32
3.8.15 How to Edit or Change the Contacts or Call Memory Password.....	33
3.9 Function Keys.....	34
3.10 Action Buttons.....	34
3.11 Line Keys.....	35
3.11.1 Status Display for Line Keys: Green.....	36
3.11.2 Status Display for Line Keys: Red.....	38
3.11.3 Different Statuses for Line Keys.....	40
3.11.4 Examples of Line Keys.....	41
3.11.5 How to Edit or Check the Properties for a Line Key.....	42
3.11.6 How to Display Calls in the Call Queue.....	42
3.11.7 How to Switch the Ring Tone On or Off.....	43
3.11.8 How to Set Up Comfort Activation.....	44
3.12 Concentrator Keys.....	44
3.13 Direct Keys (DKA).....	46
3.13.1 How to Edit the Properties of a Direct Key.....	47
3.13.2 How to Dial with a Direct Key.....	48

3.14 Name Key (DKM).....	48
3.14.1 How to Edit the Properties of a Name Key.....	49
3.14.2 How to Edit the Properties of a Name Key (Option 2).....	50
3.14.3 How to Dial with a Name Key.....	50
3.14.4 How to Dial a Number Using the Name Key followed by Suffix Dialing.....	51
3.15 Cleaning.....	51
4 Basic Functions.....	52
4.1 Answering a Call.....	52
4.1.1 How to Answer a Call via the Handset.....	52
4.1.2 How to Answer a Call via a Button.....	52
4.2 Dial.....	53
4.2.1 How to Select a Handset.....	55
4.2.2 How to Select the Alternative Prefix (Shift).....	55
4.2.3 How to Select a Line.....	55
4.2.4 How to Redial the Last Dialed Number.....	56
4.2.5 How to Redial a Saved Number (SNR).....	56
4.2.6 How to Save a Number (SNR).....	56
4.2.7 How to Dial with the Dialpad.....	57
4.2.8 How to Enable DTMF During an Active Call.....	57
4.2.9 How to Dial using the Keyboard.....	58
4.3 Open Listening / Hands-free Mode.....	58
4.3.1 How to Switch on Open Listening.....	59
4.3.2 How to Set the Volume.....	59
4.3.3 How to Switch on Hands-free Mode / Cradle Switchover.....	60
4.3.4 How to Switch off Hands-free Mode.....	60
4.4 Placing a Call on Hold.....	60
4.4.1 How to Place a Call on Hold Manually.....	61
4.4.2 How to Place a Call on Private Hold.....	62
4.4.3 How to Resume a Call Placed on Hold.....	62
4.5 Consultation.....	62
4.5.1 How to Consult using Functions Keys.....	63
4.5.2 How to Consult using DKM Keys.....	63
4.5.3 How to End a Second Call.....	64
4.6 Toggle.....	64
4.6.1 How to Toggle Automatically.....	64
4.6.2 How to Toggle using a Function Key.....	65
4.7 Transfer.....	65
4.7.1 Blind Transfer.....	65
4.7.2 Transfer with Consultation.....	66
4.8 Conference (HiPath).....	66
4.8.1 Initiating a Conference (HiPath).....	67
4.8.1.1 Conference (HiPath): Initiating via Function Keys.....	67
4.8.1.2 Conference (HiPath): Initiating via DKM Keys.....	68
4.8.1.3 Conference (HiPath): Initiating with Consultation/Toggle.....	68
4.8.2 Conference (HiPath): Leaving.....	69
4.8.3 Conference (HiPath): Parallel Call.....	69
4.9 Quick Conference.....	70
4.9.1 How to Initiate a Three-Party Quick Conference / Extend a Quick Conference by Adding a User.....	71
4.9.2 How to Initiate a Quick Conference.....	72
4.10 Disconnecting.....	72
4.10.1 How to Disconnect Calls.....	73
4.10.2 How to Disconnect an SPM Line.....	74
4.11 Transit.....	75
4.11.1 Create or Expand Transit.....	75
4.11.2 Enter existing Transit.....	77

4.11.3 Release Active Transit.....	78
4.11.4 Disconnecting Members.....	79
4.11.5 Disconnect from Handset.....	80
4.11.6 Hold Transit.....	80
5 Team Functions and User Lists.....	82
5.1 Announcement.....	82
5.1.1 How to Send a Variable Group Announcement.....	84
5.1.2 How to Add or Delete Members of a Group Announcement.....	85
5.1.3 How to Edit the Name of a Fixed Group Announcement.....	86
5.1.4 How to Send a Fixed Group Announcement using Enable/Disable.....	86
5.1.5 How to Send a Fixed Group Announcement Using Push-to-Talk.....	86
5.1.6 How to Terminate an Announcement.....	87
5.1.7 How to Call during an Announcement (Hoot-n-Holler).....	88
5.2 Speech Monitoring (SPM).....	89
5.2.1 How to Assign an SPM Line Automatically.....	93
5.2.2 How to Assign an SPM Line Manually.....	94
5.2.3 How to Switch between SPM and a Call	94
5.2.4 How to Switch between a Call and SPM (without Handset).....	96
5.2.5 How to Switch between a Call and SPM (with Handset).....	96
5.2.6 How to Move an SPM Assignment to another SPM Channel.....	97
5.2.7 How to Copy an SPM Assignment to an SPM Channel on another SPM Unit.....	97
5.2.8 How to Change the Volume.....	98
5.2.9 How to Enable Volume Normalization for an SPM Channel.....	98
5.2.10 How to Disconnect an SPM Line.....	99
5.2.11 How to Delete the Assignment of a Line to an SPM Channel.....	99
5.2.12 How to Send an Announcement on SPM Channels Using Enable/Disable	100
5.2.13 How to Send an Announcement with Push-to-Talk.....	101
5.3 Voice Calling (Intercom)	101
5.3.1 How to Enable/Disable Voice Calling Suppression.....	102
5.3.2 How to Enable or Disable the Direct Answering Block.....	103
5.4 Contacts.....	103
5.4.1 How to Dial with the Contacts.....	103
5.4.2 How to Create an Entry in the Contacts.....	104
5.4.3 How to Delete a Contact.....	104
5.4.4 How to Search in Contacts.....	105
5.4.5 How to Edit a Contact.....	105
5.4.6 How to Copy a Contact.....	106
5.4.7 How to Add a Contact to the Contacts Directory.....	106
5.5 Call Memory (Call Journal).....	107
5.5.1 How to Dial from the Call Memory.....	107
5.5.2 How to Delete a Call Memory Entry.....	108
5.5.3 How to Delete Entries Displayed in the Call Memory.....	108
5.5.4 How to Add a Call Memory Entry to the Contacts.....	109
5.5.5 How to Sort Call Memory Entries.....	109
5.5.6 How to Filter Call Memory Entries.....	109
6 Additional Functions.....	111
6.1 Privacy.....	111
6.1.1 How to Enable/Disable Privacy.....	111
6.2 Receive Calls Only.....	112
6.2.1 How to Enable Receive Calls Only.....	112
6.2.2 How to Disable Receive Calls Only.....	112
6.3 Call Forwarding.....	113
6.3.1 How to Create a Button for Variable Call Forwarding.....	114
6.3.2 How to Enable or Disable Variable Call Forwarding for the Default Line.....	114

6.3.3 How to Enable or Disable Variable Call Forwarding for a Line Key.....	115
6.3.4 How to Enable or Disable Mass Call Forwarding for Multiple Lines.....	116
6.3.4.1 Clear-Only Mass Call Forward Function Keys.....	117
6.4 Mailbox.....	117
6.4.1 How to Check the Mailbox.....	118
6.5 First Ring Tone.....	118
6.5.1 How to Activate the First Ring Tone.....	118
6.6 Do Not Disturb (Ringer Off Function).....	118
6.6.1 How to Enable Do Not Disturb.....	119
6.7 Macros	119
6.7.1 How to Execute a Macro.....	120
6.7.2 How to Cancel a Macro.....	120
6.7.3 How to Edit a Macro.....	120
6.8 Signal.....	121
6.8.1 How to Initiate a Re-ring Signal.....	122
6.9 Voice Recording.....	122
6.9.1 How to Initiate Voice Recording.....	122
6.9.2 Recording Indication with SIPREC.....	123
6.10 Muting the Microphone.....	124
6.10.1 How to Switch the Microphone On and Off via the Speech Button and the Mute Switch.....	126
6.10.2 How to Switch the Microphone Off and On with the Mute Function Key.....	126
6.11 "Go to Page".....	126
6.11.1 How to Set up a "Go to Page..." Function Key.....	127
6.11.2 How to Edit the Properties of a "Go to Page...".....	128
6.11.3 How to use "Go to Page...".....	128
6.12 Automatic Page Change.....	129
6.13 Ring Transfer.....	129
6.13.1 How to Activate Ring Transfer.....	129
6.14 Ring Transfer Sequence.....	130
6.15 Browser Page.....	130
6.16 Interface Button.....	131
6.17 Line redundancy.....	132
7 Edit Mode.....	134
7.1 How to Activate or Deactivate the Edit Mode.....	136
7.2 How to Undo or Redo Actions in the Edit Mode.....	136
7.3 How to Copy or Move Elements in the Edit Mode.....	137
7.4 How to Undo a Selection in the Edit Mode.....	137
7.5 Page Properties in Edit Mode.....	138
7.5.1 How Edit Page Properties in the Edit Mode.....	138
7.6 How to Load and Save SPM Assignments in the Edit Mode.....	139
7.7 How to Program Keys in Edit Mode.....	139
8 Speaker Module.....	141
8.1 Operational Controls.....	142
8.2 Graphical User Interface of the Speaker Module.....	144
8.3 Basic Functions.....	146
8.3.1 How to Select a Single SPM Channel.....	146
8.3.2 How to Select an SPM Unit.....	146
8.3.3 How to Use Predefined Functions.....	147
8.3.4 How to Adjust the Volume of a Single SPM Channel.....	147
8.3.5 How to Adjust the Main Volume of an SPM Unit.....	147
8.3.6 How to Mute/Unmute an SPM Channel or an SPM Unit.....	148
8.4 Speech Monitoring Tasks.....	148
8.4.1 How to Assign an SPM Line Manually on an SPM Channel of the Speaker Module.....	149
8.4.2 How to Change the Assignment Type of an SPM Channel on the Speaker Module.....	150

8.4.3 How to Move an Assignment of an SPM Channel on the Speaker Module.....	150
8.4.4 How to Copy an Assignment of an SPM Channel on the Speaker Module.....	151
8.4.5 How to Disconnect an SPM Channel.....	151
8.4.6 How to Unassign a Line from an SPM Channel.....	152
8.4.7 How to Switch an SPM Channel to the Handset for Privacy.....	152
8.4.8 How to Speak with a Single SPM Channel.....	153
8.4.9 How to Speak with all Channels of an SPM Unit.....	153
8.5 Usage Modes of the Speaker Module.....	154
9 Reference.....	156
9.1 Default Settings for Shortcuts.....	156
 Index.....	 160

1 History of changes

Changes in V8R2

Impacted chapters	Change description
Windows and Controls on page 12 On/Off Switch at the OpenStage Xpert 6010p/Mitel Xpert 6020p on page 12 Menu on page 23 How to Improve the Touch Screen Precision on page 29 How to Set up the Screen Saver on page 30 Browser Page on page 130 Speaker Module on page 141 Graphical User Interface of the Speaker Module on page 144	Global update of product names to include the Mitel Xpert 6020p variant.

2 Introduction and Important Notes

The functions of OpenScape Xpert are available to you on the OpenStage Xpert client. The client runs on either a normal PC (PC client), which is then operated with a mouse and keyboard, or on a special client with touchscreen (e.g., OpenStage Xpert 6010p), which is then operated by pressing on the screen.

Information in this Document

The information presented in this document contains general descriptions of technical options, which may not always be available in individual cases. The desired features must be defined for each case at the time of signing the contract.

If a function is not available on your phone as described here, this could have the following causes:

- The function is not set up for you and your phone. Please contact your system support.
- Your communications platform does not support this function. Please contact your local Unify sales representative to upgrade.

Structure of Topics

The individual help topics are structured to provide you with a brief description of the function. In the accompanying step-by-step instruction, the operation itself is described. The operation with a mouse and keyboard is very similar to the touch screen operation. Consequently, only the touch screen operation is described in this help. For all controls, a context menu can be accessed with the right mouse button (on the touch screen, by pressing the right mouse button icon in the toolbar). In this menu, you can select your desired function.

NOTICE:

Some functions may be restricted, modified or blocked by the administrator. Consequently, if you cannot use a function as described, please contact your administrator.

Displaying the graphical user interface

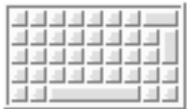
The appearance of the user interface is set by the administrator on a system-wide basis. The windows and buttons are shown in either the dark GUI style or the light GUI style. In the step-by-step instructions, the controls are displayed in the left column in the dark style. The right column shows the controls in the light style. Sometimes the dark style and the light style controls are identical.

Icons

Icon (dark style)	Meaning	Icon (light style)
	Operation with left mouse button (when using a keyboard and mouse) or with the finger (touch control).	

Introduction and Important Notes

How to Set up a Call

Icon (dark style)	Meaning	Icon (light style)
	Operation with an external keyboard (if connected).	
	Operation with the finger on the virtual keypad (touch control).	

2.1 How to Set up a Call

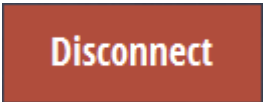
You can set up a call as follows:

Step by Step

	Bring up the Dialpad .	
	Enter the complete number. At each keystroke, the DTMF tone is emitted as a confirmation, if configured accordingly.	
	Then	
	Press the desired Line Key . The line is selected.	
	or	
	Confirm the dialing operation with the OK button . This seizes the precedence line.	
	or	
	Lift the handset.	

2.2 How to Disconnect a Call

Step by Step

	Replace the handset.	
	or	
	Press the Disconnect button.	

	or	
	Press the Edit Mode icon in the tool bar. The user interface changes to the edit mode.	
	Press the Disconnect icon in the call control field.	

3 Windows and Controls

The OpenScape Xpert client is either a program on a PC (PC client) or a terminal of the type OpenStage Xpert 6010p/Mitel Xpert 6020p.

Variants

- **PC Client**

The PC Client is a program that is operated with a mouse and keyboard. It consists of a main window that displays the user interface of the OpenScape Xpert. The following menu items can be selected in a Windows menu bar:

Exit, Common Functions, Settings, Options and Help. These menus represent the corresponding buttons from the main window.

- **OpenStage Xpert 6010p/Mitel Xpert 6020p**

The OpenStage Xpert 6010p/Mitel Xpert 6020p terminal features a touch-sensitive display (touchscreen) and 20 buttons that are programmable. In contrast to the PC Client, buttons are selected with a finger, and there is no Windows menu bar with pull-down menus.

The keys on the right and left of the display usually have the same function as the buttons shown in the window on the respective page of the terminal.

The input of digits is done with the help of a virtual dialpad. Texts can be entered with a virtual keyboard.

- **Handsets, loudspeakers, peripherals**

Optional handsets, gooseneck microphones, speakers and/or headphone accessories (headsets) are connected to the terminals.

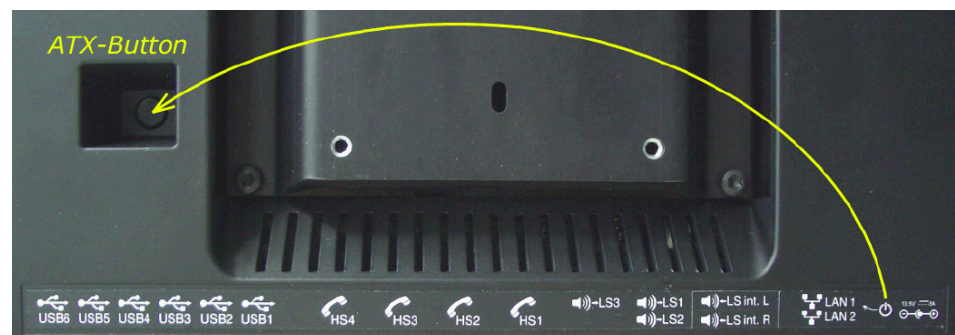
- **Speaker Module**

Up to two speaker modules can be connected to an OpenScape Xpert client. The OpenStage Xpert speaker module provides outstanding voice quality and allows the user to easily distinguish between several conversation channels put on loudspeakers.

3.1 On/Off Switch at the OpenStage Xpert 6010p/Mitel Xpert 6020p

On/Off Switch at the OpenStage Xpert 6010p/Mitel Xpert 6020p

The OpenStage Xpert 6010p/Mitel Xpert 6020p can be turned on and off just like an office PC by using the ATX button. The switch is recessed in the rear panel at the back of the terminal.



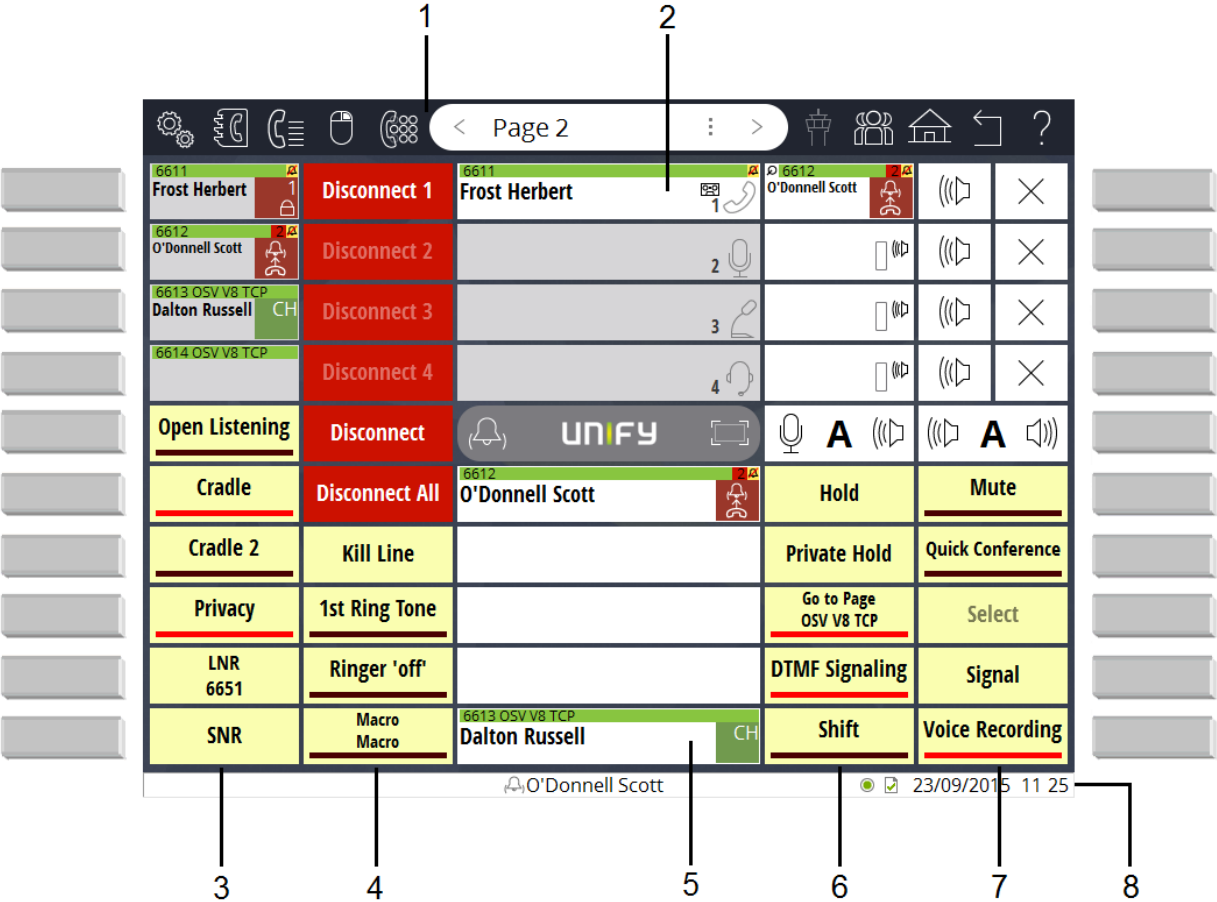
3.2 Overview of the Graphical user Interface

The entire user interface can be designed very flexibly and may differ from the following illustrations. The appearance of the user interface is set by the administrator on a system-wide basis. The windows and buttons are shown in either the dark or light style.

User Interface (dark style):



User Interface (light style):



For the buttons in columns 1 and 6, the device keys on the left or right side of the touch screen can also be used instead.

Number	Window element
1	Toolbar
2	Call control field
3	Column 1 with buttons
4	Column 2 with buttons
5	Call queue
6	Column 5 with buttons
7	Column 6 with buttons
8	Status Bar

NOTICE:

The buttons or keys shown here may be line keys, name keys, SPM and function keys, buttons for button programming and action buttons. The color and the displayed texts are usually freely selectable by the system administrator and/or the user. Consequently, the keys and buttons are different for each profile and only shown here as examples. The functions of the keys/ buttons are described below in detail.

3.2.1 Main Page and "Telephone" Page

Most of the call handling tasks such as call transfers, accepting calls and dialing are performed on the main page and the "Telephone" page (Phone Desktop).

Main Page

The main page is the main screen of the client. It consists of the phone page and up to 199 additional pages.

You can browse through the configured pages or execute control operations directly via a selection list or a function key.

The call control (with the handset keys or Gooseneck microphone) is located in the middle column, and the call queue appears below it. The four outer columns contain the Line, Function and Direct Keys as well as the SPM unit and SPM extension unit. The keys in the other columns are available on the following pages for the assignment of functions or direct keys.

Telephone

The Telephone page is a special, quickly accessible page in the Xpert Desktop. It includes function keys for frequently used functions, direct keys and the dialpad with dialog buttons to control the phone functions.

The middle column shows, if displayed, the call control with the connected handsets, and the call queue below it.

The contacts directory can be used to save the data of called parties. Up to 6000 entries are available in the local contact directory, and up to 3000 entries are available in each global contact directory. Five global Contact Directories are possible.

The Call Memory automatically saves the data of the last 100 calls (if configured).

Desktop Elements

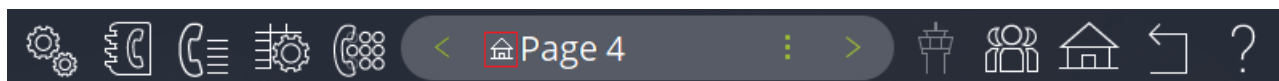
The main page and telephone page can include the following elements:

- Toolbar
- Window menu
- Call control with handset keys (or gooseneck microphone)
- Function keys
- Action buttons
- Line keys
- Direct Keys (DKA and DKM name key)
- Dialpad (displayed on the telephone page; can be brought up on the main page
the main page via the toolbar)
- SPM units
- Volume adjuster for speech units

3.3 Toolbar

The toolbar provides you with quick access to the functions.

Toolbar (dark style):



Toolbar (light style):



NOTICE:

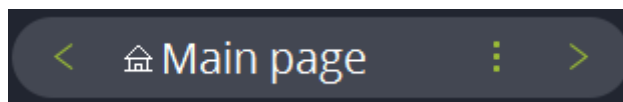
All functions on the toolbar can be enabled or disabled by the administrator. Individual items can also be replaced by "Go to Page" buttons. Contact your administrator for changes.

Functions on the toolbar

Icon	Meaning
	Menu A red or yellow menu button indicates a profile information available.
	Contacts
	Call Memory
	Edit Mode dark style (Trading Desktop)
	Edit Mode light style (Trading Desktop)
	Exit Edit Mode (Phone Desktop)
	Dialpad
	Control field

Icon	Meaning
	Quick conference
	Home page
	Previous page
	Context sensitive help

Page selection widget in the Xpert Desktop (dark style):



Page selection widget in the Xpert Desktop (light style):

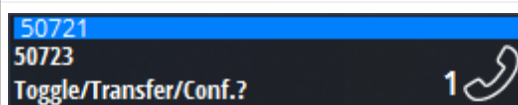


3.4 Call Control

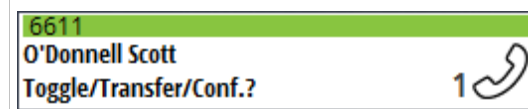
The call control gives you an overview of the usage of your handset. A handset button in the call control is associated with each connected handset (maximum of four per client).

The displays of the handset buttons show the data of your remote partners to the extent that this is known to the system. The line number of the default line is displayed in the idle state, and the current line is shown in the call state. A white display indicates the selected handset to which all subsequent actions refer. Exactly one handset is always selected. The displays of the unselected handsets are grayed out. If a connection exists, the remote partner and the usable phone functions (e.g., consultation) are displayed. Alternatively, if the call was originally directed to a hunt group number, for example, the second row may also contain the redirection information. In this case, the hunt group number appears in the second row.

Handset button (dark style):



Handset button (light style):



The handset icon on the right next to the display indicates the respective idle or call state:

Icon (dark style)	Meaning	Icon (light style)
	Handset 1 is on-hook.	
	The call is located on handset 1. The microphone is switched on.	
	The call is located on handset 1. The microphone is switched off.	
	The call is located on handset 1, and open listening is enabled. The handset microphone is switched on.	
	The call is located on handset 1, and open listening is enabled. The handset microphone is switched off.	
	Handset 1 is on-hook, and the call is in open listening mode.	
	Handset 1 is on-hook, and the call is in hands-free mode (only with gooseneck microphone). The hands-free microphone is switched on.	
	Handset 1 is on-hook, and the call is in hands-free mode (only with gooseneck microphone). The hands-free microphone is switched off.	
	The call is located on handset 3 (gooseneck). The microphone is switched on.	
	The call is located on handset 3 (gooseneck). The microphone is turned off.	
	The call is located on handset 1 (headset). The microphone is switched on.	
	The call is located on handset 1 (headset). The microphone is turned off.	

Icon (dark style)	Meaning	Icon (light style)
	The call on handset 1 is recorded. This additional display is possible for all states of the speech units (handset call, open listening and hands-free).	

3.4.1 How to Show or Hide the Call Control

Step by Step

	Press the Control Icon .
---	---------------------------------

3.5 Call Queue

The call queue shows lines in the "ringing" or "hold" states.

The call queue group box provides a quick overview of the waiting lines. Ringing lines appear at the top - ordered by call priority, lines on hold at the bottom.

In the advanced call queue, you will see a three-column view of all waiting lines, separated according to the call states "Ringing", "Lines on hold (with remote seizure)" and "Lines on hold (without remote seizure)".

The buttons in the call queue indicate the line states. The signaling of the states matches that of the line keys. In the upper left corner of the buttons, a timer displays the time that has elapsed since the line entered either ringing or common hold state.

The keys in the call queue display can be used to accept and toggle calls.

NOTICE:

You or the administrator can disable the display of lines for the "ringing" state in the call queue. The administrator can enable or disable the display of lines for the "common hold" state in the call queue.

3.5.1 How to Expand and Collapse the Call Queue

The call queue is displayed in the middle of a page by default. You can expand the call queue the full screen size (zoom in) and then collapse it again (zoom out).

Prerequisites

You are on a page on which the call queue is displayed.

Step by Step

	Press the Expand button. The call queue is displayed in three columns and occupies the entire screen.
	Press the Collapse button. The view changes to the single-column display of the call queue.

