

SIEMENS

Quick Reference Guide

optiPoint 500

Basic, Standard, and Advance

Hicom 300 E and H

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Welcome!

Welcome to your Siemens optiPoint 500 Basic, Standard, or Advance telephone! Whichever model you received, you will find its many features useful and easy to use; and it will allow you to manage your telephone tasks quickly and efficiently.

The various models described in this booklet have the same functionality with two exceptions:

- The Basic model does not support hands-free conversations. The Standard and Advance models support hands-free conversations.
- The Basic and Standard models have 12 feature keys, the Advance model has 19 feature keys.

About This Guide

This booklet is designed to guide you through understanding and using your telephone as quickly as possible.

- Section “Learning About Your Phone”, starting on page 6, describes the appearance and main features of the telephone.
- Section “Using Your Telephone”, starting on page 14, describes how the telephone is used and explains how your “class of service” affects your capability to access specific telephone features.
- Section “Feature Access Codes”, starting on page 33, contains a listing of the default feature access codes.
- Section “Looking for Help?”, starting on page 35, explains how to find help for using your telephone.
- Section “FCC and Industry Canada Compliance”, starting on page 36, contains the FCC and Industry Canada compliance statements.

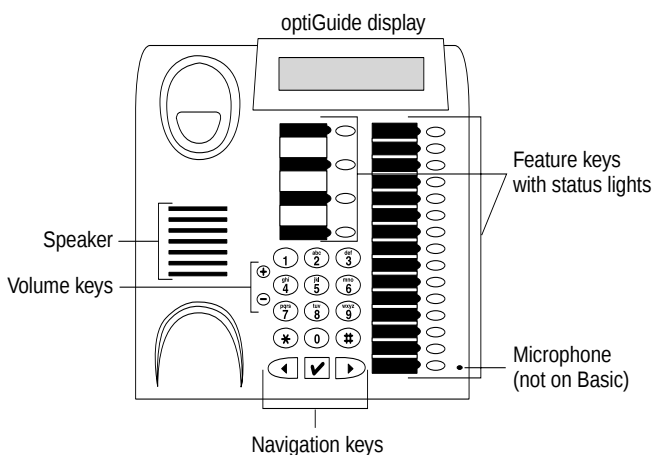
Learning About Your Phone

Figure 1 shows an optiPoint 500 Advance phone without the handset. Functional features are marked, but the common features like the key pad are not marked.

Please note:

- Note that a Basic and Standard phones have only 12 feature keys, not 19 like the Advance phone.
- The Basic phone does not have a microphone.

Otherwise, the phones look alike.



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Figure 1. optiPoint 500 Advance Telephone

The following sections explain the features of your optiPoint 500 phone.

Note: optiPoint 500 phones with an optiGuide display (all phones described in this booklet) are sometimes referred to as display phones.

Feature Keys

Usage of Feature Keys

Your administrator can configure feature keys as line keys, short cuts to specific telephone features, or repdial keys.

- Line keys connect to various telephone lines that can be used simultaneously. For example, you can put a party on HOLD on one line and dial another party on another line.
- You can press configured system feature keys to gain access to system telephone features, such as HOLD, TRANSFER, MAILBOX, and PROGRAM/SERVICE.
- Repdial keys are keys you can program as one-touch keys to telephone numbers or extensions you dial often.

When you get your telephone, the feature keys will be labeled on the faceplate. Labeling terminology is up to your company. For example, your administrator might label the HOLD key “HOLD”, “Hold”, “HLD”, or anything else. We recommend that you label repdial keys you programmed by hand.

Note: This booklet references each feature key with its capitalized full name. Thus, “press HOLD” means to press the feature key labeled as the Hold key in whatever notation.

Status Lights on Line Keys

The red status lights next to the line keys signals what is happening on those lines. Table 1 explains the various flash rates and the line status.

Table 1. Status Light Meanings

Flash Rate	Line Status
Off	Available
On steady	In use
Blinking	Ringing
Flashing (faster)	On hold
Flickering (fastest)	Forwarded

Volume Keys

Use the Volume Up (+) and Volume Down (-) keys to adjust the voice volume of your telephone. While on a call, press (+) to raise the volume of the voice you are hearing, or press (-) to lower it. Press either key repeatedly until you reach the desired voice level. Holding down either key changes the volume one step only.

When you hang up or switch to another call, the voice volume returns to the default level. To save the new setting before hanging up, press the (+) and (-) keys together before hanging up.

Rings and Tones

The sounds your phone makes are defined as “rings” and “tones”.

