

Gigaset

T300 PRO - T500 PRO

User manual

Gigasetpro

INSPIRING CONVERSATION.

Contents

Gigaset T500 PRO / Gigaset 300 PRO - Overview	4
The user interface	5
General	5
UI elements and symbols	5
Logging on to the system	8
The menu bar for the main window	9
Operating the Gigaset T500 PRO / Gigaset 300 PRO	10
Making calls with the call manager	10
Redirecting calls	21
Using call lists	22
Using the addressbook	22
Managing the voicemail box	26
Assigning function keys	27
Holding conferences	38
Managing fax lists	41
Preferences	42
Add-ons	52
Gigaset Windows Client/Gigaset Fax	52
Gigaset MS Outlook Connector	56
Gigaset PRO Client for Mac®	60
Gigaset Client for iPhone®	65
Key combinations	69
On the phone	69
During the call	69
Additional service features	70
Moderating a conference	70
Supported phone models	71
Customer care	72
Questions and answers	72
Authorisation	72
Environment	73
Our environmental mission statement	73
Environmental management system	73
Disposal	73
Index	74

Gigaset T500 PRO / Gigaset 300 PRO - Overview

The PBXs Gigaset T300 PRO and Gigaset T500 PRO offer extensive options for the operation and configuration of your phones.

This user guide describes the functions of the GUI for both devices. A description of how to configure and manage the PBX can be found in the administration guide.

Information on ...

... is located here.

Important UI elements, logging on to the system

▶ **P. 5**

Making calls with the call manager

Use the call manager on your PC to make calls. Dial numbers directly from your phone list, your call lists or via the redial function. Simply initiate inquiry calls and conferences using the user interface.

▶ **P. 10**

Using the addressbook

Create and manage an addressbook.

▶ **P. 22**

Managing the voicemail box

Listen to your voicemails and manage these messages in your voicemail box.

▶ **P. 26**

Assigning function keys

Make assignments to the function keys for a virtual telephone and transfer this key assignment to your phones too. Making and transferring a call is very easy via the function keys.

▶ **P. 27**

Holding conferences

Hold conference calls. Plan conferences with personalised eMail invitations and steer the conference proceedings.

▶ **P. 38**

Editing settings

Change your core data, the settings for redirect, phones, voicemails and group assignment.

▶ **P. 42**


Further information about your PBX can be found at: www.gigaset.com/pro

The user interface


















General

The Gigaset T500 PRO / Gigaset 300 PRO user interface comprises three levels:


- ◆ Main window with the menu bar
- ◆ Call manager for telephone control
- ◆ Individual function windows

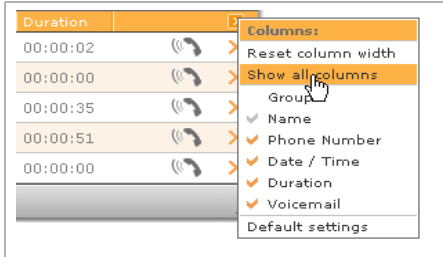
Apart from that, there are separate windows for help topics that are opened with . These information pages are not a component of the user interface, but form their own website, i.e., they are only available, once your computer is connected to the Internet. The help pages expand with the development of the software and the information is often more up-to-date than that found in the user guide. In addition to the content of each help page, there is an index page containing a search function. These can be found by clicking on the heading **Online Help** or by visiting <http://doku.pro.gigaset.com>.

UI elements and symbols

	To call up help topics
	To listen to calls/announcements on the phone
	To listen to voicemails
	To open a fax message
	To edit
	To remove entries
	To listen to announcements
	To display other actions
	To open/close sub-menus
	Property activated
	Property partially activated
	To select addressbook entries
	To select a user symbol/user entry
	Group symbol
	To close a window
	User settings
	Contact surfaces for positioning with drag&drop

List elements

 Open the options menu.



Duration	Columns:
00:00:02	Reset column width
00:00:00	Show all columns
00:00:35	Group
00:00:51	Name
00:00:00	Phone Number
	Date / Time
	Duration
	Voicemail
	Default settings

Options menu with column selection:

- ▶ Select columns you wish to display.



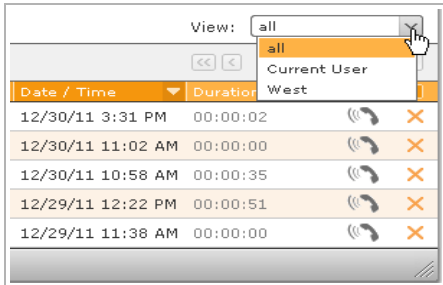
«« ‹ Page 2/7 ›»»

- ▶ For lists comprising multiple pages: scroll between pages.