3.6 Status Bar

The status bar is located at the bottom of the display. Texts for the user prompts, states and the time are displayed there.

Status indicators

The client provides various indicators to document the current system and call status. The status indicators for the call status are located next to the line, DKA and call queue keys and the SPM unit. More information (e.g., call, error messages) is displayed in the status bar.

Icon (dark style)	Meaning	Icon (light style)
	Changes are saved in the database.	
	No further changes can be saved in the database. If the menu button has turned from neutral to red or yellow, further information on the event can be retrieved via the menu.	
	No user data is present on the client. The data has not yet been loaded or is no longer present.	
	The data you are working with is up-to-date.	
	The data will be updated when you log out and log in again.	
	There is no connection to the system.	
	There is a connection to the system.	

Date and Time

The status bar displays date and time. The date and time format depends user's location profile which is also relevant for the tones. Please refer to system administration if the date and time format in the status bar and the call memory should be changed.

3.7 Login Window

In the Login window, you sign in with your profile.

If a large number of profiles exist, this may not be easy to find. A search function and a filter function are therefore provided to assist you.

- The following search options are available to you in the Search function:
 - Empty
If you leave the line empty, all profiles are displayed in alphabetical order. The last logged-in profile is highlighted.
 - Search text
If you enter a search string in the line, you will see all profiles sorted alphabetically. The first profile that matches the search string is highlighted.
 - Search with wildcards
If you use the wildcard characters (*) and (?) in the search string, all profiles that contain the search string in the name are displayed. No profile is highlighted in this case.
- The following filter options are available to you:
 - You can filter the available profiles,
 - You can enter text into the profile selector combo box field.

NOTICE:

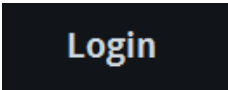
Depending on the installation, the Login window may differ marginally from the variant described here. However, the functionality is identical.

3.7.1 How to Log in with your Profile (Login)

In the Login window, you sign in with your profile. After the login, the Xpert user interface is displayed.

Step by Step

	Enter the profile in the Profile: field.	
	or	
	Open the drop-down list. The last loaded profile is displayed. Select this.	
	or	
	Enter a search string.	

	Press the Search button.	
	or	
	Press the Search button.	
	Then	
	All profiles are displayed. Select the desired profile.	
	Enter an optional Password . The inputs are masked using asterisks (*****). NOTICE: Please note that the entries are case-sensitive. Incorrect entries can be deleted with the Delete button next to the input box or the Delete button of the keypad. 	
	Press Login .	

3.7.2 How to Dial via the DKA Login Key

You can use the DKA (Direct Key Automatic) displayed on the screen without logging in. To do this, use handset 1.

Step by Step

	Lift handset 1.
	Press the desired DKA Login Key .

3.7.3 Cleaning

For Linux-based clients there is a function key which makes it easier to clean the device by disabling the input peripherals.

When the Cleaning function key is pressed, the hard keys and touch screen are disabled for 30 seconds. During this time, the incoming calls can be answered by picking up the handset.

3.8 Menu

The menu dialog can be used to enter several settings and functions.

The following functions can be accessed from the menu:

- Log out your client from the system
- Lock your clients for outgoing connections (receive calls only)
- Refresh the profile
- Configure or choose the following functions via the **Common Functions** menu items:
 - Display all profiles
 - See details about the logged in profile
 - Save or load SPM assignments
 - Modify SPM Properties of SPM units.
 - Disconnect all connections
- Modify or customize the following settings via the **Settings** menu items:
 - Tones

Edit the ring tone properties, e.g., volume, tone type, ring tone during conversation, dialpad feedback tones.
 - Application Window

The behavior when another application window gets the focus or the behavior of incoming calls in the call queue can be set.
 - Screen Settings

Settings like the touch screen calibration on OpenScape Xpert clients of the OpenStage Xpert 6010p/Mitel Xpert 6020p or Client Box (Linux) type and screen saver properties can be configured.
 - DKA and DKM Automatic Page Change

The automatic page change when pressing DKA or DKM keys can be configured.
 - Modify Passwords and Settings

Passwords for the login, Contacts and call memory (call journal).
- View information about the following functional components via the **About** menu order:
 - Currently installed software version and copyright information.
 - Disclaimer
 - Device Name
 - Profile logged in
 - License information
 - Host name
 - Currently active IP addresses

- Check the following system information:
 - Profile is up-to-date (green)
 - New profile is available; profile needs to be refreshed (red)
 - Cannot save data because the profile is being edited in the System Manager (red)
 - Profile is read-only (yellow)
 - Saving profile is in progress (yellow)
 - The OpenScape Xpert does not connect to its local SM. The OpenScape Xpert client connects to another System Manager because of Cluster failover. Changes cannot be saved until the local SM is online again (yellow)

NOTICE:

This section describes some basic settings. Topics such as changing the password, button programming, or Speech Monitoring settings are described in the appropriate sections.

Improved Menu Dialog System

The dialog system has been improved offering easy navigation. From OpenScape V5R1, the dialog system uses a bread crumbs system so as to provide easy nagivation in the dialog hierarchy.

The leftmost element represents the main dialog, the second element is the subdialog opened from the first one, and so on. The last element represents the dialog which is currently active.

The breadcrumb shows a trail from the starting point to the current dialog. Clicking one of the breadcrumb elements, the subdialogs opened from it are closed (i.e. the bradcrumb elements from its right) and shows the subdialog of this element. If the text is too long, it can be scrolled with the scroll buttons.

3.8.1 How to Bring up the Menu

Step by Step

	Press Menu . The Menu dialog appears.	
	Select the appropriate tab or button and proceed as desired.	

3.8.2 How to Log Out

You can log out from the system via the menu or by using a keyboard shortcut.

Step by Step

	Press Menu . The Menu dialog appears.	
	Press the Logout button. You are logged out from the system, and the Login window appears.	
	or	
	Using an optional keyboard, press the Alt+F4 key combination. You are logged out from the system, and the Xpert application is closed.	

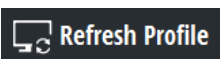
NOTICE:

When logging out from a terminal on which ring transfer keys are still active, a warning message appears indicating which ring transfer keys are still active on the device. If the subscriber is the last logged in member of a Keep Active Group (KAG), he or she cannot log out, and the OK button is disabled.

3.8.3 How to Refresh the Profile

You can update your profile when changes made by the administrator, for example, will only take effect on reloading the new profile. After logging out and logging into the system again, the profile is also reloaded.

Step by Step

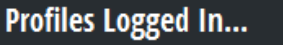
	Press Menu . The Menu dialog appears.	
	Press the Refresh Profile button. Your profile will be updated.	

3.8.4 How to Display Logged in Profiles

You can view the logged-in profiles or search for a specific profile.

Step by Step

	Press Menu . The Menu dialog appears.	
	Select the Common Functions tab.	

	Press the Profiles logged In... button. The Profiles logged In... dialog appears.	
	To view all the logged-in profiles, press the Search button.	
or		
	Enter a search criterion to display specific logged-in profiles.	
	Press the Search button. The profiles that match the search criterion are displayed.	

3.8.5 How to Retrieve Configuration and Status Information

Proceed as follows to retrieve further information on the configuration and the status.

Step by Step

	Press Menu . The Menu dialog appears. The configuration status and system information are displayed in the dialog and indicated by a green, yellow or red background color. In the case of yellow or red, a user action may be necessary.	
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NOTICE:

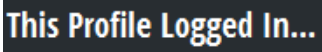
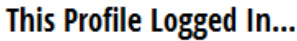
The red or yellow color of the menu button in the toolbar indicates that there is an important user notification which may suggest an action to be performed by the user.

3.8.6 How to Display Log-On Information

You can display at which Xpert terminals the current profile is logged in.

Step by Step

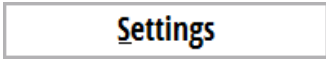
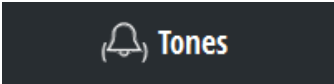
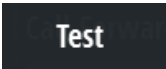
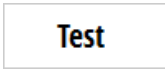
	Press Menu . The Menu dialog appears.	
	Select the Common Functions tab.	

	Press the This Profile logged In... button. The This Profile logged in... dialog appears.	
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3.8.7 How to Set the Ring Tone Type and Volume

You can test the type of ring tone and adjust its volume.

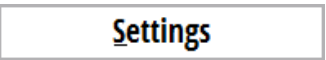
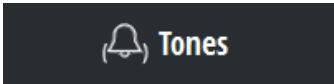
Step by Step

	Press Menu . The Menu dialog appears.	
	Select the Settings tab	
	Press the Tones button. The Tone Properties dialog appears.	
	In the Ring Tone Properties field area, select the desired ring tone type from the selection list.	
	You can then listen to the ring tone with the Test button.	
	To adjust the volume, move the slider in the desired direction.	
	Press the OK icon to save changes and close the window.	

3.8.8 How to Set Ring Tones During the Call

You can set ring tones differently during a call, depending on the priority in the call queue.

Step by Step

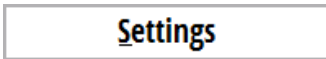
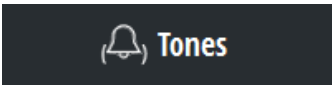
	Press Menu . The Menu dialog appears.	
	Select the Settings tab	
	Press the Tones button. The Tone Properties dialog appears.	

	In the Ring During Conversation field area, select the ring tone per call queue priority (higher, equal, lower) from the selection list. Possible values: ring tone, special tone, off.	
	Press the OK icon to save changes and close the window.	

3.8.9 How to Enable or Disable the Dialpad Feedback Tones

You can set whether or not a DTMF tone is to be emitted at each keystroke when dialing with the dialpad.

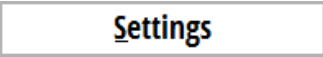
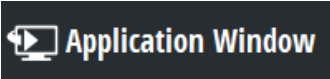
Step by Step

	Press Menu . The Menu dialog appears.	
	Select the Settings tab	
	Press the Tones button. The Tone Properties dialog appears.	
	Select the Dialpad Feedback Tones check box. You will hear a confirmation tone on pressing the keys 0...9, * and # on the dialpad. This function can also be enabled via the System Manager. To disable the feedback tones, click in the check box again to clear it.	
	Press the OK icon to save changes and close the window.	

3.8.10 How to Configure the Behavior for Incoming Calls in the Call Queue

You can specify at the client that the application window should always remain in the foreground. Alternatively, you can configure the behavior for the application window (main window) at the client on receiving incoming calls. You can change the properties so that the application window is brought to the foreground whenever an inbound call is signaled in the call queue. In addition, you can have this window activated so that all the functions you perform next apply to this window.

Step by Step

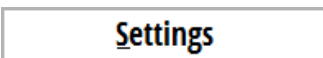
	Press Menu . The Menu dialog appears.	
	Select the Settings tab	
	Press the Application Window button. The Application Window dialog appears.	
	Enable the Always on Top function. The application window always remains in the foreground, i.e., stays on top.	
	Press OK .	
or:		
	In the Application Window , disable the Always on Top function.	
	Enable the Place window on top function.	
	Enable the function Window should be active (this is only possible if the function Place window on top has also been enabled).	
	Press the OK icon to save changes and close the window.	

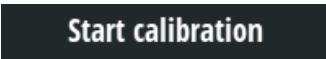
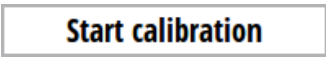
3.8.11 How to Improve the Touch Screen Precision

Prerequisites

The OpenScape Xpert client is of the OpenStage Xpert 6010p/Mitel Xpert 6020p or Client Box (Linux) type.

Step by Step

	Press Menu . The Menu dialog appears.	
	Select the Settings tab	
	Press the Screen Settings button. The Screen Settings dialog appears.	

	Press the Start Calibration button in the Screen Saver dialog. The xinput calibrator appears enabling the user to improve the precision of the touch screen.	
	Press the OK icon to save changes and close the window.	

3.8.12 How to Set up the Screen Saver

You can select when to turn off and/or to dim the display for the application window (main window) at the client. You can also set whether the screen saver settings should be applied during calls. The Windows screen saver is inactive when running OpenScape Xpert.

NOTICE:

On Windows Clients (Soft Clients) the OSXpert Software Screen Saver settings overwrite the Windows Screen Saver settings.

On OpenStage Xpert 6010p/Mitel Xpert 6020p devices (Linux) dimming can only be switched off in the OSX client software window.

If the touch keyboard is visible, it becomes hidden immediately after using the sliders. This results in the current screen sliding down, causing the slider not to be under the cursor / user's finger anymore. The touch keyboard will pop up after clicking into the timer field on the screen saver dialog.

On the OpenScape Xpert Soft Client the brightness options and "Dim the display" part are hidden.

Step by Step

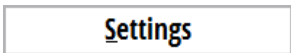
	Press Menu . The Menu dialog appears.	
	Select the Settings tab	
	Press the Screen Settings button. The Screen Settings dialog appears.	
	Press the Screen Saver Properties button. The Screen Saver Properties dialog appears.	
	In the Monitored Events area, select the Disable Screen Saver During Call check box. The settings for turning off the display are disabled during calls.	

	In the Screen Saver Delay area, select the Turn off display check box.	
	Select a value from 00:30...59:59 in the input field. The time format is minutes and seconds (MM:SS). If the Default check box is checked, the delay for turning off the display will be set to the windows default screen saver delay.	
	In the Screensaver Delay area, select the Dim the display check box. If the Default check box is checked, the brightness will be set to the brightness level of the Display Brightness slider. This function is only available for OpenStage Xpert 6010p/Mitel Xpert 6020p devices.	
	Select a value between 00:01 to 59:59 (mm:ss) in the input field. The display is dimmed after the delay time has elapsed and while the user is idle.	
	To adjust the brightness, move the Display Brightness slider in the desired direction.	
	To adjust the brightness when dimmed, move the Dimmed Display Brightness slider in the desired direction.	
	Press the OK icon to save changes and close the window.	

3.8.13 How to Set the Destination Page for Automatic Page Change

You can set whether you should be returned after pressing a Direct Key (DKA) or a Name Key (DKM) to the previous page exited before pressing the key or to the main work page, or if no page change should occur.

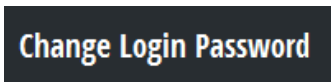
Step by Step

	Press Menu .	
	Select the Settings tab.	
	Press the DKA and DKM Automatic Page Change button. The DKA and DKM Automatic Page Change dialog appears.	

	Select one of the following options: • Same Page (no page change) • Default Page • Previous Page	
	Press OK . The function is set up.	

3.8.14 How to Set or Edit the Login Password

Step by Step

	Press Menu . The Menu dialog appears.	
	Select the Settings tab	
	Press the Modify Passwords button. The Change Password dialog appears.	
	Press the Change Login Password button. The Enter Password dialog appears.	
	Enter the old Password. Instead of the old password, the master password (set in System Manager) may be entered. The inputs are masked using asterisks (*****). NOTICE: Please note that the entries are case-sensitive. Incorrect entries can be deleted with the Delete button next to the input box or the Delete button of the keypad. After the correct password has been entered, the Change Login Password dialog appears.	

	Enter the new Password in the New Password field and repeat the password in the Password Confirmation field. The inputs are masked using asterisks (*****). NOTICE: Please note that the entries are case-sensitive. Incorrect entries can be deleted with the Delete button next to the input box or the Delete button of the keypad.	
	Press the OK icon to save changes and close the window.	

3.8.15 How to Edit or Change the Contacts or Call Memory Password

Prerequisites

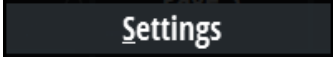
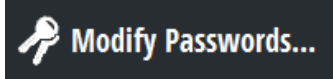
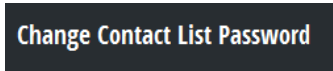
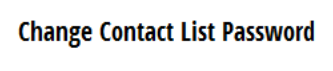
Password protection has been activated in the **Change Password** dialog for the Contacts and/or Call Memory.

The Contacts and Call memory password can only be changed if “Password Check” is enabled.

When the “Password Check” is disabled the password will be lost.

When the “Password Check” is enabled, the user must enter the new password immediately. If the user cancels the new password entry, the “Password Check” will not be set.

Step by Step

	Press Menu. The Menu dialog appears.	
	Select the Settings tab	
	Press the Modify Passwords button. The Change Password dialog appears.	
	Press the Change Contact List Password button or the Change Call Memory Password button The Enter Password dialog appears.	

	Enter the old Password. Instead of the old password, the master password (set in System Manager) may be entered. The inputs are masked using asterisks (*****). NOTICE: Please note that the entries are case-sensitive. Incorrect entries can be deleted with the Delete button next to the input box or the Delete button of the keypad. After the correct password has been entered, the Change Password dialog appears.	
	Enter the new Password in the New Password field and repeat the password in the Password Confirmation field. The inputs are masked using asterisks (*****). NOTICE: Please note that the entries are case-sensitive. Incorrect entries can be deleted with the Delete button next to the input box or the Delete button of the keypad.	
	Press the OK icon to save changes and close the window.	

3.9 Function Keys

Pressing a function key causes the corresponding function to be executed.

Function keys are labeled with text. There are function keys with and without a status display. If the status field next to the button is red, the function is active.

NOTICE:

The administrator sets up the function keys available to the user.

3.10 Action Buttons

Pressing an action button causes the corresponding action to be executed.

Action buttons are labeled with text. The Action button can be assigned the attribute "for display only" by the administrator. If this is the case, it will only

display the current status and cannot be operated. If the status field next to the button is red, the action is active.

NOTICE:

The administrator sets up the action buttons available to the user. The action is a system-wide feature that can be enabled or disabled by an authorized user. The action is then enabled or disabled for all users with the same action button.

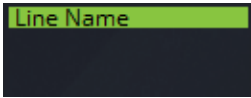
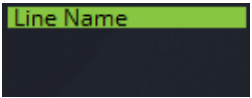
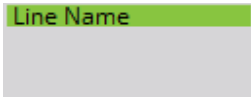
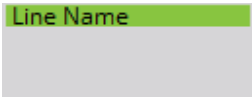
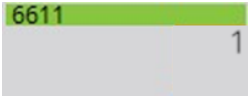
3.11 Line Keys

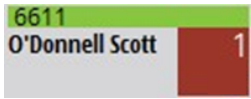
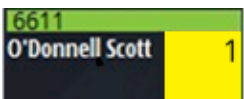
Inbound calls on the line or current connections are displayed on the line key.

The number of the line is displayed on the tab of the Line key. The color of the tab indicates different line types (e.g., for private line, dedicated line, etc.). The color assignments are programmed by the administrator. The current line state is indicated in the status field of the line key.

NOTICE:

For connections with OpenStage devices (e.g., in the back office), primary keyset lines are used (multiple line appearance, MLA). A keyset line appears on the Xpert terminal on a line key and can be used in the same way as a common line in OpenScape Xpert.

Icon (Dark default style)	Icon (Dark style 1)	Meaning	Icon (Light style 1)	Icon (Light default style)
		Line key (normal):		
	Slow blinking between:  	Line key (seized):		Slow blinking between:  

Icon (Dark default style)	Icon (Dark style 1)	Meaning	Icon (Light style 1)	Icon (Light default style)
	Slow blinking between:  	Line key (outgoing call – ringing):		Slow blinking between:  
		Line key (in call):		

Operation and Settings

If you press the line key in the "idle" state, the desired line is seized. If you press the key in the "ringing" or "with external seizure" state, you join in the conversation on that line.

You can change the (call signaling) indication and ring tone type of the line key. Using the right mouse button, you can set whether a call on this line should be displayed in the call queue.

NOTICE:

The (call signaling) indication can only be switched on and off when the display of calls in the call queue is active.

3.11.1 Status Display for Line Keys: Green

The current line state is displayed in the status field of the line key. The default values are specified.

Status field of the line keys

The table contains a selection of the common line states:

Icon (Default style)	Status	Icon (Style 1)
	Another subscriber has parked this line (private hold) or switched it to an SPM channel, or an external announcement is active.	Fast blinking between: 
	Another subscriber has parked this line (common hold), or the line has the attribute "Hold when released".	Fast blinking between: 

Icon (Default style)	Status	Icon (Style 1)
	You have parked ("I hold") the common line.	Fast blinking between: 
	You have parked the line ("private hold").	Fast blinking between: 
	Another subscriber has parked this line (private hold) or switched it to an SPM channel, or an external announcement is active. Another subscriber has entered this line.	
	You have parked this line ("private hold"), and another subscriber has entered it ("private hold, with remote seizure").	
	You have parked this line with "privacy" activated ("privacy on hold")	Fast blinking between: 
	You have switched this line to an SPM channel ("SPM").	
	You have switched this line to an SPM channel, and another subscriber has entered it ("SPM, with remote seizure").	
	You have switched this line to an SPM channel and activated "privacy" ("SPM, privacy").	
	Another subscriber has activated "privacy" on this line.	
	This line is a member of an "integrated line conference"	Fast blinking between: 

Letters and Symbols in the Status Field

The following list represents a selection of common letters and icons that appear in the status field a line key:

- **C** (= Common)
Common hold line, shared line.
- **P** (= Private)
Private Hold line

- **H** (= I Hold)
You have parked the line.
- **No H** (= You Hold)
Another subscriber has parked the line.
- **Lock** icon, small (= privacy)
A small lock indicates that you have activated the privacy feature.
- **Lock** icon, large (= privacy)
A large lock indicates that another subscriber has activated privacy.
- **Speaker** icon (= SPM line)
The line is switched to the voice monitor.
- **Person** icon
Another subscriber has performed the indicated action or activated the current state status of the line.

3.11.2 Status Display for Line Keys: Red

The current line state is displayed in the status field of the line key. The default values are specified.

Red Status Field of the Line Keys

The table contains a selection of the common "red" line states:

Icon (Default style)	Status	Icon (Style 1)
	Line in the call state at your and/or other terminals.	Fast blinking between: 
	Line in the call state at your and/or other terminals. The line is in the first position in the call queue. Comfort Activation is enabled.	Fast blinking between: 
	Line in the call state at your and/or other terminals. The line is in the first position in the call queue. Comfort Activation is enabled.	Fast blinking between: 
	The line is in the call state and located on speech unit 1 at your terminal.	

Icon (Default style)	Status	Icon (Style 1)
	The line is in the call state and located on multiple speech units at your terminal (parallel call).	
	The line is in the call state, and another subscriber has entered it.	Fast blinking between:  
	You have entered a line for which protection against eavesdropping ("privacy") was enabled by another subscriber of another site. You have no voice connection.	
	This line is a member of an "integrated line conference" and is located on speech unit 1 at your terminal.	
	The line is in the "Callback after Hold" status at your and/or another terminal after a preset period of time has elapsed.	Fast blinking between:  
	The line is in the "Callback after Hold" status at your and/or another terminal after a preset period of time has elapsed. The line is in the first position in the call queue. Comfort Activation is enabled.	Fast blinking between:  
	The line is in the "Callback after Hold" status at your and/or another terminal after a preset period of time has elapsed. The line is in the first position in the call queue. Comfort Activation is not enabled.	Fast blinking between:  

Letters and Symbols in the Status Field

The following list represents a selection of common letters and icons that appear in the status field a line key:

- **C** (= Common)
Common hold line, shared line.
- **P** (= Private)
Private Hold line
- **H** (= I Hold)
You have parked the line.
- **No H** (= You Hold)
Another subscriber has parked the line.
- **Lock** icon, small (= privacy)
A small lock indicates that you have activated the privacy feature.
- **Lock** icon, large (= privacy)
A large lock indicates that another subscriber has activated privacy.
- **Speaker** icon (= SPM line)
The line is switched to the voice monitor.
- **Person** icon
Another subscriber has performed the indicated action or activated the current state status of the line.

3.11.3 Different Statuses for Line Keys

The current line state is displayed in the status field of the line key.

Different Indicators in the Status Field of Line Keys

The table contains a selection of the various indicators that frequently appear in the status field:

Dark	Status	Light
	Line in the idle state.	
	Line with call forwarding activated.	
	There is a message for this line.	
	Line with activated call forwarding for which there is a message.	
	You are currently making an announcement on this line.	

3.11.4 Examples of Line Keys

The following line keys are examples that illustrate some OpenScape Xpert functions. The key names and colors represented here may differ from those on your terminal.

Line Keys and Statuses

Status	Icon (Dark Style)	Icon (Light Style)	Icon (Dark Style 1)
Line key in ringing state on your and/or another terminal. The line is in the first position in the call queue. Comfort Activation is enabled.			Fast blinking between:
Line key in ringing state (ring tone off) on your and/or another terminal. The line is in the first position in the call queue. Comfort Activation is not enabled.			Fast blinking between:
Line key in call state, with the line located on speech unit 1.			
Line key with a call you have parked by placing it on "common hold".			Fast blinking between:
Line key in ringing state with display of permanently assigned speech unit (here 2).			Fast blinking between:
Line key on which your own announcement and another user's announcement are currently active.			

Status	Icon (Dark Style)	Icon (Light Style)	Icon (Dark Style 1)
Line key in the MLC overload mode. New calls and/or functions may be rejected.			

3.11.5 How to Edit or Check the Properties for a Line Key

You can display the **Line Properties** window and change or modify the behavior in the call state and the ring tone type.

Step by Step

	Press the Edit Mode button in the tool bar. The User Interface changes to the edit mode.	
	Select the desired line key.	
	Press the Properties icon on the line key. The Line Properties window appears. Change or modify the behavior in the call state and the ring tone type.	
	In the Properties window, press the OK icon to save changes and close the window.	
	or	
	Press the Cancel icon to discard changes (if changes have been made) and close the window.	
	or	
	Press the Reset icon to reset the settings to their former value.	

3.11.6 How to Display Calls in the Call Queue

You can set whether a call on a line should be displayed in the call queue. If the display function is enabled, all calls in the call queue are displayed. Connections in the "Private Hold" state are always displayed in the call queue. Connections in the "Common Hold" state are displayed in the call queue if they are configured accordingly by the administrator. This function is active if it has been activated locally or remotely.

Step by Step

	Press the Edit Mode button in the tool bar. The User Interface changes to the edit mode.	
	Select the desired line key.	
	Press the Properties icon on the line key. The Line Properties window appears.	
	Select the Local option for the Display in Call Queue field.	
	Press the OK icon to save changes and close the window.	

3.11.7 How to Switch the Ring Tone On or Off

You can turn the ring tone for a line key on or off. By default, the ring tone is turned on.

Step by Step

	Press the Edit Mode button in the tool bar. The user interface switches to the edit mode.	
	Select the desired line key.	
	Press the Properties icon on the line key. The Line Properties window appears.	
	To switch the ring tone off, deselect the Local option for the Ring Tone field. A turned off ring tone is also shown on the line key with a crossed-out bell icon.	
	or	
	To switch the ring tone on, select the Local option for the Ring Tone field.	
	Press the OK icon to save changes and close the window.	

3.11.8 How to Set Up Comfort Activation

You can set whether the call on this line is to be answered directly on lifting the handset if it is at the first position in the call queue.

Calls that are at the first position in the call queue are identified by a different icon. The icon also indicates whether the "Comfort Activation" function is enabled. This function is active if it has been activated locally or remotely.

Step by Step

	Press the Edit Mode button in the tool bar. The user interface switches to the edit mode.	
	Select the desired line key.	
	Press the Properties icon on the line key. The Line Properties window appears.	
	To switch the comfort activation on, select the Local option for the Comfort Activation field. The call on this line is answered directly on lifting the handset if it is at the first position in the call queue. An asterisk indicates that this function has been enabled by a ring transfer.	
	Press the OK icon to save changes and close the window.	