- Rings occur on a line that you are not using to indicate that you have an incoming call.
- Tones occur while you are using your phone to provide information about calls and features.

Table 2 explains the meanings of the various rings.

Table 2. Rings and Their Meaning

Ring	Meaning
Single (repeated)	Internal or emergency call
Double (repeated)	External call
Triple (repeated)	Callback

Table 3 explains the meanings of the various tones.

Table 3. Tones and Their Meaning

Tone	Meaning
Dial tone	You can make a call or invoke a feature.
Busy tone	The party you called is on the phone.
Fast busy tone	Invalid call.
One tone every 20 seconds	Internal call waiting.
Two short tones every 20 seconds	External call waiting.
Three short tones (confirmation tone)	A feature has been successfully activated.
Three short tones followed by dial tone	Additional input required, for example a PIN.
Wavering (error) tone	Invalid feature request.

Open Listening and Hands-Free Conversations

Open listening means that people other than the caller himself can listen to the conversation. To initiate open listening, the caller presses the **SPEAKER** key. This will transmit the called party's voice directly through the speaker (see Figure 1 on page 6). However, if the phone does not have a microphone, the caller must continue to use the handset to talk to the called party.

Hands-free means that the caller initiates open listening on a phone that has a microphone. In this case, the caller can hang up after pressing the **SPEAKER** key. The called party will be heard through the speaker, and the caller will speak into the microphone (see Figure 1 on page 6) and thus be heard by the called party.

- The Basic phone does not have a microphone and therefore supports open listening only. It does not support hands-free conversations.

- The Standard and the Advance phone have a microphone and therefore support open listening and hands-free conversations.

optiGuide

Introduction

optiGuide is an interactive control program that guides you through the use of optiPoint 500.

optiGuide uses:

- The display (see Figure 1 on page 6) to show you the currently active feature and to prompt you for a selection.
- The navigation keys (see Figure 1 on page 6) to let you scroll through options and select an option.
 - Pressing  scrolls to the previous option.
 - Pressing  selects the currently displayed option.
 - Pressing  scrolls to the next option.

optiGuide Modes

optiGuide can be used in two modes: when the phone is idle, and while the phone is in use. The functionality of the two optiGuide modes differs.

- To access the main menu of optiGuide while the phone is idle, press the MENU key or one of the scroll keys ( or ).
- To access the main menu of optiGuide while you are using the phone, press the MENU key.

If the telephone is idle and you are not using optiGuide, the display shows the current time.

The Display

When active, optiGuide displays two lines.

- The first line is capitalized and displays the current call related information.
- The second line starts with a capital letter followed by lower case letters, and indicates an option. The user can select this option or scroll to another one.

The Navigation Keys

- You can either select the displayed option by pressing , or scroll to another option by pressing  or .
- Note that a selected option may become an optiPoint 500 feature with more options. In such a case, the selected option will be displayed in the first line with capital letters, followed by its first option in the second line. Section “Selecting Options—Example” contains a detailed example.

Selecting Options—Example

In this example, you will use optiGuide to navigate to AUDIO SETTINGS.

While the phone is idle,

1. Press MAIN MENU or one of scroll keys ( or ). The display shows:

MAIN MENU	
Speed dial features?	>

2. Start scrolling by pressing . Note that while scrolling, the first line remains unchanged but the second line displays different options. You will scroll through “More features?”, “View active features?” to “Program/Service?”. Select Program/Service by pressing . The display shows:

PROGRAM/SERVICE	
1-Change destinations?	>

3. Start scrolling through *2-Feature settings?*, *3-Mailbox*, *4-View feature keys?* to *5-Audio settings?*. Select Audio settings. The display shows:

AUDIO SETTINGS	
1-Ring volume?	>

This ends the example procedure. To learn how to change audio settings, refer to Section “Changing Your Audio Settings”, starting on page 14.

Note: You may have observed that for some features the options in the second line are preceded with a number. Option of other features appear without number. If options are preceded by a number, you can simply press the number instead of scrolling to the desired option. For example, after getting to Program/Service, you could press **5** to select audio settings.

More Information on optiGuide

Use optiGuide only if the desired feature is not accessible through a feature key. Pressing a feature key saves time.

Not all options are accessible in both optiPoint modes. Some are accessible only while the phone is idle (example: Program/Service), others are accessible only while the phone is in use (example: *Saved number redial?*).

While scrolling through optiGuide you may encounter features that you are not able to use. These are features restricted by your class of service. For more information on your class of service refer to Section “Your Class of Service”, starting on page 14.

