



HiPath 1100

HiPath 1120

HiPath 1150

HiPath 1190

**Analog Telephones
DTMF and DP**

User Manual

SIEMENS

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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 number of extensions, external lines and optional modules that they can accommodate.

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:**
The Configuration 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 analog Dial Pulse (DP) and Multifrequency (MF) telephones commercially available. 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 containers with liquids, such as tea, coffee, soft drinks etc. away from the system and telephones to prevent spillage.

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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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:

-  Press the Flash key if you are using a Standard MF telephone.
 -  Lift the handset.
 -  Replace the handset.
 -  Start conversation.
 -  Enter numbers, keys, passwords, internal or external phone numbers, etc.
 -  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).

For DP Analog Telephones

-  =sequence of digits   (standard)
-  =sequence of digits   (standard)

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.

Step by step

Accessing a Function

HiPath 1100 features can be **activated by entering the appropriate codes** directly on the telephone. For example:

...With Multifrequency (MF) analog telephones



Activate the do not disturb feature.



Deactivate the do not disturb feature.

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

...With Dial Pulse (DP) analog telephones

On Dial Pulse telephones instead of using the * key you must use a sequence of digits . Instead of the #key use . For example:



Activate the Do not disturb feature.



Disable the Do not disturb feature.



"Feature codes" → page 89.

Using the HiPath 1100 Features

Considerations

Each operating procedure may vary according to the system telephone model or operating mode (DTMF or DP). To configure a specific model, please refer to the telephone manufacturer's instruction manual.

For information on basic functions refer to the Quick Reference Guide for analog 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 ports for messages	740 to 743		
USB/CAPI line	10		100
Substitution for * and #	75 and 76 (accordingly)		
# Key substitution	76		

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 more 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 dial tone that is heard is not from 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.
Recall confirmation tone	It confirms a callback
Alert signal	It alerts the called party when the Speakerphone Auto-Answering and Paging features are enabled.
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.
- 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).

...Using the Handset



Lift the handset.

- For an **internal call**: Enter an extension number (e.g., 11/101).

or

- 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.

...Using Automatic Seizure of an activated external line²

- Internal call

Required: Automatic Seizure of an external line must be activated.



Lift the handset.

With standard MF telephones, first press the Flash key.

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

[2] This allows the user to make an external call without using an external access code (e.g., 0). See Programming na External Line - Automatic Seizure of an external line, in the programming manual).

Step by step



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



Wait for the call to be answered.



Start conversation.

• External calls:



Enter the external number you want to call.



Wait for the call to be answered. Start conversation.



For DC telephones, dial a programmable code.
Consult technical support.

Using a group of external lines¹

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



Lift the handset.



Enter the number for the appropriate group of external lines: 0, 890...899.



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.

[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 configured as a Satellite PBX, a false dial tone is not generated. Overflow group for External Lines (see Programming manual. Programming an external Line - Overflow for a group of external lines

Step by step

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).



Wait for a dial tone.



Enter the external number you want to call.



Wait for the call to be answered.



Start conversation.

Phonebook/Speed Dial

System speed dial¹

The system speed dialing can store up to 250 numbers most frequently dialed by system users. Stored numbers can be selected using assigned speed-dial numbers from 000 to 249.



Lift the handset.



Enter the code to access system speed dialing.



Enter the speed-dial number assigned to the number you want to call.



Wait for the call to be answered.



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

Individual speed dialing

The Individual speed dialing can store up to 5 numbers most frequently dialed by the user. Stored numbers can be selected using assigned speed-dial numbers from 0 to 4.



Lift the handset.



Enter the code to access Individual speed dialing.



Enter the Individual speed dialing abbreviated number assigned to the number you want to call.



Wait for the call to be answered.



Start conversation.

Programming the Individual speed dialing Feature

The speed-dial numbers stored in the Individual speed dialing are only available for the particular extension. Each extension can have up to 5 speed dialing numbers of 20 digits each.



Lift the handset.



Enter the code to program a speed-dial number.



Enter the slot where you want to store the number.



Enter the number to be stored.



Wait 5 seconds until you hear a confirmation tone.



Replace the handset.



An inter-digit pause("P") cannot be inserted when using an analog telephone for programming Individual speed dialing.

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 

Wait 7 seconds for the distinctive tone (whether or not reservation is automatic depends on the system settings).

or



Enter the code to confirm line reservation.



