Octopus F100/200/400/650
IP-Netpackage
Octophon F10
Operating Instructions

Before You Begin

These operating instructions describe the Octophon F10 telephone on your Octopus F100/200/400/650/IP-Net-package.
They describe all functions you can use from your telephone. You may find that some functions you wish to use are not available on your telephone. This may be due to one of the following reasons:

- The function has not been configured for your telephone - please contact your service personnel.
- Your communications platforms does not support this function - please contact your service personnel.

Important Notes

	Do not operate the telephone in environments where there is a danger of explosions.
	Never open the telephone or a key module. If you encounter any problems, contact the service personnel.
	Use only original accessories. Using other accessories may cause a hazard and will invalidate the warranty and the CE mark.

CE (customer equipment) does not continue to support emergency dialing after loss of mains power, if battery back up and power fail switchover to emergency analogue phones is not available.

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.
An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

Never allow the telephone to come into contact with staining or aggressive liquids such as coffee, tea, juice, or soft drinks. For information on telephone maintenance → page 61.

Marks

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

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

All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.
The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition for reuse and recycling of used electrical and electronic equipment.
For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.
The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may have other regulations regarding the disposal of electrical and electronic equipment.

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Basic operating instructions

Octophon F10 control panel

Your service personnel can customize the default assignment to meet your preferences and requirements following order placement.

Step by Step

How to Use these Operating Instructions

You will find a graphic representation of the steps in logical sequence in the left column. Below is an explanation of the symbols:

Lift the handset (off-hook).

Replace the handset (on-hook).

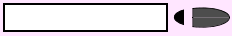
Conduct a call.

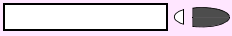
Enter a telephone number or code.

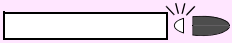
Enter the PIN.

Press volume controls on the telephone.

You hear a tone.
A long tone (positive confirmation tone) confirms that you have successfully activated a function or procedure.
A short tone (negative confirmation tone) indicates that the function or procedure was rejected.


Press the key.


Press the illuminated key.


Press the flashing key.

Step by Step

Accessing Functions

... With Codes

You can activate the functions of your system **by entering codes** such as:

DND (do not disturb) on.

DND (do not disturb) off.

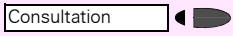
All codes to activate or enable functions are always introduced by pressing the star key, and all codes to deactivate, disable or delete functions are always entered starting with the pound key.

An alphabetically ordered overview of all functions and their corresponding codes can be found in the **Appendix** (Quick-Reference Operating Instructions).

If your service personnel has changed the default assignments and saved functions on keys in accordance with your requests or requirements, you can execute these functions by pressing the appropriate keys.

... With Function Keys

Functions for which a key has been set up can be accessed directly as follows.



Press the "consultation hold" key. The function is executed, provided this is possible in the current situation.

Step by Step

Making Calls – Basic Functions

Making and Answering Calls

Special default ring signaling is set for your telephone:

- When you receive an internal call, your telephone rings once every four seconds (single-tone sequence).
- When you receive an external call, your telephone rings twice in rapid succession every four seconds (dual-tone sequence).
- When you receive a call from the entrance telephone, your telephone rings three times in rapid succession every four seconds (triple-tone sequence).
- If a call is waiting, you hear a short tone (beep) every six seconds.

Your service personnel can adjust the ring cadence for external and internal calls for you. In other words, different ring cadences can be set for different internal callers.

Answering a Call

The telephone rings.

Lift the handset.

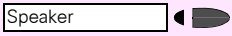
To raise or lower the volume, keep pressing the keys until the desired volume is set.

Open Listening in the Room During a Call

You can let other people in the room join in on the call. Let the other party know that you have turned on the speaker.

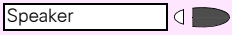
Precondition: You are conducting a call with the handset.

Activating this function:



Press the key. The LED lights up.

Deactivating this function:



Press the key. The LED goes out.

Step by Step

Dialing Numbers/Making Calls

Answering a Call With the Handset

Lift the handset.

Internal calls: Enter the station number.
External calls: Enter the external code and the station number.

The called party does not answer or is busy:

Replace the handset.

or

Release

Press the key.

On-Hook Dialing

Internal calls: Enter the station number.
External calls: Enter the external code and the station number.

The other party answers with speaker:

Lift the handset.

The called party does not answer or is busy:

Speaker

Press the key. The LED goes out.

or

Release

Press the key.

Ending the call

Replace the handset.

or

Release

Press the key.

Step by Step

Redialing a Number

The last three external telephone numbers dialed are stored automatically.
You can redial them simply by pressing a key.

Lift the handset.

Redial

Press the key.

If this feature is configured (contact the service personnel), accounts codes entered are also saved → page 34.

Turning the Microphone On and Off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the handsfree microphone.

Precondition: You are conducting a call. The microphone is switched on.

Mute

Press the key. The LED lights up.

Turning off the mute:

Mute

Press the illuminated key. The LED goes out..

Calling a Second Party (Consultation Hold)

You can call a second party while engaged in a call. The first party is placed on hold.

Consultation

Press the key. LED flashes.

Call the second station.

Return to the first party:

Consultation

Press the key and wait two seconds.

or

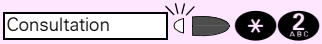
(depending on the configuration)

Consultation

Press the key twice.

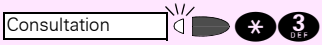
Step by Step

Switching to the Party on Hold (Toggle)



Press the key. Enter the code. LED continues to flash.

Combining the calling parties into a three-party conference



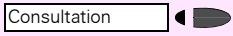
Press the key. Enter the code. The LED goes out.

Connecting the other parties to each other

Replace the handset.

Transferring a Call

If the person you are speaking to wants to talk to another colleague of yours, you can transfer the call that colleague.



Press the key. LED flashes.

Enter the number of the party to which you want to transfer the call.

Announce the call, if necessary.

Replace the handset.

