

# Telephone Information

## Important Notes



Do not operate the telephone in environments where there is a danger of explosions.



Use only original Siemens accessories → page 31!  
Using other accessories may be dangerous, and will invalidate the warranty and the CE mark.



Never open the telephone or a key module. If you encounter any problems, contact System Support.

The information provided in this document contains merely general descriptions or characteristics of performance features which in case of actual use do not always apply as described or which may change as a result of further development of the products.

An obligation to provide the respective performance features only exists if expressly agreed in the terms of contract.

The trademarks used are owned by Siemens AG or their respective owners.

The earpiece in this telephone handset contains a magnet. To prevent injury, before each use ensure objects such as pins or staples are not stuck to the earpiece.

Never allow the telephone to come into contact with staining or corrosive liquids, such as coffee, tea, juice or soft drinks.

## Telephone Maintenance

- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleaner containing some form of surfactant, such as a dish detergent. Afterwards, remove all traces of the cleaner with a damp cloth (using water only).
- Never use cleaners containing alcohol, cleaners that corrode plastic, or abrasive powders.

## For Class A Products

NOTE: This equipment has been tested and found to comply 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 instructions, may 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 at his own expense.

**Marks**



The device conforms to the EU guideline 1999/5/EG, as attested by the CE mark.



This device has been manufactured in accordance with our certified environmental management system (ISO 14001). This process ensures that energy consumption and the use of primary raw materials are kept to a minimum, thus reducing waste production.



In accordance with EU directives, electrical/electronic devices and batteries marked with this symbol may not be disposed of in household waste. To dispose of them, please use the return and recycling systems available in your country.

**What telephone model do I have?**

The name and model of your telephone are printed on the base of your optiPoint 500.

**What are the properties and connection possibilities of my optiPoint 500?**

<b>optiPoint 500</b>	<b>entry</b>	<b>economy</b>	<b>basic</b>	<b>standard</b>	<b>advance</b>
Function keys	8	12	12	12	19
Full-duplex speakerphone feature	-	-	-	✓	✓
Illuminated display	-	-	-	-	✓
Headset connected via ...					
• built-in interface	-	-	-	-	✓
• adapter	-	-	✓	✓	✓
Headset port	-	-	-	-	✓
USB interface	-	-	✓	✓	✓
Interface for add-on equipment	-	-	✓	✓	✓
Option bays	0	0	1	1	2

**Which operating features are available?**

See fold-out page:

<b>1</b>	Handset
<b>2</b>	Display, 2 lines with 24 characters
<b>3</b>	Function keys
<b>4</b>	Microphone for speakerphone mode (only optiPoint 500 standard/advance)
<b>5</b>	LEDs
<b>6</b>	Keypad
<b>7</b>	Keys for scrolling and confirming functions
<b>8</b>	Keys for telephone settings
<b>9</b>	Speaker for open listening and ring tones

### What communication platform is my optiPoint 500 connected to?

Ask your system administrator or whomever is responsible for supporting/administering your communication platform or for dealing with queries relating to your telephone system.

### Why is a function not available?

This may be due to one of the following reasons:

- The function has not been configured for your telephone - address any questions to Customer Support.
- Your communications platform does not support this function - contact your Siemens sales representative to upgrade your system.

### Where can I get the accompanying operating instructions?

- From your system administrator, who will have a CD-ROM containing your User Guide in HTML and PDF format.
- On the Internet at <http://www.siemens.com/hipath>, under "Downloads" → "User Guides" or, for the Realitis DX platform, at <http://www.realitis.com>. All you need to know is your telephone model and the communication platform to which your telephone is connected.

The chapter "Basic operating instructions" contains general information on how to use your optiPoint 500.

### How do I label the keys on my optiPoint 500?

You can label the keys and change the labels yourself either

- manually with the label strips supplied
- by computer using the Word files of the "Key Labelling Tool" supplied on the CD-ROM
- by computer via the Internet:

You will find the "Online Key Labelling Tool" along with the user interface under <http://www.siemens.com/hipath> → "Downloads" → "Software"

Place the labeled strips on the corresponding keypad on your optiPoint 500, and place the transparent cover (matte side up) on top (see cover page).

For further information on labeling your keys, contact your service personnel or refer to the User Guide.





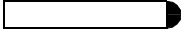

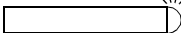



### What accessories are there for my telephone?





For an overview of key modules, adapters and accessories for your optiPoint telephone, see → page 31.