Wait for a confirmation tone.



Replace the handset.



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.

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.

[1] On HiPath 1100 systems only four external line reservations can be done simultaneously.

Step by step

To enable



Lift the handset.



Enter the code for blocking the use of this line by another extension.



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



Wait for a dial tone.



Replace the handset.

To deactivate



Lift the handset.



Enter the code to unblock the line.



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



Wait for a dial tone.



Replace the handset.

Step by step

Callback¹

Recall allows a call to be made automatically (via an ISDN line) to an extension or an external line that is not available at a certain time as soon as it becomes available.

Required: The destination number is not available.

Callback due to no answer/busy



With standard MF telephones, first press the Flash key.



5

8

Enter the code to confirm the recall.



Wait for a confirmation tone.



Replace the handset.



Wait for the recall.

If Recall If has been deactivated during configuration, do the following to enable it²

Wait 7 s



Wait 7 seconds until you hear a distinctive tone.



Replace the handset.



Wait for the recall.

Answering a recall



The telephone rings (a distinctive ring).



Lift the handset.



Wait for the call to be answered.



Start conversation.

[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.

[2] (See enabling recall/urgent call with timeout, in the programming manual)

Step by step

To deactivate



Lift the handset.

Enter the code for canceling a recall.



Wait for a confirmation tone.



Replace the handset.

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.



With standard MF telephones, first press the Flash key.



Enter the code to confirm the override.



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.



Lift the handset.

Enter the code for Silent monitoring.



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

[1] The user must have authorization to use this feature (see Programming an extension - Override in the Programming manual).

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



Start monitoring.

Urgent call/Recall when busy¹

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

Required: The destination called is busy.

Wait 7 s



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



With standard MF telephones, first press the Flash key.



Enter the code to confirm an urgent call.



Wait for a confirmation tone.



Wait for the call to be answered.

Hotline³

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.

[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).

[3] 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).

Step by step

Warmline¹

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.

Calling an attendant console (AC)²

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.



Wait for the call to be answered.



Start conversation.

Direct communication call

This feature enables voice messages to be sent to Profiset 3030 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.

[1] 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).

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

Step by step



Enter the code for direct messaging.



Enter an extension or Call group (CG).



Record the message.

Answer the call



Lift the handset or press the MUTE key.



Start conversation.

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.

To enable



Lift the handset.



Enter the code to enable the answering mode.



Wait for a confirmation tone.



Replace the handset.

To deactivate



Lift the handset.



Enter the code to deactivate the answering mode.



Wait for a confirmation tone.



Replace the handset.

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

Step by step

LCR¹

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).



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 indicated to the user that a different carrier is being used.

[1] Settings must be configured on the HiPath 1100 Manager.

Step by step

LCR Bypass¹

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.



Enter the code for "LCR BYPASS".



Enter the desired carrier code and number.



Start conversation.

End LCR Bypass



Replace the handset.

ACS²

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 dialed by the user are analyzed by the system. If they match the conversion rule, they will be replaced by the default number as set forth by that 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

[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.

[2] ACS does not affect emergency numbers when the user dials directly.

Step by step

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.



Lift the handset.



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.



Wait for the call to be answered.



- Start conversation.



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

Step by step

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 upon connection of a call 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.

Before the call is disconnected by the timer, a 10-second warning tone is sent to the extension.

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



Lift the handset.



Enter an external number.



Wait for the call to be answered.



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 was an extension) through your system. In addition, the following features can be activated or deactivated:

- "Internal"
- "Deactivating a feature"
- "Conference"
- "Night service"
- "Suffix dialing"
- "Entrance telephone - door opener"
- "Electronic lock"
- "System speed dial"
- "Individual speed dialing"
- "Flash time detection for extensions"
- "Do not disturb"

Required: The telephone used cannot be 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.

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 select an MSN from your own list, on a temporary basis, for making an external call.

- 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):

-  Lift the handset.
 -  Enter the code for the temporary MSN.
 -  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.
 -  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.

Step by step

Functions used during calls

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.



With standard MF telephones, first press the Flash 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.



Start a consultation.

To return to the first call...



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...



With standard MF telephones, first press the Flash key.



Enter the code to return to the first call.



Wait for the call to be answered.



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

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.



With standard MF telephones, first press the Flash key.



Enter the extension or external number.