Phone Accessories

You can expand the capabilities of your phone in three ways.

- Depending on the model of your phone, you can add one or two easy-add adapters:
 - An analog adapter to connect your phone to an analog device.
 - An acoustic adapter to connect your phone to a headset.
 - A phone adapter to connect your phone to an additional optiPoint 500 phone or Optiset E phone. The secondary telephone is connected using a RJ11 connector.
 - An ISDN adapter to connect your phone to ISDN devices such as phones, PC cards, G4 fax machines or video equipment using a RJ45 connector.
- You can add one or two side-mounted modules with more feature keys. This will add 16 additional keys per module.
- You can connect your phone to your PC, using a USB cable. This connection allows you to use Microsoft TAPI for dialing on the PC.

Note: A common USB cable is sufficient for the phone-PC connection, but it will cause your phone rock on the table top. A special Siemens USB cable ensures the correct resting of your phone.

Ask your administrator for more information for any of these accessories.

Using Your Telephone

Your Class of Service

The class of service your telephone offers may not contain all available features. It is up to the system administrator to configure the various optiPoint 500 phones with the features their users need. Therefore, not all features described in this guide may be applicable to your telephone. Direct all questions about your class of service to your administrator.

Description of All Phone Tasks

The following task descriptions use the terms “select” and “scroll”.

- Select means to select an optiGuide option by pressing .
- Scroll means to scroll (backward or forward) to another optiGuide option by pressing  or .

Changing Your Audio Settings

To change the audio settings on your phone:

1. Using optiGuide, select “Audio Settings” from either MAIN MENU or PROGRAM/SERVICE.
2. Scroll to the desired audio setting and select it. optiGuide displays the current setting for the selected option. If you selected “1-Ring volume?”, “2-Ring tone?”, or “3-Alert tone volume?”¹, the phone will play the current setting of this tone.
3. To adjust the setting, press the  or  keys. For ring volume, ring tone, and alert tone, your phone will make the sound of the adjustment.

¹ An alert tone alerts you while you are using the phone that another party is in the busy standby queue and waits to talk to you. See also footnote on page 25

4. To save the adjustment, press , or press the  and  simultaneously.

Note: If, during step 3 or 4, you decide to exit without making changes, press  or hang up.

Callback

This feature allows you to automatically retry later a call to an extension that is currently busy or in do-not-disturb mode. After requesting a callback, you hang up. When the called extension resumes an idle mode, the system calls you with a triple ring. Answering this call will automatically connect you with the originally called extension.

To request a callback:

1. Listen for the busy signal.
2. If you have a CALLBACK key, press it.

OR

Select *Callback?* on your optiGuide display.

OR

Dial  .

3. Hang up.
4. When the system calls back with triple rings, answer your phone. This causes the system to dial (callback) the extension.

To cancel a callback:

1. Get a dial tone, and dial   . You will hear the confirmation tone.
2. Hang up.

Conference

The Conference feature lets you have up to eight parties, including yourself, in a telephone conversation. The other parties besides yourself can be on trunks (outside lines) or extensions.

To set up a conference:

During a call,

1. If you have a TRANSFER key, press it.

OR

Scroll through the prompts on your optiGuide display and select *Start conference?*.

2. Listen to the confirmation tone, followed by the internal dial tone.
3. Dial the extension you want to add, or dial **9** and the outside number.
4. After the party answers you want to connect all parties:

If you have a CONFERENCE key or TRANSFER key, press it.

OR

Select *Conference?* from your optiGuide display.

To reconnect to the conference when a called party isn't joining:

If you have a CONNECT key, press it.

OR

Scroll through the prompts on your optiGuide display and select *Release and return?*.

To drop the last added party and then rejoin the conference:

If you have a CLEAR key, press it, or press TRANSFER and dial *** * * 4**. Then press the CONFERENCE key, the CONNECT key, or the TRANSFER key.

OR

Scroll through the prompts on your optiGuide display and select *Remove last party?*.

Connect

Connect allows you to:

- Reconnect with a call placed on consultation hold.
- Reconnect with a transferred call before the transfer is complete.
- Alternate between two parties when you have one of them on consultation hold.

To reconnect with a call:

If you have a CONNECT key, press it.

OR

Scroll through the prompts on your optiGuide display and select *Toggle/Connect?*

Consultation

Consultation allows you to put the party you are currently talking to on hold, so that you can call and talk privately with a second party. Press CONNECT to alternate between the two parties.