# Important Operating Procedures



## optiPoint 500 entry – HiPath 500/3000/5000

-  = Lift the handset
-  = Replace the handset
-  = Conduct a call
- 0 0** = Enter the code
-  = You hear a tone
-  = Press the key
-  = Press the illuminated key
-  = Press the flashing key
-  = Enter a telephone number or code
- +** = To next user action




### Calling






 +  call no.  
or  
 call no. + 

### Redialling



**Dial last no. called**  
 + 

### Speed-dialling

**Dial using speed-dial no.**  
 +   
 Speed-dial no.  
Individual - \*0 ... \*9  
Central - 000 ... 999

**Save individual speed-dial no.**  
 +   
 Speed-dial no. (\*0...\*9)  
 Ext. code + call no. 

### Ending a call

  
or  



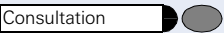

### Telephone set up


**Change ringer volume**  
(+) or (-)  
**1**  
(+) or (-) higher/lower vol.  
Save (+) (-) together

**Change ringer pitch**  
(+) or (-)  
**2**  
(+) or (-)  
Save (+) (-) together


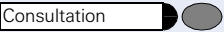


**Change call volume**  
  
(+) or (-) higher/lower vol.  
Save (+) (-) together

### Consultation

**Call second user**  
 1st user call  
  
 2nd user call no.

**End consultation, return to 1st user**  
  
(Press x1 or x2)

### Transferring a call

 1st user call  
  
 2nd user call no.  
Call may be announced  


Deutsch

English

Français


Nederlands


Italiano


Español

Português

## Conference



 1st user call

Consultation 

 2nd user call no.

Conference may be announced

Consultation 

  3 Three party conference

### Abandon conference




**If 2nd user is busy or does not answer, return to 1st user**


Consultation 


(Press x1 or x2 )


## Toggling

**Alternating calls with two users**

 1st user call

Consultation 

 2nd user call no.


 2nd user call  
(1st user waits)

Change to waiting users

Consultation 

  2

**If 2nd user is busy or does not answer, return to 1st user**

Consultation 

(Press x1 or x2)

## Using callback

**Called party is busy or does not answer**

Callback 

If called party free or back, they are called.

### Deleting

Callback 



  5  8 

## Call forwarding






**Activate**



  1  1

 Destination call no. 

**Deactivate**

  +   1 

## Using mailbox

**A callback or message is saved**



Message Waiting 

## Deactivating microphone

**Call partner not permitted to listen in**

Mute 

**Activate**

Mute 

## Open listening

**Activate speaker**

Speaker 


**Deactivate speaker**


Speaker 


# Important Operating Procedures

## optiPoint 500 with Display – HiPath 500/3000/5000

### optiPoint 500 economy/basic/standard/advance

 = Lift the handset

 = Replace the handset

 = Conduct a call

**0 0** = Enter the code

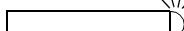

+ = To next user action

Consultation? ✓

Display contrast? ✓



  = Press the key

  = Press the illuminated key

  = Press the flashing key

 = Enter a telephone number or code



= The option appears on the screen.  
Press the  key to confirm your selection.

= Search for an option.  
Press the   keys, until the option appears on the screen. Then press the  key to confirm your selection.

### Calling

 +  call no.

or

 call no. + 

### Redialling

#### Dial last no. called



  
 

x1 = last no. dialled

x2 = second last no. dialled

x3 = third last no. dialled

### Ending a call


  
or  
 

### Speed-dialling

#### Dial using speed-dial no.

\* 7=Use speed-dialling? ✓

 Speed-dial no.


Individual - \*0 ... \*9

Central - 000 ... 999

#### Save individual speed-dial no.

\* 92=Change Speed-dial? ✓

 Speed-dial no. (\*0... \*9)

Change/Change entry? ✓

 Ext. code + call no.

Save/Save entry? ✓

### Caller list

#### Select call

Caller list? ✓

Next? ✓

#### Dial displayed call

Call? ✓

### Using mailbox

#### Callback or message

#### is saved

View/Display messages? ✓

Message sent/Text? ✓

or

Call voice mail? ✓

Follow user prompts!

## Telephone setup

### Change ringer volume

+ or -

Ring/Ringer volume? ✓

+ or - higher/lower vol.

