



HiPath 1100

HiPath 1120

HiPath 1150

HiPath 1190

On a system telephone
optiPoint 500 entry

SIEMENS

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User Manual

Introduction

The HiPath 1100 family consists of the following systems: HiPath 1120, HiPath 1150 and HiPath 1190. The features and operation of these systems are very similar. Their differences stem from their capability regarding the extension numbers, external lines and optional modules available.

The following documentation package was developed to describe the characteristics for these systems:

- **User Manual:**
This manual describes step by step how to operate and use the features provided by each system.
- **programming manual:**
This manual briefly describes the installation of HiPath 1120, HiPath 1150, and HiPath 1190 systems as well as the programming codes for the entire family of systems. It highlights the specific characteristics of each system.
- **System Telephones Instruction Manual:**
It is included with the telephone package and describes how to setup and use the telephone sets.
- **Quick Reference Guide for Analog and system telephones:**
This guide provides summarized information on how to use the different codes for the features of each system.
- **Attendant Console Quick Reference Guide:**
This guide provides summarized information on how to use a system telephone as an attendant console.
- **Service Manual:**
This manual contains information regarding Siemens distributors and Service Centers where you can request maintenance service and programming assistance as well as purchase products and options for your Communications Systems.
- **Warranty Certificate:**
This Certificate defines the terms and conditions of the warranty provided by Siemens.

About this user manual

This manual describes the operation and implementation of the HiPath 1100 system features with the system telephones optiPoint 500 economy, optiPoint 500 basic, optiPoint 500 standard and optiPoint 500 advance. It also describes all feature codes and functions provided by your system. Some functions may not be available with your system. The reasons for this are the following:

- The function is not configured for your type of line and/or system. Ask your System Administrator for further information.
- Your communications platform does not support the feature. Ask about upgrade capabilities for your system.

Important Notes



Do not install the system or telephone sets where there may be a risk of explosion.



To ensure optimal performance and operation use only original accessories manufactured by Siemens.



Never open the system or dismantle any of the telephones. If you have any problems, ask for assistance from your System Administrator.

Care of the equipment.

Keep the system and telephones away from damaging or staining liquids such as tea, coffee, fruit juice or soft drinks.

The information in this document provides only general descriptions of the features. The actual features may not correspond exactly to the descriptions herein and, furthermore, they are subject to changes to the extent that products continue to be developed.

The selection of features to be provided is not binding unless explicitly established in the terms of the contract.

Trademarks



This equipment conforms to the EU Directive 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 the lowest consumption of raw materials and energy as well as the lowest production of industrial waste.



For compliance with EU directives, do not discard any batteries, electrical or electronic equipment marked with this symbol in common household garbage. Discard this type of waste at a local recycling or waste disposal facility.

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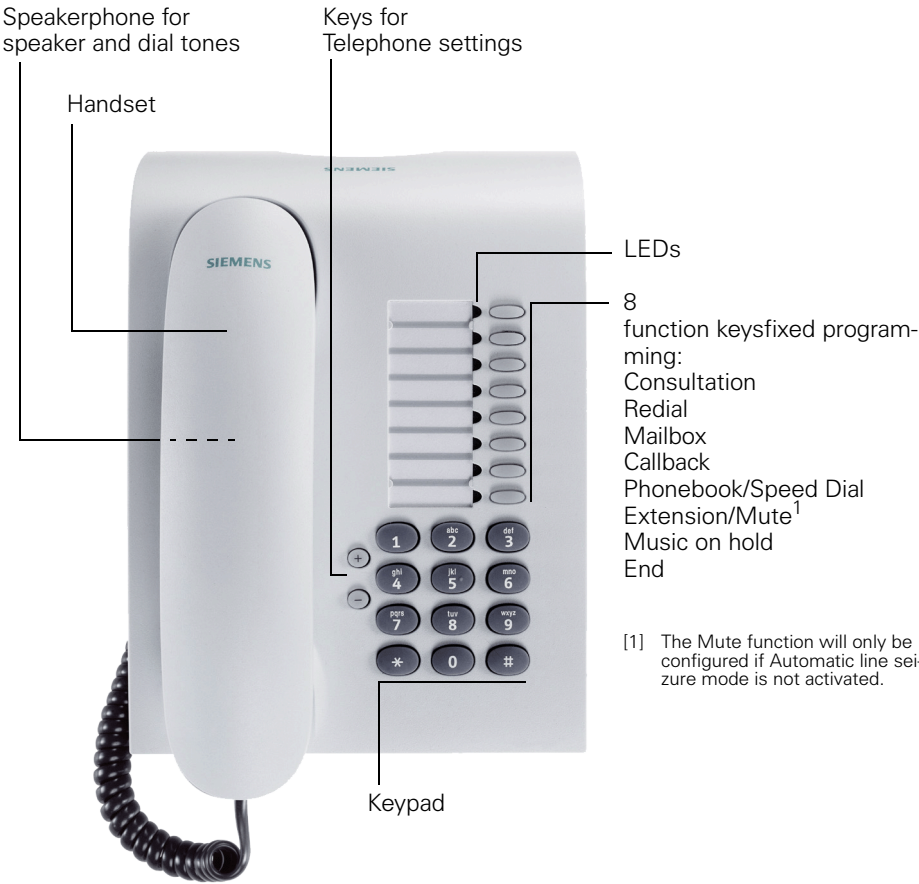
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Telephone reference information

Front Panel optiPoint 500 entry



[1] The Mute function will only be configured if Automatic line seizure mode is not activated.

 The system's support technician can adapt the default setting of the keys according to your needs using the HiPath 1100 Manager.

Step by step

How to use this manual

The steps for programming the system are presented sequentially in graphic format under the column "Step by Step" on the left side of each page.

Meaning of symbols:



Lift the handset.



Replace the handset.



Start conversation.



Enter numbers, keys, passwords, internal or external phone numbers, etc.



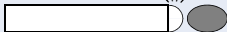
Press to adjust telephone settings



Press this key.



Press the key with the LED turned on.



Press the blinking LED key.



Wait to hear an audible tone through the handset or speaker.



An extension is calling.

When enabling certain functions and procedures, a long beeping tone means the activation was successful.

When enabling certain functions and procedures, short beeping tones mean the activation failed.

Step by step

Accessing a Feature

... using a code

To make these selections you must first press the Service menu key and chose an option, for example: "#0=Disable features?"



Activate the Do not disturb feature



Activate the Do not disturb feature


Feature activation codes always start with the * character key. Deactivation codes always start with the # key.

... using a programmable key

When a key has been programmed for a certain feature, simply press the key to enable the feature. For example:



Press the "Conference" key to enable this feature.

 "Feature codes" → page 98

System support technician

The support technician is the person responsible for programming your HiPath 1100. The support technician has all the necessary tools and information available in order to carry out his/her job..

Assistance with troubleshooting

First contact your system's support technician. If the problem is not solved, the support technician should call Technical Support.

Using the HiPath 1100 Features

Considerations

The system telephone model used for describing all of the HiPath 1100 features is the 500 Standard optiPoint.

For each usage procedure, please check the model of the system telephone in use. To adjust device settings, consult the instruction manual.

For information on basic functions, refer to the Quick Reference Guide for system telephones.

The information in this document provides only general descriptions of the features. The actual features may not correspond exactly to the descriptions herein and, furthermore, they are subject to changes to the extent that products continue to be developed.

The selection of features to be provided is not binding unless explicitly established in the terms of the contract.

Numbering plan

A Numbering plan assigns extensions, external lines, and groups - as well as other numbers that can be selected with features and programming codes - to execute specific functions.

Description	HiPath 1120	HiPath 1150	HiPath 1190
External line	801 to 808	801 to 832	801 to 845
Extension, including S ₀	11 to 30	11 to 60 610 to 645	101 to 240
Groups of external lines	0 or 890 to 899		
Call groups (CG)	770 to 779		
Hunt groups (HG)	780 to 789		
UCD subscriber groups	790 to 799		
Carrier	9		
EVM - Default internal number	790		
EVM - Message ports	7491 and 7492		
EVM - Virtual Ports	744 to 747		
Fax/DID - Virtual message ports	740 to 743		
USB/CAPI line	10		100
Substitution for * and #	75 and 76 (accordingly)		

Note:

The number of external lines and extensions available depends on the system's configuration.

System Signaling Tones

During feature configuration the system uses the following signaling tones:

Tone	Meaning
Internal dialing tone	The system is ready to receive and send call information.
Signaling tone	Connection established. Ring signal is being applied to phone number.
Dial tone	Network accepted information request and is sending a request for further information.
Busy signal	It indicates to the caller that the number is busy. It is also used when the destination cannot be accessed (e.g., invalid number).
External false signal	The line tone heard is not the tone sent by the carrier.
Call waiting signaling tone	It indicates to the user having a conversation that there is another call ringing.
Call waiting tone for door opener	It indicates to the user having a conversation that someone is requesting the door opener to open the door.
Confirmation tone	The procedure was successfully completed and accepted.
Rejection tone	The procedure is invalid and was not accepted.
Override tone	It alerts the user having a conversation that the call's privacy was violated (override).
Conference tone	It indicates that a new participant joined the conversation.
Callback confirmation tone	It confirms a callback.
Alert signal	It alerts the called party when the speakerphone Auto-Answering and Paging features are activated.
Special dial tone	Indicates that a service is activated (Night Service, electronic lock, Do not disturb, etc.)
Auto-Answering Tone	After a Direct Communication Call is established.

Step by step

Functions used when making calls

Making Calls

Considerations

- When authorized, it allows you to call external numbers¹ on a public network.
- The HiPath 1100 can also be programmed to require pressing the "Internal" key before an internal number can be dialed. When this is the case, there is no need to enter an external line access code to dial an external number ("**Automatic Seizure of an external line**²"). Check with your system's support technician.
- Ask your support technician for the required internal numbers, public network access codes as well as information about activated features and available extensions.
- Depending on how the HiPath 1100 is programmed (ask the system's technical support team) it will automatically select the most economical route for making an external call (LCR - Least Cost Routing). When an LCR is not available, a warning tone is emitted

...Using the Handset



Lift the handset.



- For an **internal call**: Enter an extension number (e.g., 11/101).
- For an **external call**: Enter the access code to access an external line (e.g., 0) and the external number you want to call.



Wait for the call to be answered. Start conversation.

[1] See Important programming data - classes of service in the Programming manual.

[2] It allows the user to dial an external call directly, without having to dial an external access code (e.g. 0). If a continuous dialing tone is heard when the handset is lifted, it means that Automatic Seizure Mode is activated (see Programming na External Line - Automatic Seizure of an external line, in the programming manual).

Step by step

Speaker



Press this key.

- For an **internal call**: Enter an extension number (e.g., 11/101).
- For an **external call**: Enter the access code to access an external line (e.g., 0) and the external number you want to call.



Wait for the call to be answered.



Lift the handset. Start conversation.



Lift the handset. Start conversation.

...with the Headphone

Required: A headphone must be connected. A key was programmed with the "Headphone" feature or the headphone has an electronic hook control (see Headphonefeature).



Handset on the hook.

Headphone on



Press the "Headphone ON" key.

- For an **internal call**: Enter an extension number (e.g., 11/101).
- For an **external call**: Enter the access code to access an external line (e.g., 0) and the external number you want to call.



Wait for the call to be answered. Start conversation.



Headphones do not send a call ending tone (busy signal) at the end of a call.

Step by step

...With the Handset on the hook



Handset on the hook.



- For an **internal call**: Enter an extension number (e.g., 11/101).
- For an **external call**: Enter the access code to access an external line (e.g., 0) and the external number you want to call.



Wait for the call to be answered.



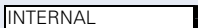
Lift the handset. Start conversation.

...Using Automatic Seizure of an activated external line



Lift the handset.

- **Internal call**



Press the "INTERNAL" key.



Enter the extension number (e.g. 11/101).

- **External calls:**



Enter the external number you want to call.



Wait for the call to be answered. Start conversation.

...Using a group of external lines¹

An extension can originate external call or calls to a Master PABX through a group of external lines.



Lift the handset.

[1] When operating as a Satellite PABX for external calls or for calling extensions of a Master PABX, select the group of external lines before selecting the second external access code (0...9 or 00...99). Or, select the extension number, as appropriate (see Important Programming Data - Assigning groups of External Lines to Extensions in the Programming manual). When a group of external lines is programmed as a Satellite PABX a false dialing tone will not be generated.
Overflow group for external calls (see in Programming manual, External line settings- Overflow for a group of external Lines).

Step by step



Enter the number of the appropriate group of external lines.

- **0** or **8 9 0** to **8 9 9** = group of external lines



Wait for a dial tone.