To consult with a second party during a call:

1. If you have a TRANSFER key, press it.

OR

Scroll through the prompts on your optiGuide display and select *Consult?*.

2. Dial the second party's extension or **9** and the outside number.
3. Talk with the second party.

To reconnect with the first party:

If you have a CONNECT key, press it.

OR

Scroll through the prompts on your optiGuide display and select *Toggle/Connect?*.

To release a party on consultation hold:

While connected with a party:

If you have a CLEAR key, press it.

OR

Scroll through the prompts on your optiGuide display and select *Release and return?*.

The party will be released, and you will be connected to the other party.

Forwarding

Forwarding redirects your incoming calls to another extension or an outside number. There are two forwarding types:

- Station-variable forwarding lets you set up an extension or outside number for forwarding under conditions you specify.
- Fixed forwarding sends calls to extensions set up for you by the system administrator.

Usage of Station-Variable Forwarding

To use station-variable forwarding for all calls under all conditions:

While your phone is idle,

1. Press the MENU key.
2. Scroll to *More features?* and select it.
3. Scroll to *Call forwarding?* and select it.
FWD-ALL-BOTH - - - OFF is displayed.
4. Dial the number to which you want your calls forwarded.

OR

1. Get a dial tone.
2. If you have a FORWARD key, press it.

OR

Dial **#91**.

3. Dial the extension, or **9** and the outside number, to which you want your calls forwarded.
4. Hang up. The light next to your extension will now be flickering to signal the forwarding state of your phone.

To cancel station-variable forwarding:

While your phone is idle,

1. Press the MENU key.
2. Use the optiGuide display to scroll to *More features?* and select it.
3. Select *Call forwarding?*.
FWD-ALL-BOTH - - - ON is displayed.
4. Scroll to *Deactivate?* and select it.

OR

1. If you have a FORWARD key, press it.

OR

Get a dial tone and dial **# # 9 1**.

2. Hang up. The light next to your extension will stop flickering.

Usage of Fixed Forwarding

Since your administrator sets up the fixed forwarding feature, you can only cancel fixed forwarding to restore it.

To cancel Fixed Forwarding:

Get a dial tone and dial **# # 9 0**.

To restore Fixed Forwarding:

Get a dial tone and dial **# 9 0**.

Hold

Hold allows you to put a party on hold without disconnecting it. If you do not retrieve the call after a certain period of time (determined by the system administrator), your phone will ring. If it is an external call and you do not answer, the call is transferred to the operator. An internal call will ring until the caller hangs up.

If you want to make another call after placing a call on hold, refer to Section “Consultation”, starting on page 17.

To put a call on hold:

1. If you have a HOLD key, press it. The status light will start flashing to indicate you have a call on hold.

OR

Use the optiGuide display to scroll to *Hold?* and select it.

2. If you are using the handset, hang up.

To reconnect:

If you were using the handset for the call you put on hold, pick the handset up and the line key.

If you were not using the handset for the call you put on hold, press the line key.

Last Number Redial

Last Number Redial allows you to quickly redial the last number you have dialed. This number can be any valid number, including numbers dialed during consultation calls or transfers.

To redial the last number dialed:

While the phone is idle,

1. If you have a LAST NUMBER REDIAL key, press it.

OR

Press the MENU key, then select *Speed dial features?* and then *Last number redial?*.

OR

Get a dial tone and LAST NUMBER REDIAL will display select it or dial **# # 4**.

Mailbox and PhoneMail

Your phone can be configured with a MAILBOX key, a PHONEMAIL key, or both.

- If your phone has only a MAILBOX key, then you can receive and manipulate phonemail messages and one reminder message.
Note: A reminder message is a signal a caller can leave if his call is not answered or if there is a busy signal. Reminder messages are possible only if the called party has a MAILBOX key.
- If your phone has only a PHONEMAIL key, then you can receive and manipulate PhoneMail messages only; you cannot receive or manipulate reminder messages.
- If your phone has both a PHONEMAIL and a MAILBOX, access your PhoneMail through the PHONEMAIL key and the reminder messages through the MAILBOX key.

New messages turn on the light next to the key from which the message can be retrieved (MAILBOX or PHONEMAIL).

To display messages:

While the phone is idle,

1. If you have a MAILBOX key, press it.
2. Select *All messages?*, or *Phonemail messages?*, or *Reminder messages?*.

The caller's extension and the date and time of the call will be displayed.

3. To display any additional messages, scroll to *Next entry?* and select it.
4. To delete a displayed message, scroll to *Delete?* and select it.