3.12 Concentrator Keys

For a page with 60 keys, the call queue is in the background and must be brought to the foreground with the "Control Field" menu button. Concentrator keys can be used to accept calls (Inc. Concentr.) or to place calls on hold ("Hold Concentr." key).

Incoming Concentrator Key

Up to 10 keys ("Inc. Concentr. 1" to "Inc. Concentr. 10") are possible per profile. The first call can thus be answered by pressing the "Inc. Concentr. 1" key; a second call with the "Inc. Concentr. 2" key, and so forth.

Example: Two lines are in the ringing state. The first call is signaled on the first "Inc. Concentr. 1" key. The second call is signaled on the "Inc. Concentr. 2" key". The "Inc. Concentr. 3" key is free.

Hold Concentrator Key

Lines on hold are displayed in the call queue. If the line has also been programmed with a "common hold", the held line is displayed in the call queues of other OpenScape Xpert terminals as well.

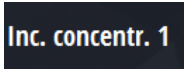
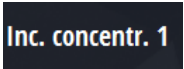
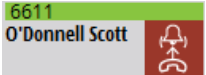
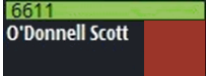
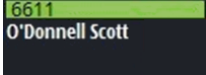
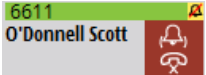
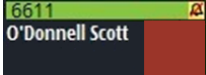
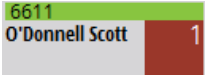
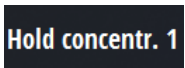
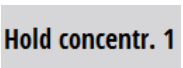
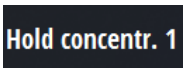
Lines on hold are also displayed on the keys "Hold Concentr. 1" to "Hold Concentr. 10" if they are configured. The first line on hold is parked on the "Hold Concentr. 1" key by pressing the "Hold" button; a second call with the "Hold Concentr. 2" key, and so forth.

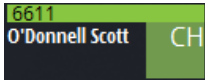
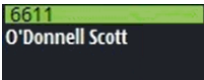
This functionality applies to the following hold states: "Common Hold" at the own OpenScape Xpert terminal, "Private Hold" at the own terminal, and "Common hold" of a subscriber whose line is programmed with "Common Hold in Call Queue".

The line is only shown in the call queue or the "Hold Concentr. x" if the parameter "Call Queue Entry/Concentrator Active" has been set. This feature can be activated or deactivated at the System Manager client or (if "changeable" was set to yes) even at the OpenScape Xpert terminal.

Example: The first line is in the "Common Hold" status and shown on the "Hold Concentr. 1" key.

Concentrator Keys and Statuses

Status	Icon (Dark Style)	Icon (Light Style)	Icon (Dark Style 1)
Inc. Concentr. 1 key in idle state			
Inc. Concentr. 1 key in ringing state			Fast blinking between:  
Inc. Concentr. 1 key in ringing state, ring tone turned off.			Fast blinking between:  
Inc. Concentr. 1 key in call state			
Hold Concentr. 1 key in idle state			

Status	Icon (Dark Style)	Icon (Light Style)	Icon (Dark Style 1)
Hold Concentr. 1 key with call on hold			Fast blinking between:  

NOTICE:

A maximum of 10 incoming and hold concentrator keys each can be configured per profile at the System Manager. The call can, of course, still be received in the call queue (if any) or with other keys.

3.13 Direct Keys (DKA)

A direct key (Direct Key Automatic, analogous to a speed-dial key) is used to store the call number of the destination station as well as a "precedence line". You can program both external and internal phone numbers on a direct key.

In the idle state, only the name of the partner is shown on a direct key. As soon as the key is pressed, the line number and status are also displayed.

If the precedence line is busy, the system automatically searches for the next free line. You can manually add details for incomplete phone numbers on direct keys.

The system administrator can set the property "Preferred Identity Number" in the communication system for Xpert lines together with a calling party number. Using lines of this type enables you to create a speed dial contact (DKA) where a preferred identity number is displayed as the outgoing number of the calling party. This number can be a group number, your personal/private number, your intercom number or just the general number of your company.

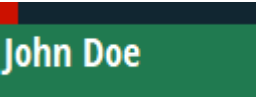
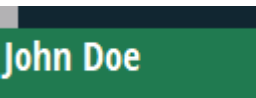
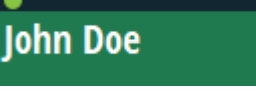
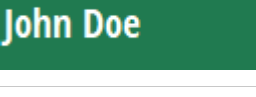
After you press the Direct Key, depending on the setting, you will be returned to the previous page exited before pressing the key or to the main work page, or remain on the current page.

Availability indicators

The DKA can indicate the target's availability state in two different ways. The busy indication shows the user's profile status and the presence indication shows the destination line status.

- **Busy indication:** If the system administrator has enabled the busy indication for a direct key, a small square is displayed at the top left of the user name indicating whether the user is available (green), on a call (red), or offline (gray).
- **Presence indication:** If the system administrator has enabled the presence indication (CSTA monitoring), in the idle state a small circle is displayed

at the top left of the username indicating whether the DKA target line is available (green) or busy (red). If the presence status is unknown, nothing is displayed.

Icon	Status
	Busy indication: The user is logged in with profile configured for the DKA by the system administrator and they are available.
	Busy indication: The user is logged in with profile configured for the DKA by the system administrator and they are on a call.
	Busy indication: No user is logged in with the profile configured for the DKA by the system administrator.
	Presence indication: The destination number configured for the DKA is available.
	Presence indication: The destination number configured for the DKA is on a call.
	Presence indication: The user profile configured for the DKA by the system administrator is offline. Busy indication: The destination number is available.

NOTICE:

It is possible to protect the data from the Contacts and the direct keys (DKA). If the required change functions are absent in your profile, please contact your administrator.

3.13.1 How to Edit the Properties of a Direct Key

You can display the **DKA Properties** window and change or modify various settings, e.g., name and number displayed on the key or the color of the key and text.

Step by Step

	Press the Edit Mode button in the tool bar. The user interface switches to the edit mode.	
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Windows and Controls

Name Key (DKM)

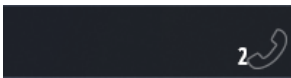
	Select the desired DKA key.	
	Press the Properties icon on the DKA key. The DKA Properties dialog appears. In the case of a grayed-out dialog, the system administration has set the properties to "not changeable".	
	Change the name, phone number, precedence line and color as desired in the DKA Properties window.	
	Press the OK icon to save changes and close the window.	
	or	
	Press the Cancel icon to discard changes (if changes have been made) and close the window.	
	or	
	Press the Reset icon to reset the settings to their former value.	

3.13.2 How to Dial with a Direct Key

Prerequisites

You have programmed a direct key.

Step by Step

	Press the desired Handset button. The handset is selected.	
	Press a Direct Key and edit the phone number manually if required. The number is dialed.	

3.14 Name Key (DKM)

A Name key (DKM = Direct Key Manual) has the number of a destination station stored on it. You can program both external and internal phone numbers on a Name key.

Function

The Name key shows the data of the user. The system selects the precedence line or, if this is busy, the next free line. After you press the Name key, depending on the setting, you will be returned to the previous page exited before pressing the key or to the main work page, or remain on the current page.

NOTICE:

If a Name key (DKM) is pressed during an existing connection, and the administrator has unlocked the "Quick Transfer" function, a consultation is initiated and followed by suffix dialing; otherwise, only the suffix dialing occurs.

Name Key with Suffix Dialing

A main phone number can be stored on a name key. In this case, the extension number must be suffix-dialed. The control character "W" is used for this purpose when programming name keys.

The number 0897007W, for example, is stored on the name key. When this name key is pressed, the telephone waits for further digits to be entered. The complete number is dialed after pressing the OK button in the number pad. If the user does not press any key, the number is dialed automatically after a timer that follows the last entered digit has expired. By default, the timer is set to 6 seconds, but can be changed by the system administrator.

3.14.1 How to Edit the Properties of a Name Key

You can change the properties of your Name keys or program free keys as Name keys.

Step by Step

	Press the Edit Mode button in the tool bar. The User Interface changes to the edit mode.	
	Select the desired name key.	
	Press the Properties icon on the name key. The DKM Properties window appears.	
	In the DKM Properties window, you can then change the name, number and color.	
	Press the OK icon to save changes and close the window.	
	or	

	Press the Cancel icon to discard changes (if changes have been made) and close the window.	
or		
	Press the Reset icon to reset the settings to their former value.	

3.14.2 How to Edit the Properties of a Name Key (Option 2)

Step by Step

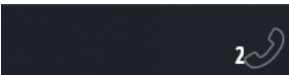
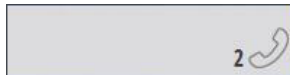
	Press Contacts in the toolbar. The Contact List appears.	
	Open the drop-down list and select Local Contacts. The entries in the global Contacts directory cannot be edited.	
	Mark the desired entry.	
	Press the Edit icon. The Edit contact dialog appears.	
	Edit the user data in the Edit contact dialog.	
	Press OK to save the data and close the Edit contact dialog.	

3.14.3 How to Dial with a Name Key

Prerequisites

You have programmed a name key.

Step by Step

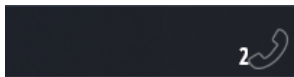
	Press the desired Handset button. The handset is selected.	
	Select the line (optional).	
	Press the Name Key . The number is dialed.	

3.14.4 How to Dial a Number Using the Name Key followed by Suffix Dialing

Prerequisites

You have programmed a name key with a main phone number and the special character "W" for suffix dialing.

Step by Step

	Press the desired Handset button. The handset is selected.	
	Select the line (optional).	
	Press the name key of a main phone number for suffix dialing.	
	Dial a number . On pressing each key, you will hear a confirmation tone, if configured accordingly. The Left arrow can be used to correct a wrongly entered digit.	
	Press OK in the dialpad or wait until the timer for automatic dialing has expired. The number is dialed.	

NOTICE:

The system administrator can set the time before automatic dialing begins (the default is 6 seconds).

3.15 Cleaning

For Linux-based clients there is a function key which makes it easier to clean the device by disabling the input peripherals.

When the Cleaning function key is pressed, the hard keys and touch screen are disabled for 30 seconds. During this time, the incoming calls can be answered by picking up the handset.

NOTICE: The Cleaning function key can be found on the Login window or on the profile pages.

4 Basic Functions

The basic functions can be used, among other things, for dialing, accepting calls, open listening, hands-free calling, toggling a call, placing calls on hold, or initiating consultation calls with third parties.

4.1 Answering a Call

You can answer a call directly via the handset or via a button.

NOTICE:

A call can also be answered via the "Handsfree/Open Listening" function.

4.1.1 How to Answer a Call via the Handset

Prerequisites

The handset is placed in the cradle (on-hook).

The first call in the call queue will then be located on the handset if the "Comfort Activation" function was set for this line.

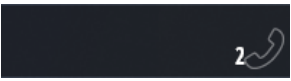
Step by Step

	Lift the handset.
---	-------------------

4.1.2 How to Answer a Call via a Button

You can answer a call via any button in the "ringing" state, e.g., the call queue button, line key, call concentrator key or a direct key.

Step by Step

	Press the desired Handset button . The handset is selected.	
	Press the button/key in the "ringing" state. The call is located on the handset.	

4.2 Dial

You can set up connections through direct dialing, redialing, the Contacts, call memory, the dialpad or the keyboard.

NOTICE:

If the "Receive Calls Only" or "Login" window is open, you can dial only with the DKA login keys. Only handset 1 is active.

If you are dialing via the dialpad, you can enter the digits 0 through 9, * and #. On pressing each key, you will hear a feedback tone, if configured accordingly.

When dialing with DKA, DKM and the Contacts, control characters can be added for the dialing delay (p, P, F) and the generation of multiple frequency tones (t, T).

Control Characters for Dialing Delay

When programming DKA, DKM and the Contacts, the Pause control characters p, P and F can also be programmed in addition to the input of digits (0 through 9, +, * and #).

p stands for a dialing delay of half a second, P for a dialing delay of one second. F stands for a dialing delay of 5 seconds. The control characters p, P and F may be entered more than once.

NOTICE:

If you are unsure about the control characters used for the dialing delay, contact your system administrator. He or she can do the programming for you.

Control Characters for Dual Tone Multiple Frequencies (DTMF)

When programming DKA, DKM and the Contacts, the control characters T and t can also be programmed in addition to the input of digits (0 through 9, +, * and #).

The control character T turns on the local generation of DTMF tones at your terminal, and t turns it off.

If the local generation is enabled, the special characters A, B, C and D can also be programmed in addition to the input of digits (0 through 9, +, * and #).

NOTICE:

If you are unsure about the control characters used for the dual tone multiple frequencies (DTMF), contact your system administrator. He or she can do the programming for you.

Control Characters for Suffix Dialing with DKM Keys

With name keys, the control character "W" can be programmed for suffix dialing. With such DKM keys, the system waits for additional digits to be entered before the number is dialed.

Preparation for Dialing

When dialing, the Xpert terminal automatically uses

- the handset selected in the call control
- the default prefix
- the line that is set up as the precedence line

If you want to use a different handset or another line, you must select the handset, the line and the alternative prefix in advance yourself.

NOTICE:

The system administrator can set the property "secret" in the communication system for Xpert lines, provided the system supports this feature. When you call a user on such a line, your phone number is not displayed to the called party.

Preferred Identity Number

The system administrator can set the property "Preferred Identity Number" in the communication system for Xpert lines together with a calling party number. Using lines of this type enables you to create a speed dial contact (DKA) where a preferred identity number is displayed as the outgoing number of the calling party. This number can be a group number, your personal/private number, your intercom number or just the general number of your company.

Redialing

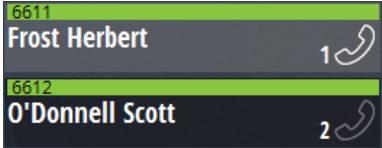
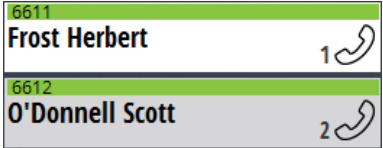
Two types of redialing are available to you:

- – With Last Number Redial (LNR), you reestablish a connection again with the phone number of the party you last dialed.
- With Saved Number Redial (SNR), you reestablish a connection again with the phone number of the party you last saved in the call memory.

You can store the phone number of a user even if you have not reached him or her.

Selecting the Handset

The dialing and switching functions always refer to the handset for which the associated handset button is currently selected in the call control.

Dark style user interface	Light style user interface
	

The highlighted call control button indicates the selected handset to which all subsequent actions refer. Exactly one handset is always selected.

IMPORTANT:

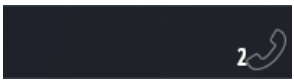
Before each dialing or switching operation, check the current selection of the handset to prevent unintentional actions.

Even the "hands-free" (only with a gooseneck microphone) and "Open Listening" functions always refer to the currently selected handset.

The unselected handsets are shown as inactive.

4.2.1 How to Select a Handset

Step by Step

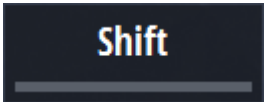
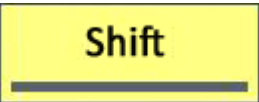
	Press the desired Handset button. The handset is selected. The display of the selected handset is white.	
	Execute additional functions such as selecting a line or dialing a number.	

4.2.2 How to Select the Alternative Prefix (Shift)

The system uses the standard prefix for dialing. With the "Switch" function, the alternative prefix is used for the next dialing operation instead of the default prefix.

Pressing the function key again turns off the function.

Step by Step

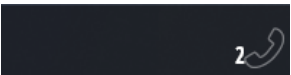
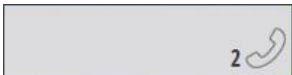
	Press the Shift function key. The feature is enabled for the next dialing operation. The status field turns red and blinks slowly.	
	Press a Line Key. The line is selected. The line number appears on the handset button. After dialing successfully, the function is turned off; the flashing ceases, and the field becomes gray.	

4.2.3 How to Select a Line

For each dialing operation, the system requires a line. You can leave the choice of the line to the system (if the precedence line is busy, the next free line is taken) or choose the line on which you want to set up a connection yourself.

Step by Step

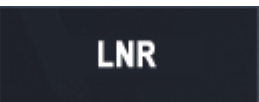
Basic Functions

	Press the desired Handset button. The handset is selected.	
	Press the Line Key . The line is selected. The line number appears on the handset button. Execute additional functions such as dialing a number.	

4.2.4 How to Redial the Last Dialed Number

The last number dialed is displayed on the button..

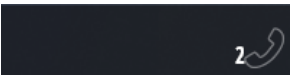
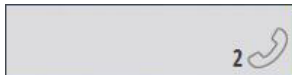
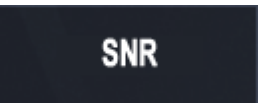
Step by Step

	Press the desired Handset button. The handset is selected.	
	Press LNR and edit the number manually if required. The number is dialed.	

4.2.5 How to Redial a Saved Number (SNR)

The last number saved in the redial memory is displayed on the button.

Step by Step

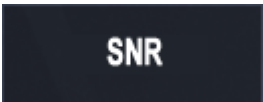
	Press the desired Handset button. The handset is selected.	
	Press SNR and edit the number manually if required. The number is dialed.	

4.2.6 How to Save a Number (SNR)

You can store the phone number of a user even if you have not reached him or her.

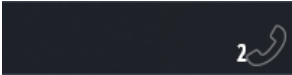
Step by Step

	Enter the number. All dialing functions are available to you:	
---	---	---

	Press SNR. The phone number is saved and displayed on the button.	
---	--	---

4.2.7 How to Dial with the Dialpad

Step by Step

	Press the desired Handset button. The handset is selected.	
	If you want to seize a specific line for the call, press the line key.	
	Bring up the Dialpad.	
	Dial a number. On pressing each key, you will hear a confirmation tone, if configured accordingly. The Left arrow can be used to correct a wrongly entered digit. C can be used to delete wrongly entered digit sequences.	
	Press OK or wait until the timer for automatic dialing has expired. The number is dialed.	

NOTICE:

The system administrator can set the time before automatic dialing begins (the default is 6 seconds).

4.2.8 How to Enable DTMF During an Active Call

You can send DTMF (dual tone multiple frequency) signals during an active call.

Prerequisites

You have already set up a connection.

Step by Step

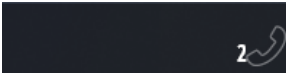
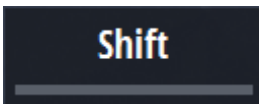
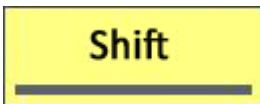
Basic Functions

Open Listening / Hands-free Mode

	Press DTMF Signaling .	
	Bring up the Dialpad .	
	Dial a number . On pressing each key, you will hear a confirmation tone, if configured accordingly. The Left arrow can be used to correct a wrongly entered digit. C can be used to delete wrongly entered digit sequences.	

4.2.9 How to Dial using the Keyboard

Step by Step

	Press the desired Handset button. The handset is selected.	
	If you want to seize a specific line for the call, press the line key.	
	Press the Shift function key if an alternative prefix is to be used.	
	Enter the number via the connected keyboard. You can use the digits of the dialpad as well as those of the keyboard.	

4.3 Open Listening / Hands-free Mode

With the "Open Listening" function, other people in the room hear your remote partner through the speakers. With the "Hands-free" function, you can communicate with your partner through a gooseneck microphone.

The "Open Listening" function is enabled and disabled with the same button.

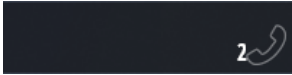
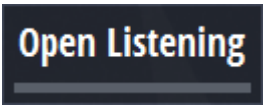
Open Listening **cannot** be activated simultaneously for multiple lines.

4.3.1 How to Switch on Open Listening

Prerequisites

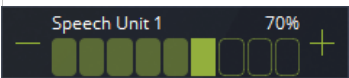
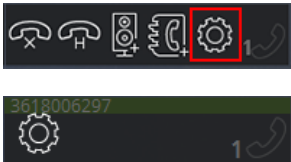
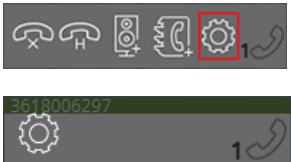
You are conducting a call using a handset.

Step by Step

	Press the desired Handset button. The handset is selected.	
	Press Open Listening . The "Open Listening" function is switched on or off.	

4.3.2 How to Set the Volume

Step by Step

	If the "Volume Control" block is included on the current page: Use the +/- icons to set the volume.	
or		
	Press the Edit Mode button in the tool bar. The user interface changes to the edit mode.	
	Press the Properties icon on the desired Handset button . The Handset Properties window appears.	
	Drag the slider of the current speech unit to the desired volume. The volume is changed.	
	Press the OK icon to save changes and close the window.	
or		
	Press the Cancel icon to discard changes (if changes have been made) and close the window.	
or		

Basic Functions

Placing a Call on Hold



Press the **Reset** icon to reset the settings to their former value.



4.3.3 How to Switch on Hands-free Mode / Cradle Switchover

Prerequisites

Hands-free calling requires a gooseneck microphone (optional hands-free module).

You can activate the hands-free mode during a call.

Step by Step

	Press the Cradle button and keep it pressed.	
	Hang up the handset connected to the gooseneck microphone while holding down the button. The "hands-free" function is enabled.	

4.3.4 How to Switch off Hands-free Mode

Step by Step

	Lift the handset connected to the gooseneck microphone. The "hands-free" function is disabled.
--	---

4.4 Placing a Call on Hold

With the "Hold" function, you leave a call without disconnecting. The call is placed on hold (parked) until it is picked up again by you or some other user, depending on the line setting and the hold function used.

Common and Private Hold Setting for Common Lines

The system administrator can configure the hold functionality for shared lines as "common hold" or "private hold" lines. The main differences are:

- A common held call is presented in the call queues of all users and can be retrieved by the same user or another user in the same session.
- A privately held call is only presented in the call queue of the user who has put it on hold and can only be picked up by this user.

Hold Function Key

The following applies for the **Hold** function key:

- You can place calls on hold automatically or manually.
- You place a call on hold automatically during a call when you:
 - accept another call on the same handset,
 - call another user on the same handset.
- Depending on the profile of the line, the system automatically places a connection on hold in one of the possible hold states (common or private).
- The status indicators for line keys, direct keys, hold concentrator keys and call queue keys show the current hold state.

Private Hold Function Key

You can place a call on private hold manually using the **Private Hold** function key. Regardless of the hold settings for the line, the held call is only displayed in your call queue and only you can pick it up again.

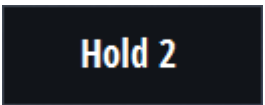
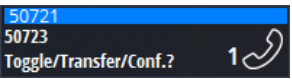
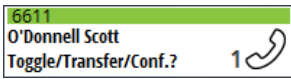
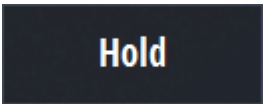
4.4.1 How to Place a Call on Hold Manually

- Calls placed on hold are displayed in the call queue.
- A call can be placed on hold (parked) with a shortcut (default setting: F3).
- The call can also be parked on a specific speech unit by using a shortcut: (default settings: speech unit 1 = F6 and speech unit 2 = F7).

NOTICE:

Your administrator may have also defined shortcuts for the speech units 3 and 4.

Step by Step

	Press Hold 1...4 for the respective handset 1...4. The connection is placed on private hold or common hold depending on the line setting.	
	or	
	Press the desired Handset button. The handset is selected.	
	Press Hold. The connection is placed on hold private hold or common hold depending on the line setting.	
	or	
	Press the Edit Mode button in the tool bar. The user interface changes to the edit mode.	

Basic Functions

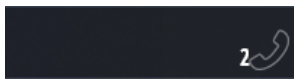
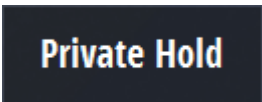
Consultation

	Press the Hold icon on the desired Handset button. The connection is placed on private hold or common hold depending on the line setting.	
	Press the Exit Edit Mode button in the edit mode tool bar. Depending on the application window setting, the edit mode may exit automatically in case of an incoming call.	

4.4.2 How to Place a Call on Private Hold

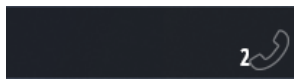
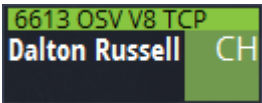
Calls placed on private hold are displayed only in your call queue.

Step by Step

	Press the desired Handset button. The handset is selected.	
	Press Private Hold. The connection is placed on private hold and can only be retrieved by you.	

4.4.3 How to Resume a Call Placed on Hold

Step by Step

	Press the desired Handset button. The handset is selected.	
	Press the Line/DKA or Call Queue button in the "Hold" state. The call is moved back to the handset.	

4.5 Consultation

During a call, you can consult with and obtain information from another user without the waiting party listening to your consultation call.

With the "Consultation" function, you can call a second party on a line already seized by you, i.e., you can initiate and conduct a second call. The parked user (who is placed on hold) does not appear in the call queue.

You can bring up the "Consultation" function in the dialog menu or with the "Consultation" button in the Xpert Desktop or Phone Desktop. Pressing a DKM with an existing connection also initiates a consultation (depending on the setting).

After initiating a consultation, you can also use the following functions:

- Transfer the waiting party to a second user
- Speak alternately with both parties (toggle)
- Speak simultaneously with both parties (conference)
- End the second call and return to the waiting party (end second call)

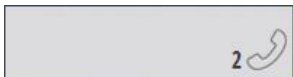
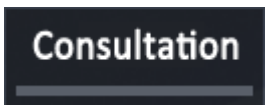
You can also initiate the consultation with a shortcut (default setting: Ctrl+c or Ctrl+C).

4.5.1 How to Consult using Functions Keys

Prerequisites

You are conducting a call.

Step by Step

	Press the desired Handset button. The handset is selected.	
	Press Consultation . The first party waits.	
	Enter the number of the second user. All dialing functions are available to you: When the second user responds, conduct the consultation.	

4.5.2 How to Consult using DKM Keys

Prerequisites

You are conducting a call.

If you now press a name key (DKM), a consultation will be initiated, and a connection will be set up with the saved number (depending on the setting).

INFO:

This requires the system administrator to have set up the Automatic Consultation function for DKM.

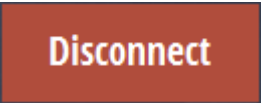
Step by Step

	Press the Name Key. A consultation is initiated, and the phone number is dialed.	
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4.5.3 How to End a Second Call

A second call on an already seized line occurs when you execute the "Consultation" function, for example. After finishing the second call, you are reconnected with the first party.

Step by Step

	Press Disconnect or the button assigned for disconnecting. This ends the second call. You are reconnected with the first party.	
---	--	---

4.6 Toggle

The "Toggle" function is used to switch between multiple calls.

It enables calls to be accepted at the same handset without disconnecting the first call. The first connection is placed on hold. The waiting user cannot listen in on the new call.

You have the following options:

- Automatic toggle
- Toggle with Function Key

INFO:

If you have initiated a consultation call, you can switch between the last two calls only with the "Toggle" function key.

You can end a call on the handset. This also ends the toggle function.