Optional ()

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.

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



With standard MF telephones, first press the Flash key.



Enter the code for retrieving a call on hold.



Wait for the call to be answered.



Proceed with the conversation.

[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.

[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

Toggle

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

Required: A consultation is in progress.



With standard MF telephones, first press the Flash key.



2

Enter the code to switch between two calls.



Wait for the call to be answered.



Proceed with the conversation.

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.



With standard MF telephones, first press the Flash 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.



With analog telephones that operate on MF mode, first press the Flash key.



3

Enter the code for initiating a three-way conference.



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.

Step by step

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).

Adding a participant

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



With analog telephones that operate on MF mode, first press the Flash 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.



With analog telephones that operate on MF mode, first press the Flash key.



Enter the code to add the participant.



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.



With analog telephones that operate on MF mode, first press the Flash key.



Enter the code to end the conference.



Put the phone back on the hook.

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.



With standard MF telephones, first press the Flash key.



5

6

Enter the code for parking.



...

9

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



Wait for a confirmation tone.



Replace the handset.

Recovering a parked call



Lift the handset.



5

6

Enter the code to retrieve a parked call.



...

9

Select the parking slot you want to answer (e.g., 0).



Wait for the call to be answered.



Start conversation.

Recovering a parked external call

An external call placed on hold using the "**General parking**" feature in a telephone system can be retrieved on any extension that has access to the same external line.

Required: An external call must be placed on hold in a known external line.



Lift the handset.



6

3

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: A call in progress on a dial tone telephone or an attendant console.



Enter the code for suffix dialing.



Enter the information requested by the answering service.



Wait for a confirmation tone.



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.



With standard MF telephones, first press the Flash key.



Enter the code for sending a flash signal over an analog external line.



Proceed according to the instructions provided by the accessed system.

[1] This feature differentiates the numbers entered from system service numbers.
This feature is not needed when using a MF telephone. All you need to do is follow the auto-answering prompts.

Step by step

Recovering a call on hold

This feature allows you to retrieve a call on hold because the destination number was busy.

Once the call is resumed, the destination is disconnected.

Required: A consultation was completed and the destination is busy.



With standard MF telephones, first press the Flash key.



Enter the code for resuming a call on hold.



Wait for the call to be answered.



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.

If account codes have not been configured in advance using HiPath 1100 Manager (See account codes - A31003-K1270-M100-*), only ten-digit account codes will be accepted in analog and S₀ telephones. Otherwise, the call will not be completed.

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

External outgoing calls



Lift the handset.



Dial the code to enter with the account code.



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 Manager - Ticket account code in the Ticket)

You do not require an account code to dial emergency numbers. When a "External line reservation" is made, the account code will be stored to be used automatically later when the "reserve" calls back.

Step by step



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.



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 for 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

To answer an incoming call at an extension simply lift the handset.

Required: The telephone rings.



The extension rings.



Lift the handset.



Start conversation.

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.



With standard MF telephones, first press the Flash key.



Enter the code for answering a call.

or



With standard MF telephones, first press the Flash key.

Step by step



Enter the code to switch between two calls.



Wait for the call to be answered.



Start conversation.



The first call is put on hold.

Switching between calls (→ page 31)....



With standard MF telephones, first press the Flash key.



Enter the code to switch between two calls.



Wait for the call to be answered.



Proceed with the conversation.

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.

Required: A group extension is ringing.



Lift the handset.



Enter the code for picking up a group call.



Wait for the call to be answered.



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.

Step by step

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.



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



Wait for the call to be answered.



Start conversation.

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 voice mail server, call group of FAX/DID.



Lift the handset.



Enter the code for internal call forwarding.



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)

[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).

Step by step



Wait for a confirmation tone.



Replace the handset.

External¹

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 external call forwarding.



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 answer²

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.

[1] 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.

When Call Deflection is available, an incoming call to an extension activated for call forwarding (*11) will be forwarded over the public network, directly to an external destination.

[2] 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.

Step by step



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/DID¹

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



Lift the handset.



Enter the type of call forwarding wanted:

1. *11 - Direct call forwarding
2. *14 - Call forward no answer



Enter the call forwarding destination number.

1. 740 - FAX
2. 741 - Attendant (direct dialing to extension)
3. 742 - Fax/DID
4. 743 - Message



Wait for a confirmation tone



Replace the handset.