Call Forwarding

Using Variable Call Forwarding

You can immediately forward internal or external calls to different internal or external telephones (destinations). (External destinations require special configuration in the system).

Special features must be taken into consideration if your telephone operates with Octopus F IP-Netpackage (system networking via PC network) → page 55!

Lift the handset.

Enter the code.

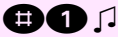
Enter the line type you wish to use:
1 = all calls, 2 = external calls only, 3 = internal calls only

Enter the destination number (without the external code).

Step by Step

Deactivating call forwarding:

Lift the handset.



Enter the code.

When call forwarding is active, a special dial tone sounds when you lift the handset.

If DID DTMF is active (contact the service personnel), you can also forward calls to this destination.
Destinations: fax = 870, DID = 871, fax DID = 872.

Using Call Forwarding No Reply (CFNR)

Calls that are not answered after three rings (=default, can be adjusted by service personnel) or that are received while another call is ongoing can be automatically forwarded to a specified telephone.

Lift the handset.

Enter the code.

Enter the destination number.

- Enter the internal station number for internal destinations
- Enter the external code and the external station number for external destinations

Replace the handset.

Deactivating Call Forwarding No Reply:

Lift the handset.

Enter the code.

Replace the handset.

Step by Step

Call Forwarding in the Carrier Network and Forwarding Multiple Subscriber Numbers (MSN)

If this function has been configured (contact the service personnel), you can forward calls to your assigned multiple subscriber number (MSN) (DID number) directly within the carrier network.
For example, you can forward your phone line to your home phone after business hours.

Lift the handset.

Enter the code.

Enter the line type you wish to use:
1= immediate, 2 = on no answer, 3 = on busy

Enter your DID number.

Enter the destination number (without the external code).

Deactivating call forwarding:

Lift the handset.

Enter the code.

Enter the activated call forwarding type.
1= immediate, 2 = on no answer, 3 = on busy

Enter your DID number.

Step by Step

Using Callback

If a user is busy or is not answering, you can store an automatic callback. This feature saves you from having to make repeated attempts to reach the user.
You receive a callback,

- When the other party is no longer busy
- When the user who did not answer has conducted another call.

When configured (contact your service personnel), all callback requests are automatically deleted overnight.

Storing a Callback

Precondition: You have reached a busy line or noone answers.

Callback

Press the key. The LED lights up.

or

Consultation

Press the key. LED flashes. Enter the code.

*58

Answering a Callback

Precondition: A callback was saved. Your telephone rings. The Callback key lights up (if present).

Lift the handset. You hear a ring tone.

Deleting (All) Stored Callbacks

Lift the handset.

#58

Enter the code.

Step by Step

Telephone Settings

Adjusting the Ring Volume

⊕ or ⊖ Press one of these keys while the phone is idle.

1 Press the key.

⊕ or ⊖ To raise or lower the volume, keep pressing the keys until the desired volume is set.

⊕ ⊖ simultaneously Save.

Adjusting the Ring Tone

⊕ or ⊖ Press one of these keys while the phone is idle.

2 ABC Press the key.

⊕ or ⊖ To adjust the ring tone, keep pressing the keys until the desired ring tone is set.

⊕ ⊖ simultaneously Save.

Adjusting the Receiving Volume During a Call

You are engaged in a call.

⊕ or ⊖ To raise or lower the volume, keep pressing the keys until the desired ring tone is set.

⊕ ⊖ simultaneously Save.

Step by Step

Making Calls – Convenience Functions

Making Calls

Accepting a Specific Call for Your Colleague

You hear another telephone ring.

Lift the handset.

Enter the code.

Enter the number of the telephone that is ringing.

Accepting calls in a team → page 49.

Rejecting Calls

You can reject calls which you do not wish to take. The call is then signaled at another definable telephone (contact the service personnel).

The telephone rings.

Release

Press the key.

If a call cannot be rejected, your telephone will continue to ring.

Using the Speakerphone

A colleague addresses you directly over the speaker with a speaker call. You hear a tone before the announcement.

You can respond with the handset or in speakerphone mode.

Lift the handset and answer the call.

Placing a speaker call to a colleague → page 23.

Step by Step

Answering Calls from the Entrance Telephone and Opening the Door

If an entrance telephone has been programmed, you can use your telephone to speak to someone at the entrance telephone and to activate a door opener.
If you are authorized to activate a door opener (contact the service personnel), visitors can open the door them-selves by entering a 5-digit code (e.g. using a DTMF transmitter or installed keypad).

Speaking to visitors via the entrance telephone:

Precondition: Your telephone rings.

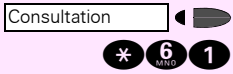
Lift the handset within thirty seconds. You are connected to the entrance telephone immediately.

or

Lift the handset after more than thirty seconds.

Dial the entrance telephone number.

Opening the door from your telephone during a call from the entrance telephone:



Press the key. LED flashes. Enter the code.

Dial the entrance telephone number.

Special features must be taken into consideration if your telephone operates with Octopus F IP-Netpackage (system networking via PC network) → page 59!

Opening the door with a code (at the door):

After ringing the bell, enter the five-digit code (using the keypad or a DTMF transmitter). Depending on how the door opener has been programmed, a doorbell call signal may or may not be forwarded.

Step by Step

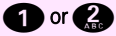
Activating the door opener:

Lift the handset.

Enter the code.

Dial the entrance telephone number.

Enter the five-digit code. Default code = "00000" (contact the service personnel).



Enter the type of door opener. 1 = enable with ring, 2 = enable w/o ring = You can also open the door without a doorbell ring.

Deactivating the door opener:

Lift the handset.

Enter the code.

Dial the entrance telephone number.

Step by Step

Dialing Numbers/Making Calls

Speed-Dial

Using Station and System Speed-Dial Numbers

Precondition: You have stored station speed-dial numbers → page 22 or the service personnel has stored system speed-dial numbers.

Lift the handset.

Press the key.

or

Enter the code.

