

Gigaset N720 IP PRO DECT multi cell manual

A. General information

1. Introduction

Welcome!

This manual helps you to optimize the usage of the DECT telephone in combination with the PBX. Please use this manual at initial operation.

The following pages describe the models:



N720 IP PRO
(DECT multi cell)



R650H



S650H



SL750H

We wish you joy in working with the telephones and this manual!

Subject to alterations

Version 1 / 12.2017 (en)

2. Used icons

Type	Icon	Description
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Notice



Important information and notices that you have to pay attention to.

Hint



Useful hints that provide additional information.

Action - is marked with a dash
Result of an action ⇒ is marked with an arrow
List • is marked with a bullet point

B. Initial operation

1. Requirements and notes



Please change your admin password after installation.



In order to ensure a successful operation of the devices, site serving and installation via a certified Gigaset partner is a mandatory pre-condition, **otherwise NFON cannot provide any technical support.**



Before commissioning, please update the Gigaset N720 in the DECT Manager web interface to a firmware version of 105 or higher.



Please note that Gigaset N720 IP PRO **does not support** three-party conferences.

2. Installation

2.1. Overview



The prerequisite is the installation and configuration of the Gigaset N720 IP PRO base station

according to the [manufacturer's manual](#).

Before you begin using your new DECT system, we would like to provide you with a brief overview of the steps required for installation.

1. Add the DECT manager (N720 IP PRO) and the DECT handsets on the administration portal. You can add up to 100 handsets.
2. Add a phone extension for the DECT mobile handsets on the administration portal and assign the respective device.
3. Register mobile handsets to the base.

The following pages provide a detailed description of the individual steps.

2.2. Adding the DECT base

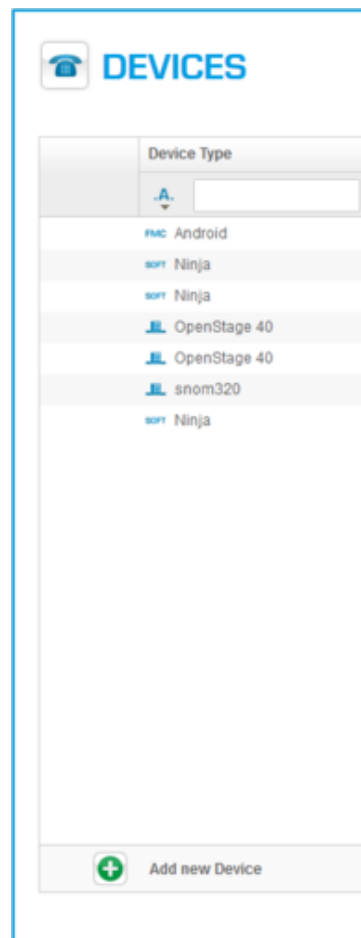
2.2.1. Installation of the DECT Master Base

Installation of the DECT base with your telephone system:

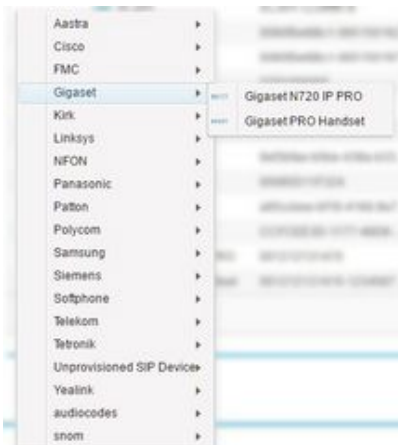
No. Description

Picture

1. Once you have logged in to the administration portal, go to the Elements/Devices tab and select "Add new Device".



2. Please select under Gigaset the Gigaset N720 IP PRO device.



3. A new window appears, select here your firmware version.



4. Enter the MAC-address. You will find the MAC-address on the back site of the Gigaset DECT manager.

5. Save your entries.

Connect your DECT base to your LAN network.

6. The base station will now be synchronised. This can take a while and depends of the firmware upload time.

2.3. Adding DECT mobile handsets

The mobile handsets are registered to your telephone system as follows:

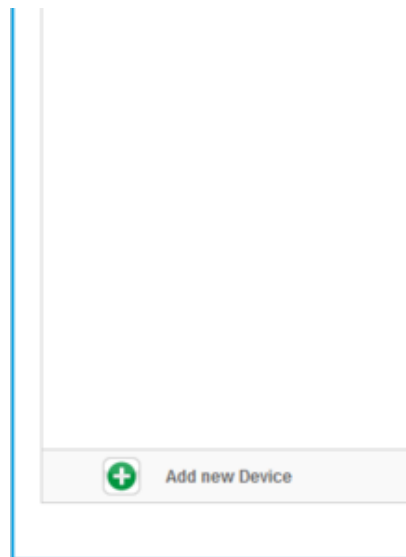
No. Description

Picture

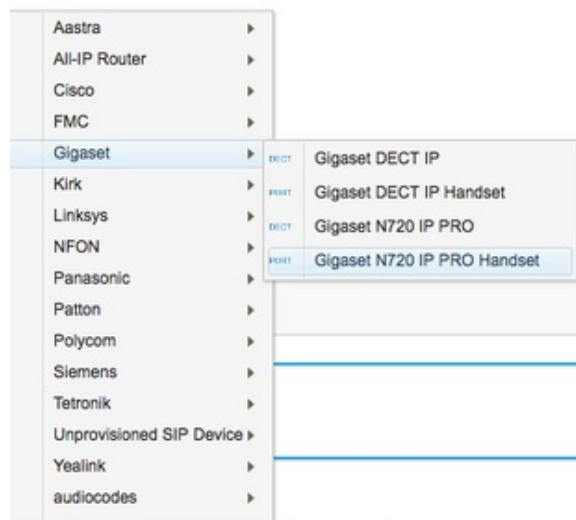


Select "Add new device" on the administration

1. portal under the tab Elements/Devices.



2. Please select the Gigaset N720IP PRO handset under Gigaset.



3. A new window appears, select here your base station.



4. In order to find the IPUI on your mobile handset click on **menu** and enter ***#06#**
5. Save your entries.

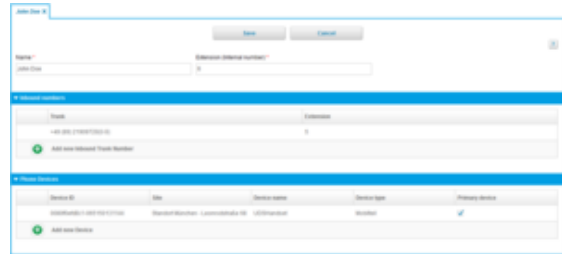
2.4. Adding an extension

To assign a handset, please follow the next steps:

No.	Description	Picture
1.	Once you are logged into the administration portal, go to the Targets tab and select "Add New Target". For more details, see the administration portal manual .	

A new window appears, please enter the following information: name, extension and the trunk, if necessary.

2. Select your handset under the devices field: [MAC address of the base station] - [IPEI mobile handset]



3. For all other settings, see the [administration portal manual](#).
4. Save your entries.

2.5. Registering mobile handset to the DECT base station

The base is automatically registered. During the final step, you must register the mobile handset to the base. This is done using the menu of your Panasonic mobile handset.

1.) On the display appears "Register Unit" OK:Registration

2.) Now push (and hold) for approx. 5 seconds the OK button

3.) Now the handset is registered automatically, this can take a while depending if a new firmware must be installed

4.) After registration the display shows the next informations: Time and the Targets-informations "extension:name"

The base station will automatically be registered. During the final step, you need to register the mobile handset to the base station. This is done using the menu of your Gigaset mobile handset.

1. Press "Register" on the display.

2. The mobile handset will now register automatically.

3. After registration the display shows the next information: extension: name is visible on the display.

C. Operation

1. Basic functions



Consult the manufacturer's manuals for all telephone functions:

- [Gigaset N720 IP PRO \(DECT multi cell\)](#)
- [Gigaset R650H PRO](#)
- [Gigaset S650H PRO](#)
- [Gigaset SL750H Pro](#)

Central telephone book


- Please press the **INT key** in order to open the telephone book.
- Press on **Options** in order to refine your search.

2. Voicemail

2.1. Initial setup


When accessing the voice menu of your voicemail system for the first time, we recommend setting up your personal answering system.

Please refer to the [voice mail leaflet](#) for detailed information.

1. Dial *793 on your mobile handset or press the  key to access the voice menu of your voice mail system. You will need to enter your voice PIN.
2. Then select "0 Mailbox Options" to set up your voice mail.
3. Now press:
 - „1“, to record a message in the event you are unavailable.
 - „2“, to record a message in the event the phone is busy.
 - „3“, to record your name.
 - „4“, to record a temporary announcement.
4. Now record your message and press “#” to end the recording.

All features will be announced by voice prompts.

2.2. Accessing voicemail

1. Dial *793 on your handset or
2. Press  or

3. Dial the extension number, which is assigned to your mailbox on the administration portal.

3. Advanced telephone functions

3.1. Overview



You can use various features of the telephone system via the end device as well as via Ncontrol or the administration portal (also refer to the [administration portal manual](#)).