Last Name

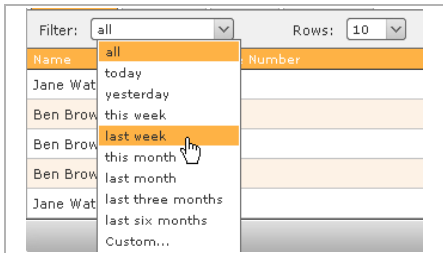
- ▶ Columns: sort alphabetically (ascending or descending order)



Date / Time	Duration
12/30/11 3:31 PM	00:00:02
12/30/11 11:02 AM	00:00:00
12/30/11 10:58 AM	00:00:35
12/29/11 12:22 PM	00:00:51
12/29/11 11:38 AM	00:00:00

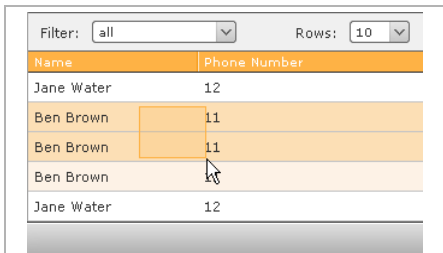
Filter entries by user or user group:

- ▶ Select whether to display all entries, only your own or the entries of the group.



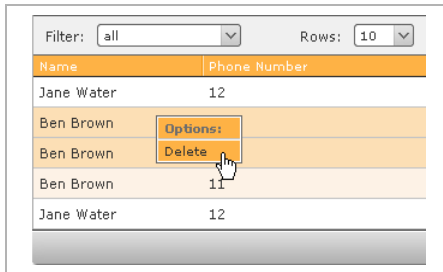
Name	Filter:	Rows:	Number
Jane Wat	today	10	
Ben Brow	yesterday		
Ben Brow	this week		
Ben Brow	last week		
Ben Brow	this month		
Ben Brow	last month		
Jane Wat	last three months		
	last six months		
	Custom...		

- ▶ Filter view by timeframes.



Name	Filter:	Rows:	Phone Number
Jane Water	all	10	12
Ben Brown			11
Ben Brown			11
Ben Brown			
Jane Water			12

- ▶ Mark multiple entries by dragging the mouse pointer.

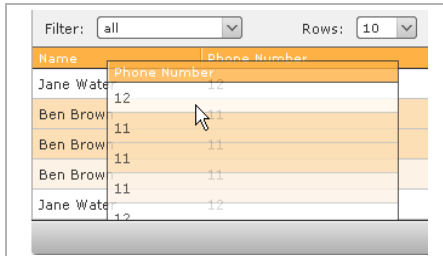


Filter: all Rows: 10

Name	Phone Number
Jane Water	12
Ben Brown	11
Ben Brown	11
Ben Brown	11
Jane Water	12

The screenshot shows a table with a context menu open over the second row. The menu has two options: "Options:" and "Delete". A mouse cursor is pointing at the "Delete" option.

- ▶ Right-click to delete marked entry.

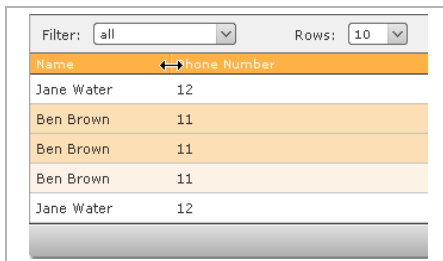


Filter: all Rows: 10

Name	Phone Number
Jane Water	12
Ben Brown	11
Ben Brown	11
Ben Brown	11
Ben Brown	11
Jane Water	12

The screenshot shows the same table as above, but with a mouse cursor hovering over the "Phone Number" header, indicating a drag operation to reorder columns.

- ▶ Change column order by holding down and dragging the mouse pointer.



Filter: all Rows: 10

Name	Phone Number
Jane Water	12
Ben Brown	11
Ben Brown	11
Ben Brown	11
Jane Water	12

The screenshot shows the same table as above, but with a double-headed mouse cursor on the border between the "Name" and "Phone Number" columns, indicating a drag operation to adjust column width.

- ▶ Change width of columns with content of varying length by dragging the column border with the mouse.

Logging on to the system

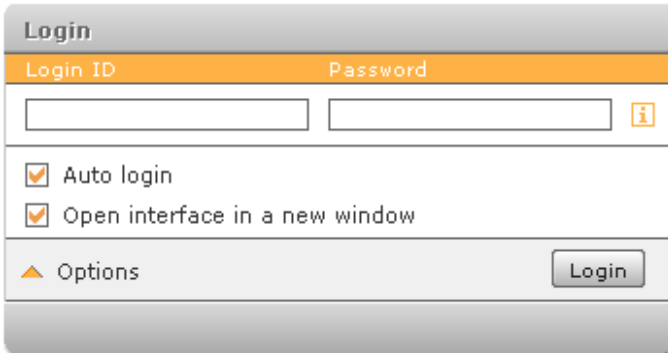
Important

To operate your device via a web browser, the browser must accept cookies and JavaScript must be enabled. The basic browser settings usually satisfy these requirements.