Enter a speed-dial number.
"*0" to "*9" = station speed-dialing.
"000" to "999" = system speed-dialing (contact the service personnel).

If applicable

Suffix-dialing

If necessary, you can suffix-dial additional digits (for example, the user's extension) at the end of the saved station number.
If this feature is configured, a suffix is automatically dialed (for example, "0" for the exchange) if no entries are made within 4 or 5 seconds.

Storing Station Speed-Dial Numbers

You can store the ten numbers which you use the most and dial them using your own station speed-dial numbers: *0 through *9 → page 22.

Lift the handset.

Enter the code.

Enter the speed-dial number you wish to use (*0 to *9).

First enter the external code and then the external station number (wait approx. 5 seconds).

Step by Step

Using Mailboxes

If there are messages waiting for you, you will hear a special dial tone (continuous buzzing) when you lift the handset.

Lift the handset.

Enter the code.

or

Message Waiting

Press the illuminated key.

This connects you to the sender of the message or the mailbox system.

Talking to Your Colleague With a Speaker Call

You can make a loudspeaker announcement through a loudspeaker if connected (ask the service personnel), or to an internal user with an system telephone without any action on their part.

Lift the handset.

Enter the code.

Enter the station number.

Talking to Your Colleague with Discreet Calling

If this function has been configured (ask your service personnel), you can join an ongoing call conducted by an internal user at a system telephone with display. You can listen in unnoticed and speak to the internal user without being overheard by the other party (discreet calling).

Lift the handset.

Enter the code.

Enter your internal station number.

Your service personnel can protect your telephone against discreet calling.

Step by Step

Automatic Connection Setup (Hotline)

If this function is configured (contact the service personnel), the system automatically sets up a connection to a preset internal or external destination.

Lift the handset.
Depending on the setting, the connection is either set up **immediately** or only **after** a preset period of time (hotline after a timeout).

Reserve Trunk

If this feature is configured (contact the service personnel), you can reserve a busy trunk for your own use.
When the trunk is free, you receive a call.

Lift the handset.

Enter the external code. The external trunk is busy; you hear a busy signal tone. Wait about 5 seconds until the busy tone ends.
The trunk is reserved.

Replace the handset.

When the reserved trunk becomes free:

Your telephone rings.

Lift the handset. You hear the CO dial tone.

Enter the number of the external station.

Step by Step

Assigning a Station Number

If this function has been configured (contact the service personnel), you can selectively assign a specific number (DID number) to your telephone before making an external call. The assigned number then appears on the called party's display.

Lift the handset.

Enter the code.

Enter the DID number you wish to use.

Dial the external number.

Associated Dialing/Dialing Aid

If this function has been configured (contact the service personnel), you can use your telephone as a dialing aid for other telephones.

Lift the handset.

Enter the code.

Enter the internal station number of the party for whom you want to dial.

Enter the number you wish to dial (external number with external code).

Step by Step

During a Call

Using Call Waiting

Callers can still reach you while you are engaged in another call. A signal alerts you to the waiting call.
You can either ignore or accept the waiting call.
When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on.
You can also bar call waiting or the call waiting tone → page 27.

Accepting a Waiting Call (Camp-On)

Precondition: You are engaged in a phone call and hear a tone (every six seconds).

Ending the first call and answering the waiting call:

Replace the handset. Your telephone rings.

Answer the second call. Lift the handset.

Placing the first call on hold and answering the second call:

Consultation

* 5 JKL 5 JKL

Press the key. LED flashes. Enter the code.

You are connected to the call waiting party immediately. The first party is placed on hold.

Ending the second call and resuming the first one:

Consultation

Press this key and wait two seconds.

or

(depending on the configuration)

Consultation

Press the key twice.

Step by Step

Preventing and Allowing Call Waiting (Automatic Camp-On)

If this function has been configured (ask the service personnel), you can prevent or allow a second call → page 26 from being signaled by automatic camp-on during an ongoing call.

Lift the handset.

Enter the code to "prevent" or "allow" call waiting.

Turning the Call Waiting Tone On and Off

You can suppress the call waiting tone every six seconds for external calls. A one-time special dial tone then alerts you to the waiting call.

Lift the handset.

Enter code for "tone off" or "tone on".

Parking a Call

You can park up to ten calls, either internal, external, or both. Parked calls can be displayed on and picked up from another telephone. This feature is useful if you want to continue a call at another phone.

Precondition: You are conducting a call.

Press the key. LED flashes. Enter the code.

Enter the number of the park slot (0 - 9) and make a note of it.
If the park slot number you entered is already being used, you will hear the negative confirmation tone. Please enter another number.

Replace the handset.

Step by Step

Retrieving a Parked Call

Precondition: One or more calls have been parked. The telephone is idle.

Lift the handset.

Enter the code.

Enter the park slot number you noted earlier.
If the park slot number you enter is not in use, you cannot retrieve the call.

If a parked call is not picked up, after a specific period of time the call is returned to the telephone from where it was parked (recall).

Picking up (Retrieving) a Held Call

Precondition: One or more calls have been parked. The telephone is idle.

Lift the handset.

Enter the code.

Enter the line number you noted earlier.

Conducting a Conference

In a conference call, you can talk to as many as four other parties at the same time. These may be internal or external users.

Lift the handset.

Call the first party.

Consultation

Press the key. LED flashes.

Call the second station. Announce the conference.

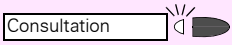
Consultation

Press the key. Enter the code. The LED goes out.

A tone sounds every 30 seconds to indicate that a conference is in progress. Contact the service personnel for instructions on how to turn it off.

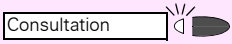
Step by Step

If the second party does not answer:



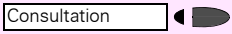
Press this key and wait two seconds.
(depending on the configuration)

or



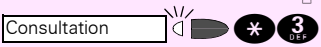
Press the key twice.

Adding Up to Five to the Conference (Initiator Only)



Press the key. LED flashes.

Call the new party. Announce the conference.