✓ Save

### Change ringer pitch

+ or -

▶ Ring/Ringer tone? ✓

+ or -

✓ Save

### Change call volume



+ or - higher/lower vol.

✓ Save

## Consultation

### Call second user

☎ 1st user call

Consult/Enquiry? ✓

☎ 2nd user call no.

### End consultation

Return to held call? ✓

## Toggle

### Alternating calls with two users

☎ Callback conversation

▶ Toggle/Connect? ✓

## Transferring a call

☎ 1st user call

Consult/Enquiry? ✓

☎ 2nd user call no.

Call may be announced



## Conference

☎ 1st user call

▶ Start conference? ✓

☎ 2nd user call no.

Conf. may be announced

Conference? ✓

## Call forwarding

### Activate

▶ Forwarding on? ✓

1=all calls? ✓

☎ Call no.

Save/Save entry? ✓

### Deactivate

▶ Forwarding off? ✓

## Using callback

### Called party is busy or does not answer

Callback/Set Callback ✓

### Delete

▶ View callbacks? ✓

Delete? ✓

## Save external call no. to key

Program/Service

▶ \*91=Prog. feature key? ✓

+ another level.

Change key/feature? ✓

Redial key? ✓

☎ External number

Save with LED? ✓

Exit?/End? ✓

## Deactivate microphone

### Call partner not permitted to listen in

Mute

### Activate

Mute

## Open listening

### Activate speaker





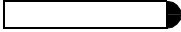

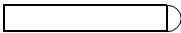

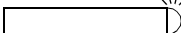


Speaker

### Deactivate speaker



Speaker

# Important Operating Procedures



## optiPoint 500 entry – HiPath 4000

-  = Lift the handset
-  = Replace the handset
-  = Conduct a call
- 0 0** = Enter the code
-  = You hear a tone
-   = Press the key
-   = Press the illuminated key
-   = Press the flashing key
-  = Enter a telephone number or code
- +** = To next user action


### Calling


 +  call no.


or

 call no. + 


#### Using trunk key




Line 


 Call no.

### Redialling (last no. called)




Last no. redial 


### Ending a call




or

Disconnect/Clear 

### Accepting a call (using trunk key)



Line 

### Telephone set up

#### Change ringer volume

**+** or **-**

**1**


**+** or **-** higher/lower vol.

Save **+****-** together


### Redialling (a saved call no.)


#### Save call number


Connection exists:



Redial 

Any call number:



Store 

Redial 

 call no.


Store  


#### Dial call no.


 + Redial 

### Speed-dialling


#### Dial using speed-dial no.





 **8**


 Speed-dial no. (0...9)



#### Save individual speed-dial no.

Store 

 **8**

 Speed-dial no. (0...9)

 call no.

Store  

#### Change ringer pitch


**+** or **-**

**2**

**+** or **-**

Save **+****-** together

#### Change call volume



**+** or **-** higher/lower vol.


Save **+****-** together

Deutsch  
English  
Français  
Nederlands  
Italiano  
Español  
Português




## Consultation

### Call second user

 1st user call


Consultation

 2nd user call no.


### End consultation, return to 1st user

Disconnect/Clear

## Transferring a call

 1st user call

Consultation

 2nd user call no.

Call may be announced



## Using callback


Called party is busy  
or does not answer

Callback


### Delete

 +  <sup>HWY</sup>9 + 

## Conference

 1st user call

Consultation

 2nd user call no.

Conference may be announced

Conference

or

 <sup>HWY</sup>3

## Call forwarding

### Activate

Call forwarding

 +  <sup>HWY</sup>4 <sup>HWY</sup>4 + 

### Deactivate

Call forwarding


 +  <sup>HWY</sup>4 <sup>HWY</sup>4 + 

### Save destination

Store

Call forwarding

 +  <sup>HWY</sup>4 <sup>HWY</sup>9

 Call no. forwarding destination

Store

## Using mailbox

 + Mailbox

## Open listening

### Activate speaker

Speaker


### Deactivate speaker


Speaker

# Important Operating Procedures

## optiPoint 500 with Display – HiPath 4000

### optiPoint 500 economy/basic/standard/advance

 = Lift the handset

 = Replace the handset

 = Conduct a call

**0 0** = Enter the code

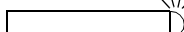

+ = To next user action

**Consultation?**

**Ringer pitch?**



  = Press the key

  = Press the illuminated key

  = Press the flashing key

 = Enter a telephone number or code



= The option appears on the screen.  
Press the  key to confirm your selection.