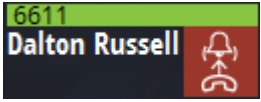
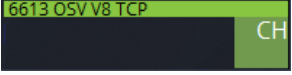
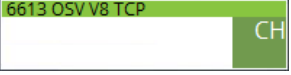
4.6.1 How to Toggle Automatically

Prerequisites

The lines of the other users are in the "with remote seizure", "on-hold" or "ringing" state.

You are currently conducting a call. You want to speak alternately on same handset with multiple users without ending the calls.

Step by Step

	Accept a call. Set up the desired connection with a direct key (DKA) or with another line key. You are connected with the new user.	
	Press the Call Queue button. You are connected with the new user on the selected handset. The first user is placed on hold. The call appears in the call queue. Repeat the process to toggle to other users or return to the first party.	

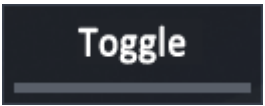
4.6.2 How to Toggle using a Function Key

You are conducting an internal or external call and have initiated a consultation or accepted a second call.

You return to the first party when you disconnect the second call. You then talk again with the waiting party and can optionally start a consultation again or transfer the call to another user.

You can bring up the "Toggle" function in the dialog menu or in the Trading Desktop or Phone Desktop.

Step by Step

	Press Toggle. You are switched to the respective waiting party.	
---	--	---

4.7 Transfer

You can transfer a user to another user during a call.

4.7.1 Blind Transfer

Prerequisites

You have a call on the Speech unit.

Step by Step

- 1) Press **Transfer** to initiate transfer dialing.
- 2) Enter the target number or type in the name of the person you want to transfer the call to.

In case of an unsuccessful transfer, the original call remains in the common hold state.

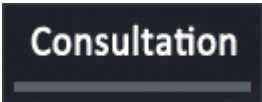
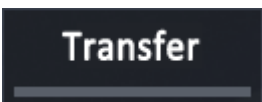
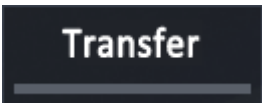
You can also use automatic transfer with Name key if the Automatic Consultation for DKM function is enabled for the DKM key.

4.7.2 Transfer with Consultation

Prerequisites

You have a call on the Speech unit.

Step by Step

	Press Consultation to initiate a consultation. The first party waits.	
	Immediately after entering the phone number or when the other party responds, press Transfer . The call is transferred.	
or		
	Press the Name Key . A consultation is initiated, and the phone number is dialed.	
	Immediately after entering the phone number or when the other party responds, press Transfer . The call is transferred.	

You can also use automatic transfer with Name key if the Automatic Consultation for DKM function is enabled for the DKM key.

4.8 Conference (HiPath)

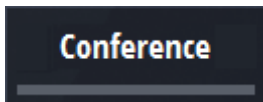
In a HiPath conference, all participants can talk to one another.

Overview

You can interconnect a maximum of 3 participants in a conference. The following functions are available to you:

- Initiating a conference,
- Leaving a conference.

You can initiate the "Conference" function with the **Conference** function key in the Trading Desktop or Phone Desktop.

Icon (dark style)	Meaning	Icon (light style)
	Conference function key	

If the **Conference** function is enabled, the status of the function key is displayed in red. In the Call Control, a conference is displayed as follows:

Icon (dark style)	Icon (light style)
	

NOTICE:

The "parallel call" function corresponds to a "small" conference. Other parties can participate in a call via additional handsets of your OpenScape Xpert terminal.

4.8.1 Initiating a Conference (HiPath)

This section describes the different ways to initiate a conference.

You can initiate a conference if you are already conducting a call with two parties by using the Consultation or Toggle feature

NOTICE:

If you want to conduct a conference and reserve the right to leave it without disconnecting the other participants, you must initiate the conference via Consultation?.

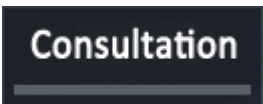
The start of a conference call is not signaled with an alert tone.

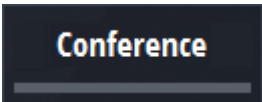
4.8.1.1 Conference (HiPath): Initiating via Function Keys

Prerequisites

You are conducting a call. The dialog menu shows Consultation?.

Step by Step

	Announce a conference to the first party.	
	Press Consultation . The first party waits.	
	Enter the number of the second user. All dialing functions are available to you: When the second user responds, conduct the consultation.	

	Press Conference. You will now be in a conference with the participants.	
---	---	---

NOTICE:

You can also initiate the conference with a shortcut.

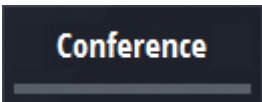
Default setting: Ctrl +k or Ctrl + K

4.8.1.2 Conference (HiPath): Initiating via DKM Keys

Prerequisites

You are conducting a call. The system administrator has made the appropriate "Quick Transfer with DKM" setting.

Step by Step

	Announce a conference to the first party	
	Press the Name Key. A consultation is initiated, and the phone number is dialed.	
	Press Conference. You will now be in a conference with the participants.	

NOTICE:

You can also initiate the conference with a shortcut.

Default setting: Ctrl +k or Ctrl + K

4.8.1.3 Conference (HiPath): Initiating with Consultation/Toggle

Prerequisites

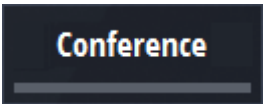
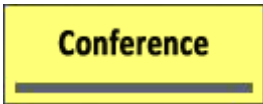
You are conducting a call with two parties by using the consultation or toggle function.

Step by Step

1)

2)

	Announce a conference to the parties involved.	
--	--	--

	Press Conference. You will now be in a conference with the participants.	
---	---	---

NOTICE:

You can also initiate the conference with a shortcut.

Default setting: Ctrl +k or Ctrl + K

4.8.2 Conference (HiPath): Leaving

A conference consists of up to three conference participants.

Step by Step

	Leave conference	
	Press Disconnect or the button assigned for disconnecting. You have now left the conference. The conference will continue as a "normal" call, if one exists.	

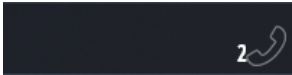
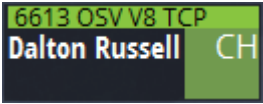
4.8.3 Conference (HiPath): Parallel Call

The "Parallel Call" function corresponds to a "small" conference at an OpenScape Xpert terminal with multiple handsets on one line.

Prerequisites

You are in a call. A speech unit has been selected (e.g., handset 1).

Step by Step

	Press a handset button in the "Idle" state (e.g., handset 2).	
	Press the line or direct key that is showing the desired call. The connection is with you on multiple handsets. The status field of the line or direct key shows the parallel call.	
	Optional:	
	Repeat the process to place the call on further handsets of your own OpenScape Xpert terminal.	

NOTICE:

To end the call on one of the handsets, disconnect that handset.
The other parties remain connected.

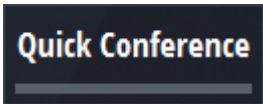
If you want to conduct a call with multiple internal or external parties, initiate a conference.

4.9 Quick Conference

The Quick Conference is basically a simpler way to set up a line conference. The same conference can be edited or set up with Line Conference and Quick Conference too. A conference set up with Quick Conference can be edited with the Line Conference features, and vice versa.

Overview

A Quick Conference can be initiated via a button on the toolbar or a function key. If the **Quick Conference** function is enabled, the status indicator of the button shows this in red, and the button on the toolbar is displayed in red.

Icon (dark style)	Meaning	Icon (light style)
	Button in the toolbar (must be configured by the system administrator)	
	Quick Conference Function Key	

For a Quick Conference, no conference indicator is displayed in the toolbar. All information about the conference is represented on the handset button or the function key.

Options for Initiating a Quick Conference

Depending on how long the function key or button is pressed on the toolbar, the system switches to the "Quick Conference One-Action" or "Quick Conference Permanent" editing mode.

- One-action editing mode:
In this mode you can set up a three-way conference or extend an existing conference with a new party.
- Permanent editing mode:
In this mode you can set up a conference with two or more users or extend an existing conference with multiple parties.

4.9.1 How to Initiate a Three-Party Quick Conference / Extend a Quick Conference by Adding a User

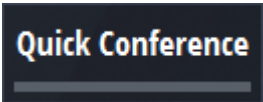
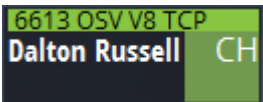
Prerequisites

The Xpert terminal is in normal mode, i.e., not in the line conference editing mode or announcement editing mode.

A call or an existing conference is already being conducted on the active speech unit.

You can set up a three-way quick conference with a line button, SPM channel and line of the call queue or extend a conference by adding a remote partner.

Step by Step

	Press the Quick Conference function key briefly (less than one second). You are now in the one-action editing mode. The status field changes from gray to bright red.	
or		
	Press the Quick Conference button in the toolbar briefly (less than one second). You are now in the one-action conference editing mode. The button changes from gray to bright red.	
	Add the desired line key (or SPM, DKA or call queue) to the line conference. The line status field shows the yellow conference symbol, and the conference is set up or extended. The conference editing mode is exited.	
or		
	Dial a number. The number is dialed, and the conference is set up or extended. The conference editing mode is exited. The Left arrow can be used to correct a wrongly entered digit. C can be used to delete wrongly entered digit sequences.	

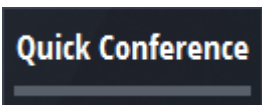
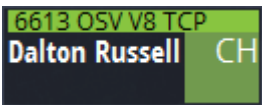
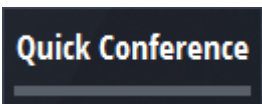
4.9.2 How to Initiate a Quick Conference

Prerequisites

The Xpert terminal is in normal mode, i.e., not in the line conference editing mode, announcement editing mode or the "one-action" Quick Conference editing mode.

You can set up or extend a quick conference with one or more different line keys, SPM channels and lines of the call queue.

Step by Step

	Press the Quick Conference function key for a longer time period (more than one second). You are now in the permanent editing mode. The status field changes from gray to bright red.	
or		
	Press the Quick Conference button in the toolbar for a longer time period (more than one second). You are now in the permanent editing mode. The button changes from gray to bright red.	
	Add the desired user (or SPM, DKA or call queue) to the line conference. The line status field shows the yellow conference symbol, and the conference is set up or extended.	
or		
	Enter the number . The number is dialed. The line status field shows the yellow conference symbol, and the conference is set up or extended.	
	Add further users.	
	Press Quick Conference . You exit the editing mode. The status field will change from bright red to gray.	

4.10 Disconnecting

You can clear a connection with or without a handset selection. In addition, you can also disconnect a call by hanging up the handset or pressing the Disconnect switch on the gooseneck microphone.

The disconnecting of SPM and market lines occurs via special function keys.

The function key "Disconnect 1" clears the connection to your remote party on handset 1. If no line is located on the handset, the button is grayed out, which means it cannot be used.

Disconnecting SPM Lines

With the function "Disconnect SPM", you delete the assignment to the SPM and thus disconnect the line on the selected handset:

Disconnecting All Connections

You can disconnect all existing connections at your OpenScape Xpert terminal simultaneously, including lines in the "Privacy" state and SPM lines. Lines on which other group members are still conducting calls or which have been placed on hold by them remain open.

An automatic disconnect of all connections occurs:

- – When you log in with your profile at a second Xpert terminal). A message appears indicating that all connections at the first Xpert terminal have been disconnected.
- On enabling the "Receive Calls Only" function.
- On logging out.

The function "Disconnect all Connections" disconnects all lines. If the assignment was temporary, it is deleted as well. A fixed assignment is retained.

NOTICE:

Protected assignments (configured by the system administrator) are never deleted.

4.10.1 How to Disconnect Calls

Prerequisites

At least one call is active.

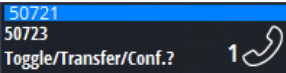
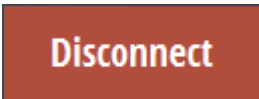
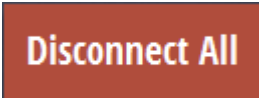
The connection can also be cleared for a specific speech unit by using a shortcut (default settings: speech unit 1 = F5 and speech unit 2 = F8).

Your administrator may have also defined shortcuts for the speech units 3 and 4.

NOTICE:

Connections to dedicated lines and lines assigned to the SPM **cannot** be disconnected in this way. Dedicated lines switch to the "on-hold" state.

Step by Step

	Replace the handset . The connection is cleared.	
	or	
	Press Disconnect 1...4 for the respective handset. The connection is cleared.	
	or	
	Select the handset button of the call to be disconnected. The connection is cleared.	
	Press Disconnect . The connection is cleared.	
	or	
	Press Disconnect All . The connections are cleared. IMPORTANT: The Disconnect All button disconnects SPM connections as well!	
	or	
	Press the Edit Mode button in the tool bar. The user interface changes to the edit mode.	
	Press the Disconnect icon on the desired Handset button.	
	Press the Exit Edit Mode button in the edit mode tool bar. Depending on the application window setting, the edit mode may exit automatically in case of an incoming call.	

4.10.2 How to Disconnect an SPM Line

The **Disconnect SPM** function disconnects the line on the selected handset and

- in case of a temporary assignment deletes the assignment
- in case of fixed (protected or not) assignment: deactivates the voice and visual indication of the SPM Channel.

The function "Disconnect all Connections" disconnects all lines. On SPM units it:

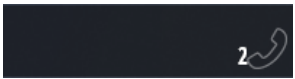
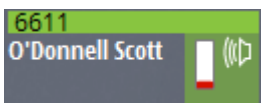
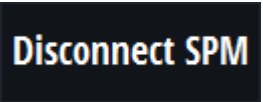
- deletes all temporary SPM assignments

- deactivates all SPM channels with fixed assignments.

NOTICE:

Protected assignments (configured by the system administrator) are never deleted.

Step by Step

	Press the desired Handset button. The handset is selected.	
	Press the SPM channel key . The SPM line at your terminal is in the call state.	
	Press Disconnect SPM . The SPM assignment is deleted, and the line is disconnected.	

4.11 Transit

The function Transit allows lines to be connected together into a transit connection. Each user which has the function key **Transit** can create or expand a transit connection, but only the creator can release it.

The main point is creator leaves Transit connection after finished with editing it.

The following functions are available to you:

- Create or expand Transit
- Enter existing Transit
- Disconnect Transit participant
- Release Transit
- Hold

You can use the Transit function key in Trading Desktop to create and process Transit.

In the second line of the display is an ID, which is only valid locally, i.e. on your terminal. The display also shows the number of lines connected in this Transit.

You can use the Select function key in the Trading Desktop to select a member of the Transit and remove them from the Transit. The participant remains on the active handset.

4.11.1 Create or Expand Transit

You can create or expand a Transit with different line keys, SPM-channels, DKA and lines of the Call Queue.

Prerequisites

- Create a new Transit: There is no active Transit on the active handset.

- Expand an existing Transit: There is active Transit on the active handset.

Step by Step

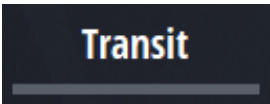
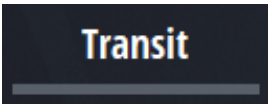
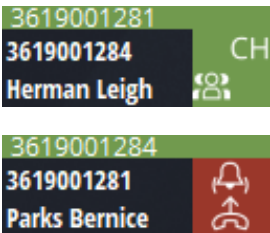
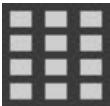
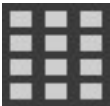
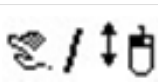
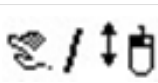
- 1) Press **Transit**. Either using short press or long press will lead the dispatcher to permanent edit mode. You are in **Transit Edit** mode.

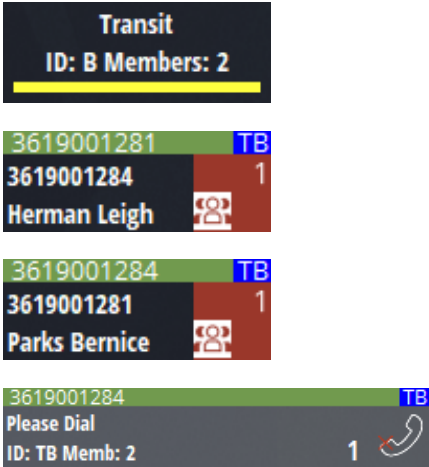
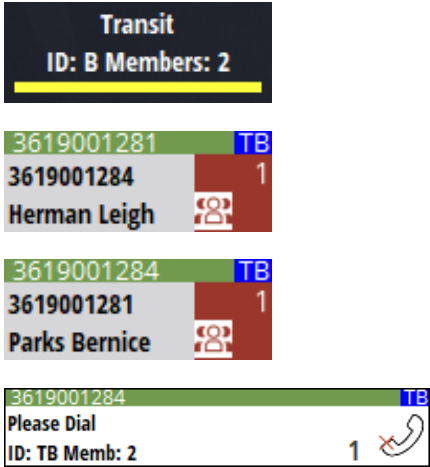
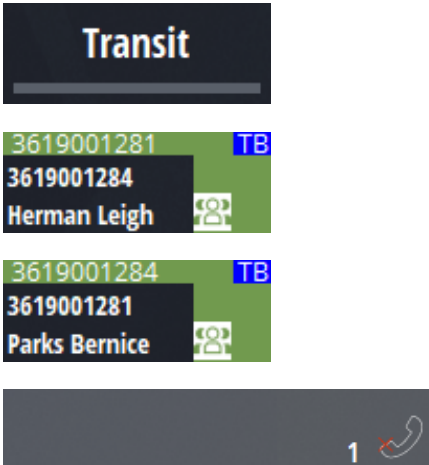
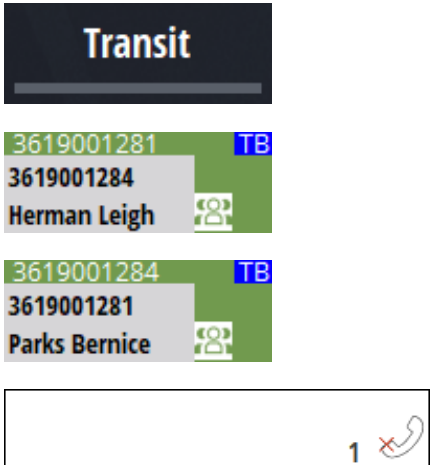
- 2) Add the desired seized line key (or SPM, DKA or Call Queue) into the Transit.

If you dial a digit, the precedence line is normally seized and added into the Transit.

- 3) Press **Transit**. You quit the **Transit Edit** mode.

The current handset is in idle state - which means that Transit is running in the background without separate involvement.

Dark Style		Light Style
	Long Press the Transit function key until it enters the processing mode.	
		
	Add the desired user (or SPM, DKA or call queue) to the line conference.	
	Enter the number. The number is dialed. The line status field shows the yellow conference symbol and the conference is set up or extended.	
	Add further users.	

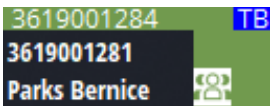
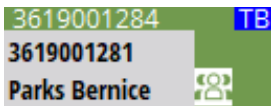
Dark Style		Light Style
	The Transit ID and the number of members in conversation are displayed on Transit function key and the Speech unit. The line keys state are in conversation and the Transit ID.	
	Press Transit function key. You exit the edit mode and leave the Transit conversation. The participants in Transit will remain active in the conversation	

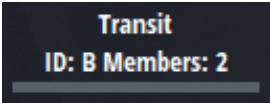
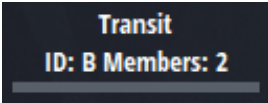
4.11.2 Enter existing Transit

You can enter existing Transit.

Prerequisites

Transit exists.

Dark Style		Light Style
	Press the desired line key (or SPM, DKA or Call Queue) which is the member of Transit.	

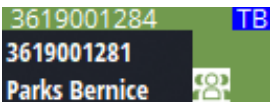
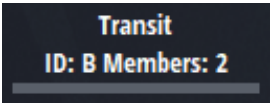
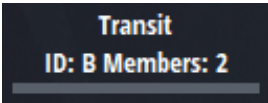
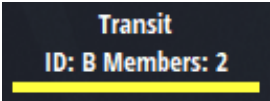
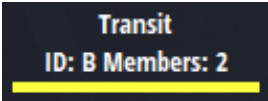
Dark Style		Light Style
	The selected line is the current line on the current handset. The Transit ID and the number of members in conversation are displayed on Transit function key and the Speech unit.	

4.11.3 Release Active Transit

The initiator can release an active Transit. No other user/dispatcher can release an active Transit this way.

Prerequisites

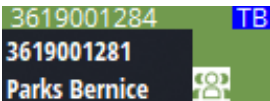
Transit is active and not present on the handset.

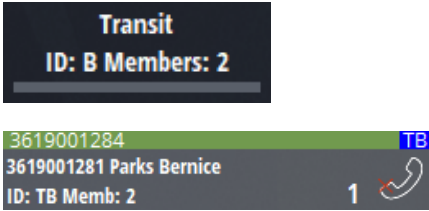
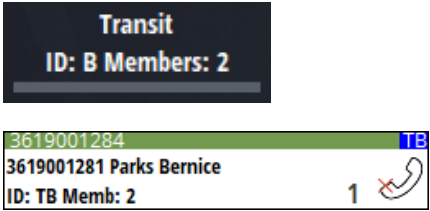
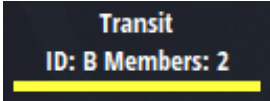
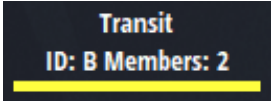
Dark Style		Light Style
	Press the line key for the Transit that you wish to release	
	The selected line is the current line on the current handset. The Transit ID and the number of members in conversation are displayed on Transit function key and the Speech unit.	
	Press Transit to enter edit mode	
	Press Disconnect All lines are switched off and disconnected from the Transit. The active handset is free.	

If the initiator dispatcher is not available, there is still a way to release an active transit for selected users.

The user must have the **Kill Line** function key on the profile.

The procedure is as follows:

Dark Style		Light Style
	Press the line key for the Transit that you wish to release	

Dark Style		Light Style
	The selected line is the current line on the current handset. The Transit ID and the number of members in conversation are displayed on Transit function key and the Speech unit.	
	Press Transit to enter edit mode	
	Press Kill Line The selected Transit is released All lines are switched off and disconnected from the Transit. The active handset is free.	

4.11.4 Disconnecting Members

You can disconnect a specific station from Transit.

Prerequisites

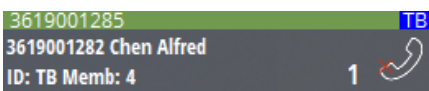
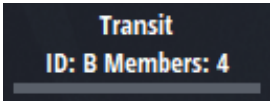
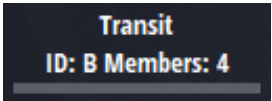
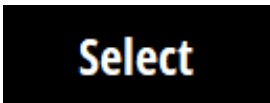
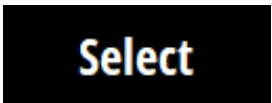
Transit is active or exists.

Step by Step

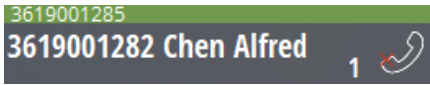
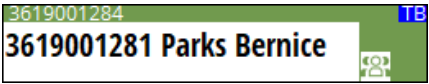
- 1) Select the desired line key, which seizes the line on the active handset or the line is marked as the current line in the connection.
- 2) Press **SELECT**.

The line is taken out of Transit and seized. The remaining Transit is disconnected from the active handset.

The line key must only be pressed if the current line is not the desired line.

Dark Style		Light Style
	Transit is active on the handset.	
	The selected line is the current line on the current handset. The Transit ID and the number of members in conversation are displayed on Transit function key and the Speech unit.	
	Press SELECT function key.	

Basic Functions

Dark Style		Light Style
Handset 	The line is taken out of Transit and seized. The remaining Transit is disconnected from the active handset and put on the hold queue	Handset 
Hold queue 		Hold queue 

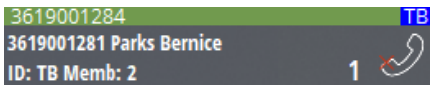
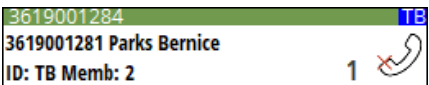
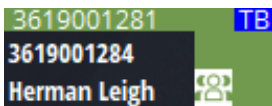
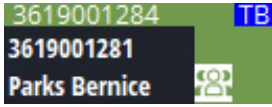
4.11.5 Disconnect from Handset

You can disconnect Transit from the handset.

Prerequisites

Transit is active or exists.

The procedure is as follows:

Dark Style		Light Style
	Transit is active on the handset.	
	Press Disconnect	
  	The line key is disconnected from the handset. Its status changes from active to existing.	  

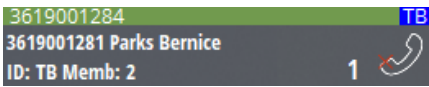
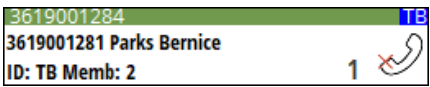
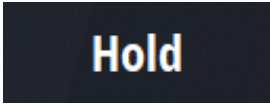
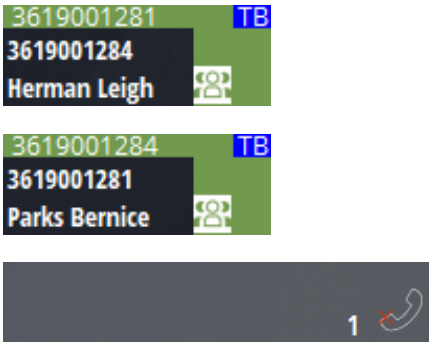
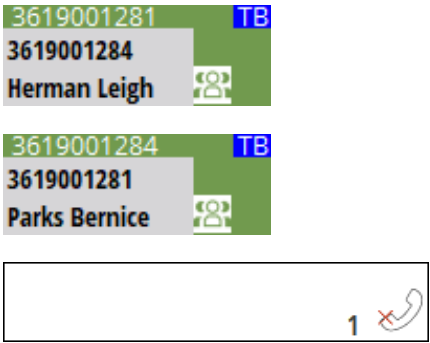
4.11.6 Hold Transit

You can hold Transit from the handset.

Prerequisites

Transit is active or exists.

Transit is active on the handset.

Dark Style		Light Style
	Transit is active on the handset.	
	Press Hold	
	The Transit is put on hold and disconnected from the handset. Its status changes from active to held.	

5 Team Functions and User Lists

The team functions include the announcement, speech monitoring and voice calling via the intercom (speaker calls). The user lists include the Contacts and the call memory (call journal).

5.1 Announcement

The "Announcement" function is used to transmit messages to other users.

You can direct your announcement to individual destinations or to groups of up to 20 users.

You can receive announcements through lines that are in the "on-hold", "with remote seizure", "call" or "SPM" state.

The system administrator can configure a specific speech unit (e.g., handset 4) for announcements.

If the handset is already seized, the first call is placed on hold for the duration of the announcement and subsequently switched through again, unless you replace the handset after the announcement or the remote party of the first call releases the connection.

Setting up a Variable Group Announcement

You can add destination lines to a variable announcement group through the following keys/buttons:

- Direct keys (DKA)
- Line keys
- Call Queue
- SPM channel buttons

The announcement destinations are not saved.

NOTICE:

If "privacy" has been enabled for a destination line from another Xpert terminal, you cannot include this line in the announcement.