Enter the external number you want to call.



Wait for the call to be answered. Start conversation.

... When a group is busy

If an overflow group was configured when the system was programmed, the call is made using a second group of external lines.

The second group of external lines takes into account the extension's class of service.

Switching to Handset

Speaking through the headphone

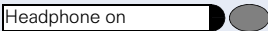


Lift the handset and resume conversation.

Switch to headphone

Required: A headphone must be connected. A key was programmed with the "Headphone" feature or the headphone used has an electronic hook control (see feature Headphone).

Conversation using the handset



Press the "Headphone ON" key or the electronic hook key.



Keep the handset off the hook and continue the conversation.



Headphones do not send a call ending tone (busy signal) at the end of a call.

Step by step

Speaker

This feature turns the speaker on temporarily to allow other people in the same room to participate in the conversation. Inform the called party that the speaker is on.

Required: Conversation using the handset.

To enable



Press this key. The LED comes on

To deactivate



Press this key. The LED goes off.

Ending a Call



Replace the handset

or



Press this key. The LED goes off.

or



Press the "END" key.

Seizure of a specific line

Seizing a specific line selects that line for generating an external call or a call to another PABX.



Lift the handset.



Enter the number of the external line (e.g., 801).

or



Press the "LINE 801" key, for example, to use the external line 801.



Wait for a dial tone.



Enter the external number you want to call.



Wait for the call to be answered. Start conversation.

Step by step

Phonebook/Speed Dial

Frequently used telephone numbers can be stored as abbreviated numbers in two types of phonebooks or speed dialing directories:

- **System Speed Dial¹**


The system speed dial stores up to 250 numbers (000 to 249) most frequently used HiPath 1100. Numbers stored pbe used from any extension (if authorized, check with your support technician).

- **Individual speed dialing**

The Individual speed dialing can store up to 5 numbers most frequently dialed by the user. The numbers are configured by the user and are only programmed in the extension.

Using speed dialing

Required: Individual speed dialing numbers are stored by the user. System speed dialing numbers are stored by the support technician.

Phonebook/Speed 

Press the "Phonebook/Speed Dial" key.

or



Enter the code to access speed dialing. (*7)



Enter the desired abbreviated number from the system speed dialing directory:

- **000** to **249** = system speed dialing
- ***0** to ***4** = Individual speed dialing



Wait for the call to be answered.



Lift the handset. Start conversation.

[1] Numbers are stored during system configuration. They can be dialed from the system or 1 optiPoint with a system display accessible from any authorized extension. See the chapter Main Configurations - speed dialing in the Programming Manual. To assign names to numbers, use the HiPath 1100 Manager.

Step by step

Programming Individual speed dialing

The speed dialing numbers stored in the Individual speed dialing directory are only available for the extension in which they were entered. These numbers can be updated, modified and deleted. Each extension can have up to 5 speed dialing numbers of 20 digits each.



Enter the code to program a speed-dial number. (*92)



Enter the Individual speed dialing abbreviated number:

- *0 to *4 = Individual speed dialing



Enter the external number to be stored in this position in the Individual speed dialing directory.

Wait 5s

Wait 5 seconds until you hear a confirmation tone.

Optional

An **Interdigit Pause** ("P") can be added by pressing the redial key.



Each "P" character inserts a 2-second pause (default) in the connection. A longer pause can be inserted by entering more than one character (for example, for a 4-second pause enter "PP")

The first "P# or #" specifies that the next digits for A will only be forwarded if:

- Digital line or S₀ extension:
P# - DTMF digits are sent after local carrier identification, when B is not answered.
- DTMF digits are sent after B is answered.
- Analog trunk or analog extension:
P# or # - DTMF digits are sent after B is answered.
Other characters ("#" and/or "*") may be added after "P#".

Step by step

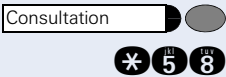
External line reservation¹

When there is no line available for making an external call, use the line reservation feature.

Required: The user tried to access an external line and received a busy signal.

Wait 7 s 

or



Press this key.

Enter the code to confirm line reservation. (*58)



Wait for a confirmation tone.



Replace the handset.

or



Press this key. The LED goes off.



Wait for callback when an external line becomes available.

When a line becomes available...



The telephone rings (a distinctive ring).



Lift the handset.



Enter the external number you want to call.



Wait for the call to be answered. Start conversation.

[1] The way this feature is accessed depends of the System configuration.
On HiPath 1100 systems only four external line reservations can be done simultaneously.

Step by step

For Internet access

The line reservation for the Internet access feature allows an extension to have exclusive access to a specific external line. The remaining extensions will not be able to use this line while this feature is activated. This, however, does not prevent the line from receiving incoming calls as usual.

Enter reservation/remove reservation of a line



Enter the code for reserving or removing an external line reservation. (*493)

or



Enter the code for reserving or removing an external line reservation. (#493)



Enter the code for the external line (e.g., 801).



Wait for a dial tone.



Replace the handset.

Step by step

Callback¹

This make it possible for a call to be made automatically to an extension or external number (through a digital line) which is temporarily unavailable as soon as be- comes is available.

Required: The destination number is not available.

Callback due to no answer/busy



Press this key. The LED comes on

or

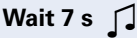


5

8

Enter the code to confirm the recall. (*58)

or



Wait 7 seconds until you hear a distinctive tone (when configured, Recall will be activated automatically).



Wait for a confirmation tone.



Replace the handset.

or



Press this key. The LED goes off.



Wait for the recall.

[1] Extension is busy - the system generates a recall as soon as a line is available.
Extension is free - the system generates a recall once the caller has returned to the station and made a call.
External number is busy - The system generates a recall as soon as the destination number is free. This feature must be activated by the carrier and the system needs to have a S₀ module installed.
Only one recall can be activated for each extension. A new recall cancels the previous one.

Step by step

Wait 7 s 

If Callback has been deactivated during configuration, do the following to enable it:¹:

Wait 7 seconds until you hear a distinctive tone.



Replace the handset.

or



Press this key. The LED goes off.



Wait for the recall.

Answering a recall

Required: A Callback is activated.



The telephone rings (a distinctive ring).



Lift the handset.



Wait for the call to be answered.



Start conversation.

To deactivate a recall



Lift the handset.



Enter the code for canceling a recall. (*58)



Wait for a confirmation tone.



Replace the handset.

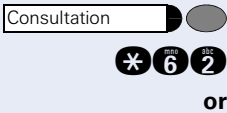
[1] (See Activating Callback/Urgent Call with Timeout, in the programming manual)

Step by step

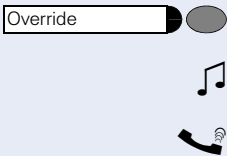
Override¹

The Override feature allows the user to override a conversation. A beep signals that the conversation in progress has been overridden.

Required: There is a conversation in progress at the call destination.



Press this key.
Enter the code to confirm the override. (*62)

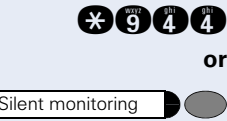


Press the "OVERRIDE" key.
Wait for the call to be answered.
Start conversation.

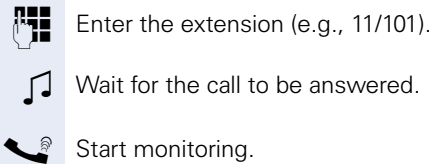
Silent monitoring²

Silent monitoring allows a user to override a call without sending a beep (for certain countries only).

Required: There is a conversation in progress at the call destination.



Enter the code for Silent monitoring. (*944)
Press the "Silent monitoring" key.



Enter the extension (e.g., 11/101).
Wait for the call to be answered.
Start monitoring.

[1] The user must have authorization from the system's support technician in order to use this feature Programming manual, Programming an extension - Override).

[2] The user must have authorization to use this feature (see Programming an extension - Silent monitoring, in the Programming manual).

Within the system, Silent monitoring has the same restrictions as the Conference and Override features.

If the monitoring or the monitored party change status, Silent monitoring is canceled. This occurs, for example, when a call is placed on hold.

Step by step

Wait 7 s



Callback



or



Urgent call/Callback when Busy¹

The Urgent Call feature is used when the extension being called is busy.

Required: The destination called is busy.

Wait 7 seconds until you hear a distinctive tone.

Wait for the call to be answered.

If the configuration has been changed, do the following to reenable the Urgent Call feature:²

Press this key. The LED comes on

Enter the code to confirm an urgent call. (*58)

Wait for a confirmation tone.

Wait for the call to be answered.



While speaking using the headphone (see Headphone feature), the "Urgent Call" will be indicated, but may not be answered before the current call is finished.

The "Urgent Call" will not be answered automatically after you end the call. You must press the "Headphone ON" key or the electronic hook key to answer the call.

[1] An urgent call cannot be made when data protection, consultation or conference features are activated at the extension called.

[2] (See Activating with a Timeout, in the programming manual).

Step by step

Hotline¹

The Hotline feature allows an extension to automatically generate a call to a pre-programmed number in the system speed dialing as soon as the handset is lifted.



Lift the handset.



Wait for the call to be answered.



Start conversation.

Warmline²

Warmline is the length of time the extension should wait to call the first number configured as a Hotline. Assuming the timeout is 9 seconds, the call will be made 9 seconds after the handset is lifted. However, if during the 9 second time interval a key is pressed on the phone keypad, the call to the Hotline will be canceled.

Each extension can have a different timeout for enabling a Hotline. This timeout may vary from 0 to 9 seconds.



Lift the handset.



Wait for the call to be answered.



Start conversation.

[1] Extensions configured to use the Hotline feature cannot dial any other internal or external numbers. However, they are able to receive calls as usual (see Programming an extension - Hotline in the Programming manual).

[2] Extensions configured to use the Warmline function are able to dial all other internal or external numbers, as well as receive calls as usual (see Programming an extension - Warmline in the Programming manual).

Step by step

Calling an attendant console (AC)¹

An attendant console can be called at any time for making a call or simply for consultation.



Lift the handset.



Enter the code for calling the attendant console.(9)



Wait for the call to be answered.



Start conversation.

Direct communication call

This features enables sending voice messages to system telephones using the speakerphone). A message can be sent to an extension or a Call group (CG).

When a message is sent, the called party hears a warning signal before the message is played and the display shows the caller's name and number.

Required: Destination number uses a Profiset 3030 or an optiPoint with a speakerphone telephone.



Lift the handset.



Enter the code for direct messaging. (*80)



Enter an extension or Call group (CG) (for example: 11/101 or 770).



Record the message.

Answer the call



Lift the handset.



Start conversation.

[1] When no extension is programmed as an attendant and "9" is entered, a busy signal is heard.

Step by step

Handsfree answerback¹

The called extension receives an Alert tone. The call using the speakerphone is established immediately after this tone is received.

Required: A system telephone with a speakerphone at the destination number.



Lift the handset.



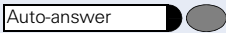
Enter the code to enable the answering mode. (*96)

or



Enter the code to deactivate the answering mode. (#96)

or



Press "Handsfree answerback" key.



Wait for a confirmation tone.



Replace the handset.

LCR²

The LCR (Least Cost Routing) is designed to lower telephone communications costs. When LCR is activated, all outgoing calls are routed to provide the least expensive connection costs. A table is created listing all times of the day, days of the week, telephone service providers so that calls can be made when rates are at their lowest. After programming, you can make calls with no need to enter the carrier code since LCR automatically uses the carrier that provides the lowest rate at the time the call is being placed.

Required: This feature must be configured for the system by using the HiPath 1100 Manager.



Lift the handset.



Enter the code to access an external line (e.g. 0).

[1] This feature must be activated by the destination number during programming (see Programming an extension - Auto-answering mode, in the Programming manual).
[2] Settings must be configured on the HiPath 1100 Manager.

Step by step



Wait for an external line dial tone.



Enter the external number you want to call.



Wait for the call to be answered. Start conversation.

You can program the HiPath 1100 to send a warning tone if no external line is available for LCR (see Programming manual - Main Configurations - Warning Tone when LCR is not available). This will alert the user to the fact that the call is being completed by a standard carrier and that rates may be higher than usual.

On analog telephones, a warning tone indicates to the user that a different carrier is being used.

LCR Bypass ¹

This makes it possible temporarily to deactivate the rules of the LCR for an external call, using the carrier selected by the user to make the connection.

Required: The LCR feature is available.

LCR BYPASS



or



Press the "LCR Bypass" key.

Enter the code for "LCR BYPASS".



Enter the desired carrier code and number.



Start conversation.

End LCR Bypass



Replace the handset.

[1] The rules of the LCR will only be ignored for the current call. If a consultation or redialing is made, the rules of the LCR will be analyzed for this new call.
This feature may be activated by any extension.