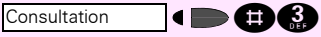


Press the key. Enter the code. The LED goes out.
etc.

Leaving a Conference

Replace the handset.

Ending a Conference (Initiator Only)

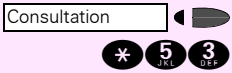


Press the key. LED flashes. Enter the code.

Activating Tone Dialing (DTMF Suffix Dialing)

You can transmit dual-tone multifrequency (DTMF) signals to control devices such as an answering machine or automatic information system.

You have set up a connection.



Press the key. LED flashes. Enter the code.

You can use the keys "0" through "9", "*", and "#" to transmit DTMF signals.

Ending the call also deactivates DTMF suffix dialing.
Your system may be configured so that you can start DTMF suffix-dialing immediately after setting up a connection.

Step by Step

After a Speaker Call (Announcement) in a Group

If this function has been configured (contact the service personnel), you can use a speaker call (announcement, → page 23) to announce a call in progress to a group of users → page 48.
After a member of the group has accepted the call request, you can transfer the waiting party.

Precondition: You are conducting a call.

Consultation

Press the key. LED flashes. Enter the code.

Enter the group's station number.

Announce the call.
When a member of the group accepts the call, you are connected to this party.

Replace the handset.

If the connection between the two other parties is not established within 45 seconds, the call from the first party returns to you (recall).

Trunk Flash

To activate ISDN-type services and features through the network carrier's analog trunks or those of other communications platforms (such as "consultation hold"), you must send a signal to the trunks before dialing the service code or telephone number.

Precondition: You have set up an external connection via an analog line.

Consultation

Press the key. LED flashes. Enter the code.

Enter the service code and/or telephone number.

Step by Step

If You Cannot Reach a Destination

Call Waiting (Camp-On)

It is important that you reach the called party, but the number is busy.

Lift the handset.

Enter the internal station number.
Wait (approx. 5 seconds) until the busy tone is followed by the ring tone.

The called party can then respond → page 26.

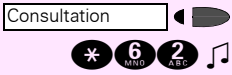
The called party can prevent automatic call waiting → page 27.

If this feature is configured (contact the service personnel), you will hear the ring tone immediately.

Busy Override - Joining a Call in Progress

This function is only available if it has been configured by the service technician (contact the service personnel).

Precondition: You have dialed an internal number and hear a busy signal. It is important that you reach the called party.



Press the key. LED flashes. Enter the code.

The called party and person to whom this party is talking hear an alerting tone every two seconds.
If the called party has a system telephone with display, the following appears on the screen: "Override: (station no. or name)".

You can now start talking.

Step by Step

Using Night Answer

When night answer mode is active, for example during a lunch break or after office hours, all external calls are immediately forwarded to a specific internal telephone (night station). The night station can be defined by the service personnel (standard night answer service) or by you (temporary night answer service).

Special features must be taken into consideration if your telephone operates with Octopus F IP-Netpackage (system networking via PC network) → page 56!

Activating this function:

Lift the handset.

Enter the code.

Enter the destination number (= temporary night answer service) within 5 seconds.

or

Enter the code or use the default (= standard night answer service).

Deactivating this function:

Enter the code.

Step by Step

Saving Function, Procedures and Appointment

Appointments Function

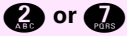
Saving Appointments

You can tell your telephone to give you a call when you want to be reminded of an appointment → page 33.
To do this, you need to save the time you want the call to be made.
The appointment can be set for any time within the next 24 hours.

Lift the handset.

Enter the code.

Enter a 4-digit time, such as 0905 for 9:05 (= 9.05 a.m.) or 1430 for 14.30 (= 2.30 p.m.).



If the selected language is "US English" (ask the service personnel) enter the code 2 for "am" or 7 for "pm".

Deleting and checking a saved appointment

Lift the handset.

Enter the code.

Using Timed Reminders

Precondition: You must have saved a timed reminder → page 33.
The current time is the time stored.

Your telephone rings.
Lift the handset and replace it again.

If you fail to answer the timed reminder, it repeats five times and is then erased.

Step by Step

Displaying and Assigning Call Charges

Dialing with Call Charge Assignment

You can assign external calls to certain projects.

Precondition: The service personnel has set up account codes for you.

Lift the handset.

Enter the code.

Enter the account code.

If applicable

Press this key (may be needed, depending on the configuration; contact the service personnel).

Enter the number of the external station.

You can also enter the account code during an external call.

Step by Step

Private Sphere/Security

Turning Do Not Disturb On and Off

You can activate the do not disturb function if you do not want the receive any calls. When do not disturb is activated, internal callers hear a busy signal and external callers are rerouted to a telephone assigned for this purpose (contact the service personnel).

Lift the handset.

Enter the code for "on" or "off".

When you lift the handset, a special dial tone (continuous buzzing) reminds you that "do not disturb" is active.

Authorized internal callers can automatically override the "do not disturb" function after five seconds.

Caller ID Suppression

You can prevent your station number or name from appearing on the displays of external parties you call. The feature remains active until you deactivate it.

Lift the handset.

Enter code for "suppress" or "restore".

The service personnel can turn caller ID suppression on and off for all telephones.

Silent Monitor

If this function has been configured (contact the service personnel), you can join a call already in progress at an internal station and listen in unnoticed.

Lift the handset.

Enter the code.

Enter the internal station number.

Step by Step

Monitoring a Room

A telephone can be used to monitor a room. The function must be activated on the telephone that you want to monitor.
Calling this telephone lets you hear what is going on in the room.

Activating the telephone to be monitored:

Lift the handset and direct it towards the noise source.

Enter the code.

Deactivating the telephone to be monitored:

Replace the handset.

Monitoring the room:

Lift the handset.

Enter the internal number of the telephone in the room you wish to monitor.

Step by Step

Trace Call: Identifying Anonymous Callers

You can have the carrier identify malicious external callers. You can save the caller's station number during the call or for 30 seconds after the call ends. However, it is essential that you do not replace your handset during this time.