Setting up a Fixed Group Announcement

NOTICE:

Please note that editing a fixed group announcement on the OpenScape Xpert client is only available as of OpenScape Xpert V5R1.2.

If you often make announcements on the same destinations, it is advisable to set up a fixed announcement group. You can combine up to 20 destinations into an announcement group.

During the announcement, further destinations can be added or existing destinations can be removed for the duration of the announcement.

You can add destinations to a fixed announcement group through the following keys:

- Direct Keys (DKA)
- Line keys
- Call Queue
- SPM channel buttons

NOTICE:

You can set up a maximum of 10 announcement groups.

Sending a Fixed Group Announcement

Your administrator can set up the "Announcement" function so that you can enable or disable the announcement with your left mouse button or keep the announcement switched on so long as you press the desired button (push-to-talk).

During the announcement, you can add further users to the announcement group or remove users from the announcement group. These changes are not saved.

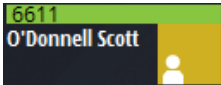
If a destination line is not in the "on-hold", "with remote seizure", "call" or "SPM" state, no announcement is made at that destination.

When a destination line switches from another state to the "on-hold", "with remote seizure", "call" or "SPM" state, this destination line is not automatically added to the announcement group.

Announcements Indicator

On shared lines and SPM channels, announcements from other OpenScape Xpert clients are shown with a people icon to prevent simultaneous announcements.

Status	Icon (Dark style)	Icon (Light style)	Icon (Dark style 1)
Line key on which another user is currently making an announcement.			
SPM channel key on which another user is currently making an announcement.			

Status	Icon (Dark style)	Icon (Light style)	Icon (Dark style 1)
Line key on which your own announcement and another user's announcement are currently active.			
SPM channel key on which your own announcement and another user's announcement are currently active.			

Hoot-n-Holler Function

The Hoot-n-Holler function enables users to accept incoming calls on one of their own speech units, add them to an announcement or disconnect such calls during an active announcement (variable announcement, fixed group announcement or SPM announcement).

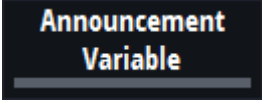
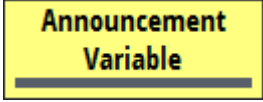
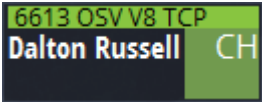
5.1.1 How to Send a Variable Group Announcement

Prerequisites

The destination line is in the "on-hold", "with remote seizure" or "call" state.

For announcements to announcement groups with variable destination lines, you use the "Variable Group Announcement" function.

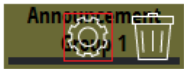
Step by Step

	Press Announcement Variable . The announcement is active. The screen switches to "Announcement" mode.	
	Select the announcement destination.	
	The selected announcement destination is active, and the status field is yellow.	

	Repeat the selection until all the desired destinations (max. 20) have been added to the announcement group. The number of active announcement destinations is displayed in the toolbar. Speak into a speech unit. Selecting an already active announcement destination disables that destination again.	
--	---	--

5.1.2 How to Add or Delete Members of a Group Announcement

Step by Step

	Press the Edit Mode button in the tool bar. The user interface changes to the edit mode.	
	Select the desired announcement function key.	
	Press the Properties icon on the announcement function key. The Edit Group window appears.	
	Select the Edit Group Members option. The Edit Group Members window appears.	
	To filter the displayed entries in the announcement group member list, select one or more options in the Show field area • DKAs • Lines • SPM Channels • Selected only	
or		
	Enter filter criteria in the Enter filter... field and click the Search icon.	
Then:		
	Select the desired announcement group member(s).	
	Press the OK icon to save changes and close the window.	

5.1.3 How to Edit the Name of a Fixed Group Announcement

Step by Step

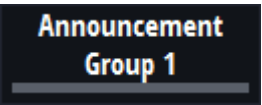
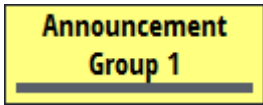
	Press the Edit Mode button in the tool bar. The user interface changes to the edit mode.	
	Select the desired announcement function key.	
	Press the Properties icon on the announcement function key. The Edit Group window appears.	
	Select the Edit Group Name option. The Edit Group Name window appears.	
	The Group Name field shows the existing name of the fixed group announcement. You can edit this name. When you press the Delete key on the right of the Name field, the contents of the field are deleted.	
	Press the OK icon to save changes and close the window.	

5.1.4 How to Send a Fixed Group Announcement using Enable/Disable

Prerequisites

Your administrator has configured the announcement for Enable/Disable.

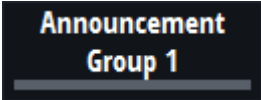
Step by Step

	Press Announcement Group 1, 2, 3, ...10 .	
	The announcement is active, and the programmed announcement destinations are also active. The screen switches to "Announcement" mode. Speak into the speech unit.	

5.1.5 How to Send a Fixed Group Announcement Using Push-to-Talk

With this function you send an announcement so long as you keep the button pressed.

Step by Step

	Keep the shortcut for the announcement group 1, 2, 3,...10 pressed for the duration of the announcement (Prerequisite: Your administrator has set up a shortcut for the announcement group 1, 2, 3,...10).	
	or:	
	Keep the Announcement Group 1, 2, 3,...10 button pressed for the duration of the announcement (depending on the setting).	

5.1.6 How to Terminate an Announcement

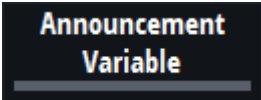
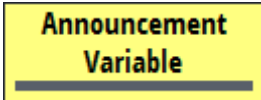
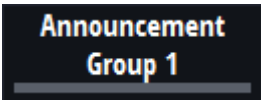
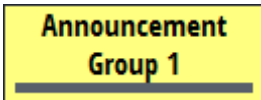
You can terminate announcements by the following methods:

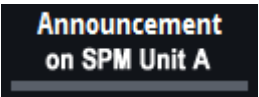
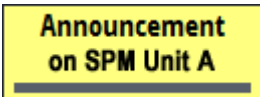
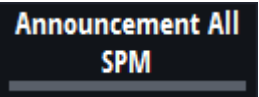
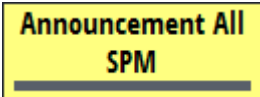
- Via the "Exit" button on the toolbar (this button appears on the toolbar as soon as the "Announcement" mode is active),
- By pressing the active "Announcement Variable" or "Announcement Group 1, 2, 3,...10" button again,
- By pressing the active announcement button "Announcement on SPM Unit A, B, C D, E or F" again.

NOTICE:

An announcement can only be terminated by one of the methods described above if it is not a "Push to Talk" announcement:

Step by Step

	Press Exit in the toolbar (announcement mode). The announcement is terminated. The Trading Desktop or Phone Desktop is active.	
	or	
	Press Announcement Variable . The announcement is terminated. The Trading Desktop or Phone Desktop is active.	
	or	
	Press Announcement Group 1, 2, 3, ...10 . The announcement is terminated. The Trading Desktop or Phone Desktop is active.	
	or	

	Press the active Announcement on SPM Unit A, B, C D, E or F button. The announcement is terminated.	
or		
	Press the active Announcement All SPM button. The announcement is terminated.	

5.1.7 How to Call during an Announcement (Hoot-n-Holler)

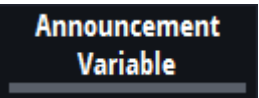
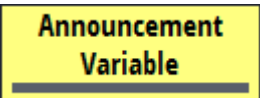
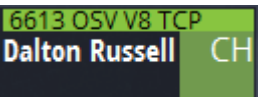
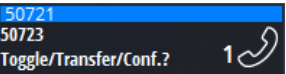
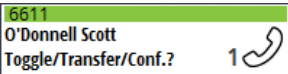
Prerequisites

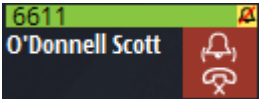
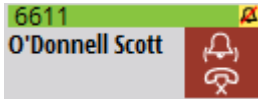
An appropriate speech unit, e.g., a gooseneck microphone for announcements, has been permanently assigned via the System Manager.

The "Comfort Activation" function has been enabled for incoming calls.

During an active announcement, you can answer a call on a separate speech unit, add it to the announcement or disconnect the call.

Step by Step

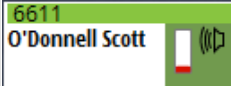
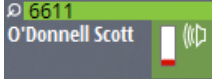
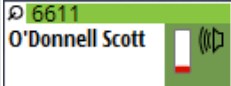
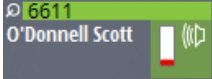
	Press Announcement Variable . The announcement is active. The screen switches to "Announcement" mode.	
	Select the announcement destinations.	
	The selected announcement destinations are displayed in the status field in yellow. You can then speak to the selected announcement destinations via the assigned speech unit.	
	To accept an incoming call, simply lift the handset (comfort activation). During the active announcement, you can speak to the caller	
or		
	add the caller to the announcement by:	
	pressing the handset key of the speech unit and then	

	pressing the line key of the calling line. The caller participates in the announcement, and the status field of the line key is shown in yellow. The call is simultaneously on the handset as well.	
	To disconnect the connection with the new call:	
	Replace the handset	
	or	
	Press the line key of the calling line. The call is disconnected, and the announcement remains active with the remaining parties.	

5.2 Speech Monitoring (SPM)

The "Speech Monitoring" (SPM) function enables you to follow calls or announcements via the SPM loudspeaker even when you are not actively involved. You can switch to the call state at any time.

SPM channel buttons

Status	Icon (Dark style)	Icon (Light style)	Icon (Dark style 1)
The SPM channel is active (green status field). No one is speaking on the line (voice indicator gray). The line is temporarily assigned (Pin symbol).			
The SPM channel is active; no-one is speaking on the line. The line is permanently assigned (Pin symbol).			
The SPM channel is active; someone is speaking on the line (voice indicator red).			

Status	Icon (Dark style)	Icon (Light style)	Icon (Dark style 1)
The SPM channel is active; someone is speaking on the line. The speaker is muted (speaker icon is crossed out).			
Voice connection to this SPM channel with speech unit 3 is active.			
Protected SPM channel, can only be changed at the System Manager (red pin symbol).			
SPM channel key on which another user is currently making an announcement.			
SPM channel key on which your own announcement and another user's announcement are currently active.			
SPM channel in the MLC overload mode. New calls and/or functions may be rejected.			

Assigning a Line to an SPM Channel

The assignment of a line to an SPM channel can be done in two ways:

- Fixed: The assignment is retained after exiting a connection.
- Temporary: The assignment applies only for the duration of the connection.

The assignment of a line to an SPM channel depends on the line state. Lines in the idle state and ringing lines have fixed assignments; lines in all other states (on hold, with remote seizure and call) have temporary assignments.

It is possible to switch between a fixed and temporary assignment at any time (see How to Assign a Line to another SPM Channel).

NOTICE:

The system administrator can set whether or not the assignment is protected against changes (fixed, temporary, move and delete).

The following functions are available:

- Set the volume
- Assign line to an SPM channel
- Switch between speech monitoring and two-way call
- Change SPM assignment
- Delete SPM assignment
- Save/Load SPM assignments
- Disconnect SPM lines
- Use SPM loudspeaker for announcement

Manual Assignment of an SPM Line

The assignment mode depends on the line state (see above).

In edit mode, the system indicates if a line is assigned to any SPM unit or SPM channel.

Icon (dark style)	Meaning	Icon (light style))
	The line is not assigned to any SPM unit or SPM channel and can be assigned to the first available channel of an SPM unit with a fixed assignment.	
	The highlighted SPM icon indicates that the line is already assigned to an SPM panel or SPM channel. Pressing the SPM icon deletes the line from all SPM units or channels.	

The line is not disconnected in the process.

Automatic Assignment of an SPM Line

The assignment is always temporary.

If the line is already assigned to an SPM channel, then the assignment can be deleted in the same way.

The line is not disconnected in the process.

A line is automatically assigned to an SPM channel by the "SPM Auto" function. The assignment relates to the line in the selected handset field. The line is assigned to the next free SPM channel.

Specific Assignment of an SPM Line

The specific assignment of a line to an SPM channel is performed in the SPM Properties dialog. You get to the SPM Properties dialog via the edit mode.

The assignment of a line to an SPM channel depends on the line state. Lines in the idle state and ringing lines have fixed assignments; lines in all other states (on hold, with remote seizure and call) have temporary assignments.

NOTICE:

If the channel is seized, the system replaces the current assignment without a prior warning.

Assigning a Line to another SPM Channel

You can move the assignment of a line to an SPM channel key within an SPM unit or copy it to another SPM unit.

NOTICE:

If the channel is seized, the system replaces the current assignment without a prior warning.

If you save the changes to the SPM assignments, the saved assignments of lines to SPM channels will be available to you again the next time an SPM assignment is loaded.

SPM Key Programming

There are up to 6 SPM units (SPM A...F) available, with up to 4 channels each. Using the edit mode, you can switch to programming mode and perform the following actions:

- Assign a line to an SPM channel
- Switch an SPM channel assignment to a protected or temporary assignment
- Move the assignment of a line from one SPM channel to another SPM channel
- Mute/unmute the speaker per channel
- Delete an SPM channel assignment (for unprotected SPM channels)

Icon (dark style)	Meaning	Icon (light style)
	Turn on edit mode button in the toolbar.	
	Change the assignment of a line to an SPM channel to a temporary assignment.	
	Change the assignment of a line to an SPM channel to a fixed assignment.	
	Delete an assignment (only if the SPM channel was not protected against changes in the System Manager).	

Icon (dark style)	Meaning	Icon (light style)
	Gear icon in the 5th row of the SPM panel A ... F: Opens the SPM Properties dialog.	
	Mute icon in the 5th row of the SPM panel A ... F: Mutes the whole SPM panel regardless of the settings of the channels on the panel..	

Announcement on SPM Channels

This function enables you to run an announcement on SPM channels in addition to the ten announcement groups as follows:

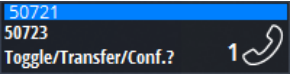
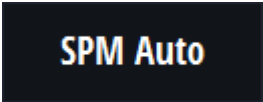
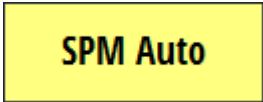
- on this SPM channel (if configured accordingly by your administrator)
- on all SPM channels of an SPM unit or the selected SPM units
- on all SPM channels

Only the channels whose lines are in the "on hold", "with remote seizure" or "call" state are used.

Your administrator can set up the "Announcement" function so that you can enable or disable the announcement with your left mouse button or keep the announcement switched on so long as you press the desired button (push-to-talk).

5.2.1 How to Assign an SPM Line Automatically

Step by Step

	Select a handset in the call state.	
	Press the SPM-Auto button.	
	or	
	Press the Edit Mode button in the tool bar. The user interface switches to the edit mode.	
	Press the Add to SPM icon on the desired handset button on the call control field.	
	or	
	In edit mode, select the desired line key.	

	Press the Assign to SPM overlay icon on the line key. The line is assigned to a free SPM channel. You will hear the conversation via the SPM loudspeaker after you have disconnected the call from the speech unit with one of the Disconnect or Hold buttons. If the call already exists on an SPM unit, the SPM overlay icon is highlighted. Pressing the highlighted SPM overlay icon removes the call from the SPM unit.	
	Press the Exit Edit Mode button in the edit mode tool bar.	

5.2.2 How to Assign an SPM Line Manually

Step by Step

	Press the Edit Mode button in the tool bar. The user interface switches to the edit mode.	
	Select the desired line key. The overlay icons appear on the selected line key.	
Then		
	Press a free SPM channel key. The line is assigned to the selected SPM channel.	
	Press the Exit Edit Mode button in the edit mode tool bar.	

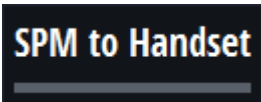
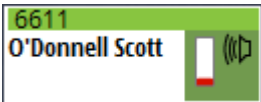
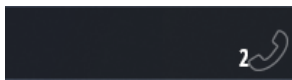
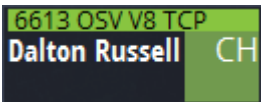
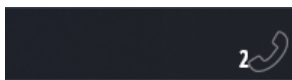
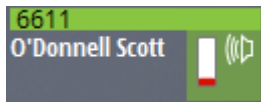
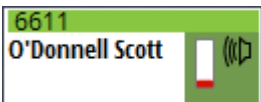
5.2.3 How to Switch between SPM and a Call

When an Xpert user enters a line that is located on an SPM channel for several users, the speech monitoring at the other Xpert users remains active. Exception: "privacy from the beginning" has been enabled for the line.

Further settings are possible for the speech monitoring, including:

- Mute a specific channel
- Mute the entire loudspeaker

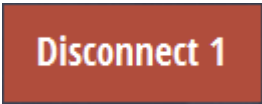
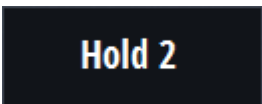
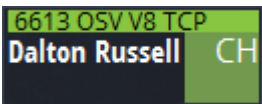
Step by Step

	Press the function key SPM to handset .	
	Press the SPM Channel key that is showing the desired call. You are connected with the user on an automatically selected speech unit. The speech unit is selected on the basis of the following criteria: • Only one free speech unit of the type handset or headset is selected. • The default speech unit of the line has the highest priority. • The default speech unit of the user has lower priority than the default speech unit of the line but higher priority than the other possible speech units. • The priority of the other speech units is defined by the number assigned to them: the lower the number the higher the priority. If no free speech unit is available, the function will not be executed and the user receives an alert tone and a corresponding message in the status line.	
	or	
	Press the desired Handset button. The handset is selected.	
	Press Line Key . The desired SPM line is displayed. You are connected with the user on the selected handset.	
	or	
	Press the desired Handset button. The handset is selected.	
	Press the SPM Channel key that is showing the desired call. You are connected with the user on the selected handset (if configured accordingly by your administrator)	

5.2.4 How to Switch between a Call and SPM (without Handset)

After a call on an SPM line, you can return the line to the "Speech Monitoring" state. You return to speech monitoring as soon as you execute the "Disconnect" or "Hold" functions.

Step by Step

	Press Disconnect 1...4 for the respective handset. When you press Disconnect , the call on the active handset field reverts to speech monitoring.	
or		
	Press Hold 1...4 for the respective handset 1...4. When you press Hold , the call on the active handset field reverts to speech monitoring.	
or		
	Press the Line Key , DKA , Call Queue button , Consultation button or Dialpad . The line is again in the "SPM" state. You hear the call via the SPM loudspeaker.	

5.2.5 How to Switch between a Call and SPM (with Handset)

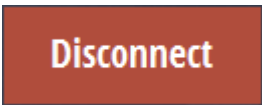
Prerequisites

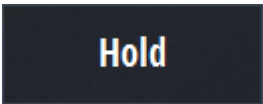
You conducted a call at a device with a cradle via a handset.

The handset is placed in the cradle (on-hook).

After a call on an SPM line, you can return the line to the "Speech Monitoring" state. You return to speech monitoring as soon as you execute the "Disconnect" or "Hold" functions.

Step by Step

	Replace the handset .	
or		
	Press Disconnect .	
or		

	Press Hold. The line is again in the "SPM" state. You hear the call via the SPM loudspeaker.	
---	---	---

5.2.6 How to Move an SPM Assignment to another SPM Channel

- Moving an assignment is only possible inside the same SPM panel.
- If the assignment is protected, the moving fails, and an error message is displayed.

Step by Step

	Press the Edit Mode button in the tool bar. The User Interface changes to the edit mode.	
	Select the SPM channel to be moved.	
Then		
	Press a free SPM Channel key on the same SPM unit. The assignment is moved to the selected SPM channel.	
	Press the Exit Edit Mode button in the edit mode tool bar.	

5.2.7 How to Copy an SPM Assignment to an SPM Channel on another SPM Unit

Prerequisites

Protected assignments may be copied, but the "protected flag" will not be copied. Consequently, the copied assignment can be deleted on the OpenScape Xpert client side.

An SPM assignment can be copied only to another SPM panel.

Step by Step

	Press the Edit Mode button in the tool bar. The User Interface changes to the edit mode.	
	Select the SPM channel to be copied.	
Then		

	Press a free SPM Channel key on another SPM panel. The assignment is copied to the selected SPM channel.	
	Press the Exit Edit Mode button in the edit mode tool bar.	

5.2.8 How to Change the Volume

You can change the volume of an individual SPM channel or of an SPM loudspeaker.

Step by Step

	Changing the volume of a single SPM channel: Press the Edit Mode button in the tool bar. The user interface changes to the edit mode.	
	Press the SPM Properties (gear) icon. The SPM Properties window for the SPM panel opens.	
	Drag the slider of the desired channel(s) or the entire loudspeaker to the desired volume.	
	Press the Exit Edit Mode button in the edit mode tool bar. The edit mode is exited.	

5.2.9 How to Enable Volume Normalization for an SPM Channel

You can turn the volume normalization for each SPM channel on and off. The automation makes it possible to set a target volume, regardless of how loud the incoming SPM channels are.

Step by Step

	Press the Edit Mode button in the tool bar. The user interface changes to the edit mode.	
	Press the SPM Properties (gear) icon. The SPM Properties window for the SPM panel opens.	

	Select the Normalize check box to enable automatic volume normalization for an SPM channel.	
	Drag the Slider of the corresponding channel to the desired volume. This causes the volume to be maintained at the set volume, regardless of the originally incoming signal.	
	Press the Exit Edit Mode button in the edit mode tool bar.	

5.2.10 How to Disconnect an SPM Line

The **Disconnect SPM** function disconnects the line on the selected handset and

- in case of a temporary assignment deletes the assignment
- in case of fixed (protected or not) assignment: deactivates the voice and visual indication of the SPM Channel.

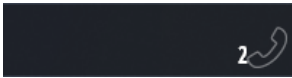
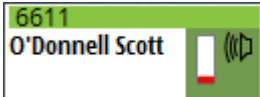
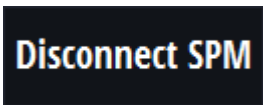
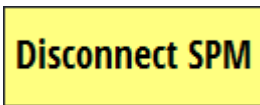
The function "Disconnect all Connections" disconnects all lines. On SPM units it:

- deletes all temporary SPM assignments
- deactivates all SPM channels with fixed assignments.

NOTICE:

Protected assignments (configured by the system administrator) are never deleted.

Step by Step

	Press the desired Handset button. The handset is selected.	
	Press the SPM channel key . The SPM line at your terminal is in the call state.	
	Press Disconnect SPM . The SPM assignment is deleted, and the line is disconnected.	

5.2.11 How to Delete the Assignment of a Line to an SPM Channel

In some cases, disconnecting a line causes the assignment to be deleted at the same time (see How to Disconnect an SPM Line).

NOTICE:

Protected assignments (configured by the system administrator) cannot be deleted.

Step by Step

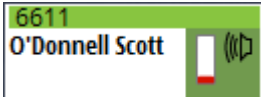
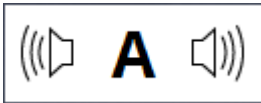
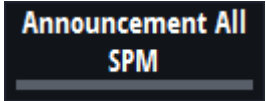
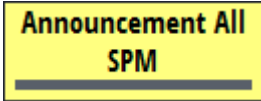
	Press the Edit Mode button in the tool bar. The user interface changes to the edit mode.	
	Select the desired SPM channel button.	
	Press the Delete SPM Assignment icon on the SPM channel button. The SPM assignment is deleted.	

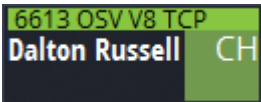
5.2.12 How to Send an Announcement on SPM Channels Using Enable/Disable

Prerequisites

Your administrator has configured the announcement for Enable/Disable.

Step by Step

	Press SPM Channel . The screen switches to "Announcement Programming" mode. You send the announcement on this SPM channel.	
	or	
	Press the SPM loudspeaker button A, B, C, D, E or F . The screen switches to "Announcement Programming" mode. You send the announcement on all channels of the selected SPM unit.	
	or	
	Press Announcement All SPM . The screen switches to "Announcement Programming" mode. You send the group announcement on all SPM channels.	
	Optional	

	Further destinations can be added or removed by pressing the appropriate buttons.	
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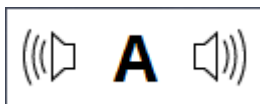
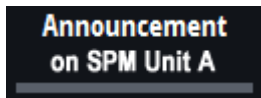
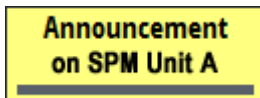
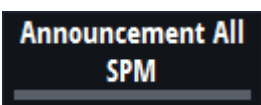
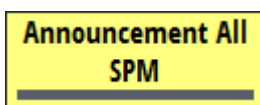
5.2.13 How to Send an Announcement with Push-to-Talk

Prerequisites

Your administrator has configured the announcement for push-to-talk.

With this function you send an announcement so long as you keep the button pressed.

Step by Step

	Press the SPM loudspeaker A, B, C, D, E or F key for the length of the announcement.. You send the announcement on all channels of the selected SPM unit.	
or		
	Press the SPM channel key for the length of the announcement.	
or		
	Press the active Announcement on SPM Unit A, B, C D, E or F key for the length of the announcement.	
or		
	Press the active Announcement All SPM key for the length of the announcement.	

5.3 Voice Calling (Intercom)

The "Intercom" function provides a two-way intercom system between two users. The call is automatically answered and switched to the assigned speech unit.

You can call individual users or user groups on the intercom.

You can also be called on the intercom by other users.

The "Voice Calling Suppression" and "Direct Answering Block" functions can be used to restrict incoming speaker calls.

If voice calling suppression has been activated, the call is not answered automatically. The line remains in the ringing state until you enter it.

If you have activated the "Direct Answering Block" function, the microphone will be muted.

NOTICE:
The system administrator can also set "No Voice Calling during Conversation", i.e., voice calling is only possible when no speech unit of the OpenScape Xpert terminal is in the call state.

When you want to make a speaker call to other users, you can use any line. The connection is set up like a normal call.

Incoming speaker calls can only be received on the line configured for it.

For an incoming speaker call, the call is displayed in the handset field of the speech unit and on the corresponding direct key.

Setting up an Intercom Connection

The intercom connection is set up like a normal call.

All dialing options are available.

- If a user a who receives a speaker call on a shared intercom line (group user) cannot enter the call, the other group members will still receive the speaker call.
- If the user to whom the speaker call is addressed is busy, you will hear the busy tone.
- The user who is directly addressed by the intercom call hears a single alert tone (configurable).

Disconnecting an Intercom Connection

Disconnecting an intercom connection occurs in the same way as for "normal" connections.

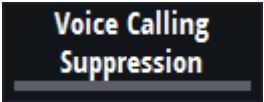
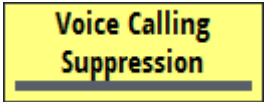
5.3.1 How to Enable/Disable Voice Calling Suppression

Prerequisites

The line configured for the intercom is in the idle state.

You can see whether or not the function is active in the status field of the "Voice Calling Suppression" button.

Step by Step

	Press Voice Calling Suppression . The "Voice Calling Suppression" function is switched on or off.	
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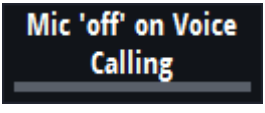
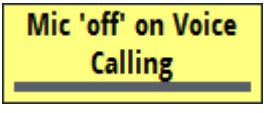
5.3.2 How to Enable or Disable the Direct Answering Block

Prerequisites

The line configured for the intercom is in the idle state.