OR

1. Press the MENU key.
2. Scroll to *Program/Service?* and select it.
3. Scroll to *Mailbox?* and select it.

4. Select *All messages?*, or *Phonemail messages?*, or *Reminder messages?*.

The caller's extension and the date and time of the call will be displayed.

5. To display any additional messages, scroll to *Next entry?* and select it.
6. To delete a displayed message, scroll to *Delete?* and select it.

Manipulating Reminder Messages

To answer a displayed message:

Scroll to *Call originator?* and select it.

The system calls back the party or system that left the message. When the party or system answers, the message is deleted.

To leave a reminder message:

When you make a call and receive a busy tone or no answer, scroll to *Reminder message?* and select it.

The other party's MAILBOX status light turns on. If the other party has a display phone, the system will also leave a reminder message providing your name and the date and time of your call.

Manipulating PhoneMail Messages

- If you have a PHONEMAIL key, press it and follow the prompts.
- If you have no PHONEMAIL key but a MAILBOX key, press it and follow the prompts.

Park

Park allows you to move a call to an extension and hold it there without ringing that extension. You or another party can then retrieve the call from the extension.

To park a call to another extension:

1. If you have a TRANSFER key, press it and dial Dial **[*]** **[6]** and the extension where you want to park the call.

OR

Scroll to *Park call?*, select it, and dial the extension where you want to park the call.

2. Hang up.

To retrieve a parked call:

If the extension is on your phone:

- Press the line key next to the flashing status light.

If the extension is on another phone:

1. If you have a PICKUP key, press it.

OR

Get a dial tone and dial **[*]** **[3]**.

2. Dial the extension where the call is parked.
3. Begin speaking.

PhoneMail

The PhoneMail feature is explained in Section “Mailbox and PhoneMail”, starting on page 21.

Pickup

Pickup means to pick up (answer) a call at another extension. The call on the other extension can be ringing, on hold, queued, or parked.

There are two pickup types:

- **Station pickup** lets you answer a call to any extension, but you must know the number of the extension.
- **Group Pickup** lets you answer a call to an extension in your pickup group (set up by your system administrator) even if you do not know the number of the extension that received the call.

Note: In general, members of a pickup group work in the same department or on the same project.

To answer a call in your pickup group:

If you have a PICKUP key, press it twice.

OR

Get a dial tone and dial **[*][*][3]**.

To answer a call ringing, on hold, queued, or parked at any extension (station pickup):

1. If you have a PICKUP key, press it.

OR

Dial tone and dial **[*][3]**.

4. Dial the extension.

Pick Up a Call and Add to Conference

This feature is most commonly used when you want to add calls to a conference in progress. The following calls can be added:

- A call alerting or ringing on your phone or another phone.
- A call on hold on your phone or on another phone. For example, a call holding on your office phone could be picked up and added to a conference call on the conference room phone.
- A call parked on another extension.

- A call on busy standby queuing² for another extension.
- A call on busy standby queuing for the line that you are using.

To pick up a call and add it to a conference:

During a two-party call or a conference call:

1. If you have a PICKUP key, press it.

OR

Get a dial tone and dial **[*] [3]**.

Note: The original (two-party or conference) call is placed on consultation hold.

2. Dial the extension where the call to be picked up is located.
3. If the picked up party is on busy standby queuing for your line, you will already be connected to it now. You do not have to dial an extension for it.

OR

If the picked up party wants to join the conference, press the CONFERENCE key. All parties will hear a conference tone to signal that another party has joined.

OR

If the picked up party does not want to join the conference, press the CLEAR key to return to the conference call.

To toggle between the picked up party and the original call, press the CONNECT key.

Note: You can also transfer, place on hold, place on consultation hold, or park a call you have picked up. (See “Transfer” on page 32, “Hold” on page 19, “Connect” on page 17, and “Park” on page 23.)

To screen an incoming call before picking it up, put the conference on hold and answer the call. Then return to the conference and pick up the call.

² Busy standby queuing is a feature where the caller who reaches a busy line can wait until the line is freed. He then will be connected. When a caller is in busy standby queuing the busy signal changes to music or any other tone that lets him know that he can wait.

Preview

The Preview feature allows you view information associated with any line configured on your phone. You can see the following information when the phone is idle or active on a call:

- The identity of the caller on a line configured to ring on your phone (including recalling lines from hold, park, system hold, and transfer).
- The identity of the caller for the line you are currently using.
- The identity of a party or a camped-on party on your currently active line.
- The information about a line on hold.