= Search for an option.  
Press the   keys, until the option appears on the screen. Then press the  key to confirm your selection.

### Calling


 +  call no.


or

 call no. + 


#### Using trunk key



Line 

 call no.

### Displaying call list

Service Menu 

**Destinations?**

**Call log?**

**Incoming calls?**

or

**Outgoing calls?**

#### Dial displayed call

**Output?**

### Redialling


#### (a saved call no.)


#### Save call no.

Connection exists:

Redial 

Any call number:

Service Menu 



Redial 

**New entry?**

 call no.

**Save?**

#### Dial

 + Redial 

### Redialling

#### (last no. called)



Last no. redial 

### Speed-dialling

#### Dial speed-dial no.



Service Menu 

**Use speed dialing?**


 Speed.dial no. (0...9)

#### Save individual speed-dial no.


Service Menu 

**Destinations?**

**Speed dialing?**

 Speed-dial no. (0...9)


**New entry?**

 call no.

**Save?**

### Ending a call

 OR

Disconnect/Clear 

### Telephone setup

#### Change ringer volume

+ or -

Ringer volume? ✓

+ or - higher/lower vol.

✓ Save

#### Change ringer pitch

+ or -

Ringer pitch? ✓

+ or -

✓ Save

#### Change call volume



+ or - higher/lower vol.

✓ Save

### Consultation

1st user call

Consultation? ✓

2nd user call no.

#### End consultation, return to 1st user

Release and return? ✓

### Transferring a call

1st user call

Consultation? ✓

2nd user call no.

Call may be announced



### Call forwarding

#### Activate

Call forwarding

#### Deactivate

Call forwarding

#### Save destination

Service Menu

Destinations? ✓

Call forwarding? ✓

evtl. choose forwarding type

Next forwarding type? ✓

Enter destination: > ✓

Forwarding dest. call no.

Save? ✓

### Save call no. on a key

Set up redial key.

Program/Service

Destinations? ✓

Redial?/Direct dest. select? ✓

Phone no.

Save? ✓

### Toggle

#### Alternating calls with two users

Callback conversation

Toggle? ✓

### Using callback

#### Called party is busy or does not answer

Callback? ✓

If call party free or back, they are called.

#### Delete

Display callback? ✓

Delete? ✓

### Conference

1st user call

Start conference? ✓

2nd user call no.

Conference may be announced

Conference? ✓

### Using mailbox

#### A callback or message is saved

Mailbox

Follow user prompts!

### Open listening

#### Activate speaker

Speaker

#### Deactivate speaker

Speaker

## Add-on equipment, adapters, accessories

You can adapt your telephone to suit your individual requirements with the following products.



### optiPoint add-on equipment:

The add-on equipment makes telephoning even more convenient, efficient and safer. The following equipment is available:

optiPoint application module, optiPoint key module, optiPoint BLF, optiPoint signature module.



### optiPoint adapter:

Extend your telephone's functions with various adapters which allow you to connect, for example, additional telephones (system, analog or ISDN telephones), a headset, a loudspeaker or an external recorder.

The following adapters are available:

optiPoint acoustic adapter, optiPoint analog adapter, optiPoint ISDN adapter, optiPoint phone adapter, optiPoint recorder adapter.



### Headset:

With a headset you can make handsfree calls.

The DECT-standard cordless version, for example, offers the convenient option of answering calls without having to reach for the telephone.



### Microphone/Active loudspeaker:

Ideal when making handsfree/open listening calls in difficult acoustic conditions and allows greater freedom of movement when telephoning. You can switch off the microphone with the mute key.

Connection is via the optiPoint acoustic adapter.

### optiPoint Conference Kit:

The optiPoint Conference Kit improves the hands free speaking quality of telephone conferences. With the maximum configuration up to 2 conference loudspeaker boxes and 8 conference microphones can be used with optimal acoustic room coverage.

Connection is via the optiPoint acoustic adapter.

### Second handset:

For improved listening in the event of background noise. Connection is via the optiPoint recorder adapter.



Detailed information on these and other products and availability with your telephone can be found in your optiPoint 500 economy/basic/standard/advance telephone data sheet and in the accessories datasheets in the Internet under <http://www.siemens.com/hipath> → "Downloads" → "Data sheets".

An overview of the connectivity options for your telephone can be found on → page 21.