You can see whether or not the function is active in the status field of the "Mic 'off' on Voice Calling" button.

Step by Step

	Press Mic 'off' on Voice Calling. The "Direct Answering Block" function is switched on or off.	
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5.4 Contacts

The Contacts contains a list with the user data (name / number).

You can

- Create new entries
 - via the "New" button
 - via the "Copy" button
 - via the "Add Directly to Contacts" button in the Contacts
 - via the "Add to Contacts..." button in the Call Memory
- Delete entries
- Edit entries
- Select a handset
- Dial a number

NOTICE:

You can protect your Contacts directory against unauthorized access with a password (see How to Set or Edit a Password). On opening the Contacts, a password prompt is displayed.

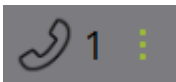
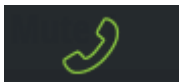
The Contacts can be opened with a shortcut (default setting: Ctrl+e or Ctrl+E).

NOTICE:

It is possible to protect the data from the Contacts and the DKA keys. if the required change functions are absent in your profile, please contact your system administrator.

5.4.1 How to Dial with the Contacts

Step by Step

	Press Contacts in the toolbar. The Contact directory appears.	
	Open the drop-down list and select Local or Global Contacts .	
	Mark the desired entry.	
	Select the handset that you want to use. A selection is only possible if the system administrator has not assigned any line to the speech unit.	
	Press the Green Handset button. The phone number of the marked entry is dialed.	
	The Contacts is closed.	

5.4.2 How to Create an Entry in the Contacts

A new entry can only be created in the local Contacts. Enter the name and the number of the new user in the "New Contact" window. If released, you can also enter details in the additional fields for the new user.

Step by Step

	Press Contacts in the toolbar. The Contacts Directory appears.	
	Press New.... The New Contact window is opened.	
	Enter the data of the new user in the New Contact dialog.	
	Press OK to save the data and close the New Contact dialog.	

5.4.3 How to Delete a Contact

Entries in the local Contacts can be removed with the "Delete" button. Users in the global Contacts can only be deleted by the administrator.

Step by Step

	Press Contacts in the toolbar. The Contact directory appears.	
	Mark the desired entry.	
	Press Delete . The entry is deleted.	

5.4.4 How to Search in Contacts

Step by Step

	Press Contacts in the toolbar. The Contacts directory appears.	
	Open the drop-down list and select Local or Global Contacts (optional) .	
	Enter a search string.	
	Press Search . The entries that match the filter criteria are displayed	
	Press Delete . The search string is deleted; all entries are displayed in the Contacts.	

5.4.5 How to Edit a Contact

When you edit an existing entry in the local Contacts, the "Edit Contact" window appears. You can edit the name and number of a user in the local Contacts only. If released, you can also edit the details in the additional fields. In the local Contacts, you can also change the line assigned to the DKA and the color.

Step by Step

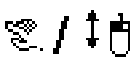
	Press Contacts in the toolbar. The Contacts directory appears.	
	Open the drop-down list and select Local Contacts. The entries in the global Contacts directory cannot be edited.	
	Mark the desired entry.	

	Press the Edit icon. The Edit Contacts dialog appears.	
	Edit the user data in the Edit Contacts dialog.	
	Press OK to save the data and close the Edit Contacts dialog.	

5.4.6 How to Copy a Contact

The "Copy" button can be used to copy a Contact from the local Contact directory and transfer it to the "New Contact" window. As soon as you change even a single character in the "Name" or "number" field, you can save the entry.

Step by Step

	Press Contacts in the toolbar. The Contacts directory appears.	
	Mark the desired entry.	
	Press Copy . The entry is copied. The New Contact window is opened.	
	Edit the entry.	
	Press OK . A new Contact is created. The New Contact window is closed.	

5.4.7 How to Add a Contact to the Contacts Directory

You can add a user, with whom you are currently connected, to the Contacts.

Step by Step

	Press Contacts in the toolbar. The Contact directory appears.	
	In the Contact directory, select the handset via which you are connected to the desired user from the handset list.	

	Press Add User to Contacts.... The data of the user on the selected handset is added to the Contacts.	
---	--	---

5.5 Call Memory (Call Journal)

The call memory automatically stores the data of the connections made by you and other OpenScape Xpert users.

It includes a maximum of 100 different entries. The oldest entries are replaced by the newest.

A call memory entry is displayed in two lines and includes

- Name and number of your remote partner,
- Date and time of the entry and the
- Line and status.

An entry is created even if the name or number is not known.

NOTICE:

Only the lines defined by the system administrator are taken into account.

The following functions are available in the call memory:

- Delete entries
- Sort entries
- Add call memory entry to Contacts
- Display entries according to different criteria
- Select speech unit
- Dial

NOTICE:

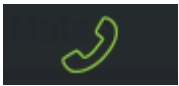
You can protect your call memory (call journal) against unauthorized access with a password (see How to Set or Edit a Password). On opening the call memory, a password prompt is displayed.

Date and Time

The date and time format depends on the location profile of the user's profile. Please refer to system administration if the date and time format in the call memory and in the status bar should be changed.

5.5.1 How to Dial from the Call Memory

Step by Step

	Press Call Memory in the toolbar. The Call Memory appears.	
	Mark the desired entry.	
	Select the handset that you want to use. A selection is only possible if the system administrator has not assigned any line to the speech unit.	
	Press the Green Handset button. The phone number of the marked entry is dialed.	
	The Call Memory is closed.	

5.5.2 How to Delete a Call Memory Entry

You can remove an entry of the call memory.

Step by Step

	Press Call Memory in the toolbar. The Call Memory appears.	
	Mark the desired entry.	
	Press Delete . The entry is deleted.	

5.5.3 How to Delete Entries Displayed in the Call Memory

You can delete all displayed call memory entries. If you previously filtered the view, only those entries that are listed according to the selected criterion are deleted.

In the "Display Filter" selection field, you can set whether

- all
- incoming only,
- outgoing only

calls are to be displayed.

Step by Step

	Press Call Memory in the toolbar. The Call Memory appears.	
	Select which entries are to be displayed in the Displayed Entries field area (All, Incoming Only or Outgoing Only).	
	Press Delete Displayed Entries . The entries are deleted.	

5.5.4 How to Add a Call Memory Entry to the Contacts

You can add the data of an entry from the call memory directly into the Contacts.

Step by Step

	Mark the desired entry in the call memory.	
	Press Add to Contacts.... You can edit the incomplete data in the New Contact window and add the entry to the Contacts . The Call Memory remains open.	

5.5.5 How to Sort Call Memory Entries

You can sort the call memory entries in ascending or descending order by name/number, date/time or line/status.

The sort direction changes each time the key is pressed. The up arrow signifies ascending and the down arrow means descending.

Step by Step

Press on one of the buttons of the column heading.

The entries are sorted by name/number, date/time or line/status.

5.5.6 How to Filter Call Memory Entries

You can select which of the following call memory entries you want to have displayed:

In the "Display Filter" selection field, you can set whether

- all
- incoming only,

- outgoing only
- calls are to be displayed.

Step by Step

	Select which entries are to be displayed in the Displayed Entries field area (All, Incoming Only or Outgoing Only).	
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6 Additional Functions

You can use several additional functions on your OpenStage Xpert client.

The following functions are available:

- Activate privacy
- Set up "receive calls only"
- Set up call forwarding
- Check the mailbox
- Activate "first ring tone"
- Activate "do not disturb"
- Record and execute macros
- Initiate a "re-ring signal"
- Activate voice recording
- Muting the microphone
- Configure "go to page"
- Configure automatic page change
- Activate ring transfer
- Use a browser page
- Use of a contact button

6.1 Privacy

The "Privacy" function is used to protect a line. This means that other users can neither enter nor listen in on the line. The "Privacy" function is configured separately for the "call" and "on-hold" states.

The "Privacy" protection always applies only to the current call.

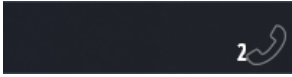
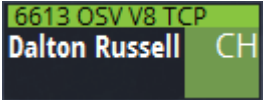
The "Privacy" function is switched on and off with the same button. You can see whether or not the function is active in the status field of the "Privacy" button and the line key.

The system administrator can additionally set up the following features:

- For lines, "privacy from the beginning"
- For "private hold" lines, "privacy on hold"
- "Privacy Selective". The privacy feature is turned off for lines of users at the same location.

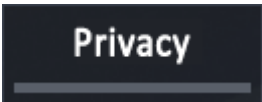
6.1.1 How to Enable/Disable Privacy

Step by Step

	Press the desired Handset button. The handset is selected.	
	Press the desired Line Key. The line is located on the handset.	

Additional Functions

Receive Calls Only

	Press Privacy. The Privacy feature is enabled/disabled. You can see whether or not the function is active in the status field of the "Privacy" button.	
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6.2 Receive Calls Only

With the "Receive Calls Only" function, you can prevent unauthorized individuals from setting up connections through your OpenScape Xpert terminal and from accessing your Desktop interface. However, every user can still answer incoming calls at your OpenScape Xpert terminal.

On activating "Receive calls Only", all connections at your OpenScape Xpert terminal are disconnected. The "Receive Calls Only" window appears. Dialing is only possible with direct keys via handset 1.

You can log in again with any profile.

6.2.1 How to Enable Receive Calls Only

You can activate the dial lock by enabling the Receive Calls Only function. Before using the OpenScape Xpert client you have to log in again with your password.

Step by Step

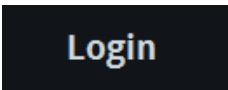
	Press Menu . The Menu dialog appears.	
	Press the Receive Calls Only button. The Receive Calls Only window to enter the password appears.	

6.2.2 How to Disable Receive Calls Only

You can log in again with any profile to disable the Receive Calls Only function.

Step by Step

	Enter the profile in the Profile: field.	
or		
	Open the drop-down list. The last loaded profile is displayed. Select this.	

	or	
	Enter a search string.	
	Press the Search button.	
	or	
	Press the Search button.	
	Then	
	All profiles are displayed. Select the desired profile.	
	Enter an optional Password . The inputs are masked using asterisks (*****). NOTICE: Please note that the entries are case-sensitive. Incorrect entries can be deleted with the Delete button next to the input box or the Delete button of the keypad.	
	Press Login .	

6.3 Call Forwarding

You can forward both internal and external calls to different internal or external destinations.

There are four types of call forwarding: fixed, variable, delayed and mass call forwarding.

- In the case of fixed call forwarding (only configurable by the system administrator), calls are forwarded to a frequently used fixed destination (e.g., to your mailbox or representative).
- With variable call forwarding, calls are forwarded to the destination you specify in each case (e.g., different destinations). The destination is not saved when the variable call forwarding is turned off. Consequently, you will need to re-enter the destination every time.
- Calls that are not answered after four rings (the number is configurable by the system administrator) are redirected after a delay with automatic call forwarding to the fixed call forwarding destination.

- Your administrator can configure multiple fixed type call forwardings for single mass call forward function keys with their own name. Such a key can easily be activated and deactivated. By activating the key the preconfigured lines are forwarded separately to the selected destination.

NOTICE:

Forwarding to external destinations is only possible with the appropriate authorization.

6.3.1 How to Create a Button for Variable Call Forwarding

You can create a new function key (button) with the "Call Forward" function.

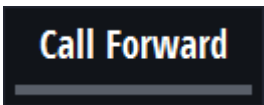
Step by Step

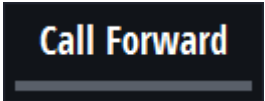
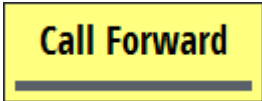
	Press the Edit Mode button in the tool bar. The user interface changes to the edit mode.	
	Press the "+" symbol on an empty button (placeholder). The New dialog appears.	
	Press the Function Key... button. The Create New Function Key dialog appears.	
	Open the Function drop-down list and select Call Forward . The function key is displayed in the Preview window, and the input fields appear.	
	Press OK . The function key is set up.	

6.3.2 How to Enable or Disable Variable Call Forwarding for the Default Line

You can enable or disable call forwarding.

Step by Step

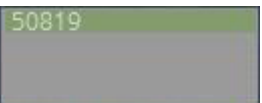
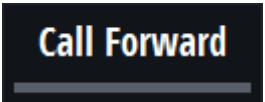
	To enable call forwarding:	
	Press the Call Forward button. The message "Call Fwd: Please Dial" appears on the display.	

	Bring up the Dialpad if it is not already displayed.	
	Dial the number to which calls are to be forwarded. On pressing each key, you will hear a confirmation tone, if configured accordingly. The Left arrow can be used to correct a wrongly entered digit.	
	Press OK in the dialpad or wait until the timer for automatic dialing has expired. Call forwarding is enabled or disabled, depending on the current state. The status of the function is displayed in the status field. The arrow symbol appears on the corresponding line, and the destination number is shown.	
	To disable call forwarding:	
	Press the Call Forward button. The status of the function is displayed in the status field. The arrow symbol on the corresponding line is deleted.	

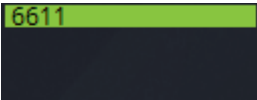
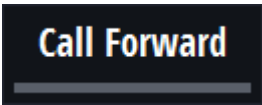
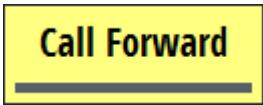
6.3.3 How to Enable or Disable Variable Call Forwarding for a Line Key

You can enable or disable call forwarding for a line key.

Step by Step

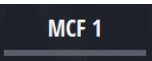
	To enable call forwarding:	
	Press the appropriate Line Key . The line is selected.	
	Press the Call Forward button. The message "Call Fwd: Please Dial" appears on the display.	
	Bring up the Dialpad if it is not already displayed.	
	Enter the number to which calls are to be forwarded. The Left arrow can be used to correct wrong entries.	

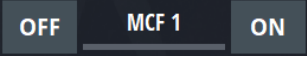
Additional Functions

	Press OK. Call forwarding is enabled. The status of the function is displayed in the status field. The arrow symbol appears on the corresponding line.	
To disable call forwarding:		
	Press the appropriate Line Key . The line is selected.	
	Press the Call Forward button. The status of the function is displayed in the status field. The arrow symbol on the corresponding line is deleted.	

6.3.4 How to Enable or Disable Mass Call Forwarding for Multiple Lines

Call forwarding can be enabled or disabled for multiple lines with a single press on the mass call forward function key. The destination numbers and source lines can be configured by a system administrator.

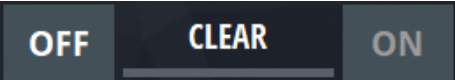
To enable mass call forwarding:		
		
Press the On button on the desired mass call forward key to forward its line(s) to the specified number(s).		
		
If all specified lines are forwarded successfully then the function key led is lit up.		
		
If only a part of the specified lines are forwarded successfully (e.g. other operations overwrite the effect later or some lines failed to be forwarded) then only half of the LED is lit up.		
	The forwarded line keys display the call forward icon with the destination number.	
To disable mass call forwarding:		

	Press the Off button on the desired mass call forward function key.	
	Press the Off button on the desired mass call forward function key.	
	The success of the deactivation is indicated by a blank led on the function key.	
	The forward icon and the destination number do not display the corresponding line keys.	

6.3.4.1 Clear-Only Mass Call Forward Function Keys

Deactivation of call forwarding for multiple lines can also be performed by a special type function key. This option is provided by the Clear-Only mass call forward action which can be configured for arbitrary lines without destination numbers in the System Manager.

There are two types of mass call forward function keys:

Regular	Clear-Only
	

Regular:

- A regular mass call forward key forwards all its lines to destination numbers
- The LED indicates if the lines are forwarded partly or fully to their destinations. For more information, see chapter [How to Enable or Disable Mass Call Forwarding for Multiple Lines](#) on page 116

Clear-Only:

- A Clear-Only mass call forward key does not contain lines with destination numbers
- The **On** button is disabled
- The LED is:
 - lit, if all the source lines are forwarded to any destination
 - half lit, if some but not all the source lines are forwarded
 - not lit, if none of the source lines are forwarded.

6.4 Mailbox

The "Mailbox" function is available to you via a function key.

Additional Functions

First Ring Tone

All incoming messages received during your absence are stored in your mailbox.

You can determine whether or not a message exists from the status indicator of the "Mailbox" button.

The following information is stored for each message:

- Name or phone number of the caller
- Date and time of receiving a message
- Status of the message (N = new message; A = already checked message)

6.4.1 How to Check the Mailbox

Step by Step

	Press the Mailbox button if the status field next to the "Mailbox" button is red. The mailbox shows the first message received in the display. Repeat the operation to display the next mailbox entry.	
---	--	---

6.5 First Ring Tone

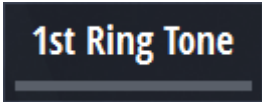
The "First Ring Tone" function is used to specify that calls with priority lower than 10 should only be signaled with the first ring tone.

You will hear only the first ring tone of a call period.

6.5.1 How to Activate the First Ring Tone

You can see whether the first ring tone has been switched on or off in the status field of the "1st. Ring Tone" button.

Step by Step

	Press 1st. Ring Tone. Calls with priority lower than 10 are always signaled with the first ring tone.	
---	--	---

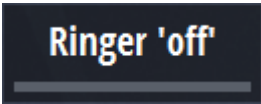
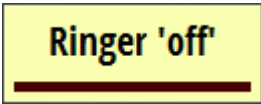
6.6 Do Not Disturb (Ringer Off Function)

With the Ringer 'off' function, you switch the acoustic call signaling on your OpenScape Xpert terminal on or off.

You can see whether call signaling has been switched on or off in the status field of the Ringer 'off' button.

6.6.1 How to Enable Do Not Disturb

Step by Step

	Press Ringer 'off' .	
	Call signaling is switched on or off for all lines.	

6.7 Macros

Macros are recorded function sequences that you can execute via the associated macro keys.

Recorded function sequences are provided to you by the system administrator as macros.

NOTICE:

Editing the page name (and macro name) is available as of OpenScape Xpert V5R1.2.

Editing a Macro (Basics: 1)

The function sequences stored in the macro are saved on a page in the Trading Desktop. This page has the same name as the macro key.

The function sequences are represented on this page by a sequence of function keys.

The processing sequence is from top to bottom and from left to right, i.e., the leftmost column of 10 function keys is processed first from the top down, followed by the 2nd, 3rd and 4th column.

The macro ends on reaching the first empty key or at the bottom of the page.

You can have more than 40 steps executed automatically by "concatenating" macros (i.e., by calling macro 2 from macro 1, for example).

IMPORTANT:

Cyclically executed macros (e.g., where macro 1 calls macro 2, and macro 2 calls macro 1) can cause malfunctions.

Editing a Macro (Basics: 2)

A macro can contain all of the buttons that are on a function key in the Trading Desktop (e.g., line keys, function keys, macro keys, name keys and direct keys (DKA)).

Special function keys for macros:

- Delay 1s

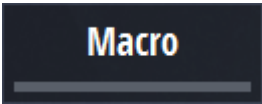
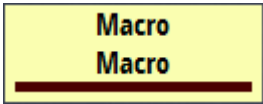
- Delay 10 s

Buttons/keys **not** executed in a macro:

- Buttons on the toolbar
- Dialpad buttons
- Call Queue buttons
- Handset buttons in the call control
- Variable announcements
- Announcement for group
- Announcement All SPM
- Login list
- SPM channel buttons
- SPM announcement buttons
- SPM extension module

6.7.1 How to Execute a Macro

Step by Step

	Press the Macro Key. The macro is executed. During the execution of the macro, a progress indicator appears in the status bar.	
--	---	--

6.7.2 How to Cancel a Macro

Step by Step

	Press the Escape key on the keyboard The macro is canceled.	
---	--	---

6.7.3 How to Edit a Macro

You can edit, customize and rename existing macros if the keys have not been locked by the system administrator.

NOTICE:

Editing the page name (and macro name) is available as of OpenScape Xpert V5R1.2.

To do this, assign the keys in the desired order with "valid" keys (see How to Edit a Macro (Basics: 2)). You can program the buttons as usual (see Action Buttons).

You end the macro with an empty key. The macro also ends on reaching the end of the page.

IMPORTANT:

If a second macro is called within a macro, the first macro will not be executed to the end.

Step by Step

	Select the page on which the macro is to be saved.	
---	---	---

6.8 Signal

The "Signal" function is used to initiate a re-ring signal at the remote user on a dedicated line.

Overview

Usually, the "Re-ring Signal" feature is used on dedicated lines. Subscribers can send each other re-ring signals, which are signaled audio-visually on the terminal. On receiving an incoming re-ring signal:

- the symbol for call signaling appears for about 2 seconds on the line key
- a short beep will sound for about 1 second: a period of the set ring tone.

Recommended profile

Properties of the leased/dedicated line for re-ring signals:

- The line should be assigned to an SPM channel if a dedicated line is used for the signaling. This causes the conversation to remain active on the SPM channel even after the user disconnects.
- An automatic hold (hold when released) should be configured for the leased/dedicated line to prevent the line from being inadvertently disconnected.
- The SPM properties of the dedicated/leased line can be set to either "Announcement" or "Seize line". If it is set to "Announcement", the line can be seized for the re-ring signal by pressing the line key, but not the SPM channel key. For "Seize line", by contrast, the SPM channel key can be pressed to seize the line and send re-ring signals. Please note that the dedicated/leased line must be seized for re-ring signaling in order to send re-ring signals.
- The line key for re-ring signaling can be configured with the prefix of the calling party number. This call number is registered in the system as a dedicated/leased line for re-ring signaling. This enables the connection for re-ring signaling to be set up easily by pressing the name button if the dedicated/leased line is not connected.

Properties of the Name key (DKM) for re-ring signaling:

- A special Name key for re-ring signaling must be configured with the DTMF control character "A". The text on the Name key should clearly describe the function, e.g., "Re-ring" or "Signal".

- Note that the "Automatic Consultation" function should not be activated for the Name key in this case because pressing the Name key for re-ring signaling causes the active call to be placed on hold and the control character to be sent.

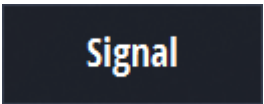
6.8.1 How to Initiate a Re-ring Signal

Prerequisites

A dedicated/leased line for re-ring signals has been configured in the communication system.

A Name key called "Signal" has been set up.

Step by Step

	Press the Line Key or SPM Channel Key of the dedicated/leased line for re-ring signals.	
	Press Signal .	

6.9 Voice Recording

The "Voice Recording" function enables you to record calls on a central voicemail server.

The voice recording is profile-independent, i.e., a specific handset of a specific Xpert terminal is always recorded in the directory that was assigned for it, regardless of who is logged in. Voice recording is configured by the system administrator.

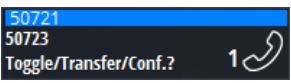
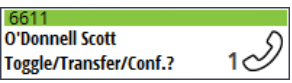
You can see whether voice recording is enabled or disabled in the status field of the "Voice Recording" button and in the handset field.

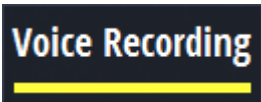
NOTICE:

In addition, users are notified about the use of voice recording by an alert tone.

6.9.1 How to Initiate Voice Recording

Step by Step

	Select the Speech Unit, e.g., the Handset button.	
---	--	---

	Press Voice Recording .	
	Voice recording is switched on or off.	

6.9.2 Recording Indication with SIPREC

There is a new Recording Indication with the SIPREC based Voice Recording in OpenScape Xpert. Recording Indication is available for

- Line Recording
- SU Recording
- SPM Recording

Recording Indication provides the following information about the entity's (Line, SU, SPM) Recording state:

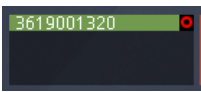
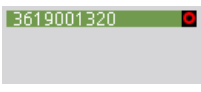
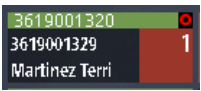
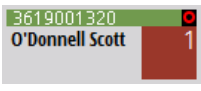
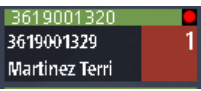
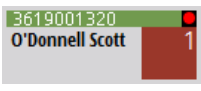
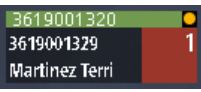
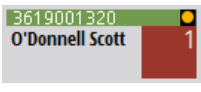
- Configured for Voice Recording (Red Circle - hollow)
- Active Voice Recording (Red Circle - full)
- failed to Record (Yellow Circle – full)

NOTICE:

Recording indications reflect the relevant entity's recording state ONLY and don't reflect if there is active recording in the whole system for that call at all.

Example: SU and Line recording interactions: When a line is configured for recording, but the SU is not, there won't be a recording indication on the SU. Recording will be indicated on the Line Key only.

Recording Indication – Line Recording

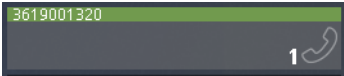
Dark Style	Status	Light Style
	Configured	
	Ringing	
	Active	
	Error	

Recording Indication –SU Recording

SU (Speech Unit):

Additional Functions

Muting the Microphone

Dark Style	Status	Light Style
	Configured	
	Ringing	
	Active	
	Error	

Recording Indication – SPM Recording

Dark Style	Status	Light Style
	Configured	
	Active	
	Error	

6.10 Muting the Microphone

"Mute" (mute) can be used to turn off (mute) speech units, i.e., the microphone is turned off when the function is active.

Speech Button on the Handset

The used handsets (see figure below) are equipped with a speech button (1).

This can be operated via a slightly recessed mode switch (2) as a push-to-talk or a push-to-mute button. Furthermore, the microphone can be turned on permanently with a locking switch (3).



When you place the handset in the cradle, the call is automatically disconnected. On lifting the handset from the cradle, an incoming call is automatically switched to the handset.

Function Keys

- "Mute" function key

The Mute function key mutes the currently active speech unit.

- "Mute 1" to "Mute 4" function key

With the Mute 1 ... 4 function keys, each speech unit can be individually muted. Pressing a Mute 1 ... 4 function key does not change the input focus of the call control.

- "Mute Intercom" function key

The "Mute Intercom" function key can be used to mute/unmute the speech for voice calling (speaker calls). The function key is grayed out if no speech unit for voice calling is available or if there is no active call on the speech unit. The function key is enabled as soon as there is a call on the speech unit for voice calling. The status indicator of the function key is red if the speech unit is muted. Pressing a "Mute Intercom" function key does not change the input focus of the handset buttons.

- Push to Talk / Push to Mute

The system administrator can set the Mute function keys as a toggle switch (pressing switches the state) or as a push button (function active only when key is pressed). The functionality of when the microphone is active (e.g., active in the pressed state, muted in the pressed state) can also be set up by the administrator for each speech unit.

- Mic 'off' on Voice Calling

This function automatically mutes the microphone of the active speech unit when an incoming speaker call (voice calling) is answered with the other configured speech unit.

6.10.1 How to Switch the Microphone On and Off via the Speech Button and the Mute Switch

Prerequisites

The "Mute" function is inactive (gray status field).

Step by Step

	Slide the Mute switch so that the green dot is covered. You can now switch the microphone on and off easily with just the Speech button.	
	Press the Speech button and keep it pressed. The microphone is switched on.	
or		
	Slide the Mute switch so that the green dot is visible. The microphone is switched on.	

6.10.2 How to Switch the Microphone Off and On with the Mute Function Key

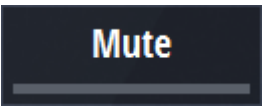
Prerequisites

You are conducting a call.