To enable the Preview feature:

1. Press the PREVIEW key. The PREVIEW status light turns on.
2. Press a line key to view information. This displays information on the caller for eight seconds. If you take no further action, the display reverts to the previous content. The PREVIEW key remains active so that you can continue to display information about other lines.

To disable the Preview feature:

Do one of the following:

- Press the PREVIEW key. The status light turns off.
- Press any key except the following dial: MUTE, VOLUME, TIME, **[0]** through **[9]**, **[*]**, or **[#]**.
- Make a call using the speakerphone.
- Place the handset on-hook if it is off-hook.
- Place the handset off-hook if it is on-hook.

To answer a call on a Preview line:

If your phone is idle, go off-hook and begin speaking while the preview information is displayed.

If you are active on a call, turn the PREVIEW key off before answering the call.

Repertory Dialing (Repdial) Keys

Repdial keys can be set up by the user for one-touch dialing for an extension, an outside number, a feature access code or a combination of numbers and feature access codes.

To set up a repdial key:

While the phone is idle,

1. Press the MENU key.
2. Scroll to *Program/Service?* and select it.
3. Select *Change destinations?*.
4. Scroll to *Repdial?* and select it.
5. Press the key you want to set up as a repdial.
6. Enter the dialing sequence you wish to assign to this repdial key.

You can press  to add multiple time delays to the sequence. (The default is two seconds for each delay.)

7. Select *Save?*
8. If you want to set up another repdial key, scroll to *Next entry?* and select it.
9. To end setting up repdial keys, select *SAVED - Exit?*.
10. On your faceplate, label each configured repdial key with the name of the person that it dials.

To dial using a repdial key:

Press the repdial key.

Saved Number Redial

This feature saves a number that you have dialed. Later, you can redial your saved number.

To save a number you have dialed, while you are still connected with that number:

If you have a SAVED NUMBER REDIAL key, press it.

OR

Select *Save number?* from your optiGuide display.

OR

Dial **[#] [4]** while the call is still ringing or busy.

To dial your saved number:

If you have a SAVED NUMBER REDIAL key, press it.

OR

Press the MENU key, select *Speed dial features?*, scroll to *Saved number redial?* and select it.

OR

Get a dial tone and dial **[#] [4]**.

Speakerphone

A speakerphone consists of a speaker and a microphone on your telephone. With a speakerphone, you can have hands-free conversations. (For details, refer to Section “Open Listening and Hands-Free Conversations”, starting on page 9.)

Note: The Basic model is not a speakerphone.

To make a call:

Press a line key or the SPEAKER key to get a dial tone, then dial.

To answer a call:

Press the line key next to the blinking status light.

To hang up:

Press the line key or the SPEAKER key.

Switching from a hands-free conversation to using the handset during a call:

- If you are using the handset and want to use the speakerphone, press the SPEAKER key and hang up the handset.
- If you are using the speakerphone and want to use the handset, pick up the handset.

Station Speed Dialing

Station Speed Dialing lets you assign frequently used dialing sequences (extensions or outside numbers) to codes. You can then dial a code instead of the entire sequence. Your phone may be assigned 0, 10, 20, or 30 station speed dialing codes. If your phone is assigned 10 codes, the codes are single-digit codes (0 through 9). If your phone is assigned 20 or 30 codes, the codes are double-digit codes (00 through 29).

To set up a station speed code:

While your phone is idle,

1. Press the MENU key.
2. Scroll to *Program/Service?* and select it.
3. Select *Change destinations?*.
4. Scroll to *Station speed dial?* and select it.

Enter index: will be displayed, for the station speed dialing code.

5. Enter the code you want to use (0 through 9, or 00 through 29).

Enter new number: will be displayed.

6. Enter the sequence you want the code to dial.
7. Select *Save?*.
8. Select *Exit?*.

OR

1. Press the PROGRAM key.
2. Dial **1** **3**.
3. Enter the code you want to use (0 through 9, or 00 through 29).
4. Enter the sequence you want the code to dial.
5. Select *Save?*.
6. Select *Exit?*.

To dial using a station speed code:

While the phone is idle,

1. If you have a STATION SPEED key, press it.
2. Dial the station speed code (0 through 9, or 00 through 29).

OR

1. Press the MENU key.
2. Select *Speed dial features?*
3. Scroll to *Station speed dial?* and select it.
ENTER INDEX: will be displayed.
4. Dial the station speed dialing code (0 through 9, or 00 through 29).