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

Step by step

Conditional¹



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

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.

Required: The extension has permission for conditional call forwarding and the system is connected to a PC that has a TSB application installed.

1. Rules and conditions for call forwarding can be configured for each extension by using a Windows TSP application
2. Apply the settings to the extension desired.
3. From this moment on the extension will be forwarded.

[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

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.



Wait for a confirmation tone.



Replace the handset.

Conditional

Lift the handset.



Enter the code to deactivate call forwarding.



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.



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 receiving external calls. When the handset is lifted there is a distinctive dial tone to remind the user that the feature is activated.

To enable



Lift the handset.



Enter the code to enable Do not disturb.



Wait for a confirmation tone.



Replace the handset.

To deactivate



Lift the handset.



Enter the code to deactivate Do not disturb.



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. To enable extensions to receive MWI (Message Waiting Indicator) from the internal voice mail server you must **enable** the internal MWI feature.

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)

[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

External Server

A voice mail server outsourced to a local carrier works for specified extensions grouped as a "External MWI group" during configuration of the system. 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.

Message Waiting Indicator (MWI)¹

The Message Waiting Indicator (MWI) is used in the Hi-Path 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.

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 Analog Telephones²

A message in the user's mailbox may be indicated as follows:

- By means of an icon shown on the display, in the case of standard telephones with Caller ID (CLIP-FSK)
- By means of a distinctive audible tone, in the case of analog telephones without Caller ID (CLIP);

[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] Analog Telephones that have the CLIP FSK feature available indicate the presence of MWI service by an icon on the display or some other type of indication.

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.

To enable

Lift the handset.



Enter the code to enable the internal MWI.



Wait for a confirmation tone.



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



Replace the handset.

To deactivate

Lift the handset.



Enter the code to deactivate the internal MWI.



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



Wait for a confirmation tone.



Replace the handset.

[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

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.



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



Wait for the call to be answered.



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 41).

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 default 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 41 to 790 (=Entry voice mail) on your telephone.

When the DISA feature → page 27 is activated, calls made to your phone number can be forwarded to your Entry voice mail.

Step by step

Checking your personal mailbox

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

- An audible tone is heard when you lift the handset.



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).



Wait for the voice mail to answer the call.

Follow the voice mail prompts to make your selections.

Step by step



If your HiPath 1100 is configured for "Seizure of a specific line" (consult the system's support technician), press the Flash key before selecting your mailbox.

In DEC telephones, use "Suffix dialing" (MF)
→ page 36.

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)

Up to 10 Call groups (CG) may be configured and called by entering a specified number.

When a call to the group 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.



Lift the handset.



Enter the Call group number.



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)

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.



Lift the handset.



Enter the Hunt group number.



Wait for the call to be answered.



Start conversation.

Hunt group (HG) and Call group (CG) Login and Logout¹

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.

Joining the group



Lift the handset.



Enter the appropriate code for making the extension part of the group.



If the extension belongs to more than one group:
Enter the number for the group (e.g., 770/780)



Wait for a confirmation tone.



Replace the handset.

[1] Each group member or non-member can also be accessed through its extension number.

Step by step

Leaving a group



Lift the handset.



Enter the appropriate code to remove the extension from the group.



If the extension belongs to more than one group:
Enter the number for the group (e.g., 770/780)



Wait for a confirmation tone.



Replace the handset.

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.

A maximum of 10 UCD groups can be configured.



Lift the handset.



Enter the UCD group number.



Wait for the call to be answered.



Start conversation.

[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.

Step by step

UCD group login/logout¹

Agent Login

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



Lift the handset.



Enter the code to make an extension part of the UCD subscriber group.



Enter the UCD subscriber group number (e.g., 790)



Wait for a confirmation tone.



Replace the handset.

Agent Logout

Allows an agent to exit a UCD Subscriber group.



Lift the handset.



Enter the code to exit a UCD subscriber group.



Wait for a confirmation tone.



Replace the handset.

[1] 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

Available/Unavailable agent for a UCD group

Agent available

Activates an agent to start receiving calls within a group.



Lift the handset.



Enter the code to become available in the UCD subscriber group.



Wait for a confirmation tone.



Replace the handset.

Agent unavailable

Allows an agent to leave the group temporarily. For example, a meeting.



Lift the handset.



Enter the code to become unavailable in the UCD subscriber group.