Step by step

ACS¹

With ACS (Alternative carrier selection) the system can be set to use a specific carrier regardless of user's selection. This feature is very useful for selecting the carrier that offers the best rates at the time of call or for setting the system to use one operator only. This is done by properly defining the rules.

The first digits of the number selected by the user will be analyzed by the system and if they are part of the Conversion rules, they will be replaced by the numbers predefined in the rule. You can also preset the route/destination to be used. There is no field available to specify a carrier. The carrier code must be included in the conversion rule.

Different conversion rules can be applied to the same number, depending on the time of day and day of the week. It is possible to define a maximum of 100 conversion rules.

Example: Number dialed: 262 XXXX

Conversion Rules:

Index	Number Selected	Alternative number	Alternative destination	Overflow destination
01	267	342	0	801
02	262	341	801	803

The number that will be selected by the system is 341XXXX using destination 801. If this route/destination is busy, the overflow option will be route/destination 803. You may insert pauses in the Conversion rules (Consult the HiPath 1100 Manager help file).

Required: This feature must be configured for the system by using the HiPath 1100 Manager.



Enter the code to access an external line (e.g., 0).



Wait for an external line dial tone.



Enter the external number you want to call.

[1] ACS does not affect emergency numbers when the user dials directly.
When a rule uses the overflow option, it may or may not change the dialing rule.
Settings must be configured on the HiPath 1100 Manager.

Step by step



Wait for the call to be answered.



Lift the handset. Start conversation.



When the LCR or ACS is activated, the extensions receive a false line tone for external dialing.

Timer for outgoing external calls¹

This setting specifies a maximum time for the duration of an outgoing external call for each extension.

The time count starts when a call is connected and it does not restart while the call is in progress (e.g., when there is a transfer). Once the specified time expires, the call is automatically disconnected.

Required: This feature must have been configured and activated for the extension.



Enter an external number.



Wait for the call to be answered.



Lift the handset. Start conversation.



Timer for the specified time period is initiated.



Once the specified time has elapsed the call is disconnected.

[1] See Programming an extension - Timer for outgoing external calls, in the programming manual

Step by step

DISA¹

DISA (Direct Inward System Access) is a feature that allows you to make an external call from an external telephone (as if it were an extension) through your system. In addition, the following features can be activated or deactivated:

- "Internal" → page 49
- "Disabling a feature" → page 77
- "Conference" → page 37
- "Night service" → page 79
- "Suffix dialing" → page 43
- "Entrance telephone - door opener" → page 81
- "Electronic lock" → page 68
- "Phonebook/Speed Dial" → page 18
(system and individual)
- "Relay" → page 72
- "Do not disturb" → page 53

Required: The telephone must be an MF telephone that is not part of the system, that is, it cannot be an extension.



Lift the handset.

Call the HiPath 1100 by entering a DISA MSN number (see MSN DISA in the programming manual or the HiPath 1100 Manager) previously provided by a support technician).



Wait for a continuous tone.



Enter the extension number for the user with a DISA permission (see DISA permission Programming manual, in the programming manual).



Enter the current 5-digit password for the electronic lock (default is: 00000).

[1] The HiPath 1100 allows only one DISA call at a time. When there is a DISA call in progress, a second call to a DISA external line or one with a DISA answering mode is treated as a regular call. The DISA line is available for another call as soon as the phone is placed back on the hook. When there is a DISA call in progress, a second call to a DISA external line or one with a DISA answering mode is treated as a regular call.

If a call is received over an external line configured as a Fax/DID and DISA, the call is answered by the Fax/DID if this facility is available at that moment.

You can program an external analog DISA line to be activated for certain time periods (see External DISA Line, in the programming manual).

TAPI only monitors physical ports. To operate correctly, a DISA feature must use special ports, and those cannot be monitored. If a physical port is used when the DISA feature is activated, the TAPI will be able to monitor it.

Step by step



Wait for a continuous tone.



Enter the feature code (e.g., *97, Do not disturb).

or



Enter the external number you want to call.



Start conversation.

Using a Temporary MSN to make a call

This feature allows you to use a temporary MSN from your own directory to make an external call. Or use the "Programming the keys" → page 85" feature to assign a key to an MSN for monitoring incoming and outgoing calls.

Required: You must know which selection option was configured (see Programming manual Assigning a temporary MSN) for accessing the MSN:

- Enter the slot (001 ...140) for the MSN number or
- Enter the MSN number

Example

Slot	MSN
001	3415565 - Home
002	3416496 - Office

User is at his/her office (3416496):



Enter the code for the temporary MSN. (*41)

or



Press the "TEMP MSN" key".



Enter the slot (e.g., 001) or the MSN Number (e.g., 3415565) you want to sent to the destination.



Enter the code to access an external line (e.g., 0).



Enter the external number you want to call.



Wait for the call to be answered.

Step by step



Lift the handset. Start conversation.

At this time, the called destination receives the Caller ID information displaying the number 3415565, even though the call has been originated from number 3416496.

Features used during Call

Consultation¹

The Consultation feature allows the extension to make a consultation to a third party when a call is in progress. At the same time, it prevents the first caller from listening to the conversation.

Required: A call must be in progress.



Press the "CONSULT" key.



Enter the extension number (e.g. 11/101) or dial the access code for an external line (e.g., 0) then the external number.



Wait for the call to be answered.



Lift the handset. Start conversation.

To return to the first call...



Press the "CONSULT" key

or



Wait for the consulted party to replace the handset.

If the consultation extension is busy or does not answer, or if you want to return to the first call before answering...



Press the "CONSULT" key



Enter the code to return to the first call. (*0)



Wait to return. Proceed with the conversation.

[1] When the handset is replaced during a consultation, the first call is transferred to the extension that was consulted.

Step by step

Optional ()

Transfer¹

The Transfer feature allows an extension to transfer a call (incoming or outgoing) to another extension or to an external number.

Required: A call must be in progress.

Press the "CONSULT" key.

Enter the extension or external number.

Let the caller know that there is a second call.

Replace the handset.

external-to-external over an analog trunk²

When there is an external call in progress, an extension can make a consultation to another external number and transfer the call, as described above.

Once the call is transferred and answered at the destination, a disconnect timer is activated (default is 5 minutes). A 20-second warning tone is sent to both parties before the call is disconnected. In order to continue the call without disconnecting, the destination number must enter a code (MF, default "00") to restart the timeout. The call disconnect timeout and the Code to reset it are configurable. Please ask your system's support technician for further information.

[1] If a transfer's destination extension does not answer, the call is returned to the calling extension.

An external-to-external transfer can only be made when at least one of the calls is an outgoing call.

A call cannot be transferred to an entrance telephone, neither can an entrance telephone transfer a call.

A call can only be transferred to a busy extension if "Transfer when Extension is Busy" feature is activated (see programming manual - Programming an extension - Transfer when Extension is Busy). In addition, this can only be carried out within the limitations specific for "Urgent Call/Callback when Busy".

[2] A call is terminated under three conditions:

- Disconnect timeout after an external-to-external transfer (Code 183);
- When a busy signal is detected;
- Type of answering signal (Code 158) detected.

Step by step



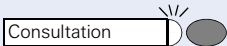
If the consultation extension is busy or does not answer, or if you want to return to the first call before answering...

- Press the "CONSULT" key.
- Enter the code to return to the first call. (*0)
- Wait to return. Proceed with the conversation.

Toggle

The toggle feature makes it possible to switch conversations between two calls.

Required: A consultation is in progress.



or



- Press the "CONSULT" key.
- Enter the code to switch between two calls. (*2)
- Press the "TOGGLE" key.
- Wait to return. Proceed with the conversation.

Step by step

Conference¹

The conference feature allows a third party to participate in a conversation when a call is in progress.

Three party call

Required: A call must be in progress.

Consultation



Press the "CONSULT" key.



Enter the extension (e.g., 11/101) or dial the access code for an external line (e.g., 0) then the number to be included in the conference.



Wait for the call to be answered.



Inform the person about the conference.

Consultation



Press the "CONSULT" key.



Enter the code for initiating a three-way conference. (*3)

or

Conference



Press the "Conference" key



Wait.



Start the conference.

[1] The extension must be activated for conferencing.
After the conference, a new ticket is generated that provides information on the conference.
An entrance telephone cannot be part of a conference.

Step by step

Conference with more than three participants

Required: A three-way conference must be in progress.

In a conference with more than three participants the extension that began the conference (master extension) may administrate up to 5 new participants (slave extensions).

- Adding a participant;
- Leave the conference;
- End a conference;

Considerations:

- If the master replaces the telephone on the hook or an error occurs during the consultation, a callback is begun for the conference.
- When an external call is received, the master can temporarily leave the conference, answer the call and add that new participant to the conference. If it is a slave extension, it can answer the call with the telephone menu, but it will then be disconnected from the conference.
- The maximum number of conference calls (including override and silent monitoring) is two, as one extension cannot take part in both at the same time.
- In the HiPath 1190 there is an upper limit of 16 lines configured with the CLIP DTMF option that causes limitations in the conference feature depending on the number of lines being used by the CLIP DTMF at any given time. This is caused by the fact that both the CLIP DTMF and the Conference use common resources in the system.

So, for example:

- In a system with 16 CLIP DTMF lines there can be 2 conferences with 3 participants;
- In a system with 8 CLIP DTMF lines there can be 1 conference with 8 participants or 2 conferences with 4 participants;
- In a system with no CLIP DTMF lines there can be 2 conferences with 8 participants.

To free additional ports for use with the Conference feature without depending on the use of the CLIP DTMF, this function should be disabled for certain lines. (see Manager or Programming Manual*, Analog Identification - CLIP).

Step by step

Conf.:n participants

Consultation



Adding a participant

Required: A conference with more than three speakers activated and the extension as master.

Telephones with a display show the number of participants.

Press the "CONSULT" key.

Enter the extension (e.g., 12/102) or dial the access code for an external line (e.g., 0) then the number to be included in the conference.

Wait for the call to be answered.

Inform the person about the conference.

Consultation



or

Conference



Press the "CONSULT" key.

Enter the code for initiating a three-way conference. (*3)

Press the "Conference" key



Wait.



Start the conference.

Considerations:

- During consultation status, the master extension will temporarily be left out of the conference. If one of the slaves disconnects from a conference with only 2 slaves, the conference will be ended and the other will be placed on hold.
- When the master makes more than one consultation, the Toggle feature will switch between the last two calls on hold.
- A new participant may only be added if there is only one slave on hold. If more than one participant is on hold, the master should disconnect them until only one is left, and then add the new participant.
- The TAPI interface only supports 3 participants in a conference, therefore it is not possible to add a fourth member if at least one of the participants is being monitored by the TAPI

Step by step

Leave the conference

When you leave the conference, a new master extension will be designated automatically.

Required: A conference activated and the extension as master.



Put the phone back on the hook.

Considerations:

- S₀ telephones and external telephones cannot be designated as master. If the conference does not have an extension that can be master, the conference will be ended. Except when only two external lines are in conversation and the external-to-external transfer feature is activated.
- If external call timer is activated and the master extension leaves the conference, the timer stays activated. When the time is up, the external lines will be disconnected but the other members of the conference will keep talking.

End a conference

The master extension can end the conference, disconnecting all the participants.

Required: A conference activated and the extension as master.

Consultation 

Press the "CONSULT" key.



Enter the code to end the conference.

or

End Conf. 


Press the "End Conf." key.

Step by step

Parking¹

The Parking feature can place up to 10 internal or external calls on hold and answer these at any extension.

Required: A call must be in progress.

Consultation 

or

Parking 

Press the "CONSULT" key.

Enter the code for Parking a call. (*56)

Press the "Parking" key.

 ... 

Select a Parking slot (e.g., 0).



Replace the handset.

Recovering a parked call



Lift the handset.

Enter the code to retrieve the call.(#56)

or

Parking 

Press the "Parking" key.

 ... 

Select a Parking slot (e.g., 0).



Start conversation.

[1] If the slot selected is busy, a rejection tone is heard.
If a call that was placed on parking is not recovered after a specified timeout, it is sent back to the originating extension.

Step by step

Common Hold¹

Common Hold allows external calls to be placed on hold using a programmable key ("**Programming the keys**" → page 85) configured with this option retrieve them at any extension that with a configured "**Seizure of a specific line**" key with the same external line or using the respective feature code.

The information that there is an external call parked on a certain line can be viewed using the LED indicator of the key programmed with the "**Seizure of a specific line**" feature that will blink slowly in the extensions activated.

Required: An external call must be in progress.



Press the "GEN. PARKING" key.



Replace the handset.