You are engaged in an external call.

Consultation

Press the key. LED flashes. Enter the code.

* 8 TUV 4 GHI

After you have finished tracing the call, the data is stored on the carrier's system. Now contact the service personnel.

Locking the Telephone to Prevent Unauthorized Use

You can prevent unauthorized persons from using your telephone during your absence.

Precondition: You must have configured a personal identification number (PIN) for your telephone → page 38.

To lock and unlock the telephone:

Lift the handset.

* 6 MNO 6 MNO or # 6 MNO 6 MNO

Enter the code for "lock" or "unlock".

Enter the telephone lock PIN → page 38.

While the telephone is locked, a special dial tone sounds when you lift the handset. You can continue to dial internal numbers as usual.

An authorized party → page 38 can also lock and unlock your telephone.

Step by Step

Locking Another Telephone to Prevent Unauthorized Use

If this function has been configured (contact the service personnel), you can lock other telephones to prevent unauthorized use, and later unlock them again.

You can use this function to unlock the telephone for users who have locked their telephones and then forgotten their PINs.

Lift the handset.

Enter the code.

Enter the internal number of the telephone that you want to lock or unlock.

Enter the code for "Changeover on".

or

Enter the code for "Changeover off".

Saving Your PIN

To use the functions

- to prevent unauthorized persons from using your telephone → page 37
- to use another telephone like your own → page 40
- to change your call number → page 41

you need to enter a personal identification number, which you can save yourself.

Lift the handset.

Enter the code.

Enter the current five-digit PIN.
If you have not yet assigned a PIN, use the PIN "00000" the first time you enter it.

Enter the new PIN.

Repeat the new PIN.

If you forget your PIN, contact the service personnel, who can reset your PIN to "00000".
An authorized party → page 38 can also lock and unlock your telephone.

Step by Step

Using Other Functions/Services

Sending a Message

You can send short text messages (infotexts) to single users or groups of users who have system telephones.
On system telephones with no display (e.g. Octophon F10), on ISDN, pulse or tone dialling telephones, transmitted text messages will be saved as a callback request.

Lift the handset.

Enter the code.

Enter the internal station number of the recipient or group.

Select the preprogrammed message (which can be changed by the service personnel). Enter the code. For example:

0 = Please callback	5 = Fax waiting
1 = Someone is waiting	6 = Dictation please
2 = Appointment	7 = Please come see me
3 = Urgent call	8 = Please make copies
4 = Do not disturb	9 = Ready to depart

Deleting Sent Messages

You can delete messages that have already been sent so the recipient does not get them.

Lift the handset.

Enter the code.

Texts sent to groups can be deleted only by the originator.

Step by Step

Answering Messages

If you have received any messages, the button "messages/info" will light up. After lifting the receiver you will hear a special dial tone or an announcement.

Lift the handset.

Enter the code.

or

Press the illuminated key.

This connects you to the sender of the message or the mailbox system.

Delete received messages

You can delete messages sent to you; no callback is initiated.

If messages for you have arrived, you will hear a special dial tone or an announcement when you lift the handset. If configured, a mailbox LED will light up on special tone-dialing telephones.

Lift the handset.

Enter the code.

The received messages are deleted.

Using Another Telephone Like Your Own

Other people can temporarily use your telephone for outgoing calls as though it were their own.

Lift the handset.

Enter the code.

Enter the other user's station number.

Enter the other user's telephone lock PIN.

Dial the external number.

This state is canceled at the end of the call.

Step by Step

Change call number (relocate)

You can put your call number on every other available telephone when it is set up (contact the service personnel).
Your previous telephone then receives the old call number of your new telephone. The call number together with the settings (e.g. programmed keys) of the telephone are changed.

Precondition: Your old and new telephone are the first telephones at each connection. The telephone are in idle state.

The following procedure is carried out on the new telephone.

Lift the handset.

Enter the code.

Enter your own call number.

Enter code (telephone lock) → page 38.
(This is not necessary if you have not determined a code yet).

Enter the code.

You can, however, connect your telephone to another connection and carry out the procedure.

Step by Step

Resetting Services and Functions (System-Wide Cancellation for a Telephone)

There is a general reset procedure for activated functions. The following functions are canceled, if they were activated:

- Forwarding on
- Advisory msg. on
- Ringing group on
- Hunting group off
- Suppress call ID
- Waiting tone off
- DND on
- Ringer cutoff on
- Messages received:
- View callbacks

Lift the handset.

Enter the code.

Step by Step

Activating Functions for Another Telephone

If this function has been configured (contact the service personnel), you can turn the following functions on and off for other telephones. This feature is also known as associated service.

- Do not disturb, code: *97/#97 → page 35
- Call forwarding, code *11, *12, *13/#1 → page 14
- Lock and unlock all phones, code: *66/#66 → page 37
- Group ringing, code: *81/#81 → page 49
- Group call, code: *85/#85 → page 48
- Reset services and functions, code #0 → page 42
- Control relay, code: *90/#90 → page 46
- Night service, code *44/#44 → page 32
- Timed reminders, code *65 → page 33

Lift the handset.

Enter the code.

Enter the internal number of the telephone for which you want to activate the function.

Enter the code – e.g. *97 for DND on – and procedure (if relevant).

Using System Functions from the Outside (DISA: Direct Inward System Access)

If this function has been configured (contact the service personnel), you can set up external outgoing calls from outside the system, just like an internal user. You can also activate and deactivate the following functions in your system:

- Reset services and functions, code: #0 → page 42
- Call forwarding, code: *1/#1 → page 14
- Lock and unlock all phones, code: *66/#66 → page 37
- Save PIN, code: *93 → page 38

Step by Step

- Send a message,
  code: *68/#68 → page 39
- Group ringing, code: *81/#81 → page 49
- Group call, code: *85/#85 → page 48
- Suppress caller ID,
  code: *86/#86 → page 35
- Open door, code: *61 → page 20
- Door opener on/off, code: *89/#89 → page 21
- Control relay, code *90/#90 → page 46
- Do not disturb, code: *97/#97 → page 35
- Speed-dialing, code: *7 → page 22
- Associated service, code: *83 → page 43

Precondition: You have a telephone that uses tone dialing (DTMF dialing) or you can switch your telephone to tone dialing. The telephone is not connected to the system.