Wait for a confirmation tone.



Replace the handset.

Step by step

UCD agent in service out of service

In Service

An agent can resume receiving calls in a group after completing the requested activity.
For example, finished a search for a client.



Lift the handset.



Enter the code to enable the service.



Wait for a confirmation tone.



Replace the handset.

Out of Service

An agent cannot resume receiving calls in the group at the moment, because he/she is taking care of a requested activity.
For example, a search for the client.



Lift the handset.



Enter the code to deactivate the service.



Wait for a confirmation tone.



Replace the handset.

Step by step

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.



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".

Step by step

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).

To enable



Lift the handset.



Enter the code to enable the electronic lock.



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



Wait for a confirmation tone.



Replace the handset.

To deactivate



Lift the handset.



Enter the code to deactivate the electronic lock.



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



Wait for a confirmation tone.



Replace the handset.

[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

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.

To enable

Lift the handset.

* 9 4 1 0

Enter the code to enable music on hold.



Wait for a confirmation tone.



Replace handset.

To deactivate

Lift the handset.

± 9 4 1 0

Enter the code to deactivate music on hold.



Wait for a confirmation tone.



Replace handset.

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.

To enable

Lift the handset.

* 9 4 1 1

Enter the code to enable Busy Signaling.



Wait for a confirmation tone.

Step by step



Replace handset.

To deactivate



Lift the handset.



Enter the code to deactivate Busy Signaling.



Wait for a confirmation tone.



Replace handset.

Language/country settings

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

Language and currency settings for the telephone display can also be configured.



Lift the handset.



Enter the code to select a country.



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
Venezuela	56589679
South Africa	58049590

Step by step

Country	Code
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 13) is done with digit "9" instead of "0";
- b) Calling an operator terminal (→ page 21) is done with digit "0" instead of "9";
- c) group call pickup (→ page 40) is done with sequence "**0" instead of "**57";
- d) Recovery of a parked call (→ page 37) is done with sequence "**57" instead of "**0";



Wait for a confirmation tone.



Replace the handset.

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.

To enable



Lift the handset.



Enter the code to enable the relay.



Wait for a confirmation tone.



Replace the handset.

To deactivate



Lift the handset.



Enter the code to deactivate the relay.



Wait for a confirmation tone.



Replace the handset.

If a Fax/DID facility 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.

To enable



Enter the code to enable the relay at the remote telephone.



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 Deactivate (contacts open) the relay immediately or after a specified time (see Relay and Sensors in Programming manual, HiPath 1120).

Step by step



To deactivate

Enter the code to deactivate the relay.



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



Wait for a confirmation tone.



Replace the handset.

Activating/Disabling 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: The display shows "CALL: RLA CHK..." and your telephone will ring three times (three short beeps) at 4-second intervals.



Lift the handset.



Replace the handset.

Disabling a General alarm

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



Lift the handset.



Enter the code to deactivate a general alarm.



Enter the access code (default is 31994).



Wait for a confirmation tone.



Replace handset.

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

Daily



Lift the handset.

Enter the code to enable the alarm clock.

Enter the hour and minutes:

00... 23 = Hour, from 00 to 23

00... 59 = Minute, from 00 to 59

Wait for a confirmation tone.

Replace the handset.

Daily Except Weekends



Lift the handset.

Enter the code to enable the alarm clock configured for Daily Except Weekends.

Enter the hour and minutes:

00... 23 = Hour, from 00 a 23

00... 59 = Minute, from 00 a 59

Wait for a confirmation tone.

Replace the handset.

Step by step

After a specified time



Lift the handset.



Enter the code to enable the alarm clock after a specified time.



Enter the hour and minutes:

0 0 ... **2 3** = Hour, from 00 to 23

0 0 ... **5 9** = Minute, from 00 to 59



Wait for a confirmation tone.



Replace the handset.

For a specified day and time



Lift the handset.



Enter the code to enable the alarm clock for a specified time.



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

0 1 ... **3 1** =Day, from 1 to 31

0 1 ... **1 2** =Month, from 1 to 12

0 0 ... **2 3** =Hour, from 00 to 23

0 0 ... **5 9** =Minute, from 00 to 59



Wait for a confirmation tone.



Replace the handset.

Cancel



Lift the handset.



Enter the code for canceling the alarm clock.



Wait for a confirmation tone.



Replace the handset.