Recovering a parked external call



Press the "LINE 801" key, for example, for recovering a parked call.

or



Enter the code to retrieve the call.



Enter the number of the external line where the call is parked (for example: 801).



Start conversation.

[1] If the slot selected is busy, a rejection tone is heard. If a call that was placed on parking is not recovered after a specified timeout, it is sent back to the originating extension.

Step by step

Suffix dialing¹

Suffix dialing allows an extension to send information or MF commands during a call (e.g: for telebanking).

Required: The call is in progress and the system accessed is ready to receive the information/codes.



Enter the information requested by the answering service.



Wait for confirmation of the data.

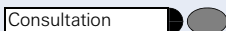


When the consultation is completed, replace the handset.

Flash on analog trunk

The Flash on external line feature allows the caller to send a flash signal when making an external call (e.g.: Master PABX commands).

Required: An external call must be in progress.



Press the "CONSULT" key.



Enter the code for sending a flash signal over the external line. (*51)

or



Press the FLASH key.



Proceed according to the instructions provided by the accessed system.

[1] This feature differentiates the numbers entered from system service numbers.

Step by step

Recovering a call on hold

This allows a call waiting for a consultation to be recovered when the destination party of the consultation is busy or does not answer.

Once the call is resumed, the destination is disconnected.

Required: A consultation was made and the destination is busy or does not answer.



Press this key.

Enter the code to return to the first call. (*0)

Wait to return. Proceed with the conversation.

Account code¹

External calls can be assigned **account codes** which provide more control over telephone costs. This information may be presented on the billing ticket. An account code is specified by a sequence of up to 10 random digits (0...9). For example, the number of a lawsuit.

In system telephones, this feature is selected before or during a call, using the menu, an account code or a programmable key, according to the switch. Please consult the system's support technician for further details.

Required: Account codes must already be defined and the system's support technician must have defined the mode in which the feature works.



or



Dial the code to enter with the account code.

Press the account code key.



Enter the account code (a sequence of up to 10 digits from 0 to 9).

[1] This information may or may not appear on the billing ticket (see Programming manual - call detail report - Ticket account code). You do not require an account code to dial emergency numbers. When a "External line reservation" → page 20 is made, the account code will be stored to be used automatically later when the "reserve" calls back.

Step by step



If the account code has not been configured using Hi-Path 1100 Manager or the option to validate the account code is deactivated, this key closes the sequence of digits if the code has fewer than 10 digits.

If the account code has been configured using HiPath 1100 Manager and the option to validate the account code is activated, this key should not be used.



Enter the code to access an external line (e.g., 0) and the external number you want to call.



Wait for the call to be answered. Start conversation.

Incoming external calls (optional)

Required: During the conversation.

ACCOUNT CODE



Press the account code key.



Enter the account code (a sequence of up to 10 digits from 0 to 9).



If the account code has not been configured using Hi-Path 1100 Manager or the option to validate the account code is deactivated, this key closes the sequence of digits if the code has fewer than 10 digits.

If the account code has been configured using HiPath 1100 Manager and the option to validate the account code is activated, this key should not be used.



Proceed with the conversation.



It is also possible to configure the system so that it is either mandatory or optional to enter an account code at the start of the call. These settings can be configured using HiPath 1100 Manager (see Account codes - A31003-K1160-B810-*.*) or programming code (see Programming Manual, A31003-K1160-B804-*.*, Account code type).

The account code can be configured in advance using HiPath 1100 Manager (see Account codes - A31003-K1160-B810-*.*). If it has been configured and the option to validate the account code is selected, only the configured codes will be accepted. If an invalid account code is typed in, a negative tone will sound or a message will be displayed.

Step by step

Functions used when receiving calls

Answering Calls

Extensions receive different ringing signals and tones depending on the **type of call** being received and the specified **country setting**. For example, some types of ringing signals are:

- When receiving an internal call or callback, the telephone rings twice (two short beeps) at 4-second intervals (double sequence).
- When receiving an external call, the telephone rings once (single beep) at 4-second intervals
- When receiving an entrance telephone call, the telephone rings three times (triple beeps) at 4-second intervals.
- When receiving a second call, a short tone (beep) is heard at 6-second intervals.
- When receiving an alarm clock call, the telephone rings twice (a long and a short beep) at 4-second intervals).

...Using the Handset

Required: The telephone rings.



The extension rings.



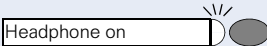
Lift the handset.

...with headphone

Required: A headphone must be connected. A key was programmed with the "Headphone" feature or the headphone used has an electronic hook control (see feature Headphone).



The extension receives a calling signal. The headphone only receives a calling signal if the electronic hook control is configured.



Press the "Headphone ON" key or the electronic hook key.




Headphones do not send a call ending tone (busy signal) at the end of a call.

Step by step

Answering a call on hold

If there is an intermittent signal in the background when a conversation is in progress, it means there is a second or an urgent call being made to that extension.

Required: A call must be in progress.

Consultation 

Press this key.

Enter the code for answering a call. (*55)

or

Call waiting 

Answering a call on hold.

or

Consultation 

Press this key.

Enter the code to switch between two calls. (*2)




Wait for the call to be answered. Start conversation.



The first call is put on hold.

Switching between calls (→ page 36)...

Consultation 

Press this key.

Enter the code to switch between two calls. (*2)

or

Toggle 

Press the "TOGGLE" key.



Wait to return. Proceed with the conversation.

Step by step

Pickup

Group¹

The group pickup feature allows any group extension to answer a call that rings at a different extension belonging to the same group (Ask your system's support technician).

Required: A group extension is ringing.

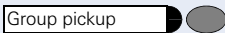


Lift the handset.



Enter the code for picking up a group call. (*57)

or



Press the "Group pickup" key.



Wait. Start conversation.

Individual

The Individual Pickup feature allows a system extension to answer a call that rings in a different known extension number.

Required: A known extension is ringing.



Lift the handset.



Enter the code for Individual Pickup. (*59)

or



Press the "INDIVIDUAL PICKUP" key".



Enter the extension number (e.g. 11/101).



Wait. Start conversation.

[1] An external call takes precedence over an internal call. In the event of a recall, only the extension of the group that activated the feature can answer it. For further information about the group pickup feature, see Programming an extension - Pickup groups, on the Programming manual.

Step by step

Call forwarding¹

This allows a call to be forwarded up to two times² to another extension or call group, or even for a configured external number.

Internal

Internal call forwarding reroutes calls made to an extension to another specified extension or to a group associated to a voice mail server, Call group (CG) or Fax/DID.



Lift the handset.

Enter the code for call forwarding. (*11)



Enter the number for the

1. Extension you want to call (e.g., 11/101).
2. UCD subscriber group for voice mail (e.g., 790).
3. Call group (e.g 770)



Wait for a confirmation tone.



Replace the handset.

External³

The external call forwarding feature allows calls made to a specific extension to be forwarded to an external number.



Lift the handset.

Enter the code for call forwarding. (*11)

[1] When a UCD agent enables call forwarding, the agent is automatically logged out of the group. When the agent is logged into the group, call forwarding is deactivated. When a UCD agent enables call forward no answer, the agent's status becomes unavailable. When the status is available, call forwarding is deactivated. Disabling call forwarding does not affect the UCD agent status.

[2] Cascaded forwarding is possible up to the third destination, i.e., **destination 1** has call forwarding to **destination 2** and **destination 2** has call forwarding to **destination 3**. Any call to **destination 1** will be forwarded to **destination 3**. If **destination 3** has call forwarding, this will not be made (see Programming Manual - A31003-K1160-B804-*, Cascaded call forwarding).

[3] Call forwarding on an analog line times out after 5 minutes of conversation. Call forwarding does not take place when the external destination number is busy. When a call is forwarded by the internal entrance telephone, it is disconnected after 1 minute of conversation.

Step by step



Enter the number for accessing an external line:

1. For example, 0;
2. A group of external lines (e.g., 890).



Wait for a dial tone.



Enter the number you want to call.



Wait for a confirmation tone.



Replace the handset.

When there is no answer¹

The call forward no answer feature allows rerouting a call made to a specific extension to another extension, a voice mail subscriber group or an external number, after a specified timeout that can be pre-programmed or if busy.



Lift the handset.



Enter the code for internal call forwarding. (*14)



Enter the number for the

1. Extension you want to call (e.g., 11/101).
2. UCD subscriber group for voice mail (e.g., 790).
3. Call group (e.g: 770)
4. Access to an external line (e.g., 0) and the external destination number.



Wait for a confirmation tone.



Replace the handset.

For Fax/DID²

When a Fax/DID module is installed, calls can be forwarded to Auto-answering mode.



Lift the handset.

[1] The call rings at the destination extension until the preset timeout expires (see Programming manual, Programming an extension - call forward no answer) or is forwarded immediately if busy.

[2] For further information about the Fax/DID module, see Fax/DID Auto-answering mode in the Programming manual.

Step by step



Enter the type of call forwarding wanted:

1. *** 1 1** - Direct (*11)
2. *** 1 4** - No answer. (*14)



Enter the call forwarding destination number.

1. **7 4 0** - FAX
2. **7 4 1** - attendant (direct dialing to extension)
3. **7 4 2** - Fax/DID
4. **7 4 3** - Message



Wait for a confirmation tone.



Replace the handset.

Conditional¹

Incoming calls can be forwarded to a specified destination list, as configured in a TAPI-type application such as a Windows TAPI Browser. The settings of the previous list or unconditional call forwarding will be replaced with the new list settings.

The following information is required for configuring a list:

- Incoming caller ID
- Day of the week and time
- Type of call (internal or external)

When more than one number have been specified for incoming calls to an extension, the call forwarding priority will be:

1. Checks to see if the Caller ID for the incoming call matches the number programmed for the extension
2. Checks to ensure that the Type of Call (internal or external) has been configured
3. Checks the time settings.



This feature is available when using a CTI (Computer Telephony Integration) interface.

[1] The system allows up to 50 call forwarding numbers (see Programming manual, Programming an extension - Conditional forwarding limited by extension and external CFW). Conditional call forwarding has priority over an unconditional call forwarding. Conditional call forwarding is not available for S₀ extensions.

Step by step





Required: The extension has permission for Conditional call forwarding and the system is connected to a PC running a TAPI application.

- 1. Conditional call forwarding rules and conditions for a specified extension can be defined by using a Windows TAPI application
- 2. Apply the settings to the extension desired.
- 3. from this moment on, the extension will be forwarded.





Disabling call forwarding

This feature allows an extension to resume answering incoming calls.

Internal/External





-  Lift the handset.
-  Enter the code to deactivate call forwarding. (#11)
-  Wait for a confirmation tone.
-  Replace the handset.

Conditional

-  Lift the handset.
-  Enter the code to enable the features. (#0)
-  Wait for a confirmation tone.
-  Replace the handset.

When there is no answer

When calls are not answered after a specified time, they will no longer be forwarded to another extension, voice mail subscriber group or external number.

-  Lift the handset.
-  Enter the code to deactivate call forwarding. (#14)
-  Wait for a confirmation tone.
-  Replace the handset.

Step by step

Do not disturb¹

The Do not disturb feature prevents internal and external calls from being directed to an extension while allowing it to continue making and calls. When the handset is lifted there is a distinctive dial tone to remind the user that the feature is activated.



Lift the handset.

Enter the code to enable Do not disturb. (*97)



Enter the code to deactivate Do not disturb. (#97)



Wait for a confirmation tone.



Replace the handset.

[1] The extension activated with the Do not disturb feature is not warned about an urgent incoming call or a recall request. Moreover, it cannot be used as a destination for call forwarding. The attendant console or overflow extension cannot enable this feature. If the extension configured as the internal entrance telephone enables this feature, only calls from the internal entrance telephone will ring.

Step by step

Voice mail¹

Voice mail is an information tool designed to facilitate communications within and outside of organizations. It is similar to electronic mailing, faxing, etc. The characteristic feature of voice mail is that communications are carried out by means of voice. More specifically, the main advantage of voice mail is that it allows the user to be accessible at any time, answering and receiving calls while maintaining other personal and direct communications.

User can retrieve messages:

- From their own telephones
- Using an external or an internal telephone.

The voice mail server may be **Internal** or **External**. An internal voice mail server refers to a server owned by the company itself while an external voice mail server refers to a facility outsourced to a local carrier.

Internal Server

An internal voice mail server works with a UCD subscriber group that is configured during the programming process. This is known as a VMle group Interface.

The configuration of a UCD subscriber group for the VMle group Interface must fulfill these requirements:

- It must not be programmed as a DID for an external line
- It must not be configured for Overflow.
- The agent's auto-notes time interval must be set to at least 5 seconds.
- Queue size must be set at the maximum allowed (default)

External Server

A voice mail server outsourced to a local carrier works for specified extensions grouped as a "External MWI group" during the System configuration. When there is a message in the mailbox, the extensions that belong to this group receive a MWI (Message Waiting Indicator) from the external voice mail server.