OR

1. Get a dial tone, dial **# 3**.
2. Dial the station speed code (0 through 9, or 00 through 29).

System Hold

System Hold lets you move a call to a system slot (a temporary holding place) and hold it there. The call can then be retrieved from any extension.

To place a call on system hold:

1. Press the TRANSFER key. You will hear the confirmation tone and dial tone. Dial *** 8**.
2. Enter a slot number (0-9).

If you hear a busy signal, try a different slot number.

OR

If you hear a fast busy signal, hang up. A fast busy signal means that all slots are full and you cannot place a call on system hold at this time.

To retrieve a call on system hold:

1. Get a dial tone.
2. If you have a SYSTEM HOLD key, press it.

OR

Dial **[*][8]**.

Dial the number of the system slot where the call is on system hold.

System Speed Dialing

Your system administrator may have set up company-wide speed dialing codes for frequently called outside numbers. Depending on the number of needed speed dialing codes, your administrator might have “bundled” codes into various groups (lists).

For speed dialing, your administrator must:

- Provide you with one or two lists containing speed dialing codes.
- Explain to you which feature key to press to access a specific list.

To make a system speed dialing call:

- If you have one or two SYSTEM speed keys, select the one that connects you to the desired system speed codes list.

OR

1. Press the MENU key.
2. Select *Speed dial features?*.
3. Scroll to *System speed dial?* and select it. You may have two system speed dial lists.

ENTER INDEX: will be displayed.

4. Dial the system speed dialing code.

OR

1. Get a dial tone, and dial **[#][6][1]** for the first list or **[#][6][2]** for the second list.
2. Dial the system speed code.

Transfer

Transfer allows you to move a call to another extension or—if your system is set up accordingly—to an outside number.

To transfer a call:

During a call:

1. Ask the other party to hold.
2. If you have a TRANSFER key, press it.
OR
Select *Start transfer?*
3. Dial the extension or **9** and the outside number.
5. If you want, announce the caller when the party answers.
6. Hang up. The other parties will then be connected.

To reconnect:

Before hanging up, scroll to *Release and return?* and select it. This rejoins you to the original call and releases the party you are talking to.

OR

Scroll to *Toggle/Connect?* and select it. This rejoins you to the original call. Selecting *Toggle/Connect* again returns you to the second party.

Feature Access Codes

Table 4 denotes the default feature access codes. Ask your administrator whether some or all of these codes were changed. If so, ask for a listing of the currently correct codes.

To access a feature using the key pad:

- If you have a dial tone, dial the feature access code.
- If you are already connected to another line, press the Transfer key, then dial the feature access code.

Table 4. Feature Access Codes (1 of 3)

Feature	Option	Access Code
Account Number		* 2
Bad Line Reporting		* 5 6 3
Busy Override		# # 7
Buzz		# * 2
Callback	Request	# 1
	Cancel	# # 1
Changing Ring Tone		* 5 7 2
Class of Service	Restore Primary	* # 5 9 1
	Return to Secondary	* # 5 9 0
Com Group Speaker Call		* * 6
Conference	Remove Last Party	* * * 4
	Remove Specific Party	* * 4 1-8
Direct Trunk Select		# # 8
Forwarding, Fixed	Request	# 9 0
	Cancel	# # 9 0

Table 4. Feature Access Codes (2 of 3)

Feature	Option	Access Code
Forwarding, Variable	All	# 9 1
	Busy	# 9 4
	Busy/Ring No Answer	# 9 5
	External	# 9 2
	Internal	# 9 3
	Ring No Answer	# 9 6
	Cancel	# # 9 1
Last Number Redial		# # 4
Mailbox Callback Message	Leave Message	# * 1
	Cancel	# * 8
	Turn Off Light	* 5 2
Park		* 6
Pickup	Group	* * 3
	Station	* 3
PIN Authorization	Request	* # 5 7
	Cancel	* # 5 8
Privacy	Request	# 2
	Cancel	# # 2
Saved Number Redial		# 4
Speaker Call, Fixed		# * 4
Speaker Call, One-Way		# 8 1
Speaker Call, One-Way Broadcast		# 8 0

Table 4. Feature Access Codes (3 of 3)

Feature	Option	Access Code
Station Hunt	Prevent	# * 9 3
	Allow	# * 9 2
	Set Destination	# * 9 0
	Clear Destination	# * 9 9
Station Speed Dialing	Set Up	# # 3
	Call	# 3
System Hold		* 8 0-9
System Speed-1		# 6 1
System Speed-2		# 6 2
Trace Call		# # # 1
Universal Night Answer		* # 3

Looking for Help?