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.



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.



Wait for a confirmation tone.



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

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

Step by step

Data protection¹

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.

To enable



Lift the handset.



Enter the code to enable data protection.



Wait for a confirmation tone.



Replace the handset.

To deactivate



Lift the handset.



Enter the code to deactivate data protection.



Wait for a confirmation tone.



Replace the handset.

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.

To enable



Enter the code to enable the call waiting signal.



Wait for a confirmation tone.



Replace the handset.

[1] 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



To deactivate

Enter the code to deactivate the call waiting signal.



Wait for a confirmation tone.



Replace the handset.

Deactivating a feature

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

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



Lift the handset.



Enter the code to enable the features.



Wait for a confirmation tone.



Replace the handset.

Room Monitor¹

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

To enable



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



Enter the code to enable the Room Monitor feature.

[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



Wait for a confirmation tone.

To deactivate

Replace the handset.

Room Monitor

Lift the handset.



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



Wait for the call to be answered.



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

Night service¹

The night service feature enables DID's 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 category of the extension may or may not be changed.

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 activating/deactivating night service. Automatic night service does not function when Manual control is on.

To enable

Lift the handset.



Enter the code to enable night service.

[1] Extensions are configured during system programming (see Programming manual Programming an extension - night service in the).

If night service is ON, a distinctive tone will be heard when you lift the handset.

An extension's category may be changed.

Step by step



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



Wait for a confirmation tone.



Replace the handset.

To deactivate



Lift the handset.



Enter the code to deactivate night service.



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



Wait for a confirmation tone.



Replace the handset.

Call forwarding of calls not answered 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.

Step by step

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.

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.



Identify the person who wants to enter.



With standard MF telephones, first press the Flash key.



Enter the code to open the door.



Wait for a confirmation tone.



Replace the handset.

The extension is in sleep mode and opens the door

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



Lift the handset.



With standard MF telephones, first press the Flash key.

[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 code to open the door.

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.



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



Wait for a confirmation tone.



Replace the handset.

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.



Lift the handset.



Enter the programming code.



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



Enter the codes and their complements according to Programming manual.



Wait for a confirmation tone.



Replace the handset to exit system programming mode.

Step by step

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.



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 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.



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.

[1] If the system's serial port is connected to a modem with access to the telephone 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

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.



Wait for a confirmation tone.



Replace the handset.

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

Flash time detection for extensions²

Allows the system to detect the Flash time generated by an extension.

Required: An extension equipped with an analog telephone with DTMF operation.



Lift the handset.



Enter the code to enable Flash time detection for extensions.



Press the Flash key.



Replace the handset.

[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.

[2] This feature does not work when an analog telephone is connected to an optiPoint 500 through an analog adapter.

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.

* 1 7 7

or

1 7 7

Enter the code to enable the trace.

Enter the code to deactivate the trace.



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.

Enabling/deactivating extended Trace log

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

* 1 7 8

or

1 7 8

Enter the code to enable the extended trace.

Enter the code to deactivate the extended trace.

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.

Immediate call forwarding for MSN

Calls are forwarded immediately.

To enable



Lift the handset.



Enter the code to enable Immediate call forwarding



Enter the external destination number.



Wait for a confirmation tone.



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



Wait for a confirmation tone.



Replace the handset.

To deactivate



Lift the handset.



Enter the code to deactivate immediate call forwarding



Wait for a confirmation tone.

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



Wait for a confirmation tone.



Replace the handset.

Step by step

Call forward no answer, for MSN

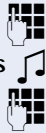
To enable



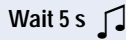
Lift the handset.



Enter the code to enable call forwarding for calls not answered.



Enter the external destination number.



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



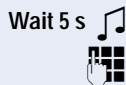
Wait for a confirmation tone.

Replace the handset.

To deactivate



Lift the handset.

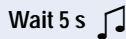


Enter the code to deactivate call forwarding for calls not answered.



Wait for a confirmation tone.

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



Wait for a confirmation tone.



Replace the handset.

Call forwarding - Busy, for MSN

When your line is busy, you can forward your incoming calls.

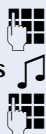
To enable



Lift the handset.



Enter the code to enable call forwarding when the line is busy.




Enter the external destination number.

Wait for a confirmation tone.

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

Step by step

Wait 5 s 

Wait for a confirmation tone.