You will find the following options under the **Menu** key:

In order to access the menu, press the following keys:

- Press into the middle of the control key.
- Open the info centre.
- Here you will find the PBX control.

Alternatively, you can place the PBX control on one of the keys under the display.

- In order to do this, press and hold one of the keys for 3 seconds and select PBX control.

Call settings

- **Call waiting** - define whether this function should be activated.
- **Timeout** – set the ringing time.
- **Intercom** - the intercom function enables speaking directly to a linked extension through the system, without dial tone and ring tone.
- **Caller ID block** - set your entire number to be shown to the party being called, the switchboard number to be displayed or all caller ID information to be blocked.
- **Call forwarding** - activate the function Call forwarding
- **Parallel call** - configure another telephone or your mobile phone to ring in addition to your telephone when a call comes in. You can then answer the call with one of the two telephones.

Telephone settings


- Automatic redialling
- Suggests number (if necessary, remove function)
- Ring tone
- Define as primary device
- Logoff

System settings

(enables or disables services; for set-up see [administration portal manual](#))

- Queues

Navigation

- Use the navigation keys to mark the desired selection and press  or the respective soft keys.

3.2. Function Keys & Codes

Control codes allow direct access to the telephone system's functions. The following codes apply:

Code	Description
**##	Restart devices, only for snom devices!
#+n	Use outside line "n" to call the telephone number ("n" replaces the "0" otherwise required to access an outside line)
*1	Start and end voice recording (if this function is enabled for the extension)
*10+profile number	Activation of the call forwarding profile
*11+TN	Permanent call forwarding to telephone number (TN)
**11	Cancel permanent call forwarding
*12+TN	If not available, forward to telephone number (TN)
**12	Cancel call forwarding if no answer
*13+TN	If busy, forward call to telephone number (TN)
**13	Cancel call forwarding if busy
*14+TN	If not registered, forward to telephone number (TN)
**14	Cancel forward if unregistered
*2+Speed dial	Directly dial the extension/telephone number via speed dial
*3	Pick up the last call ringing in the pick-up groupe
*3+EXT	Pick up call coming in to the extension (EXT)
*490	Activate call waiting
**490	Deactivate call waiting
*5	If busy, automatic callback activated
**5	If busy, automatic callback deactivated
*55	Specify primary device within a premium extension (Premium Package)
*72+nnnn¹	Call skill service nnnn
*73+nnnn¹	Call eFax additional costs will occur

*74+nnnn¹	Call time control nnnn
*75+nnnn¹	Call group nnnn
*76+nnnn¹	Call announcement nnnn
*77+nnnn¹	Call queue nnnn
*78+nnnn¹	Call conference service nnnn
	*791 Access voice mail for this extension with password
*791	*791158 Access voice mail for extension 158, with the password for 158!
	*11*791 Transfer your calls to your voice mail
	*11*791158 Transfer your calls to the voice mail of the extension 158
*792	Access voice mail entering extension number, e.g. for remote enquiry
*80	Activate intercom
**80	Deactivate intercom
*80+NST	Intercom to extension (EXT)
*84+nnnn¹	Become member of the queue with service ID nnnn
**84+nnnn¹	Leave queue with service ID nnnn
*85	Echo extension
*86	Block caller ID (CLIR)
*860	Show main number as telephone number
**86	Show telephone number incl.direct dial (CLIP)
*87	Subscribe to Skill-set
**87	Unsubscribe to Skill-set
*9+Project Number	Define a project number for outbound calls. (Note: The project number is only valid for the very next outbound call)

Function codes for conference rooms during an active conference.

**	Help
*2	Activate or deactivate mute.
*3	Express your needs.
*5	Activate or deactivate mute of all participant.
*6	Lock the conference.

¹⁾ nnnn is the four digit Service ID with leading zeros (0). For example, in a callgroup, IVR, eFax, etc. This means: is the Service ID "1", "0001" must be entered when entering the function code.

D. Where can you find help regarding your telephone system?

You can use various sources for help concerning your issues. Please use them in the order suggested here:

<https://home.cpbx.sunrise.ch>

The home page contains various links to manuals, brief instructions, software downloads and templates. These manuals help you get the most out of your telephone system.

Contact for existing customers

If neither the manuals nor the other elements of the support website provide a solution, please contact your system integration partner.

Please include at least the following items with your inquiry:

- Your customer number, your name and a telephone number
- A full description of the malfunction, error or question about operation
- Specify the affected system component (e.g. for end devices the MAC address)
- Specify when this incident occurred and the frequency
- Please also specify which other support sources you have used thus far