If you cannot find necessary instructions in this booklet or if your phone does not work as expected, you can:

- Ask your administrator for help.
- Ask your administrator for access to the *optiPoint 500 Telephones Administrator Guide*, G281-0758. This guide is written for the administrator and explains many features in more detail than this booklet does.

FCC and Industry Canada Compliance

This section describes the requirements for compliance with Federal Communications Commission (FCC) Rules and Industry Canada CS-03 standard.

FCC Certification and Requirements

The following paragraphs describe requirements and information based on FCC rules.

Service

If you experience problem with the Siemens optiPoint 500 telephone, contact Siemens customer support at 1-800-835-7656 for information on service and repairs. The telephone company can ask you to disconnect the equipment from the network until the problem is corrected or until you are sure that the equipment is not malfunctioning.

FCC Rules, Part 15

The Siemens optiPoint 500 telephone has been tested and complied with the limits for a class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, can cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference in the user's expense.

FCC Rules, Part 68

1. FCC Part 68 Certification

The Siemens optiPoint 500 telephone is certified with FCC under Part 68 as a component device for connection behind FCC Part 68 certified Siemens PBX systems. In order for the FCC certification of the Siemens optiPoint 500 telephone to be retained, all other products used in conjunction with the Siemens optiPoint 500 telephone must also be FCC Part 68 certified for use with the front-end terminal equipment. If any of these components are not certified, Siemens is required to obtain FCC Part 68 certification of the assembled equipment prior to connection to the telephone network. Part 68 certification requires Siemens to maintain this approval and as such are responsible for the following:

- Any component added to the Siemens optiPoint 500 telephone, whether it bears component certification or not, will require a Part 68 compliance evaluation. Siemens may need to test and make a modification filing to the FCC before that new component can be used;
- Any modification/update made to the Siemens optiPoint 500 telephone will require a Part 68 compliance evaluation. Siemens may need to test and make a modification filing to the FCC before that modified component can be used;
- Siemens optiPoint 500 telephone complies with and will continue to comply with all the applicable rules and regulations in Subpart D of the FCC Part 68 rules during the life-time of the product.

If at any time the ownership of Siemens optiPoint 500 telephone is transferred to someone else (whether independently or as part of a system), please supply this manual to the new owner.

2. REN

The ringer equivalence number (REN) is used to determine the quality of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of RENs

should not exceed five (5.0). At the base of the telephone is a label contains, among other information, the REN and the FCC certification number. If requested, this information must be given to the telephone company. To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

Note: REN is associated with the analog telephones. It is not applicable to Siemens optiPoint 500 telephone. If requested, please supply the FCC Certification numbers of the front-end host terminal equipment that have a direct Public Switched Telephone Network connection (i.e. have a REN stated on the label) and the highest REN.

3. Facility Interface Information

Siemens optiPoint 500 telephone connects to the public switched telephone network through FCC Part 68 certified front-end host PBX equipment which specifies the type of network jacks to be used.

4. Disruption of the Network

If the Siemens optiPoint 500 telephone disrupts the telephone network, the telephone company can discontinue your service temporarily. If possible, the telephone company will notify you in advance. If advance notice is not practical, they will notify you as soon as possible. You are also informed of your right to file a complaint with the FCC.

5. Telephone Company Facility Changes

The telephone company can make changes in its facilities, equipment, operations, or procedures that can affect the operation of your equipment. If they do, you should be notified in advance so you have an opportunity to maintain uninterrupted telephone service.

6. Hearing-Aid Compatibility

Telephones for emergency use and telephones installed in common areas such as lobbies, hospital rooms, elevators, and hotel rooms must have handsets that are compatible with magnetically coupled hearing aids. Persons who are not in common areas must also be provided with hearing-aid compatible handsets, if needed.

The Siemens optiPoint 500 telephone complies with the FCC Rules, Part 68, Section 68.316 Hearing Aid Compatibility and 68.317 volume control requirements.

7. Programmed Dialer Features

When you program emergency numbers or make test calls to emergency numbers using Siemens products with programmed dialer features, stay on the line and briefly explain to the dispatcher the reason for the call before hanging up. Perform these activities in off-peak hours, such as early morning or late evening.

Equipment Attachment Limitations

The following are notices required by Industry Canada Terminal Attachment Program Certification Procedure CP-01, Part I, Section 14.

Ringer Equivalence Number (REN)

The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5. The REN is associated with the analog loop-start and ground-start telephones. It is not applicable to Siemens optiPoint 500 telephones.

Equipment Attachment Limitations

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirement documents. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.