Replace the handset.


To deactivate



Lift the handset.




Enter the code to deactivate call forwarding when the line is busy.

Wait 5 s 

Wait for a confirmation tone.



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

Wait 5 s 

Wait for a confirmation tone.



Replace 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.



With standard MF telephones, first press the Flash key.



Enter the programming code.



Keep the handset off-hook.

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

Step by step

CLIR

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

To enable

Lift the handset.



Enter the code to enable extension number suppression.



Wait for a confirmation tone.



Replace the handset.

To deactivate

Lift the handset.



Enter the code to deactivate extension number suppression.



Wait for a confirmation tone.



Replace the handset.

Step by step

Using features provided by a carrier on ISDN Lines

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 this code.



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 enable the appropriate ISDN feature.



Wait for a confirmation tone.

Example:

- To activate call forwarding on the public network:
210 destination number #.
- To deactivate 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 not activated for the extension (distinctive tone). If the feature is activated, deactivate it → page 46.

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 62.

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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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
	If you are using an MF analog telephone, press the Flash 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		
Fax/DID - Virtual message ports	740 to 743		
USB/CAPI line	10		100
Substitution for * and #	75 and 76 (accordingly)		















































































Features

Seizure of an external line

Feature	Code
External call	0
External call using a group of external lines	8 9 0 ... 8 9 9 external line
Seizure of an 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 for The telephone rings external line or 2°) * 5 8 The telephone rings external line
































































Functions used when making calls

Feature	Code
System speed dial	* 7 + 0 0 0 ... 2 4 9
Individual speed dialing	* 7 + * 0 ... * 4
Individual speed dialing Programming	* 9 2 + * 0 ... * 4 number
Direct communication call	* 8 0 extension with system telephone 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 
UCD 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 
Override busy extension	  busy  ( *  6  2 )
LCR Bypass	  *  4  5 +  carrier + number 
Silent monitoring (busy extension)	  *  9  4  4  busy extension 
Recall Activation (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

Feature	Code
---------	------



























































Account code	     account code   number 
Conference	      
Consultation (To end a consultation, wait for the call to be disconnected)	   
Parking	     +  ...  
Recovering a parked call	    +  ...  
Recovering a parked external call	    +  line 
Toggle (Use after consultation, for answering a second or an urgent call)	    
Suffix dialing (must be activated for each new call)	    
Recovering a call on hold	     (if busy or no answer) or    (for MF telephones in case of call forward 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)	   number () 




































Functions used when receiving calls

Feature	Code
Mailbox access	Voice mail group
Answering a call on hold	*55 or *2
Group pickup	*57
Individual pickup	*59 extension
Call forwarding on an analog line:	
Call forwarding to external number	*11 external line
Internal call forwarding	*11 extension, Voice mail group, call group or fax/DID
Call forwarding Disabling	#11
Call forward no answer or busy Activation	*14 extension, Voice mail group, Call group or external line
Call forward no answer or busy Deactivation	#14
Do not disturb Activation	*97
Do not disturb Deactivation	#97
EVM:	
Consultation at the extension being used	790 VM group password






























































Consultation from another extension	  VM group  password  extension 
Consultation from an external extension	  external number +   password  extension 

Miscellaneous functions



















Feature	Code
Entrance telephone Door opener	  *  6  1 or   *  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  
Busy Signal when extension is busy Activating	 *  9  4  1  1  
Busy Signal when extension is busy Disabling	 #  9  4  1  1  
System programming mode Activation	 *  9  5  password  codes
Disabling Features (call forwarding, do not disturb, headphone, data protection, alarm clock, and callback)	 #  0  