Set up a call to the system. Enter the station number (contact the service personnel).

Wait for a continuous tone (if necessary switch the telephone to tone dialing), then enter the internal number that has been assigned to you and the associated PIN.

Enter the code (necessary only if programmed in the system).

Wait for a dial tone and then enter the code, such as *97 for Do not disturb on. Make other inputs as necessary; (refer to the operating instructions for pulse and DTMF telephones).

or

Dial the external number.

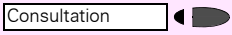
You can only execute one function at a time, or set up only one outgoing connection.
The connection is immediately released after successful activation of a function.
In the case of an external-external call, the connection is released as soon as either of the parties ends the call.

Step by Step

Controlling Connected Computers or Other Programs and Telephone Data Service (For Octopus F400/650 only)

If this function has been configured (contact the service personnel), you can control connected computers or programs running on them, such as hotel services or information systems, from your telephone.

Precondition: You have set up a connection.



Press the key. LED flashes. Enter the code.

The connected computer now prompts you to enter the data, which you can do in one of two ways. Contact the service personnel to find out which option is programmed in your system:

- Input in en-bloc mode

Enter data.

Press this key at the end of the entry.

or

- Input in online mode:
  The connected computer processes your entries directly.

Enter the code.

Enter data.

Step by Step

Communicating with PC Applications over a CSTA Interface

If this function has been configured (ask your service personnel), you can use your telephone to communicate with PC applications (CSTA = Computer Supported Telecommunications Applications). You send information to the application and receive information from the application via an acoustic signal.

Enter the code.

Enter the three-digit ID for the application you want to operate.

Use the relevant keys to communicate with the application.

Ending communication with the application:

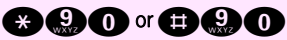
Lift and replace the handset.

Controlling Relays

If this feature is configured (contact the service personnel), you can turn up to four relays on and off to control different facilities (such as a door opener).
Depending on how they are programmed, you can switch the relays on and off or switch them on and have them switched off automatically after a timeout.

Special features must be taken into consideration if your telephone operates with Octopus F IP-Netpackage (system networking via PC network) → page 58!

Lift the handset.



Enter the code for "on" or "off".

Enter the relay.

Step by Step

Radio Paging

If paging equipment is connected to your system (contact the service personnel), you can contact people via their pocket receivers.

The pocket receiver indicates to the person you are looking for that someone is trying to get in touch. The person you page can then go to the nearest telephone and call you.

The operating procedures differ according to the type of radio paging equipment connected (simple or enhanced paging equipment).

Simple Paging Equipment

Paging:

To be paged, you must have activated a call ringing group → page 49, call forwarding → page 14, or call redirection (service technician) to the internal station number of your paging equipment. A call request is then signaled automatically.

Answering the page from the nearest telephone:

Lift the handset.

Enter the code.

Enter your own station number.

Enhanced Paging Equipment (Octopus F650 Only)

Paging:

Lift the handset.

Enter the code.

Enter the number of the party you want to page.

Answering the page from the nearest telephone:

Lift the handset.

Enter the code.

Enter your own station number.

Step by Step

Using Team Functions

Turning Group Call On and Off

If this function has been configured (contact the service personnel), you belong to one or more groups of users who can each be reached under a hunt group or group call number.
Incoming calls are signaled on all group member telephones in the order in which they are received (hunt group) or simultaneously (= group call) until one member of the group accepts the call.
You can also belong to a team (including executive/secretary ones) to which multiple lines have been assigned. → page 51.

Each member of the group remains available under his or her own station number.

You can activate and deactivate the audible signal for a hunt group, group call or individual trunks in a group (including an executive/secretary team).

Special features must be taken into consideration if your telephone operates with Octopus F IP-Netpackage (system networking via PC network) → page 54!

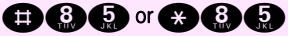
You belong to a hunt group or a group call:

Lift the handset.

Enter the code for "leave" or "join".

You belong to multiple groups or to one group with lines (including executive/secretary teams):

Lift the handset.



Enter the code for "leave" or "join".

Enter the code for "Leave all groups".

or

Enter the code for "Join all groups.

or

Enter a group/trunk number to directly "leave or join".

If you deactivate the audible tone for another group or trunk, or deactivate it for all groups and trunks to which you belong, a special dial tone sounds when you lift the handset.

Step by Step

Accepting a Call for Another Member of Your Team

You can accept calls for other telephones in your team from your telephone even while engaged in another call. To do this, contact the service personnel to find out if a pickup group has been configured.

Precondition: You telephone rings briefly.

Lift the handset.

Enter the code.

Activating and Deactivating a Ringing Group

You can have calls for your telephone signaled audibly at up to five other phones. The person who answers first receives the call.

Special features must be taken into consideration if your telephone operates with Octopus F IP-Netpackage (system networking via PC network) → page 57!

Saving telephones for the ringing group:

Lift the handset.

Enter the code.

Enter the internal station number.

Removing all telephones in call ringing group:

Lift the handset.

Enter the code.

Step by Step

Uniform Call Distribution (UCD)

If this function has been configured (contact the service personnel), you belong to a group of users (agents) to whom calls are distributed. An incoming call is always assigned to the agent who has had the longest break without a call.

Logging on and off at the beginning and end of your shift:

Lift the handset.

Enter the code for "Log on" or "Log off".

To log on, enter your identification number ("Agent:"). Contact the service personnel to find out what it is.

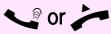
Logging on and off during your shift:

Lift the handset.

Enter the code for "Not available" or "Available".