NOTICE:

The Mute function has been set up by the system administrator. The function key can be configured as a toggle switch (that changes the status whenever the key is pressed) or as a push button (function is active only if the button is pressed and held down). Contact your administrator to request the desired setting.

Step by Step

	Press the Mute function key. The "Mute" function is enabled if the status field of the button is red.	
	The mute function is displayed on the corresponding button of the handset.	

6.11 "Go to Page"

The "Go to Page" function key is used to switch to a defined destination page.

You can set up a function key at the Xpert client that allows you to get to a specified page by pressing a button. In addition, when setting up the function key, you can also enable the "Page Signaling" parameter. This causes the status indicator of the Go to Page" function key to be signaled in red when a line on the destination page is in the ringing state.

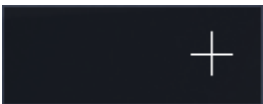
NOTICE:

If the Go to Page button is grayed out, you are already on the programmed destination page. The button cannot be pressed.

6.11.1 How to Set up a "Go to Page..." Function Key

To set up a "Go to Page ..." function key, proceed as follows:

Step by Step

	Press the Edit Mode button in the tool bar. The user interface changes to the edit mode.	
	Press the "+" symbol on an empty button (placeholder). The New dialog appears.	
	Press the Function Key... button. The Create New Function Key dialog appears.	
	Open the Function drop-down list and select the Go to Page entry. The function key is displayed in the Preview window, and the input fields appear.	
	Open the Define Page for Function Key "Go to Page" drop-down list and select the desired destination page. The name of the destination page is displayed on the function key.	
	Select the Page Signaling check box (optional:). If a line on the destination page is in the idle state, this is shown in the status indicator on the Go to Page... function key.	
	Select the Display "Go to Page" text check box if the text "Go to Page" is to be displayed in the first line of the function key.	
	Press OK . The function key is set up.	

6.11.2 How to Edit the Properties of a "Go to Page..."

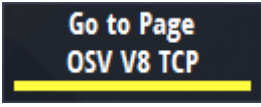
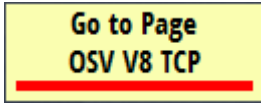
Proceed as follows to edit the properties of an existing "Go to Page ..." function key.

Step by Step

	Press the Edit Mode button in the tool bar. The user interface changes to the edit mode.	
	Select the desired Go to Page function key.	
	Press the Properties icon on the Go to Page function key. The Go to Page Properties window appears.	
	To change the destination page, open the Define Page for Function Key "Go to Page" drop-down list and select the new destination page. The name of the destination page is displayed on the function key.	
	Select the Page Signaling check box (optional:). If a line on the destination page is in the idle state, this is shown in the status indicator on the Go to Page... function key.	
	Select the Display "Go to Page" text check box if the text "Go to Page" is to be displayed in the first line of the function key.	
	Press the OK icon to save changes and close the window.	
	or	
	Press the Cancel icon to discard changes (if changes have been made) and close the window.	
	or	
	Press the Reset icon to reset the settings to their former value.	

6.11.3 How to use "Go to Page..."

Step by Step

	Press Go to Page . The destination page appears.	
---	--	---

6.12 Automatic Page Change

You can set whether you should be returned after pressing a Direct Key (DKA) or a Name Key (DKM) to the previous page exited before pressing the key or to the main work page, or if no page change should occur.

6.13 Ring Transfer

Ring Transfer is a network-wide feature that the administrator can assign to one or more lines.

The ring transfer action button can be used to enable or disable the ring tone for one or more lines (direct, transfer or shared lines) at the own terminal or another terminal. This action button can be operated by one or more users. The ring transfer action button can be configured at the System Manager for each profile. For each ring transfer action button, the partner profile(s) to which the function key refers and the line keys (LKs) for which the ring tone is to be enabled or disabled can be defined.

The user interface does not show to which lines the ring transfer applies. The key can be moved, copied and deleted (except for the last key). The user cannot create a new ring transfer action button or even change the functionality of an existing action button.

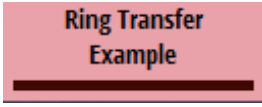
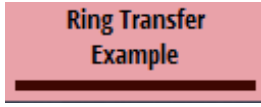
If ring transfer is activated, then the assigned settings are made for the lines involved, and the status field of the ring transfer button will be red. If the administrator assigns the attribute "for display only" to the ring transfer button, the button shows the current status, but cannot be operated.

Ring transfer buttons controlling local lines will be set to inactive during logout. Therefore, other users can see that those lines do not ring anymore at this user.

Configured for keep active, the ring transfer button cannot be inactivated when this would result in a situation that the configured lines do not ring at any user at all. In addition, a warning message appears at logout when the logout would result in a situation that the lines do not ring at any user at all.

6.13.1 How to Activate Ring Transfer

Step by Step

	Press Ring Transfer . Ring Transfer is enabled or disabled for all assigned lines. You can see whether or not the action is active in the status field of the button.	
---	---	---

6.14 Ring Transfer Sequence

The Ring Transfer Sequence can be used to enable or disable multiple Ring Transfers with one action. This action button can be operated by one or more users. The ring transfer sequence action button can be configured at the System Manager for each profile. For each ring transfer action button, the partner profile(s), to which the function key refers, and the ring transfers which will be controlled, can be defined.

The user interface does not show which ring transfers are controlled. The key can be moved, copied and deleted (except for the last key). The user cannot create a new ring transfer sequence action button or even change the functionality of an existing action button.

The ring transfer sequence button always shows the cumulative state of the configured ring transfer buttons. The state of the ring transfer sequence can change also when only one of the configured ring transfer button states change. If the administrator assigns the attribute "for display only" to the ring transfer button, the button shows the current status, but cannot be operated.

6.15 Browser Page

The system administration can set up pages that offer web pages on the intranet or Internet.

The names of such pages as well as the home pages that are displayed are set by the system administration. To enter text without an external keyboard, you can have a keypad displayed in the foreground. Additional buttons are available for navigation.

Depending on the installation, performance and hardware (OpenStage Xpert 6010p/Mitel Xpert 6020p), a maximum of five browser pages may be set up.

NOTICE:

The history of the web browser is limited to 10 pages, in order to prevent the device to run out of memory.

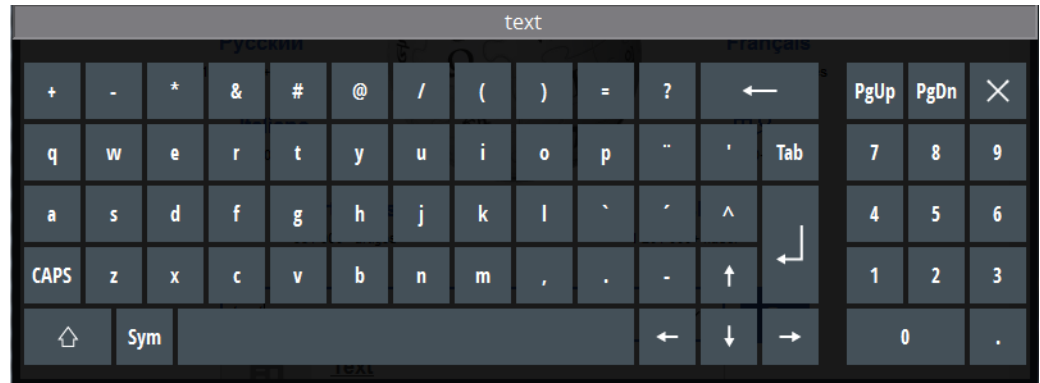
If the navigation bar is turned off, the history is unavailable and there is no caching mechanism of the web browser.

Navigating in the Browser Page

Icon	Action
	Go forward
	Go back
	Show home page (the button text is set by the system administrator)

Keypad on the Browser Page

The on-screen keyboard can be enabled/disabled and configured by the system administration. Enabling it displays a keyboard on the screen to input data in the browser page.



- The keyboard is fixed like an on-screen keyboard in dialogs. It has an input field displaying the text typed. Characters entered in password fields will be displayed as asterisks.
- The on-screen keyboard appears automatically after an editable field has been clicked in the browser. There is no need to activate keyboard manually.
- The keyboard must be closed with Close (X) button after typing has been finished.
- Hard keys are not processed while the keyboard is displayed.
- While the keyboard is in the foreground, you can switch on speech unit 1.
- The following language layouts can be configured by the system administration:
 - Czech
 - English
 - English AZERTY
 - French
 - German
 - Italian
 - Polish
 - Russian
 - Slovak

6.16 Interface Button

This button can be used to cooperate with external applications. The button is used typically to close or open an external contact or integrate with radio systems. The button has various forms configured by the system administrator.

All information displayed on the button can be controlled by the external application. These texts and states are sent network-wide to other clients if configured.

NOTICE:

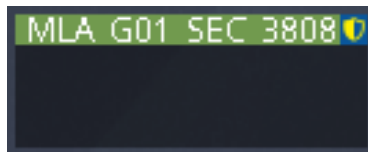
Additional Functions

Line redundancy

The system administrator can program the interface button as a toggle switch (that is turned on or off on pressing the button) or as a push button (where the contact remains active only so long as the button is pressed and held down).

6.17 Line redundancy

The little shield shows that this line is configured for feature "Two Lines on The Same Button" (see below)



The same line (DN) of OSV is registered by two MLCs via the MLA (Multiple Line Appearances) feature and is presented on the turret GUI behind one Line Key. Regarding configuration, there is a Primary and Secondary MLC assigned to the line in the System Manager. Based on this information, the turret Call Processing should ignore the line state notifications from the secondary MLC as long as the primary MLC for the line is available. There is no hot-standby for calls but the same line can be used after the 30 seconds outage.

Functional restrictions

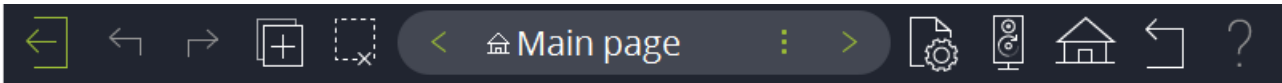
- – No privacy on MLA lines.
- After connection is re-established with primary MLC, the-line/MLC can restore the "MLA Bridge" in about 5 minutes.
- Consultation/Transfer/Toggle/Conference/Call forwarding/Quick Conference features are forbidden.
- Callback Busy, Emergency Intrusion, Override Busy, Emergency Release are not supported.
- In case of common hold the other party doesn't get to hold. If the other party holds the call, the line on the Turret won't get hold.
- If other party holds 2 lines capable line, the line does not get Music on hold.
- In case of automatic answer, as long as the line doesn't get to speech unit or SPM , it will not be protected by "Two-Lines" feature.
- After failover, if we disconnect the call from the side of the Turret, the line will remain green for about 30 seconds. If the other side disconnects the line, it will get to IDLE state immediately.
- After failover, if the line was active on more speech units before failover, it will be active on one speech unit only.
- After failover, if the primary MLC comes back and the backup MLC also loses connection and the other party disconnects the call, then the line will remain green for about 5 minutes.
- The Line recording is working in case of HTE only for the line of primary mlc. The line of backup mlc won't be recorded. In case of SIPREC both lines (primary and backup mlc) will be recorded.
- SPM: After connection re-established with primary MLC, the Turret shows "SMP channel tried to bridge but was denied by OSV" over and over again as long as the "MLA Bridge" has not been restored.
- SPM: after fallback: SMP voice indicator shows speech activity as long as the "MLA Bridge" is not established.
- After failover: Announcement on lines and DKAs will be disconnected.
- Signal function key does not work.

7 Edit Mode

The usability of the client’s graphical user interface has been improved. The Edit Mode has been introduced.

The former right-mouse-button on the touch screen and it’s context menu functionality have been replaced by a modern usability concept. The user clicks the new "Edit Mode" button in the menu bar. The user interface changes to the edit mode and offers all relevant functionalities.

Toolbar Edit Mode (Dark Style)



Toolbar Edit Mode (Light Style)



Functions on the Edit Mode Toolbar

Dark Style	Meaning	Light Style
	Exit edit mode button	
	Undo button	
	Redo button	
	Copy button (toggles with Move button)	
	Move button (toggles with Copy button)	
	Undo selection button	
	Back to last visited page in the page selection widget	
	Next page in the page selection widget	

Dark Style	Meaning	Light Style
	Page Properties button	
	Load and save SPM assignment button	
	Quick conference button	
	Home page button	
	Previous page button	
	Context sensitive help button	

The Call Control Field in Edit Mode

The appearance of the speech units in edit mode depends on the current calling state (idle or active connection). The figure shows Speech Unit 1 in calling state and Speech Unit 2, 3 and 4 in idle state.

Dark Style	Light Style
	

The icons have the following functions:

Dark Style	Meaning	Light Style
	Disconnect	

Edit Mode

How to Activate or Deactivate the Edit Mode

Dark Style	Meaning	Light Style
	Hold	
	Assign to SPM	
	Add to Contacts	
	Handset Properties	

7.1 How to Activate or Deactivate the Edit Mode

You can switch to the edit mode or exit the edit mode.

Step by Step

	To switch to the Edit Mode:	
	Press the Edit Mode button in the tool bar. The user interface switches to the edit mode.	
	Select the desired key or element. In case of function keys, line keys, DKM keys, DKA keys and SPM channels, the key's overlay appears with the available edit icons. The selection is indicated by a white frame.	
	To exit the edit mode:	
	Press the Exit Edit Mode button in the edit mode tool bar. Depending on the application window setting, the edit mode may exit automatically in case of an incoming call.	

7.2 How to Undo or Redo Actions in the Edit Mode

Actions in the edit mode can be undone or redone. The respective buttons in the edit tool bar are disabled by default. The buttons are enabled only if an event occurs that can be undone or redone.

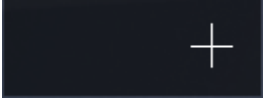
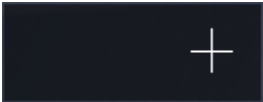
Step by Step

	To undo an event in edit mode:	
	Press the Undo button in the edit mode tool bar. The previous action is undone.	
	To redo an event in edit mode:	
	Press the Redo button in the edit mode tool bar. The action is redone.	

7.3 How to Copy or Move Elements in the Edit Mode

The copy and move feature allows the user to alter the profile of the OpenScape Xpert client in the edit mode.

Step by Step

	Select the element to be copied or moved.	
	To copy the element:	
	Make sure that the system is in copy mode. Pressing the Copy/Move button toggles from copy to move mode.	
	Click on an empty location. The element is copied to the desired location.	
	To move the element:	
	Make sure that the system is in move mode. Pressing the Copy/Move button toggles from copy to move mode.	
	Click on an empty location. The element is moved to the desired location.	

NOTICE:

If the selected element is locked in SM Admin, the move action fails, and an error message is displayed on the status bar of the OpenScape Xpert client.

7.4 How to Undo a Selection in the Edit Mode

A selected button can be cleared in the edit mode.

Step by Step

Edit Mode

Page Properties in Edit Mode

	Select an element for any purpose. The Undo Selection button is enabled.	
	To clear the selection, press the Undo Selection button.	

7.5 Page Properties in Edit Mode

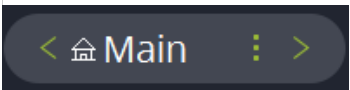
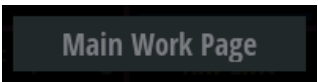
The OpenScope Xpert client user can edit the page properties via the edit mode.

The following actions can be performed by the user:

- Set the profile's default page
- Edit the selected page name
- Display the current shortcut of the page

7.5.1 How Edit Page Properties in the Edit Mode

Step by Step

	Press the Edit Mode button in the tool bar. The user interface changes to the edit mode.	
	Press the Edit Page Properties button. The Page Properties window appears.	
	Use the Preview Page Selector to select a page to be edited. The changes (page name or default name) can be viewed in real time.	
	Change the name of the page in the Page Name Edit text box.	
	To set the selected page as the default page of the profile, press the Main Work Page button. The default page is indicated by a little "house" icon beside the page name in the the Preview Page Selector .	
	Press the OK icon to save changes and close the window.	
	or	
	Press the Cancel icon to discard changes (if changes have been made) and close the window.	
	or	

	Press the Reset icon to reset the settings to their former value.	
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7.6 How to Load and Save SPM Assignments in the Edit Mode

Up to five SPM Assignments can be saved or loaded in the edit mode.

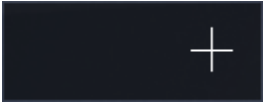
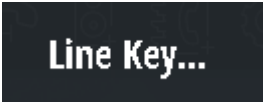
Step by Step

	Press the Load and Save SPM Assignments button. The Load / Save SPM Assignments dialog opens.	
	To save the current SPM assignment:	
	Click the Save button. The SPM assignment is saved.	
	To edit the SPM assignment's name:	
	Use the Edit Name button to change the default name.	
	To load a previously saved SPM assignment:	
	Select the desired SPM assignment from the selection list and click the Load button.	

7.7 How to Program Keys in Edit Mode

Proceed as follows to add new keys to the profile.

Step by Step

	Press the Edit Mode button in the tool bar. The user interface changes to the edit mode.	
	Press the "+" symbol on an empty button (placeholder). The New dialog appears.	
	To add a new function key, press the Function Key... button. The Create New Function Key dialog appears.	
	or	
	To add a new line key, press the Line Key... button. The Create New Line Key dialog appears.	

	or	
	To add a new direct key, press the DKA... button. The New > Select Contact for DKA dialog appears.	
	or	
	To add a new name key, press the DKM... button. The New > New DKM Destination dialog appears.	
	Then	
	You can edit the corresponding settings depending on the type of key selected, e.g., function, name, number and color, etc.	
	Press the OK icon to save changes and close the window.	
	or	
	Press the Cancel icon to discard changes (if changes have been made) and close the window.	
	or	
	Press the Reset icon to reset the settings to their former value.	

8 Speaker Module

The OpenStage Xpert speaker module is an add-on device for OpenScape Xpert systems as of Version 4R6.

Documentation

This chapter contains general information about the speaker module in connection with the OpenScape Xpert System. The information provided may deviate from the current installation. Please contact your system administration for more information on features and customer specific installations.

The installation and connection of the speaker module are described in the First Installation Guide supplied with the hardware. The configuration and software installation are described in the System Manager documentation.

General Information

The OpenStage Xpert speaker module works only in combination with the OpenStage Xpert 6010p/Mitel Xpert 6020p or a PC running the OpenScape Xpert Client. Up to two speaker modules can be connected to the OpenScape Xpert Client.

NOTICE:

The term OpenScape Xpert Client used in this document means always both, the OpenStage Xpert 6010p/Mitel Xpert 6020p device and the PC client running the OpenScape Xpert Client software.

Overview: Equipment and Features

The OpenStage Xpert speaker module provides outstanding voice quality and allows the user to easily distinguish between several conversation channels put on a loudspeaker. The main features are as follows.

- The speaker module can be used to monitor up to two additional speech monitoring units (SPMA / SPMB or SPMC / SPMD) with up to four mixed speaker channels, each.
- It is possible to monitor up to eight speaker channels simultaneously.
- The speaker module comes with an own graphical display showing channel information provided by the connected OpenScape Xpert Client.
- Each speaker channel can be adjusted by its own volume controller.
- For each of the speaker units an additional volume controller is available to adjust all speaker channels in this speaker unit at the same time (master volume).
- There is a pushbutton assigned to each of the eight speaker channels. Additionally there is a group button per speaker unit.
- There are five pushbuttons which can be flexibly assigned for various operation modes. The buttons are designed as toggle/shift buttons and have a special functionality in combination with the pushbuttons assigned to the channels.
- The speaker module allows to communicate in hands free mode.
- One gooseneck microphone (Goosie07, Goosie09) can be connected to be used e.g. for announcements.

- An acoustic echo cancellation in hands free mode and acoustic echo suppression in announcement mode assure high voice quality.

Modes of Operation

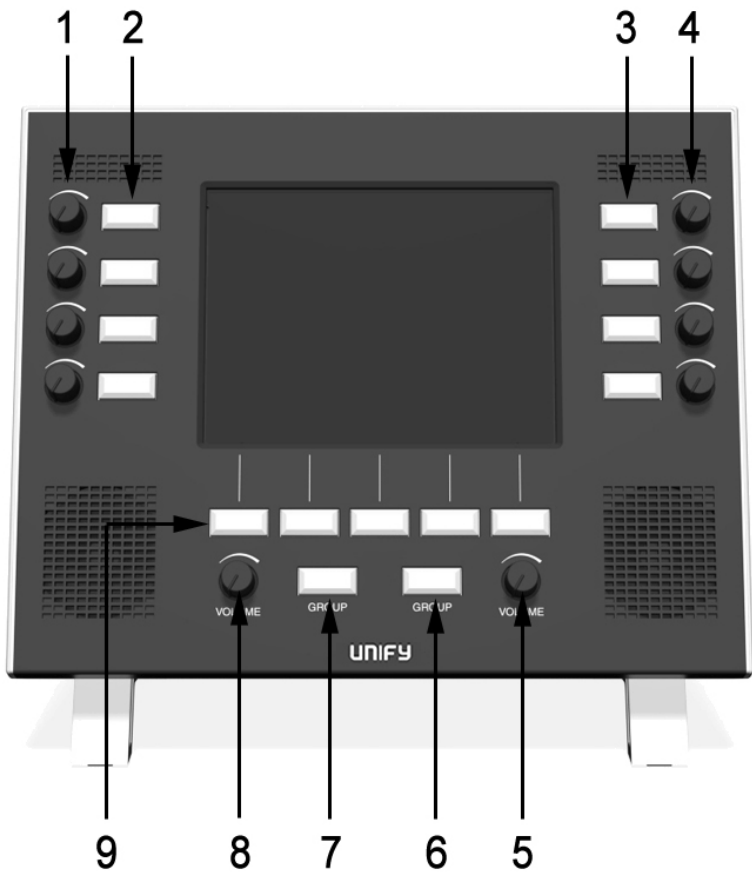
The speaker module can operate in several modes. The mode depends on how many speaker modules are connected to the OpenStage Client device, on whether or not an optional gooseneck microphone is installed and on the configuration of the speaker module itself. Please see the respective chapter in this document for more details on operational modes.

8.1 Operational Controls

The speaker module provides pushbuttons and volume controls as described in this section. There is no on/off switch because the speaker module is controlled via the OpenScape Xpert client.

Volume Controls and Buttons

The speaker module provides volume controls and pushbuttons for the left and right speaker unit with four channels each. Common controls are located below the display.



Pos.	Description
1	Volume controls for each channel of the left speech monitoring unit.

Pos.	Description
2	Pushbuttons for the channels of the left speech monitoring unit. There is one button for each channel.
3	Pushbuttons for the channels of the right speech monitoring unit. There is one button for each channel.
4	Volume controls for each channel of the right speech monitoring unit.
5	Master volume control for the right speech monitoring unit to adjust all speaker channels of this unit at the same time.
6	Group button for the right speech monitoring unit.
7	Group button for the left speech monitoring unit.
8	Master volume controller for the right speech monitoring unit to adjust all speaker channels of this unit at the same time.
9	Five pushbuttons with functions configured by system administration. These functions may be specific functions for the speaker module such as "Speaker Off/Off" (Mute), "Lock/Unlock SPM Channel" (Assign), "Transfer to Turret" (Unassign), "Disconnect SPM Channel" (Delete) or functions or actions as known from the OpenStage Client device.

NOTICE:

The speaker module can be operated in several operational modes. Please see the respective sections in this document or contact system administration for more information on the operational mode of your device.

Function Buttons

Five function buttons are located under the display. The button function and the displayed text are configured by the system administrator via the system manager. The following functions are available:

- The four specific SPM functionalities "Speaker Off/On" (Mute), "Lock/Unlock SPM-Channel" (Assign), "Transfer to Turret" (Unassign), "Disconnect SPM Channel" (Delete).
- All functions from the OpenScape Xpert function catalog that make sense for the speaker module, e.g., "Privacy", "SPM-Auto".
- All action keys from the action catalog except of the Remote keys. Remote keys can have up to 16 different states which can not be displayed on the speaker module.

Group Buttons

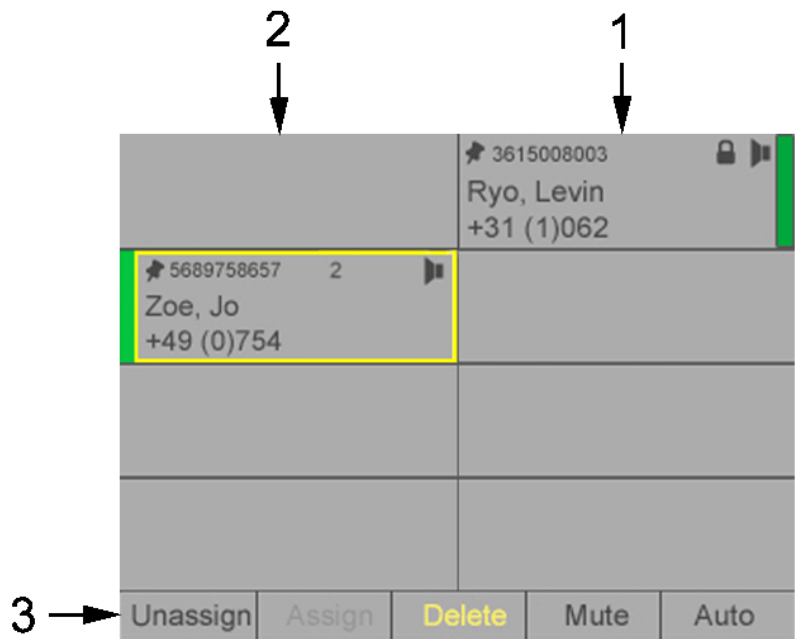
With the group button a speech monitoring unit with up to four speech monitoring channels can be selected. The group button is used for example to talk to all SPM channels of the respective SPM unit if configured.

8.2 Graphical User Interface of the Speaker Module

In contrast to the OpenStage Xpert 6010p/Mitel Xpert 6020p device, the OpenStage Xpert speaker module has a "display-only" screen. Consequently, the layout differs from the graphical user interface of the main device. The user interface can be designed very flexibly and may thus differ from the representations below.

Display of SPM Channel Information

The following figure shows an example for the display:

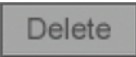


Pos.	Description
1	Four field areas assigned to the right speech monitoring unit. Each field area shows information about the assigned SPM channel and is assigned to the button and volume control beside the field.
2	Four field areas assigned to the left speech monitoring unit. Each field area shows information about the assigned SPM channel and is assigned to the button and volume control beside the field.
3	Five name fields for the corresponding buttons located below the display.

Display of Button Functions

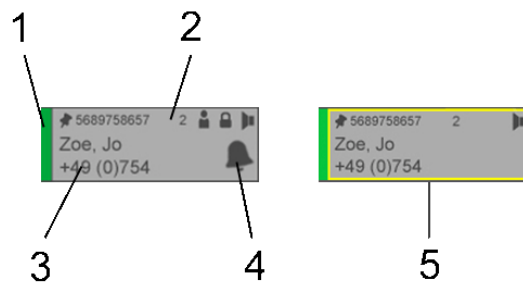
Five pushbuttons are located below the display. The button function and the displayed text can be configured via the system manager. In the button bar of the display the status and name of the corresponding button are represented:

Appearance	Description
	Disabled: This function is not available.