[1] This feature is only available when the HiPath 1100 is connected to a voice mail server. This can be an organization's own internal server or it can be part of the services provided by a local carrier. Voice mail Servers provide a wide range of features. We recommend reading the Instruction Manual to familiarize yourself with the services provided and how to use them correctly.

Step by step

Message Waiting Indicator (MWI)¹

The Message Waiting Indicator (MWI) is used in the HiPath 1100 to help manage voice mail. With this feature when a mailbox (internal or external) receives a new message, a signal or tone indicates that there is a message waiting.

This indication is provided in the following manner:

- By means of a key programmed as a MWI, in the case of system telephones.
- By means of an icon shown on the display, in the case of system telephones or standard telephones with Caller ID (CLIP-FSK);

The signal indication is activated when the first message is received in the mailbox. The indication is deactivated automatically by the voice mail server.

MWI for system telephones²

When there is a message in the user's mailbox, the key configured will blink as an indication.

Programming a key as a MWI for the Internal Server

A programmable telephone key is assigned as an indicator for a new message in the mailbox by using an internal voice mail server. The "mailbox" key is programmed using HiPath1100 Manager.

Programming a key as an MWI for the external server

A programmable telephone key is assigned as an indicator for a new message in the mailbox by using an external voice mail server. The "External WMI" key is programmed using HiPath1100 Manager.

[1] When using an internal voice mail server, extensions must be programmed in the subscriber group to which voice mail was assigned (see Programming an extension - UCD subscriber group in the programming manual).

When using an external voice mail server (contracted with a local carrier), the extensions assigned to voice mail must be programmed and the service must be activated in the external MWI group (see Programming an extension - External MWI group in the programming manual).

[2] For system telephones without a display the signaling must be programmed using the HiPath 1100 System Manager application.

Step by step

Activating receipt of an Internal MWI¹

When a subscriber group is programmed as a VMle group Interface, it becomes a voice mail subscriber group that can be activated for signaling the moment a new message is waiting (see Programming an extension - VMle group Interface in the programming manual). This is the only group with permission to deactivate the internal MWI.



Lift the handset.

Enter the code to enable "receiving internal MWI". (*68)



Enter the code to deactivate "receiving internal MWI". (#68)



Enter the extension number assigned to the mailbox (e.g., 12/102).



Replace the handset.

Mailbox access

To access your mailbox, call the direct access number (Voice mail subscriber group) and follow the voice mail system prompts.

You can also do the following:

- Record/Change a greeting announcement to be played when there is a call.
- Listen to the messages left in your mailbox by callers.



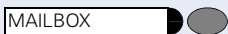
Lift the handset.

or



Press this key. The LED comes on.

or



Select this key.



[1] When all mailboxes of the Internal voice mail system are busy, the call is forwarded to the UCD subscriber group queue assigned to voice mail. Remember: It is not possible to transfer calls to the voice mail system.

Step by step



Enter the direct access code (Voice mail subscriber group) for the voice mail system (e.g., 790).



Wait for the voice mail to answer the call. Proceed with what you want to do by following the instructions given by the voice mail server.

Voice mail forwarding

With this feature, calls that are received at a specified extension can be forwarded to a voice mail server (See → page 49).

Leaving a message

Most callers access the called party mailbox when the called party is not at the usual workstation (Voice mail forwarding). On such occasions, the caller hears a greeting announcement and can leave a message at the mailbox.

Example:

The HiPath 1100 receives a call of a user who is not at the company at that particular moment. The user's extension is programmed to use the Mail Voice feature and forward the call to your mailbox. The HiPath 1100 answers the call and connects the mailbox to the voice mail of the user who is not available to answer it.

The caller will hear a greeting announcement and will then be able to leave a message in the mailbox.

Step by step

Entry voice mail (EVM)

The HiPath 1100 can be equipped with an integrated voice recording capability for voice mail".

The support technician can configure up to 24 standard mailboxes, 2 of which are for forwarding (message for day/night service). Two parallel actions are allowed for call transfer and auto-answering (2 message ports).

If the system's support technician has authorized the user to configure the mailboxes, then s/he may configure her/his own mailbox.

A personal voice **mailbox** answers the user's calls, plays a personal recorded greeting (or a default greeting) and allows the user to record his/her own message.

mailboxes allow callers not only to record a message or greeting but also to access them directly or via another mailbox.

Example:

- The caller hears a message or music while waiting for an answer.

Example: "Hello. All our attendants are busy at the moment. Please hold the line".

- The caller may leave a message after the greeting.

Example: "The person you are calling is not available at the moment". Please leave your message after the tone.



When a call to an extension is forwarded to an EVM mailbox (call forward no answer or busy) a message is played, explaining why the call is being forwarded.

These messages are played before the greeting message and cannot be overwritten.

Messages:

- Call forwarding - Busy after call forwarding no answer: "User's connection is busy at the moment".
 - Call forward no answer: "The user you are calling is not answering."
-

Step by step

Mailbox greeting configuration

If the support technician has not already configured your personal voice mailbox.

Required: Voice mailbox configuration has been authorized by the system's support technician.



Enter the code for "Entry voice mail" (default = 790)

Enter the password for the mailbox (default = 1234).

Wait for the voice mail to answer the call.

Follow the voice mail prompts to make your selections.



It is recommended that you change the password after accessing your mailbox for the first time.

Only numbers are allowed (0-9). Do not use "1234" or "0000" .

If you forgot your password, please inform your support technician so that the default setting can be reset.



EVM does not prompt for a mailbox number when the personal mailbox and an external line mailbox use the same password. For example, When a user accesses an EVM mailbox with the same password used for a mailbox from a line in which the user is a member, that mailbox is always considered as a personal mailbox.

The user must change his/her personal or external line mailbox password in order to access the external line mailbox to which he/she belongs.

Personal mailbox activation

In order for the calls to be answered by voice mail, you must first configure call forwarding → page 49 to 790 (=Entry voice mail) on your telephone.

When the DISA feature → page 32 is activated, calls made to your phone number can be forwarded to your Entry voice mail.

Step by step

Checking you personal mailbox

Messages stored in your mailbox are indicated on your telephone as follows:

- An audible tone is heard when you lift the handset.
- The "Mailbox" key blinks if this feature has been configured → page 55.



or



Select the blinking key.

Enter the code for "Entry voice mail" (default = 790)



Enter your personal mailbox password (default = 1234).



Wait for the voice mail to answer the call.
Follow the voice mail prompts to make your selections.

In another internal extension



Enter the code for "Entry voice mail" (default = 790)



Enter your personal mailbox password (default = 1234).



Enter your mailbox number (the same as your internal extension number).



Wait for the voice mail to answer the call.
Follow the voice mail prompts to make your selections.

In an external telephone



Connect to your HiPath 1100.
Enter the MSN designated to your EVM by the system's support technician (check with the support technician).

or



If call forwarding to Entry voice mail is activated:

Enter your external number (MSN) and press the Asterisk (*) key during the message playback.



Enter your personal mailbox password (default = 1234).



Enter your mailbox number (the same as your internal extension number).

Step by step



Wait for the voice mail to answer the call.
Follow the voice mail prompts to make your selections.



If your HiPath 1100 is configured "...Using Automatic Seizure of an activated external line" (consult the system's support technician), press the Flash key before selecting your mailbox.

In DEC telephones, use "Suffix dialing" (MF)
→ page 43.

Second attendant¹

When a second attendant is configured, it receives calls forwarded by the first attendant (an extension or group) to the second attendant (an extension or group). This occurs when the first attendant is not available or does not answer the call within a specified period of time.

Groups²

A group consists of extensions joined by type or proximity. Its goal is to prevent calls from going unanswered when an extension is busy or absent.

Call groups (CG)

When a call to a Call group (CG) is received, it rings at all the extensions for that group. The first user (telephone) to answer the call initiates conversation with the caller. Once the call is answered the other telephones stop ringing.

Calling a Call group (CG)



Enter the Call group number.

- to = Call group (CG)



Wait for the call to be answered. Start conversation.

- [1] A second attendant may also consist of a Fax/DID
Refer to the programming manual: Programming an extension - second attendant for MSN, and Programming an external line - Timeout for a second attendant to answer a call on an analog trunk.
- [2] See Programming an extension - groups, in the Programming manual.

Step by step

Hunt groups (HG) ¹

The Hunt group (HG) feature allows you to configure extension groups which are then assigned for answering calls directed to a specific number (up to 10 Hunt groups, from 780 to 789).

When a group receives an incoming call, the call rings at one extension at a time. If an internal or external call is not answered after a specified timeout, it rings at the next extension, and so on, until it is answered by an available extension. The selection of an extension where unanswered calls should ring is made in two different ways: linear or round-robin.

- A linear search always starts from the first extension in the group.
- A round-robin search starts after the last extension selected.

Calling a Hunt group (HG)



Enter the Hunt group number.

-  to  = Hunt groups (HG);



Wait for the call to be answered. Start conversation.

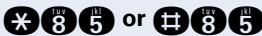
Hunt group (HG) and Call group (CG) Login and Logout²

Hunt group (HG) and Call group (CG) login and logout allow an extension to join or exit one or more of its groups at any time.

Group login/logout



Lift the handset.



Enter the code to Log in (ON) or Log out (OFF) of the group. (*85 or #85)

or



Press the "GP LOGON/GP LOGOFF" key.

or

[1] See Programming an extension - Hunt groups (HG) - Search Mode for Hunt groups, in the programming manual.
[2] Each member or non-member of the group is also accessible through her/his extension number.

Step by step

Logon/Logoff GRP



Wait for a confirmation tone.



Replace the handset.

If the extension belongs to more than one group



Lift the handset.

*85 or #85

Enter the code to Log in (ON) or Log out (OFF) of the group. (*85 or #85)

or

Logon/Logoff GRP



Press the "GP LOGON/GP LOGOFF" key.

or

Logon/Logoff GRP



Enter the Call group number.

- ⁰⁰¹²7 ⁰⁰¹²7 ⁰⁰¹²0 to ⁰⁰¹²7 ⁰⁰¹²7 ⁰⁰¹²9 = Call group (CG);

or



Enter the Hunt group number.

- ⁰⁰¹²7 ¹⁰⁰¹8 ¹⁰⁰¹0 to ⁰⁰¹²7 ¹⁰⁰¹8 ⁰⁰¹²9 = Hunt groups (HG);



Wait for a confirmation tone.



Replace the handset.

Step by step

UCD subscriber groups¹

Each UCD (Uniform Call Distribution) subscriber group is formed by a maximum of 32 extensions. These extensions are assigned to answer calls destined to a specific number that identifies the group.

The users of these extensions are called agents.

Calling a UCD group



Enter the UCD group number.

-  to  = UCD group;



Wait for the call to be answered.



Lift the handset. Start conversation.

UCD group login/logout²

Allows an agent, at any time, to enter a group to which he/she belongs.

Group login/logout



Lift the handset.



Enter the code to login or logout of the UCD group. (*401)

or



Enter the code to login or logout of the UCD group. (#401)

or

[1] Internal or external calls to a UCD subscriber group are routed to the extension that has been free the longest. Calls made to a specific extension do not affect the way calls are distributed. Login/Logout, available/unavailable, and processing later activity is recorded for statistical purposes only. For more details see Programming manualProgramming an extension - UCD subscriber group in the. UCD subscriber groups are used for voice mail functions.

[2] Once an agent is connected (logged in) to a group, the agent will be automatically disconnected (logged out) from the previous group. When a UCD agent enables call forwarding, the agent is automatically logged out of the group. When the agent is logged into the group, call forwarding is deactivated. When a UCD agent enables call forward no answer, the agent's status becomes unavailable. When the status is available, call forwarding is deactivated. Disabling call forwarding does not affect the UCD agent status.

Step by step

Logon/Logoff GRP



Press the "UCD GP LOGON/LOGOF" key.

or

Logon/Logoff GRP



Wait for a confirmation tone.



Replace the handset.

If the extension belongs to more than one group



Lift the handset.

* 4 0 1

Enter the code to login or logout of the UCD group.
(*401)

or

4 0 1

Enter the code to login or logout of the UCD group.
(#401)

or

Logon/Logoff GRP



Press the "UCD GP LOGON/LOGOF" key.

or

Logon/Logoff GRP



Enter the UCD group number.

- 7 9 0 to 7 9 9 = UCD group;



Wait for a confirmation tone.



Replace the handset.