Requesting and activating a work time:

If you want to follow-up on the last call you answered without being disturbed, you can request and activate a work time. This removes your telephone from the call distribution cycle for a programmable period of time until you log back on.



You have or had an UCD connection.

Enter the code for "on" or "off".

Turning the night service on and off for UCD:

Lift the handset.

Enter the code for "on" or "off".

Step by Step

Team and Executive/Secretary Functions With Assigned Trunk Lines

If this function has been configured (contact the service personnel), you belong to a team of users for whom special trunk lines exist. You can then conduct your calls as usual via the trunk assigned to you. In addition, you can also activate call forwarding or a ring transfer for the lines of your group.

Forwarding Calls on Lines

You can immediately forward internal or external calls on lines of your group to different internal or external telephones (destinations); even external destinations are possible in certain system configurations. Activating call forwarding for one line activates the function for all members in your group.

Lift the handset.

Enter the code.

Enter the desired line number.

Enter the line type you wish to use:
1 = all calls, 2 = external calls only, 3 =internal calls only

Enter the destination number (without the external code).

Deactivating call forwarding:

Lift the handset.

Enter the code.

Enter the desired line number.

If you have activated call forwarding for a trunk, a special dial tone sounds when the line is seized.

Step by Step

Transferring Calls Directly to the Executive (Only in an Executive/Secretary Group)

Normally, audible signaling of all calls for the executive is heard only in the secretary's office.
You can activate audible signaling so that calls are only signaled on the executive telephone and on a second telephone assigned to it.

Activating this function:

Lift the handset.

Enter the code.

Enter the desired line number.

Deactivating this function:

Lift the handset.

Enter the code.

Enter the desired line number.

Step by Step

Testing the Telephone

Testing the Telephone Functions

You can test your telephone functions.

Precondition: Your telephone is idle.

Lift the handset.

Enter the code.

If everything is OK,

- all LEDs on the telephone start flashing, and
- the ringer signal sounds.

Step by Step

Special Functions in the LAN (PC Network)

If your telephone is operating in a Octopus F IP-Netpackage environment, multiple Octopus systems are interconnected via a LAN (**L**ocal **A**rea **N**etwork, e.g. proprietary PC network). Your telephone calls are conducted via the LAN (PC network).
If this is the case, you must take certain special features into consideration when performing various functions. These are described below.

Leaving a Hunt Group/Group Call

Precondition: you belong to the hunt group/group call → page 48 of another Octopus F100/200/400/650:

Lift the handset.

Enter the code.

Enter the (DISA) call number of the other Octopus F100/200/400/650.

Enter.

Enter the (DISA) call number of your telephone.

Enter.

Enter the code for "leave" or "join".

You belong to multiple groups of another Octopus F100/200/400/650:

Enter the group number for "Join/Leave, directed".

Step by Step

Transferring Call Forwarding

You can activate/deactivate call forwarding → page 14 for your telephones from other Octopus F IP-Netpackage telephones.

Lift the handset.

Enter the code.

Enter the (DISA) call number of the Octopus F100/200/400/650 to which your telephone is connected.

Enter.

Enter the (DISA) call number of your telephone.

Enter.

Activating this function:

Enter the code.

Enter the line type you wish to use:
1 = all calls, 2 = external calls only, 3 = internal calls only

Enter the destination number (without external code).

Deactivating this function:

Enter the code.

Step by Step

Using Night Answer

If authorized (contact the service personnel), you can define telephones in other Octopus F100/200/400/650 communications platforms as the night answer → page 32.

Lift the handset.

Enter the code.

Enter the (DISA) call number of the Octopus F100/200/400/650 to which the night answer telephone is connected.

Enter.

Enter the (DISA) call number of the telephone from which you wish to activate/deactivate the night answer service.

Enter.

Activating this function:

Enter the code.

Enter the destination number (= temporary night answer service) within 5 seconds.

Deactivating this function:

Enter the code.

Step by Step

Activating and Deactivating a Ringing Group

You can have calls for your telephone signaled audibly at external telephones or at telephones in other Octopus F100/200/400/650 communications platforms → page 49.

Saving the telephones for the ringing group:

Lift the handset.

Enter the code.

Enter the call number.

Enter.

Removing all telephones in call ringing group:

Lift the handset.

Enter the code.

Step by Step

Controlling Relays

If this feature is configured (contact the service personnel, you can also control relays → page 46 in other Octopus F100/200/400/650 communications platforms.

Lift the handset.

*47 Enter the code.

Enter the (DISA) call number of the Octopus F100/200/400/650 in which the relay is to be controlled.

Enter.

Enter the (DISA) call number of the telephone from which you wish to control the relay.

Enter.

*90 or #90 Enter the code for "on" or "off".

1 ... 4 Enter the relay.

Step by Step

Opening the Door

If this feature is configured (contact the service personnel), you can also activate the door opener → page 20 in other Octopus F100/200/400/650 communications platforms.

Lift the handset.

Enter the code.

Enter the (DISA) call number of the Octopus F100/200/400/650 in which the door is to be opened.

Enter.

Enter the (DISA) call number of the telephone from which you wish to activate the door opener.

Enter.

Enter the code.

Enter the call number of the entrance telephone.

Documentation

These operating instructions can be found on CD-ROM (ask the service personnel) in HTML and PDF format.

To view or print the operating manual in PDF format, you need a computer on which the free Adobe Acrobat Reader program is installed.

To view the operating manual in HTML format, you need a computer with a Web browser, for example, Microsoft Internet Explorer.

Fixing Problems

Telephone Maintenance

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

Troubleshooting

Pressed key does not respond:

Check whether the key is stuck.

Telephone does not ring:

Check whether the "do not disturb" function was activated on your telephone. On lifting the handset, you will hear a special dial tone. If so, deactivate it → page 35.

You cannot dial an external number:

Check whether you telephone is locked. On lifting the handset, you will hear a special dial tone. If so, unlock the telephone → page 37.