Language/Country Settings	 * ^{WDT} 9 ^{DT} 4 ^{DT} 1 ^{DT} 2 ^{DT}  country code 
Call group (CG) and Hunt group (HG) Login	 * ^{WDT} 8 ^{DT} 5 ^{DT}  group (if it belongs to more than one) 
Call group (CG) and Hunt group (HG) Logout	 # ^{WDT} 8 ^{DT} 5 ^{DT}  grupo (if it belongs to more than one) 
Room Monitor (Babyphone)	 * ^{WDT} 8 ^{DT} 8 ^{DT}  
Music on Hold Activation	 * ^{WDT} 9 ^{DT} 4 ^{DT} 1 ^{DT} 0 ^{DT} music 
Music on Hold Deactivation	 # ^{WDT} 9 ^{DT} 4 ^{DT} 1 ^{DT} 0 ^{DT} 
Remote configuration HiPath 1100 Manager	 * ^{WDT} 9 ^{DT} 9 ^{DT} 2 ^{DT}  
Remote configuration using an MF telephone	<p>1) The local programming extension is talking to the remote programmer:</p> <p> *^{WDT}9^{DT}9^{DT}1^{DT}  </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> *^{WDT}9^{DT}5^{DT}  password  programming codes.</p>
Data protection Activation	 * ^{WDT} 4 ^{DT} 9 ^{DT} 0 ^{DT}  
Data protection Activation	 # ^{WDT} 4 ^{DT} 9 ^{DT} 0 ^{DT}  
Relay Activation (For HiPath 1120 only)	 * ^{WDT} 9 ^{DT} 0 ^{DT} 

Feature codes



















Relay Deactivation (For HiPath 1120 only)	    
Night Service Activation	     password 
Night Service Deactivation	     password 
Call waiting tone Activation	     
Call waiting tone Deactivation	     
COS (Class of Service) changeover	      extension  password
Flash time detection for extensions	       +  
PABX Trace log Starts	   
PABX Trace log Stops	   
Extended PABX Trace log to enable	   
Extended PABX Trace log to deactivate	   

Alarm clock



Feature	Code
Alarm clock Daily	     time (for example 1230) 
Alarm clock Daily, except weekends	     time (for example 1230) 
Alarm clock (After a specified time)	     time (for example 1230) 

Alarm clock For a specified date and time	 * ^{INT} 4 ^{INT} 6 ^{INT} 4 ^{INT}  date/time (example 24121830) 
Alarm clock Disabling	  4 ^{INT} 6 ^{INT} 





UCD subscriber group functions







































































Feature	Code
Agent available	 * ^{INT} 4 ^{INT} 0 ^{INT} 2 ^{INT} 
Agent unavailable	  4 ^{INT} 0 ^{INT} 2 ^{INT} 
CD subscriber group	 ^{INT} 7 ^{INT} 9 ^{INT} 0 ^{INT} ... ^{INT} 7 ^{INT} 9 ^{INT} 9 ^{INT} 
Logging into a UCD subscriber group	 * ^{INT} 4 ^{INT} 0 ^{INT} 1 ^{INT}  group (If it belongs to more than one) 
Logging off a UCD subscriber group	  4 ^{INT} 0 ^{INT} 1 ^{INT} 
CD agent in Service	 * ^{INT} 4 ^{INT} 0 ^{INT} 3 ^{INT} 
CD agent out of service	  4 ^{INT} 0 ^{INT} 3 ^{INT} 

Satellite PABX

Feature	Code
Flash on analog trunk	 * ^{INT} 5 ^{INT} 0 ^{INT} 1 ^{INT}
Operation as Satellite PABX	 ^{INT} 8 ^{INT} 9 ^{INT} 0 ^{INT} ... ^{INT} 8 ^{INT} 9 ^{INT} 9 ^{INT}  line number

Special functions for ISDN Lines

Feature	Code
Immediate call forwarding for MSN Activation	 * ^{INT} 6 ^{INT} 4 ^{INT} 1 ^{INT}  external   MSN 

Immediate call forwarding for MSN Deactivation	  #  6  4  1   MSN 
Call forward no answer, for MSN Activating	  *  6  4  2   external   MSN 
Call forward no answer, for MSN Deactivation	  #  6  4  2   MSN 
Call forwarding for MSN when the line is busy Activation	  *  6  4  3   external   MSN 
Call forwarding - Busy, for MSN Deactivation	  #  6  4  3   MSN 
Anonymous caller ID (Trace)	   ()  *  8  4 
Sending Restriction for MSN Activation	  *  8  6 
Sending Restriction for MSN Deactivation	  #  8  6 
Using features provided by a carrier on ISDN Lines	  *  5  0  3   external   ISDN code



- Notes:
- For Korea the numbering plan changes as follows:
 - a) Access to the group of external lines is done with digit "9" instead of "0"
 - b) Calling an operator terminal is done with digit "0" instead of "9"
 - c) group call pickup is done with sequence "*0" instead of "**57"
 - d) 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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Rua Pedro Gusso, 2635 • Curitiba-PR/BR

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