Step by step

Available/Unavailable agent for a UCD group

Activates an agent to start receiving calls within a group or to stay away from the group, for example, in the event of a meeting.

Available/Unavailable agent



Lift the handset.



Enter the code to become available in the UCD group. (*402)

or



Enter the code to become available or unavailable in the UCD group. (#402)

or



Press the "UCD GP AVAIL/UNAV" key



Wait for a confirmation tone.



Replace the handset.

UCD agent in service out of service

This allows an agent to resume receiving calls in a group once he/she is available again.

Or it prevents an agent from receiving calls within a group when he/she is busy with a request, such as a customer's inquiry.

Agent In Service/Out of Service



Lift the handset.



Enter the code to switch the status to in service or out of service. (*403)

or



Enter the code to remove the extension from the service. (#403)

or



Press the "IN SERVICE/OUT OF SERVICE" key.

or



Step by step



Wait for a confirmation tone.



Replace the handset.

Collect call barring

When this feature is activated, the system automatically rejects all incoming collect calls over a digital line. Calls received over an analog line are rejected only at the moment they are answered.

Types of collect call barring:

- Collect call barring by extension
(see Programming an extension - collect call barring by extension, in the programming manual)
- Collect call barring for a UCD subscriber group
The system bypasses collect call barring for members and non-members of the UCD group. This means that collect call barring is only acknowledged.
(see Programming an extension - collect call barring for a UCD subscriber group, in the programming manual)
- Collect call barring for Fax/DID
Call barring will not work for calls transferred to a Fax/DID.
(see Fax/DID - collect call barring for Fax/DID, in the programming manual)

Overflow extension¹

An overflow extension only receives calls when the extension that was called is not available, that is, when it is busy, there is no answer, or the number called does not exist.

Examples:

- The extension called is activated for room monitoring (Babyphone)
- The extension that was programmed as the first attendant is currently assigned as internal entrance telephone
- No first attendant has been configured for the extension

Another way to access an Overflow extension is by dialing its internal number.

[1] The overflow extension cannot be configured or used for Fax (see Programming an extension - overflow extension, in the programming manual).

Step by step

Miscellaneous functions

Changing the Password for the electronic lock

This is a security feature that protects against unauthorized use by setting a personal password.



- Lift the handset.
- Enter the code to change the password. (*93)



Enter the current 5-digit password for the electronic lock (default is 00000).



Enter a new password.




Confirm the new password.



Wait for a confirmation tone.



Replace the handset.

 If you forget your password, contact your system's support technician to reset the default password "00000".

Electronic lock¹

The electronic lock allows the user to prevent unauthorized persons from making calls from that particular extension.

When an extension is configured for using a special class of service (see Main Configurations – special class of service for blocked extensions, in the Programming manual) it will allow specific functions. For instance, when an electronic lock is activated for an extension authorized for international calls, that extension will only allow local calls (see Technical Support).

[1] It will be possible to make external calls using the Speed Dial phonebook or an authorized password for that specific extension. When an extension is blocked, a distinctive dial tone is heard when the handset is lifted.

Step by step



Lift the handset.



Enter the code to enable the electronic lock. (*66)

or



Enter the code to deactivate the electronic lock. (#66)



Enter your 5-digit password (the default is: 00000).



Wait for a confirmation tone.



Replace the handset.

Music on hold

This feature plays pre-programmed music during the time an external call is on hold (see General programming - music on hold in the programming manual).

The music can be heard, for instance, through a system telephone speaker, as background music.



Enter the code to enable music on hold. (*9410)

or



Enter the code to deactivate music on hold. (#9410)



Wait for a confirmation tone.

Busy Signal when extension is busy

This feature allows all telephones in the "Busy Signal" group to automatically switch to a busy signal when a member of the group has a call in progress (see Programming a digital trunk - busy signal, in the programming manual). External calls do not ring (on digital lines the caller hears a busy signal).

This is useful when there is only one person of the group available and this person does not want to interrupt the conversation in progress.



Lift the handset.



Enter the code to enable Busy Signaling. (*9411)

Step by step



Enter the code to deactivate Busy Signaling. (#9411)



Press the "Busy signal" key.



Wait for a confirmation tone.



Replace the handset.

Language/country settings

This allows you to configure the system specifically according to the country.

Required: The extension has permission to use this feature.



Lift the handset.



Enter the code to select a country. (*9412)



Enter the country code (up to 8 digits).
The code is stored and the system is restarted.

Country	Code
Brazil	14463075
Chile	30259680
Portugal	37496521
Vietnam	48220818
Thailand	50692539
Ukraine	50889647
Mexico	51911111
Pakistan	51951328
Greece	52632505
IM French	52633110

Step by step

Country	Code
Venezuela	56589679
South Africa	58049590
Russia	64243015
Canada	67831496
Singapore	74857265
Peru	75051002
Malaysia	76010255
IM English	85315585
Spain	96149549
China	98245912
China2	98245924
IM Spanish	98256348
India	98274553
Argentina	99195953
Philippines	99251479
Turkey	53951509
Latvia	23730903
Lithuania	54369901
Italy	70129594
Australia	99168546
United Kingdom	54721445
France	68141859
Korea ¹	99251480

[1] The numbering plan changes as follows:

- a) Access to the group of external lines (→ page 15) is done with digit "9" instead of "0";
- b) Calling an operator terminal (→ page 27) is done with digit "0" instead of "9";
- c) group call pickup (→ page 48) is done with sequence "*0" instead of "*57";
- d) Recovery of a parked call (→ page 44) is done with sequence "*57" instead of "*0";

Step by step

Relay¹

The relay on the HiPath 1120 music module is used to control all peripheral equipment, such as the door opener, etc.



Enter the code to enable the relay. (*90)

or



Enter the code to deactivate the relay. (#90)



Wait for a confirmation tone.

If a Fax/DID feature was configured...

The relay can be controlled by a remote MF telephone

Required: The remote telephone must have a conversation in progress with the system's programming extension.



Enter the code to enable the relay. (*90)

or



Enter the code to deactivate the relay. (#90)



Enter the system password at the remote telephone (the default is: 31994).



Wait for a confirmation tone.



Replace the handset.

[1] Activate (contacts closed) or Disable (contacts open) the relay immediately or after a specified time (see Relay and Sensors in Programming manual, HiPath 1120).

Step by step

Acknowledging/deactivating a General alarm

If the support technician configured the alarm feature for your extension, it will ring whenever there is an alarm condition on the HiPath 1100.

Answer the call to acknowledge that the alarm was detected. If the alarm call is not acknowledged, a new attempt at a call will be made (as programmed) and the extension will ring again.

Required: And your telephone will ring three times (three short beeps) at 4-second intervals.

Lift the handset.



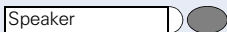
or



Press this key. The LED comes on.



or



Press this key. The LED goes off.

Disabling a General alarm

If an alarm system has been activated, in addition to the alarm signal, it can be deactivated.



Enter the code to deactivate a general alarm. (#9414)



Enter the access code (default is 31994).

Step by step

Alarm clock

The Alarm clock allows you to program an extension to send the user a reminder at a specific time, at fixed time intervals or cyclically.

To use this feature you must specify and store the time when the reminders alerts should be sent. Time alerts can be set for:

- Daily reminders
- Daily except weekends
- A reminder after a specified period of time
- A reminder for a specific date

Scheduling Time Reminders

Lift the handset.

Enter the code to set the alarm clock. (*46)

Enter an option:

- 1 - Daily;
- 2 - Daily without FDS;
- 3 - After a limited time;
- 4 - Specific day.

or

Daily alarm clock

Press the "Daily alarm clock" key

or

Daily alarm clock

Alarm clock (Daily, except weekends)

or

Alarm clock after

Press the "Alarm clock after limited time" key

or

Alarm clock at spe-

Press the "Alarm clock at specific time" key

For type 4 timed reminder only

Enter the day, month, hour, minutes (e.g., 05080830 for August 5, 8:30 a.m.).

Enter the hour in a 4-digit format. For example, 0905 for 9:05 a.m. or 1430 for 2:30 p.m.

Step by step



Wait for a confirmation tone.



Replace the handset.

Deleting/Checking a scheduled time reminder



Lift the handset.



Enter the code to delete a timed reminder. (#46)



Wait for a confirmation tone.



Replace the handset.

Scheduled time reminder call

Required: A time reminder was scheduled. The scheduled time arrives.

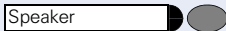


The telephone rings.



Lift the handset.

or



Press this key.

Step by step

COS (Class of Service) changeover¹

The COS changeover feature authorizes the user to use a different system extension temporarily to make calls as if he was at his own extension but with a lower class of service.



Lift the handset.

Enter the code for COS changeover. (*508)



Enter the extension number for which you have authorization (e.g., 11/101).



Enter the 4-digit password for the electronic lock (default is 0000).



Enter the code to access an external line.



Wait for a dial tone.



Enter the external number you want to call.



Wait for the call to be answered. Start conversation.



Once the handset is on-hook, the extension can use its regular class of service.

Data protection²

The data protection feature prevents audio signals generated by the system from affecting data equipment connected to the extension, such as faxes, modems, Internet connections or answering machines.



Enter the code to enable data protection. (*490)

or



Enter the code to deactivate data protection. (#490)

or

[1] COS changeover must be activated in order for an extension to use another extension (see Main Configurations - COS changeover in the Programming manual).

[2] Data protection cannot be activated if the extension is configured as an overflow extension or as an attendant console. If the extension is an MSN attendant console and enables this feature, external calls will be forwarded to an overflow extension.

Step by step

Data protection



Press the "Data protection" key



Wait for a confirmation tone.

Call waiting signaling tone

With this feature you can block/allow a second call to automatically send a signal (call waiting) when a conversation is in progress.

Required: The extension being called is busy.

8 7 or * 8 7

Enter the code to enable or deactivate the call waiting signal. (#87 or *87)

or

Dialing tone



Press the "Call waiting signaling tone" key



Wait for a confirmation tone.

Disabling a feature

The feature deactivation function allows an extension to deactivate the following features simultaneously:

- Call forwarding (conditional and immediate unconditional)
- Do not disturb
- Data protection
- Alarm clock
- Callback
- Urgent Call
- Handsfree answerback

0

Enter the code to enable the features. (#0)



Wait for a confirmation tone.

Step by step

Room Monitor¹

The Room Monitor feature uses a telephone handset as a microphone to capture audio signals in a room.

To enable



Enter the code to enable the Room Monitor feature.
(*88)



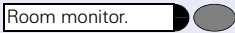
Lift the handset and position it towards the object to be monitored.

or



Press this key. The LED comes on

or



Press the "Room monitor" key.

To deactivate



Replace the handset.

or



Press this key. The LED goes off.

Room Monitor

... From an extension



Enter the extension number for the room you want to monitor (e.g., 11/101).



Wait. The user calls the extension assigned to the feature to hear the audio signals present.

... From an external telephone

Required: The telephone must be a DTMF telephone or you must be able to switch it to DTMF. The telephone is not connected to the system.

[1] When the Fax/DID module is installed, you can monitor an environment even from an external telephone. After the answering message completes, enter the extension number assigned to the feature, then enter the extension password (same as the electronic lock).
This cannot be activated for an overflow extension or members of a Hunt group.

Step by step



Connect to the HiPath 1100. Enter the DISA-MSN number (ask your support technician).



Wait for a continuous tone (if necessary, switch to DTMF) then enter your internal number and the lock's password.



Enter the number for the extension to be monitored.



Wait. The user calls the extension assigned to the feature to hear the audio signals present.

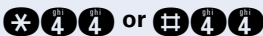
Night service¹

The night service feature enables DIDs on the night table. It can be activated or deactivated at any system extension.

When night service is ON - for example, at lunch time or after business hours— all external calls are forwarded to a specified internal extension (Night destination).

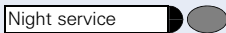
The night service extension and the required password for activation/deactivation are specified by the system's support technician.

The support technician may also specify a time for automatically enabling/deactivating night service. Automatic night service does not function when Manual control is on.



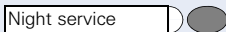
Enter the code to enable or deactivate night service. (*44 or #44)

or



Press the "NIGHT SERVICE" key.

or



Enter your 5-digit password (the default is: 31994).



Wait for a confirmation tone.

[1]Extensions are configured during system programming (see Programming manualProgramming an extension - night service in the). If night service is ON, a distinctive tone will be heard when you lift the handset.

The category of the extension may or may not be changed.

Step by step

Call forwarding when there is no answer on a digital line

In some circumstances incoming calls over a digital line are forwarded to an Overflow extension after a specified timeout.