To correct any other problem:

First contact the service personnel. If the service personnel is unable to correct the problem, contact Customer Service.

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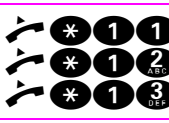
Overview of Functions and Codes (Alphabetical)

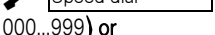
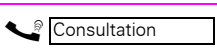
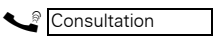
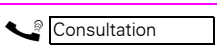
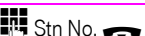
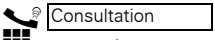
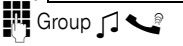
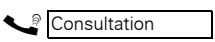
The table below lists all available functions. If these functions have been configured (contact the service personnel), they can be called by entering a code or pressing a function key.

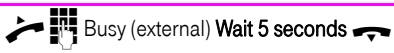
Functions		Operating Steps
Accept call	Directed	Int.
	Group	
Adjust ring tone		(+ or −) 2 + − simultaneously
Adjust ring volume		(+ or −) 1 + − simultaneously
Answer call		
Assign station number		MSN Ext.
Associated dialing		Int. Stn No.
Associated service		Int.
Call charge assignment/account code		ACCT # if appl. Ext.
Call forwarding	On	 Stn No. Stn No. Stn No.
	Off	
	Forward Line: On	Trk No. 1 Stn No. Trk No. 2 Stn No. Trk No. 3 Stn No.
	Forward Line: Off	Trk No.
	CFNR On	Stn No.
	CFNR Off	
	Call forwarding in carrier network on	MSN Ext. MSN Ext. MSN Ext.
	Call forwarding in carrier network off	MSN MSN MSN
Call waiting (camp-on)		Int. Stn busy, **wait 5 seconds**

Functions		Operating Steps
Callback	Store a callback	Callback
	Delete a callback	# 5 8
	Answering a callback (call)	
Camp-on	Accept a waiting call (camp-on)	Consultation * 5 5
	Terminate second call, resume first call	(1x or 2x) Consultation
	Prevent call waiting (automatic camp-on)	# 4 9 0
	Allow call waiting (automatic camp-on)	* 4 9 0
	Call waiting tone on	# 8 7
	Call waiting tone off	* 8 7
Change call number		* 9 4 1 9 own call No. Code # 9 4 1 9
Change call volume		(+ or −) + − simultaneously
Conference	Start	Stn No. Consultation Stn No. Consultation * 3
	The other party does not respond 1. Continue the call	(1x or 2x) Consultation
	Add a party to the conference (max. five)	Consultation Stn No. Consultation * 3 etc.
	Leave conference	
	End conference	Consultation # 3

Functions		Operating Steps
Consult		Consultation Stn No.
	Quit consultation, resume first call	(1x or 2x) Consultation
	Toggle	Consultation * 2
	Start three-party conference	Consultation * 3
	Connect parties	
Control relay	On	* 9 0 1...4
	Off	# 9 0 1...4
Data I/O Service		* 4 9 4 three-digit ID
Discreet Call		* 9 4 5 Int.
DND	On	* 9 7
	Off	# 9 7
Door opener	Conversation (entrance telephone)	or after 30 seconds Int.
	Open door	Consultation * 6 1 Int.
	Door release on	* 8 9 Int. + Code (1 or 2)
	Door release off	# 8 9 Int.
DTMF dialing/Tone dialing		Consultation * 5 3
Ending a call		or Release
Group call	Leave	# 8 5 or # 8 5 # or # 8 5 Group
	Join	* 8 5 or * 8 5 # or * 8 5 Group
HF answerback		
Hotline		

Functions		Operating Steps
Making calls		Stn No. or Stn No.
Message	Send	✱ 6 8 Int. (0 ... 9)
	Delete (sent)	# 6 8 1
	Answering	# 6 8 3
Monitoring		✱ 9 4 4 Int.
Mute	Off	Mute
	On	Mute
Night answer	On	✱ 4 4 Int. or ✱ 4 4 ✱
	Off	# 4 4
Override		Stn busy Consultation ✱ 6 2
Paging	Paging another person	✱ 4 5 Int.
	Answer page (simple / enhanced paging equipment)	✱ 5 9 Int. or # 4 5 Int.
Park a call		Consultation ✱ 5 6 (0 ... 9)
	Retrieve a parked call	# 5 6 (0 ... 9)
Phone	Changeover on (lock)	✱ 6 6 Code
	Changeover off (unlock)	# 6 6 Code
	Lock all phones	✱ 9 4 3 Int. ✱
	Unlock all phones	✱ 9 4 3 Int. #
Phone test		✱ 9 4 0
Picking up (retrieving) a held call		✱ 6 3 Line No.
Redial		Redial
Reject call		Release

Functions		Operating Steps
Reset services		
Ring transfer	On	Line No.
	Off	Line No.
Ringing group	On	Int.
	Off	
Room monitor	On	
	Off	
	Monitoring a room	Int.
Saving a PIN		Old code 2x new code
Speaker call		Int.
Speed-dialing	Use speed-dialing	 Speed-dial (*0...*9 or 000...999) or (*0...*9 or 000...999)
	Speed-dialing: store station	*0... *9 Ext.
Suppress caller ID	On	
	Off	
Telephone data service		 Consultation
Timed reminder	Save	(Time e.g.0905)
	Delete	
	Accept timed call	
Trace call		 Consultation
Transferring a call		 Consultation Stn No. 
	...After announcement to group	 Consultation  Group
Trunk flash		 Consultation

Functions		Operating Steps
Trunk	Reserve trunk	 Busy (external) **Wait 5 seconds**
	When the reserved trunk is free	Ext.
UCD	Log on at beginning of shift	Code
	Log off at end of shift	
	Log off work	
	Log on work	
	Work time on	
	Work time off	
	Night answer on	
	Night answer off	
Using another phone like your own		Int. Code
Using mailboxes		or Message Waiting

Important telephone numbers

For problems:

For questions regarding sales:

Upon delivery of the equipment, please enter telephone numbers!

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