Appearance	Description
	Not active: This function is available, the button has not been pressed.
	Active: This function is available and currently in process.

Channel Status Display

The eight field areas of the display show the associated channel's status and/or line information. The figure below shows an example for one channel status display:



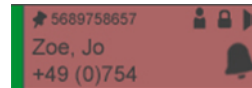
Pos.	Description
1	Status field; status is indicated by colors. • Green: Active SPM channel. • Red: Line assigned to the SPM channel is in use (active call to/ from the line on the speech unit). • Yellow: Announcement to SPM channel is active. • Pink: Line assigned to SPM channel is being seized (usually after clicking on Line Key, during dialing). • Grey: Idle (default).
2	Status line; status is indicated by numbers and/or icons
3	Call information/name field (two lines)
4	Event signaling field.
5	A yellow border indicates that the channel is currently selected.

Icon	Description
	Indicates that a line has been permanently assigned (fixed) to this SPM channel. The assignment status is "locked".
	Indicates that a line has been temporarily assigned to this SPM channel. The channel is in the "unlocked" (i.e., unassigned) state; this is the default assignment status.
	A line protected against changes has been assigned to this SPM channel.
	Number of the assigned speech unit (1 ... 4), if configured. "+" indicates a separated stream.
	Indicates that the conversation on this channel is in the "Privacy" state.

Icon	Description
	Indicates that the SPM channel is in the "open listening" state.
	Indicates that the SPM channel is in the "Mute" state.
	Indicates that there is another person listening on this line.
	The MLC is in overload mode. New calls and/or functions may be rejected.

Voice Indication

The following figure shows the voice indication: a red transparent overlay that is pulsating or fading.



8.3 Basic Functions

The speaker module is controlled by the connected OpenScope Xpert Client. All functions available for the main device and applicable on the speaker module **work the same way on the speaker module**. This section describes the basic operational steps for the speaker module in general, since all functions are dependent on the customer's individual topology and configuration.

8.3.1 How to Select a Single SPM Channel

Prerequisites

The speaker module is in operation, and there is at least one SPM channel assigned.

Step by Step

Press the pushbutton beside the displayed channel information. The function of the button depends on the action and usage mode, e.g., push-to-talk for an SPM channel.

If a function button has been pressed before, a yellow border around the channel information display indicates that the channel is selected.

8.3.2 How to Select an SPM Unit

Prerequisites

The speaker module is in operation, and there is at least one SPM unit assigned.

Step by Step

Press the **Group** button for the left or the right speaker unit. The function of the button depends on the action and usage mode.

If a function button has been pressed before, a yellow border around the channel information displays indicate that the channels are selected.

8.3.3 How to Use Predefined Functions

Prerequisites

The desired function has been configured by system administration.

The function is applicable for the selected channel or group.

Step by Step

- 1) Press the desired function button underneath the display.

Depending on the selected function, the system may change to the respective mode for selecting a channel. The text in the display of the selected function button changes its color to yellow.

- 2) Depending on the function button selected, it may be necessary to choose a specific SPM channel or SPM unit to execute the function. Press a channel key or a **Group** key.

8.3.4 How to Adjust the Volume of a Single SPM Channel

Prerequisites

The speaker module is in operation, and there is at least one SPM channel assigned.

Step by Step

Turn the volume control of the respective channel to adjust its volume.

8.3.5 How to Adjust the Main Volume of an SPM Unit

Prerequisites

The speaker module is in operation, and an SPM unit has been assigned.

Step by Step

Turn the group volume control of the respective SPM unit to adjust the volume of all four speech channels at the same time.

8.3.6 How to Mute/Unmute an SPM Channel or an SPM Unit

Prerequisites

The **Mute** button has been configured by the system administration and assigned to one of the five function buttons.

Step by Step

- 1) Press the **Mute** button underneath the display. The text color of the button changes to yellow; the speaker module switches to the Shift mode.

NOTICE:

The name of the mute function can be configured by system administration and may be different.

- 2) Press the pushbutton of the SPM channel to be muted or press the **Group** button of the SPM group to be muted.

The SPM channel or the channels of the SPM unit is/are no longer audible. The speaker symbol of the corresponding channel(s) changes to "speaker off".

- 3) To switch back to normal audible mode, press the **Mute** button again and then the respective channel or **Group** button (toggle button).

The SPM channel or the channels of the SPM unit is/are audible again. The speaker symbol of the corresponding channel or channels changes to "speaker on".

8.4 Speech Monitoring Tasks

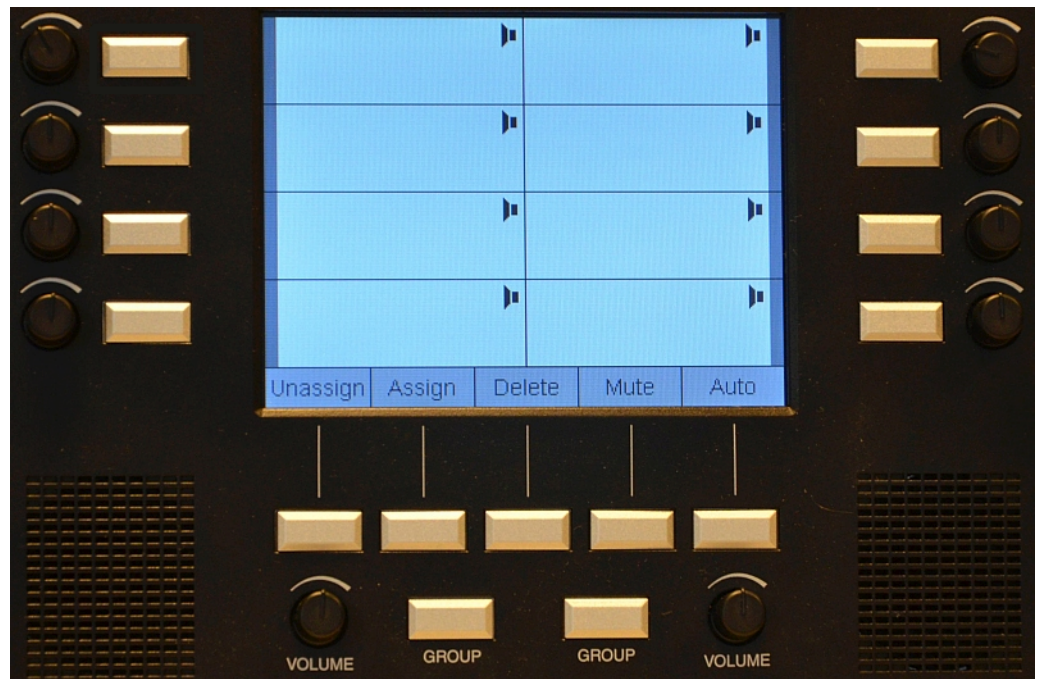
The main use of the speaker module is speech monitoring (SPM).

This section describes some of the specific tasks related to the speech monitoring feature when using the speaker module.

Speaker Module in Edit Mode

In Edit mode, the display of the Speaker Module does not differ from the normal mode, but just has very limited functionality.

When the Xpert client is connected to the Speaker Module, it uses the SPM panels A and B. So if these panels are on the configuration of the Xpert client, both will be disabled – grayed out – and can only be used on the Speaker Module.



NOTICE:

All functions and displayed texts depend on the current configuration and may therefore differ from your installation.

8.4.1 How to Assign an SPM Line Manually on an SPM Channel of the Speaker Module

Step by Step

	Press the Edit Mode button in the tool bar of the OpenScape Xpert client. The user interface of the OpenScape Xpert client changes to the edit mode.	
	Select the desired line key. The overlay icons appear on the selected line key.	
Then		
	Press the hardkey for a free SPM channel on the Speaker Module. The line is assigned to the selected SPM channel.	
	Press Exit on the OpenScape Xpert client. The edit mode is exited.	

8.4.2 How to Change the Assignment Type of an SPM Channel on the Speaker Module

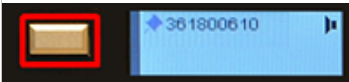
Prerequisites

The Delete button has been configured by the system administration and assigned to one of the five function buttons.

The assignment state of the SPM channel to be disconnected has not been set to "protected" by system administration.

The assignment state of the SPM channel and the phone line monitored is toggled. There are three different assignments: "fixed", "temporary" and "protected". The "fixed" and "temporary" assignments can be defined by the user, the "protected" assignment is defined by the system administration. A protected assignment cannot be changed to "fixed" or "temporary" and cannot be deleted by the user. A horizontal pin icon on the channel indicates a temporary assignment, a diagonal pin icon a fixed assignment.

Step by Step

	Press the hardkey for the Assign button under the display of the Speaker Module.	
	Press the hardkey for the channel for which the assignment type is to be changed on the Speaker Module.	

On pressing hardkey for the channel, the pin icon will change from the diagonal to the horizontal state, or vice versa, depending on the type of assignment in the beginning.

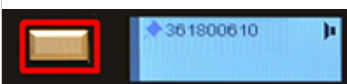
8.4.3 How to Move an Assignment of an SPM Channel on the Speaker Module

Prerequisites

Only SPM assignments which are not protected can be moved.

An SPM assignment can be moved only within the same SPM panel.

Step by Step

	Press the hardkey for the channel to be moved on the Speaker Module.	
	Press the hardkey of a free SPM channel to where the assignment should be moved.	

The assignment is moved to the new channel inside the same SPM panel.

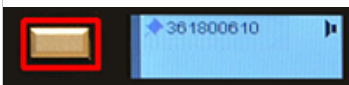
8.4.4 How to Copy an Assignment of an SPM Channel on the Speaker Module

Prerequisites

Protected assignments may be copied, but the "protected flag" will not be copied. Consequently, the copied assignment can be deleted on the OpenScape Xpert client side.

An SPM assignment can be copied only to another SPM panel.

Step by Step

	Press the hardkey for the channel to be copied on the Speaker Module.	
	Press the hardkey of a free SPM channel of another SPM panel to where the assignment should be copied.	

The assignment is copied to the new SPM channel.

8.4.5 How to Disconnect an SPM Channel

Prerequisites

The **Delete** button has been configured by the system administration and assigned to one of the five function buttons.

The assignment state of the SPM channel to be disconnected has not been set to "protected" by system administration.

Step by Step

- 1) Press the **Delete** button underneath the display.

NOTICE:

The name of the Delete function can be configured by the system administration and may therefore be different.

The speaker module changes to the "Delete" state. The text color of the **Delete** button changes to yellow.

- 2) Press the button of the SPM channel to be disconnected. The selection is indicated by a yellow frame around the SPM channel information on the display of the speaker module.

The SPM assignment is deleted, and the line is disconnected. The speaker module exits the "Delete" state.

8.4.6 How to Unassign a Line from an SPM Channel

Prerequisites

The **Unassign** button has been configured by the system administration and assigned to one of the five function buttons.

Step by Step

- 1) Select the line for which the assignment is to be deleted.
- 2) Press the **Unassign** button underneath the display.

NOTICE:

The name of the "Unassign" function can be configured by the system administration and may be different.

The speaker module changes to the "Unassign state". The text color of the **Assign** button changes to yellow.

- 3) Press the pushbutton of the respective SPM channel.

The selection is indicated by a yellow border on the SPM channel information display on the speaker module. The speaker module exits the "Unassign state".

The assignment of the corresponding SPM channel and the phone line (being monitored) is deleted. This leads to the result that if a user seizes the phone line via a speech unit, the call will remain at the speech unit, but not be monitored on the SPM.

8.4.7 How to Switch an SPM Channel to the Handset for Privacy

Prerequisites

At least one SPM channel has been set up at the speaker module and is currently in use.

The behavior of the SPM channel is set to "Seize line".

Step by Step

- 1) Lift the handset or select a speech unit at the OpenScope Xpert terminal.
- 2) Press the button of the SPM channel to be switched to the speech unit.

The speech unit is connected to the SPM channel, and the line display of the SPM channel changes color from green to red.

- 3) Press **Privacy** at the OpenScope Xpert terminal.

The Privacy icon appears in the information line of the SPM channel; the line is no longer monitored, and the user can talk to the other end of the SPM channel with the receiver or headset.

8.4.8 How to Speak with a Single SPM Channel

Prerequisites

At least one SPM channel has been set up at the speaker module and is currently in use.

A gooseneck microphone is installed and configured.

Step by Step

To speak with a single SPM channel, press the pushbutton next to the corresponding channel information on the speaker module.

NOTICE:

Depending on the configuration, the button must either be pressed and held (push-to-talk) or pressed once to switch to speaking mode and then pressed again to switch back to listening mode. This is configured by the system administrator.

The line indicator of the SPM channel changes color from green to red, and the user can speak with the other end of the selected SPM channel.

8.4.9 How to Speak with all Channels of an SPM Unit

Prerequisites

At least one SPM unit with at least one active SPM channel has been configured at the speaker module.

A gooseneck microphone is installed and configured.

Step by Step

To speak with all channels of an SPM unit, press the appropriate **Group** button under the display of the speaker module.

NOTICE:

Depending on the configuration, the **Group** button must either be pressed and held (push-to-talk) or pressed once to switch to speaking mode and then pressed again to switch back to listening mode. This is configured by the system administrator.

The line indicators of all SPM channels of the SPM unit change color from green to red, and the user can speak with the remote parties of the channels.

8.5 Usage Modes of the Speaker Module

Up to two speaker modules can be connected to the OpenStage Client device. An additional microphone per client can also be connected to one of the speaker modules. Therefore, depending on the architecture, there are several usage modes described in this section.

Simple SPM Mode

In this mode, up to two SPM units are configured on the speaker module.

NOTICE:

SPM units configured on a speaker module appear on the OpenScape Xpert Client's user interface but they are grayed out (disabled) – if configured in the user profile.

The two SPM unit streams received from the turret are output to the two loudspeakers. One SPM unit is allocated to one dedicated speaker.

Announcements are possible as usual with all input devices connected to the OpenStage Client device. With these SPM units, only the buttons on the speaker modules can be used for push-to-talk. The PTT button on the OpenStage Client device are disabled. PTT buttons on handsets work as usual.

SPM Mode and Input Device (Gooseneck Microphone) Connected

In this mode, up to two SPM units (output) and one input channel are configured on the speaker module.

The Gooseneck microphone is connected to the speaker module. The input channel configured on the speaker module is one of the four possible input devices of the OpenStage Xpert Client device, i.e., it is not an additional input device in the system. Announcement/seizure can be done with the microphone connected to the speaker module or when all remaining input devices are connected to the OpenStage Client device by pressing one or more pushbuttons or group buttons on the speaker module.

The two SPM unit streams received from the OpenStage Xpert Client device are output to the two loudspeakers. Each SPM unit is allocated to a specific dedicated speaker.

Additional call answering is possible with the microphone as usual by using the respective button on the OpenStage Client device. The output device for the answered call is a speaker connected to the OpenStage Client device. The two speakers in the speaker module remain unchanged (SPM output).

Handsfree Mode

In this mode, the speaker module is divided into two different sections. The connected microphone and one speaker are configured as speech unit. The remaining speaker is configured for SPM. The SPM speaker can output one or two SPM units. In the case of two SPM units, the two SPM units are mixed in the OpenStage Client device.

The microphone can be used for calls in the speech unit as well as for announcements to the SPM units. Announcements will also be possible with one of the remaining input devices connected to the OpenStage Client device.

In handsfree mode there is only one main volume control for all SPM channels, as all SPM channels are output on one speaker.

Audio Streaming Mode

This mode is similar to the handsfree mode. One speaker can be used for audio playback without any reference to SPM or speech units sections.

The remaining speaker and an optionally connected microphone can be used as described in the previous sections, with the following exception: The streaming mode can only be used instead of the handsfree mode, i.e., streaming mode and handsfree mode cannot be used simultaneously.

Scenarios with Two Speaker Modules

If two speaker modules are connected to the OpenStage Client device, the following cases may arise:

1) Both speaker modules are in SPM mode:

The two speaker modules behave as described in the section "Simple SPM Mode", i.e., independently of one another.

2) One speaker module in SPM mode, one speaker module in SPM mode plus input device:

The SPM mode speaker module behaves as described in the "Simple SPM Mode" section; the other speaker module as described in the "SPM Mode and Input Device" section.

3) One speaker module in SPM mode, one speaker module in hands-free or audio-streaming mode:

This behaves like described in the respective sections above. Open listening for the connected handsfree or streaming unit is not allowed and disabled by the OpenStage Client device.

4) One speaker module in hands-free mode, one speaker module in streaming mode:

This behaves like described in the respective sections above. Open listening for the connected handsfree or streaming unit is not allowed and disabled by the OpenStage Client device.

9 Reference

Here you will find an overview of the default shortcuts set up by the administrator.

9.1 Default Settings for Shortcuts

For many functions, the administrator can set up shortcuts. In conjunction with a connected keyboard, such functions can be quickly accessed by pressing the corresponding keyboard shortcuts. Some of the shortcuts change their meaning according to context; others always retain their significance. There are default settings for some of the shortcuts.

INFO:

If the online help is open, the Xpert shortcuts are not executed.

In the following tables, you will see for which shortcuts there are default settings. The administrator can also define another shortcut for functions with a default shortcut.

Shortcuts for Function keys

Function	Shortcut	Context-sensitive
Disconnect	F2	No
Disconnect 1	F5	No
Disconnect 2	F8	No
Disconnect 3		
Disconnect 4		
Disconnect All		
Cradle		
Open Listening		
Placing a Call on Hold	F3	No
Hold 1	F6	No
Hold 2	F7	No
Hold 3		
Hold 4		
LNR		
SNR		
Mute	Ctrl+M	Yes

Function	Shortcut	Context-sensitive
Ringer 'off'		
1st Ring Tone		
Privacy	Ctrl+P	Yes
Signal		
Signal 1		
Signal 2		
Signal 3		
Signal 4		
Voice Recording	Ctrl+R	Yes
SPM Auto	Ctrl+S	Yes
Disconnect SPM	Shift + S	Yes
Delay 1 sec		
Delay 10 sec		
Login list	Ctrl+Shift+L	Yes
Logout	Shift + F4	No
Macro		
Variable announcements		
Announcement Group		
Announcement All SPM		
Voice Calling		
Voice Calling Suppression		
Mic 'off' on Voice Calling		
Mailbox		
Service Menu		
Data Transfer		
Consultation	Ctrl+C	Yes
Transfer		
Conference	Ctrl+K	Yes
Line Conference		
Callback	Ctrl+B	Yes

Function	Shortcut	Context-sensitive
Call forwarding		
Call Pickup		
Toggle		
Delete		
Shift		

Additional Shortcuts

Function	Shortcut	Context-sensitive
Speech Unit Down	Down arrow	Yes
Speech Unit Up	Up arrow	Yes
Select Handset Key 1		
Select Handset Key 2		
Select Handset Key 3		
Select Handset Key 4		
Page Down	Image Down	Yes
Page Up	Image Up	Yes
Go to Page	Ctrl+1...0 (Page1 to Page10)	Yes
Back (to previous page)		
Dialpad - OK key	Enter key	Yes
Dialpad - Delete key	Delete	Yes
Dialpad - Previous key	Left arrow	Yes
Open the Contacts	Ctrl+E	Yes
Control field		
Call Answer	Space Bar	Yes
OpenScape Xpert Turret Escape	F4	No
Help	F1	No
Announcement SPM A Channel 1, 2, 3 or 4		
Announcement SPM A		
Announcement SPM B Channel 1, 2, 3 or 4		

Function	Shortcut	Context-sensitive
Announcement SPM B		
Announcement SPM C Channel 1, 2, 3 or 4		
Announcement SPM C		
Announcement SPM D Channel 1, 2, 3 or 4		
Announcement SPM D		
Announcement SPM E Channel 1, 2, 3 or 4		
Announcement SPM E		
Announcement SPM F Channel 1, 2, 3 or 4		
Announcement SPM F		
Ring Transfer: Name		

Shortcuts for Dialing Functions (cannot be changed at the SM)

Function	Shortcut	Context-sensitive
Digits 0...9	0...9, Numpad 0...9	Yes
* character	*, Numpad *	Yes
# character	#	Yes

Index

Numerics

1st. ring tone; first ring tone [118](#)

A

action buttons [34](#)
alternative prefix (Shift), selecting [55](#)
announcement;group announcement [82](#)
announcement: terminate [87](#)
announcement:on SPM channels [93](#)
announcement:receiving [82](#)
answering a call;call, answer [52](#)

B

browser page [130](#)

C

calibration [29](#)
call control [17](#)
call forwarding [113](#)
call memory password [33](#)
call memory: add to contacts [109](#)
call memory:delete displayed entries [108](#)
call memory:delete entry [108](#)
call memory:dial from the call memory [107](#)
call memory:filter entries [109](#)
call memory:sort entries [109](#)
call queue [19](#), [19](#)
call queue, display calls;calls, display in call queue [42](#)
call setup [10](#)
call:answer using button [52](#)
call:answer using handset [52](#)
channel selection [146](#)
client [9](#)
Comfort Activation, set up [44](#)
conference (HiPath) [66](#)
conference (HiPath):initiate [67](#)
conference, quick [70](#)
configuring:ring tones during call [27](#)
consultation [62](#)
consultation:using DKM keys [63](#)
consultation:via function keys [63](#)
Contacts [103](#)
Contacts password [33](#)
Contacts:add contact [106](#)
Contacts:copy contact [106](#)
Contacts:create contact [104](#)
Contacts:delete contact [104](#)
Contacts:dialing with the Contactst [103](#)
Contacts:edit contact [105](#)

context menu [9](#)
control characters for dialing delay [53](#)
control characters for DTMF [53](#)
control characters for suffix dialing [53](#)

D

default settings for shortcuts [156](#)
desktop element [15](#)
dialing [53](#)
dialing:preparation [54](#)
dialing:redial [54](#)
dialing:sending DTMF [58](#)
dialing:via the keyboard [58](#)
dialing:with the dialpad [57](#)
dialpad feedback tone [28](#)
Direct Key Automatic (DKA) [46](#)
direct key, edit properties [47](#)
disconnect call [72](#)
disconnect:SPM line [73](#), [74](#), [99](#)
disconnect:without handset selection [73](#)
DKA login key;dialing:with DKA login keys [22](#)
Do Not Disturb, Ringer 'off' function [118](#)
Dual Tone Multiple Frequency [57](#)

E

edit mode [134](#)
edit mode:activate [136](#)
edit mode:copy [137](#)
edit mode:deselect [137](#)
edit mode:move [137](#)
edit mode:page properties [138](#)
edit mode:redo [136](#)
edit mode:SPM assignments [139](#)
edit mode:undo [136](#)

F

fixed group announcement [82](#)
fixed group announcement, edit name [86](#)
function key:Hold Concentrator [44](#)
function keys [34](#)

G

Go to Page [126](#)

H

hands-free mode / cradle switchover;hands-free
mode:switch on [60](#)
hands-free mode:switch off [60](#)

handset, selecting [55](#)
hold [61](#)
hold:automatic [61](#)
hold:manual [61](#)
hold:private hold [62](#)
hold:resume call on hold [62](#)
Hoot-n-Holler [84](#)

I

icons, explanation [9](#)
inbound call, configuring the application window;application window, configuring;call queue, configuring the application window [28](#)
incoming call concentrator [44](#)
info on help;help:about [9](#)
intercom (voice calling) [101](#)
intercom call:disconnect [102](#)
intercom call:set up [102](#)
Interface button [131](#)

K

keyboard shortcuts [156](#)

L

line keys [35](#)
line keys, properties [42](#)
line selection [55](#)
logged in [25](#)
logging out [24](#)
login [21](#)
login window [21](#)
logout [24](#)

M

macro [119](#)
macro editing [120](#)
macro editing (Basics: 1) [119](#)
macro editing (Basics: 2) [119](#)
mailbox [117](#)
main page [15](#)
manual ringdown [121](#)
menu [23](#)
menu, bring up [24](#)
mouse and keyboard [9](#)
muting [148](#)
muting the microphone [124](#)

N

Name key (DKM);Direct Key Manual (DKM) [48](#)
name key, dialing; dialing;with name key [50](#)

O

off switch [12](#)
on switch [12](#)
open listening [59](#)
open listening / hands-free mode:activate open listening [58](#)
open listening / hands-free;set volume [59](#)

P

page properties [138](#)
priority and ring tone [27](#)
privacy [111](#)
private hold [62](#)
Profile: displaying [25](#)
Profile: Logged-in [26](#)

Q

queue [19](#)
Quick Conference [70](#)
Quick Conference, initiate [70](#)

R

re-ring signal [121](#)
receive calls only [112](#)
receive calls only (dial lock) - disable [112](#)
Recording [123](#)
redialing:last number redial (LNR) [56](#)
redialing:save a number (SNR) [56](#)
redialing:saved number (SNR) [56](#)
refresh profile [25](#)
right mouse button icon [9](#)
ring tone on/off;call signaling [43](#)
ring tone type [27](#)
ring tone volume [27](#)
ring tones depending on call queue priority [27](#)
ring transfer [129](#)
Ring Transfer Sequence [130](#)

S

screen saver, enabling [30](#)
search options [21](#)
second call, end [64](#)
shortcuts [156](#)
SIPREC [123](#)
speaker module:address SPM unit [153](#)
speaker module:buttons [142](#)
speaker module:control [142](#)
speaker module:copy assignment [151](#)
speaker module:delete SPM assignment [152](#)
speaker module:disconnect [151](#)
speaker module:display [144](#)
speaker module:function key [147](#)
speaker module:Group button [142](#)

- speaker module:GUI [144](#)
- speaker module:mute [148](#)
- speaker module:overview [141](#)
- speaker module:privacy [152](#)
- speaker module:select channel [146](#)
- speaker module:set volume [147](#)
- speaker module:speak with SPM channel [153](#)
- speaker module:speaker off/on [148](#)
- speaker module:unassign [152](#)
- speaker module:volume [142](#)
- speaker module:volume adjustment [147](#)
- speech monitoring (SPM) [90](#)
- SPM assignments [139](#)
- SPM: switch between call and SPM (with handset) [96](#)
- SPM:announcement [93](#)
- SPM:assign line automatically [91](#)
- SPM:assign line manually [91](#)
- SPM:assign line to an SPM channel [90](#)
- SPM:assignment to another SPM channel [92](#)
- SPM:copy assignment [97](#)
- SPM:delete assignment [99](#)
- SPM:edit assignment [90](#)
- SPM:speaker module [148](#)
- SPM:speaker module line assignment [151](#)
- SPM:specific line assignment [91](#)
- SPM:SPM to handset [94](#)
- SPM:switch between call and SPM (without handset) [96](#)
- SPM:switch between SPM and call [94](#)
- status bar [20](#)
- status field on line key [40](#)
- status field:green [36](#)
- status field:red [38](#)
- status indicators [20](#)
- suffix dialing [51](#)

T

- team functions [82](#)
- Telephone Desktop [15](#)
- Telephone page [15](#)
- toggle [64](#)
- toggle:automatic [64](#)
- toggle: toggle key [65](#)
- toolbar [16](#)
- touch screen operation [9](#)
- touch screen:calibrate [29](#)

U

- user interface [13](#)
- user lists [82](#)

V

- variable group announcement [82](#)
- voice calling (intercom) [101](#)
- voice normalization [98](#)

- voice recording [122](#)
- volume normalization [98](#)
- volume of SPM:change [98](#)