1. When no MSN number is assigned to an extension number.
2. When an MSN number is assigned to an extension number. The MSN number incoming call rings at the extension assigned to it. If the extension that received the forwarded call does not answer after a specified timeout (default of 30 seconds), the call is rerouted to the Overflow extension; "Call forward no answer With Timeout" is set using the code 30.
3. When an MSN number is assigned to an extension number. The extension assigned is configured for a second attendant using the code "*14". The MSN number incoming call rings at the extension assigned to it. If a call is not answered after a specified timeout (default of 30 seconds), the system again reroutes the call to an extension configured as second attendant. If the call is still not answered after the specified timeout (default is 30 seconds), the call is rerouted to the Overflow extension.
4. When an MSN number is assigned to an extension number. The extension assigned is forwarded to another extension. The incoming MSN call will ring at the call forwarding extension destination. If the extension that received the forwarded call does not answer after a specified timeout (default of 30 seconds), the call is rerouted to the Overflow extension.
5. When an MSN number is assigned to an extension number. The extension assigned is not able to receive a call forwarding signal. For example, it may be configured for data protection.

Step by step

Entrance telephone - door opener¹

This feature lets the system allow certain pre-programmed extensions to order a door to open using an entrance telephone device equipped with door opening control.

Required: The entrance telephone extension has permission to open the door.

A call is received from the entrance telephone



Lift the handset.

or



Press the "OPEN DOOR" key once to answer.



Press the "CONSULT" key.



Enter the code to open the door. (*61)

or



Press the "OPEN DOOR" key a second time to open.

The extension is in sleep mode and calls the entrance telephone

In this case the entrance telephone will receive a call signal.



Lift the handset.

or



Press the "OPEN DOOR" key once to call.



Press the "CONSULT" key.



Enter the code to open the door. (*61)

note

If the system has more than one entrance telephone installed and the extension has permission to open the door, you will need to enter with the extension number of the entrance telephone.

[1] Extensions authorized to open doors are configured during system programming (see entrance telephone in the Programming manual).

An urgent call warning tone is played when the extension configured to answer the entrance telephone is busy.

Step by step



Enter the entrance telephone extension (for example: 12/102).

or



Press the "OPEN DOOR" key a second time to open.

Activating system programming

The system programming mode allows extension 11 on the HiPath1120/1150 and extension 101 on the HiPath 1190 to access the programming codes and change system features.



Enter the programming code. (*95)



Enter your 5-digit password (the default is: 31994).



Enter the codes and their complements according to Programming manual.

Remote configuration¹

The remote configuration feature allows remote configuration of the HiPath 1100.

Using an MF Telephone

Required: The programming extension must have a conversation in progress with the remote programmer.



With a conversation in progress enter the programming extension code to transfer control of the HiPath 1100 to the remote programmer. (*991)



The remote programmer must now enter the system's password on an MF telephone (the default is 31994) and wait for a confirmation tone.



To set the required configuration, proceed as if the remote telephone were locally connected to the system.

[1] If the system's serial port is connected to a modem with access to a telephony network, and the remote PC has a modem installed, remote configuration can be carried out using the HiPath 1100 System Manager application. Ask your support technician how to do this.

Step by step



If there is a DID installed

If the system is equipped with a Fax/DID module programmed as an external line DID.

Enter the code using a remote MF telephone after the call is answered. (*95)



The remote programmer must now enter the system's password on an MF telephone (the default is 31994) and wait for a confirmation tone.



To set the required configuration, proceed as if the remote telephone were locally connected to the system.



If an external programmer does not carry out the programming within a specified time period, the remote configuration process times out.

Using the HiPath 1100 Manager application¹

Required:

- Analog line: The system's serial port and the remote PC must be connected to a modem with access to the telephone network.
- Digital line: The S₀ optional module must be connected to an ISDN-type digital line, and the remote PC must have an ISDN modem installed and connected.



Enter the code to enable remote configuration/upgrade in the programming extension. (*992)

The system will be available for remote configuration via the application for a specified time period.

[1] The system must be activated during a conversation by configuring certain parameters (see General programming - remote configuration in the Programming manual). For further information on how to use the HiPath 1100 Manager application refer to the instructions in the Help file.

Step by step

Fax received

Fax Received

If the system has a Fax/DID Module and a fax machine, you can program a key to indicate when a fax was received.

Required: Fax/DID Module installed and configured.

Press the "FAX RECD" key.

Assigned group¹

The associated group feature provides quick access to extensions that must communicate continually. With this feature you can assign several non-master extensions to one master telephone.

Required: The associated group feature must be configured (see Programming an extension - associated group, in the programming manual),

For example , by using ""Programming the keys" → page 85" on system telephones, you can program ""Direct communication call" → page 27" (code *80) + destination extension (non-master in the master, and master in the non-master) in the master extension.

When the programmed key is activated, the extensions enter conversation mode (the speaker at the extension called is activated). If the master extension initiates the call, it is able to talk and listen. If a non-master extension initiates the call, however, it can only listen since Mute mode is activated at the master extension. To prevent automatically enabling Mute mode, the master must enable ""Handsfree answerback" → page 27" (*96).

Redial

The last number dialed is stored and can be redialed by pressing the Redial key or a key programmed for such a function (the first of the programmable keys).

Redialing

Press the "REDIAL" key.

[1] There are 8 groups available with 16 extensions for each group. An associated group is assigned to each master telephone. A non-master extension can be associated to several groups at the same time.

Step by step

Programming the keys¹

The key programming feature allows an extension to assign functions to a system telephone's programmable keys. Programming should be made using the HiPath 1100 Manager application .



After programming is complete, the function can be started by pressing the key. For features that can be activated or deactivated, such as "DO NOT DISTURB", simply press the appropriate key once to enable it and then again to deactivate it.

Features for programmable keys

Programmable keys can be set to enable the following features HiPath 1100 Manager:

Feature/Function
"Phonebook/Speed Dial" → page 18
"UCD agent in service out of service" → page 66
"Answering a call on hold" → page 47
"Handsfree answerback" → page 27
"Using a Temporary MSN to make a call" → page 33
"Electronic lock" → page 68
"Pickup" → page 48 - "Group" → page 48
"Pickup" → page 48 - "Individual" → page 48
"Account code" → page 44
"Urgent call/Callback when Busy" → page 25
"Direct communication call" → page 27
"Conference" → page 37
"Consultation" → page 34
"Programming the keys" → page 85
"Callback" → page 22
"Alarm clock" → page 74

[1] Only the "Store number in the key" function can be programmed using the keypad. Other functions can only be programmed using the HiPath 1100 Manager.

Step by step

"Call forwarding" → page 49 - "When there is no answer" → page 50
"Call forwarding on a Digital Line" → page 91
"End a conference" → page 40
"Parking" → page 41
"Fax Received" → page 84
"Headphone" → page 88
"..Using a group of external lines" → page 15
"Anonymous Caller ID (Trace)" → page 92
"Message Waiting Indicator (MWI)" → page 55
"Override" → page 24
"LCR Bypass" → page 29
"Hunt group (HG) and Call group (CG) Login and Logout" → page 62
"UCD group login/logout" → page 64
"Special functions for ISDN Lines" → page 91
"Room Monitor" → page 78
"Silent monitoring" → page 24
"Do not disturb" → page 53
"Seizure of a specific line" → page 17
"Toggle" → page 36
"Entrance telephone - door opener" → page 81
"Suffix dialing" → page 43
"Data protection" → page 76
"Recovering a call on hold" → page 44
"CLIR" → page 92
"Night service" → page 79
"Busy Signal when extension is busy" → page 69
"Transfer" → page 35
"Music on hold" → page 69
"Call waiting signaling tone" → page 77

Step by step

"Redial" → page 84

"Internal call" → page 15

Printing key labels

This feature allows you to print labels for programmable keys according to the functions for which they are configured, including Operator Terminal functions.

This service is available on HiPath 1100 Manager (Advanced Configuration -> Programming the keys -> Printing key labels). It opens a Microsoft Word document with a label template. Users can configure labels and specify key names, font colors, font size, number of copies to be printed, etc.



The document is created in Microsoft Word 97 format, therefore, earlier versions of Word may not be able to open the file.

Storing a phone number in a programmable key

Programmable keys can also be used to store numbers that are used most often.



Enter the programming code a key. (*91)

Select a programmable key. If the key is already assigned, the programmed function will be overwritten.

Enter the extension number (e.g. 11/101), external number, Call group (CG) (for example: 770) or Hunt group (HG) (for example: 780).



When an extension number is programmed, the key will light up to indicate whether or not the extension is being used or called.

The extensions are not set up to seize a call that is ringing in a Call group (CG) or Hunt group (HG)

Step by step

Headphone¹

It is an accessory that can be installed on terminals to replace the use of the handset and provide the user with more comfort and with hand-free operation.

Models with electronic hook control (such as Siemens Elipse 1.8 EHS and GN Netcom 9120) for answering calls using a headphone must use a optiPoint Acoustic Adapter, regardless of the optiPoint model used. optiPoint Advanced features include a built-in headphone interface. However, an optiPoint Acoustic Adapter is required for connecting the headphone. When an optiPoint key is configured for using a headphone (optional setting), the system behaves as if a headphone is connected. Therefore, it is recommended that when you disconnect the headphone you change the key configuration accordingly.

If you want to use a Siemens Elipse 1.8 EHS or GN Netcom 9120 set without the electronic hook control switch, you must use an optiPoint Acoustic Adapter for optiPoint Entry, Basic and Standard models. For the optiPoint Advanced, an optiPoint Acoustic Adapter is optional. The headphone can be connected to the built-in interface on the telephone's rear panel using a RJ45 connector. The Headphone feature key must be programmed to answer calls.

Headphone models without an electronic hook key (e.g., Plantronics) can be connected directly to the handset's interface on a optiPoint (Entry, Basic or Standard) telephone, as well as through an optiPoint Acoustic Adapter or the built-in interface (optiPoint Advanced only). However, in order to be detected by the system, a Headphone key must be programmed, regardless of the configuration being used.



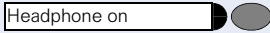
When an optiPoint key is configured for using a headphone (optional setting, the system behaves as if a headphone is connected. Therefore, when you disconnect the headphone you must change the key configuration accordingly.

[1] To install and configure a headphone, follow the instructions provided in its accompanying manual.
The "Mute" option should be activated/deactivated on the phone itself.
If you have any questions, please contact your system's support technician.

Step by step

Required: A headphone must be connected. A key must be programmed for the Headphone "Programming the keys" → page 85 feature by selecting HEADPHONE ON from the menu, unless the headphone has an electronic hook switch.

Making a call



Press the "Headphone ON" key or the electronic hook switch to dial from the terminal.

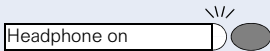


Enter the extension or external line number (e.g., 11/101).

Answering a call

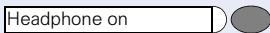


The extension receives a calling signal. The headphone only receives a calling signal if the electronic hook control is configured.



Press the "Headphone ON" key or the electronic hook switch to answer.

Ending a call



Press the "Headphone ON" key or the electronic hook switch to end.



Headphones do not send a call ending tone (busy signal) at the end of a call.

Step by step

PABX Trace log

PABX Trace is a tool used to monitor the events that have occurred in the PABX during a certain period. These events are defined while the system is being programmed using the programming code (code 246) or using HiPath 1100 Manager.

This information can be downloaded using the HiPath 1100 Manager so that the support technician can check the system.

Start/Stop PABX Trace log

The information will be saved in a volatile memory.

Enter the code to enable the trace.

* 1 7 7
or

Enter the code to deactivate the trace.

1 7 7

After switching off or updating data you do not need to reconfigure the trace, although only the configuration and the status will be saved. The data will be lost when any of these events occur.

Activating/deactivating extended Trace log

The information will be saved in a non-volatile memory.

Enter the code to enable the extended trace.

* 1 7 8
or

Enter the code to deactivate the extended trace.

1 7 8

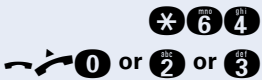
Step by step

Special functions for ISDN Lines

Call forwarding on a Digital Line

The call forwarding on a digital line feature allows calls to be rerouted to an external number. Depending on whether this feature is programmed, the call parties may see call the MSN/Attendant number of the switch or the original numbers of the participants (see programming manual - A31003-K1160-B804-*, "**no DIV.LEG info**" for ISDN line), consult the system's support technician for further information.

Required: You may only see the numbers of the parties if your telephone is equipped with this resource.



Enter the code to activate call forwarding. (*64)

Enter an option.

