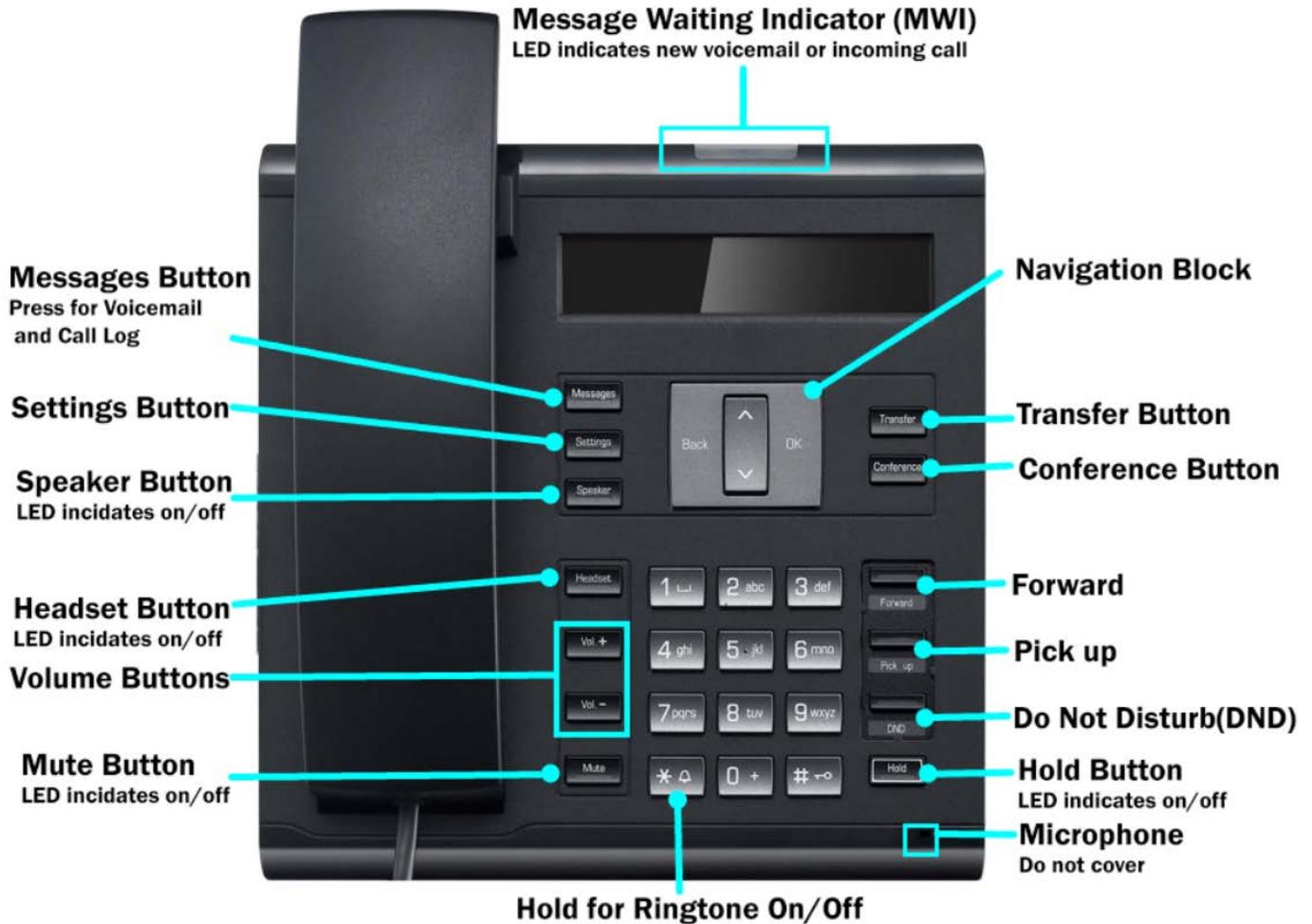




# OpenScape IP35 Reference Guide

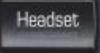
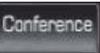


Icon Description	IP 35G
Call forwarding enabled	
You have received one or more new messages	
New entries have been added to the call lists	
Connected call	
Incoming Call	
Ringer is deactivated	
Phone lock is activated	
The "Do Not Disturb" is activated	
High-quality voice connection	
Call has been disconnected	
Call is placed on hold	
Your partner has placed the call on hold	
The voice connection is secure	
The voice connection is not secure	
Remote maintenance has been activated	

## Training Videos

It is highly recommended you watch these short training videos and book mark the accompanying documents:

<https://www.oregon.gov/das/OSCIOPages/SharedServMusicvideo.aspx>

Button / Item	Description
	The LCD Display provides intuitive support for telephone operation and allows the user to control the phone settings via the local User menu. The display offers two lines with up to 33 characters each.
	Multi-function key. Alerts the user to missed calls, and provides access to the Call Log, allowing the user to view and manage the lists of Missed Calls, Dialed Calls, Received Calls, Forward Calls, and to access and manage Voice Mail.
	Opens the User / Admin Menu.
Button	Description
	Turns on or off the hands-free mode (speaker phone). Switches the audio sound to the headset or back from the headset to the handset speaker/speaker phone.
	Activate / deactivate the headset.
	Increases or decreases the speaker, handset speaker or headset volume.
	Turns on or off the microphone during conversations. This feature is used to prevent the listening party from hearing what is being said at the calling party's location or to prevent noise from being transmitted to all participants in conference calls.
	Transfers calls to other destinations.
	Provides access to the conferencing features. By default, pressing this button automatically seizes an outgoing line and turns on the hands-free mode.
	Forward incoming calls to a defined destination.
	Pick up enables users in a pick-up group to answer calls for each other.
	Activate or deactivate DND (Do Not Disturb).
	Places an active call on hold or reconnects a held call.
	With the Navigation Keys, the user can navigate through the various phone functions, applications and configuration menus.
	The Keypad is provided for input of phone numbers, codes and text.
	Long press * to deactivate or activate the ring tone.
	Long press # to lock or unlock the phone.
	Message Waiting Indicator (MWI) – The bar at the top of the phone flashes red when the phone receives incoming calls. A steady red light indicates new voicemail.

## Placing a Call

1. Lift handset and dial the number you wish to call on the keypad.

**NOTE:** By default, there is a 6-second delay after dialing before the call is placed. This feature provides the opportunity to double check your dialing and gives the option of backspacing to correct the number if misdialed. The delay can be bypassed by pressing OK after dialing the last digit of the phone number.

**NOTE:** All telephones allow immediate dialing without lifting receiver. Dialing automatically activates the SPEAKER option. To move the call from speaker to handset, lift the handset.

## Answering a Call

1. While the telephone is ringing:
  - a. Lift the Handset
  - b. Press the flashing Speaker button (Speaker LED will illuminate SOLID once answered).
  - c. Press the flashing Headset button (Headset LED will illuminate SOLID once answered).

## Answering a Second Call

1. If the phone is on a call already and a second call comes in, the phone will display the new caller's name and number along with the question Accept?
2. Press OK to accept the second call. The first call will be placed on hold.
3. While Once you are on the second call, you have several options, each of which are accessible using the up or down buttons on the Navigation bar and pressing OK. The Options are:
  - Disconnect & Return
  - Hold
  - Blind Transfer
  - Conference
  - Complete xfer
  - Retrieve held call

## Placing a Call on Hold

1. Within an active call, press the Hold button on the phone.
2. To pick up the call again, pick up the handset and press the button again.

## Transfer a Call

There are two ways to transfer an active call:

### Warm Transfer:

With an active call, press the Transfer button. Using the keypad dial the number you wish to transfer the caller to, announce the call to the recipient and press the transfer button again. The display returns to idle following successful transfer.

### Blind Transfer:

With an active call, press the transfer button, select and confirm Blind Transfer Call? on the display. Using the keypad dial the number you wish to transfer the caller to and press OK or wait until the autodial delay expires (6 second delay). The display returns to idle following successful transfer.

## Conference Calling

1. Make or answer your first call.
2. Within the active call, press the conference button.
3. Dial the third person you wish to add to the conference.
4. Press the conference button to connect to the second and third parties.
5. Repeat for additional parties.

## Forwarding Calls

Calls can be forwarded to any destination number including cellular phone numbers.

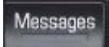
1. Press the Forward button; the red LED will illuminate. (If call forwarding is active pressing the Forward button will deactivate call forwarding.)
2. Activate forwarding to the last destination:
  - The screen will display "Set Forward?" is displayed with the number of the last forwarding destination, and you will have the following four options:
    - Accept
    - Set a forwarding destination
    - Edit call forwarding
    - Cancel
  - Press OK to confirm the pervious forward destination. Taking no action will also activate the previous forward destination.
3. To set a new destination, scroll down and select "Set a forwarding destination?"
4. Use the keypad to dial the number you wish to forward calls to, and press OK.

## Accessing the Call Log

1. With the handset in the cradle, press the messages button.
2. Scroll if needed until "Call Log" is displayed. Press OK .
3. You can now scroll to your *Missed*, *Dialed*, *Received*, and *Forwarded* calls logged. It will show you the number of each type you have in your logs in parentheses. Such as:
  - a. Missed (0)?
  - b. Dialed (30)?
  - c. Received(28)?
  - d. Forwarded (15)?
4. You can select any one of these call logs to see the entries in each. They will show who called and the date or time they called. Pressing ok when any of these entries is displayed will dial that number.

## Resetting the Messages Light after Missed Calls

When you have one or more missed calls the  button will flash on and off. This does **not** mean you have a new message (voicemail). If you have any new messages, your light bar on top of the phone will be illuminated red.

1. With the handset in the cradle, press the  button, (illuminated red indicating missed calls)
2. Scroll to Missed (1)? Press OK to confirm your selection. The number in the ( ) indicates the number of missed calls.
3. Review the missed calls and press the messages button. The messages light will turn off. 

## Clearing the Missed call log.

1. Press the messages button, and scroll to the bottom until the screen displays Delete All?
2. Press OK to confirm your selection. This will clear the missed call log and turn off the messages button.