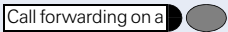
- 1 - Immediate;
- 2 - Not Answered;
- 3 - Busy.

or



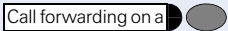
Press the "Immediate call forwarding on an ISDN line" key

or



Press the "ISDN call forwarding if not answered" key

or



Press the "ISDN call forwarding if busy" key



Enter the external destination number (without external code).



Wait for a confirmation tone.



When making a PMP call: Enter the MSN/DID number assigned to the extension.



Wait for a confirmation tone.

Step by step

Disabling call forwarding



Enter the code to deactivate call forwarding. (#64)



Enter an option.

- 1 - Immediate
- 2 - Not Answered
- 3 - Busy.



Wait for a confirmation tone.



When making a PMP call: Enter the MSN/DID number assigned to the extension.



Wait for a confirmation tone.

If call forwarding is activated, a distinctive dial tone will be heard when you lift the handset.

Anonymous Caller ID (Trace)¹

Allows a local carrier to identify external and malicious anonymous callers. The caller ID can be determined during a call or up to 30 seconds after a call. However, it is critical that the handset remains off the hook.

Required: An external call must be in progress.



Press the "CONSULT" key.



Enter the code to deactivate the trace. (*84)

or



Press the "Trace" key.

Keep the handset off-hook.

CLIR

This features prevents your name or number from showing on the display of an external caller (check availability with your local carrier).

[1] Information obtained using this feature is stored by the local carrier. Check if your local carrier offers this service.

Step by step



Enter the code to deactivate extension number suppression. (*86)

or



Enter the code to deactivate extension number suppression. (#86)



Wait for a confirmation tone

Using Features provided by a Carrier over an ISDN Network

In some countries you may access features offered by a local carrier for ISDN lines (ask your system's technical support personnel for further information).



Enter the code to enable. (*503)



Enter the external code.

This is not necessary for external calls or when "Auto Keypad" has been activated by your technical support team.



Enter the code to activate the appropriate ISDN feature.



Wait for a confirmation tone.

Example:

- Activating call forwarding on the public network: *21* destination number #.
- Deactivating call forwarding on the public network: #21#



The local carrier will provide information on which ISDN features can be activated by code in your country (ask your system's technical support personnel for further information).

Siemens is not responsible for any damage/ costs that may be caused by improper use or handling).

Step by step

Practical guide

Care of the telephone

- To clean the telephone, use a slightly damp cloth or an antistatic cloth. Never wipe the phone with a dry cloth!
- If necessary, you may use a diluted mild detergent (commercially available). After cleaning, thoroughly remove the detergent using a cloth dampened with water.
- Do not use alcohol-based detergents or any abrasive cleaning products.

Troubleshooting

There is no response when pressing a key:

Make sure the key is not blocked.

The telephone does not ring when receiving a call:

Make sure that the Do not disturb feature is activated for the extension (distinctive tone). If the feature is activated, deactivate it → page 53.

The telephone does not work when dialing an external number:

Make sure your telephone is not blocked (distinctive tone). If the telephone is locked, unlock it → page 68.

If there are any other problems when operating the phone:

Contact your system's support technician. If the problem is not solved, the support technician should call Technical Support.

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Making calls with the Headphone





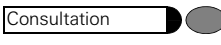
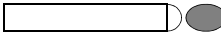
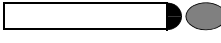
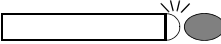
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Feature codes

Symbols

Symbols	Explanation
	Enter numbers, keys, password, internal or external numbers, etc.
	Signaling with a short beep
	Lift/Replace the handset
	Start conversation
	Consultation key
	Programmable key is ON
	Programmable key deleted
	Blinking Programmable Key

Numbering plan

























Description	HiPath 1120	HiPath 1150	HiPath 1190
External line	801 to 808	801 to 832	801 to 845
Extension, including S ₀	11 to 30	11 to 60 610 to 645	101 to 240
Groups of external lines	0 , 890 to 899		
Call groups (CG)	770 to 779		
Hunt groups (HG)	780 to 789		
UCD subscriber groups	790 to 799		
Carrier	9		
EVM - Default internal number	790		
EVM - Message ports	7491 and 7492		
EVM - Virtual Ports	744 to 747		
























Description	HiPath 1120	HiPath 1150	HiPath 1190
Fax/DID - Virtual message ports	740 to 743		
USB/CAPI line	10		100
Substitution for * and #	75 and 76 (accordingly)		

Features




































Features can be selected as follows:


































1. Using the **Feature key** and its associated **feature code**;
2. **programmable key**;
3. Using the **feature code**;

Feature	Code
System telephone functions	
Mailbox access	MAILBOX  key programmed for MWI
Call charge consultation	  
Call forwarding	Call forwarding   
Call forwarding To deactivate	Call forwarding 
Parking	Parking   0 to  9 slot
Parking Resuming a call	Parking   0 to  9 slot
Storing a phone number in a programmable key	   Select a key   
Redial	Redialing 
Speaker	Activate/deactivate speaker  Speaker 
Headphone	Activate/deactivate headphone Headphone on 











Feature	Code
Seizure of an external line	
External call	0 
External call using a group of external lines	8 9 0 ... 8 9 1  external line
Seizure of a specific external Line	8 0 1 ... 8 4 5  external line
Internet access Activation	* 4 9 3  external line
Internet access Deactivation	# 4 9 3  external line
External line reservation Busy	1) Wait   The telephone rings   external line  or 2) * 5 8  The telephone rings   external line 
Functions used when making calls	
System Speed Dial	* 7 + 0 0 0 ... 2 4 9
Individual speed dialing	* 7 + * 0 ... * 4
Individual speed dialing Programming	* 9 2 + * 0 ... * 4  wait for number 
Handsfree answerback Activation	* 9 6 wait for 
Handsfree answerback Deactivation	# 9 6 wait for 
Direct communication call	 # 8 0  extension with system tele- phone wait for   record message
Internal call	 extension
Calling a Call group (CG)	7 7 0 ... 7 7 9
Calling a Hunt group (HG)	7 8 0 ... 7 8 9

Feature	Code
CD subscriber group	7 9 0 ... 7 9 9
Urgent Call (busy extension)	1°) (busy) Wait or 2) (busy) * 5 8
Hotline (if programmed)	
Warmline (if programmed)	Wait for
Override busy extension	busy extension Consultation 6 2
LCR Bypass	* 4 5 + carrier + number
Silent monitoring busy extension	* 9 4 4 busy extension
Callback To activate (Extension does not answer or is busy)	1) no answer * 5 8 Wait. The telephone rings or 2) Wait Wait. The telephone rings
Callback Deactivation	5 8
Carrier	9
Using a temporary MSN to make a call	* 4 1 MSN position or MSN number external line external number
Functions used during calls	
Account code	* 6 0 account code number
Conference	Conference number Consultation * 3
Consultation (To end a consultation wait for replacement of handset)	Consultation

Feature	Code
Parking	 Consultation  * 5 6 + 0 ... 9
Recovering a parked call	 5 6 + 0 ... 9 
General Parking	 General Parking  
Recovering a parked external call	* 6 3 +  line 
Toggle (Use after consultation, for answering a second or an urgent call)	 Consultation  * 2 
Suffix dialing	 + 
Recovering a call on hold	Consultation  * 0 if busy or no answer
Transfer (When an analog trunk programmed as “type of answering signal” or a digital line is being used, you must wait for an answer before transferring the call. For transfers without consultation, there is no need to wait before answering)	 Consultation   number () 
Functions used when receiving calls	
Mailbox access	 Voice mail group
Answering a call on hold	 Consultation  * 5 5  or  Consultation  * 2 
Group pickup	 * 5 7 
Individual pickup	 * 5 9  extension 
Call forwarding on an analog line:	
Call forwarding to external number	* 1 1  external
Internal call forwarding	* 1 1  extension, voice mail group, call group or Fax/DID 

Feature	Code
Call forwarding Disabling	 1 1
Call forward no answer or busy Activation	 1 4  extension, Voice mail group, Call group or external line 
Call forward no answer or busy Deactivation	 1 4
Do not disturb Activation	 9 7
Do not disturb Deactivation	 9 7
EVM:	
Consultation at the extension being used	 7 9 0 VM group  password
Consultation from another extension	 9 0 VM group  password  extension
Consultation from an external extension	  your external number+   password  extension
Miscellaneous functions	
Entrance telephone Door opener	Consultation   6 1 or Consultation   6 1  extension
General alarm Disabling	 9 4 1 4  password
Electronic lock password change	 9 3  current password  new password  confirm new password 
Electronic lock Activation	 6 6  password
Electronic lock Deactivation	 6 6  password

Feature	Code
Busy signal when extension is busy Activation	
Busy signal when extension is busy Deactivation	
System programming mode Activation	password codes
Disabling Features (Call forwarding, Do not disturb, data protection, alarm clock, Call-back and speakerphone auto-answering)	
Language/Country Settings	country code
Call group (CG) and Hunt group (HG) Login	group (if to the extension belongs to more than one group)
Call group (CG) and Hunt group (HG) Logout	group (if to the extension belongs to more than one group)
Room Monitor (Babyphone)	
Music on Hold Activation	music
Music on Hold Deactivation	
Remote configuration HiPath 1100 Manager	
Remote configuration using a MF telephone	<p>1) The local programming extension is talking to the remote programmer:</p> <p> </p> <p>Remote programmer must provide:</p> <p> password programming codes.</p> <p>or</p> <p>2) Remote programmer dials the system and is attended by the Fax/DID feature:</p> <p> passwprd programming codes.</p>

Feature	Code
Data protection Activation	* ^{DAY} 4 ^{MO} 9 ^{SEC} 0
Data protection Deactivation	# ^{DAY} 4 ^{MO} 9 ^{SEC} 0
Relay Activation (For HiPath 1120 only)	* ^{MO} 9 ^{SEC} 0
Relay Deactivation (For HiPath 1120 only)	# ^{MO} 9 ^{SEC} 0
Night Service Activation	* ^{DAY} 4 ^{MO} 4   password
Night Service Deactivation	# ^{DAY} 4 ^{MO} 4   password
Call waiting tone Activation	# ^{DAY} 8 ^{MO} 7 
Call waiting tone Deactivation	* ^{DAY} 8 ^{MO} 7 
COS (Class of Service) changeover	* ^{DAY} 5 ^{MO} 0 ^{DAY} 8  extension  password
PABX Trace log Starts	* ^{DAY} 1 ^{MO} 7 ^{SEC} 7
PABX Trace log Stops	# ^{DAY} 1 ^{MO} 7 ^{SEC} 7
Extended PABX Trace log to enable	* ^{DAY} 1 ^{MO} 7 ^{SEC} 8
Extended PABX Trace log to deactivate	# ^{DAY} 1 ^{MO} 7 ^{SEC} 8
Alarm clock	
Alarm clock Daily	* ^{DAY} 4 ^{MO} 6 ^{SEC} 1  time (for example 1230)
Alarm clock Daily, except weekends	* ^{DAY} 4 ^{MO} 6 ^{SEC} 2  time (for example 1230)

Feature	Code
Alarm clock After a specified time period	time (for example 1230)
Alarm clock For a specified date and time	date/time (for example 24121830)
Alarm clock Deactivating	
UCD subscriber group functions	
Agent available	
Agent unavailable	
CD subscriber group	...
Logging into a UCD sub- subscriber group	group (if the extension belongs to more than one group)
Logging off a UCD subscrib- er group	
UCD agent in Service	
UCD agent out of service	
Satellite PABX	
Flash on analog trunk	<input type="text" value="Consultation"/>
Operation as Satellite PABX	... p number of the line
Functions for ISDN Lines	
Immediate call forwarding for MSN Activation	external line MSN
Immediate call forwarding for MSN Deactivation	
Call forward no answer, for MSN Activating	external line MSN
Call forward no answer, for MSN Deactivation	

Feature	Code
Call forwarding for MSN when the line is busy Activation	external line MSN
Call forwarding - Busy, for MSN Deactivation	
Anonymous caller ID (Trace)	Consultation
CLIR Activation	
CLIR Deactivation	
Using features provided by a carrier on ISDN Lines	external line ISDN code



Notes:

- For Korea the numbering plan changes as follows:
 - Access to the group of external lines is done with digit "9" instead of "0"
 - Calling an operator terminal is done with digit "0" instead of "9"
 - group call pickup is done with sequence "*0" instead of "*9"
 - Recovery of a parked call is done with sequence "*57" instead of "*0";
- Feature codes can be changed in the HiPath 1100 Manager. An expert should be consulted in this case.

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The information in this document provides only general descriptions of the features. The actual features may not correspond exactly to the descriptions herein and, furthermore, they are subject to changes to the extent that products continue to be developed.

The selection of features to be provided is not binding unless explicitly established in the terms of the contract.

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