The login data (login ID and password) and server address are sent automatically to the user via eMail, as soon as the user account has been set up.

- ▶ Open the web browser.
- ▶ Enter the IP address of the device in the browser's address field (e.g., <http://192.168.200.20>). If necessary, consult your network administrator.

The login dialogue opens. You can add this address to your browser's Favourites/Bookmarks.



The image shows a 'Login' dialog box with a grey title bar. Below the title bar is an orange header with 'Login ID' and 'Password' labels. There are two white input fields, one for each label, with a small orange icon to the right of the password field. Below the input fields are two checked checkboxes: 'Auto login' and 'Open interface in a new window'. At the bottom left, there is an 'Options' section with a small orange triangle icon. At the bottom right, there is a grey 'Login' button.

- ▶ Enter your login ID and password.
By activating **Auto login**, you will be logged in automatically when you call up the user interface, unless you open the user interface simultaneously in another browser or log off using **Logout**.

Once you have logged in successfully, the Gigaset T500 PRO / Gigaset 300 PRO user interface opens.

If the option **Open interface in a new window** is marked, the Gigaset T500 PRO / Gigaset 300 PRO user interface is launched in a separate browser window without an address or menu bar. Should you close this new window, click on **Relogin** in the login window to call it up again

The menu bar for the main window

The menu bar provides access to the key functions for Gigaset T500 PRO / Gigaset 300 PRO. The bar has a "ribbed" contact point on the top left. If you move the mouse to this position, the menu can be moved by pressing and holding the left mouse key.

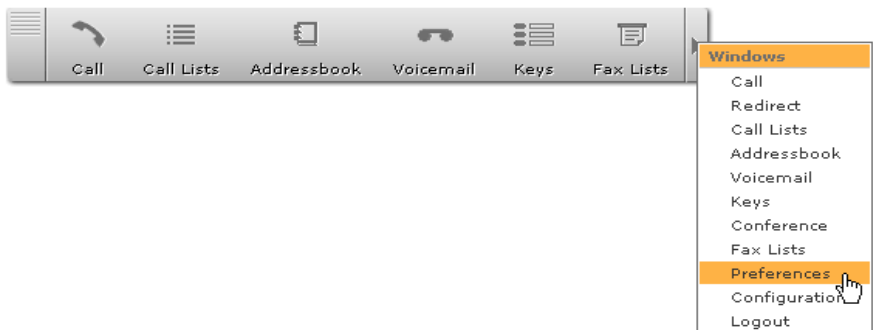


Call	To open the call manager (P. 10)
Redirect	To define a direct redirection for own numbers (P. 43)
Call Lists	To show incoming, outgoing and missed calls (P. 22)
Addressbook	To show and edit contacts (P. 22)
Voicemail	To access saved voicemails (P. 26)
Keys	To directly establish a call and display the status of other users (P. 27)
Conference	To plan and configure moderated conferences (P. 38)
Fax Lists	To view and download fax messages as PDF files (P. 41)
Preferences	User preferences (Alternatively, you can access these via the ⚙️ button on the left of the menu bar.) (P. 42)
Logout	To log off from the user interface

Please note

The display of menu items and function windows depends on your user rights. This is why your menu bar may not have all the buttons shown here.

Each of the buttons in the menu bar can be hidden (→ P. 50). You can still call up the associated function window via the text menu (open by clicking on the triangle on the right-hand end of the menu bar).



Operating the Gigaset T500 PRO / Gigaset 300 PRO

The individual functions of the user interface each have their own window.

- ▶ Click on a button in the menu bar to open the corresponding function window.



You can have several windows open at the same time. You can change the position to suit your needs by clicking and holding the left mouse key on the upper edge of each window. The function windows are described in the following section in more detail.

Making calls with the call manager

Important

You must enable pop-ups for the Gigaset T500 PRO / Gigaset 300 PRO user interface in your browser, so that the call manager can open automatically.


The call manager is the key element of the user interface for controlling calls. It is not a telephone in its own right, but it controls calls via the phones and phone software. The call manager opens automatically in the event of both an incoming and outgoing call. You can also switch off automatic opening of the call manager (→ [P. 50](#)).

Regardless of whether you receive a call or make a call from the call lists (→ [P. 22](#)), the addressbook (→ [P. 22](#)) or the function keys (→ [P. 27](#)): the call manager provides almost all functions you require during a call.

- ◆ Displaying call participants
- ◆ Transferring to phone numbers or voicemail boxes
- ◆ Initiating blind call transfers
- ◆ Initiating a consultation call
- ◆ Putting calls on "hold"
- ◆ Swapping between several calls
- ◆ Initiating spontaneous phone conferences

Initiating a call

There are many ways to set up a call via the user interface. This section explains how calls are set up directly in the call manager.

- ▶ Click on  in the menu bar to open the call manager.
- ▶ If you have multiple phones, select the device you wish to use for the call from the drop-down list on the right.

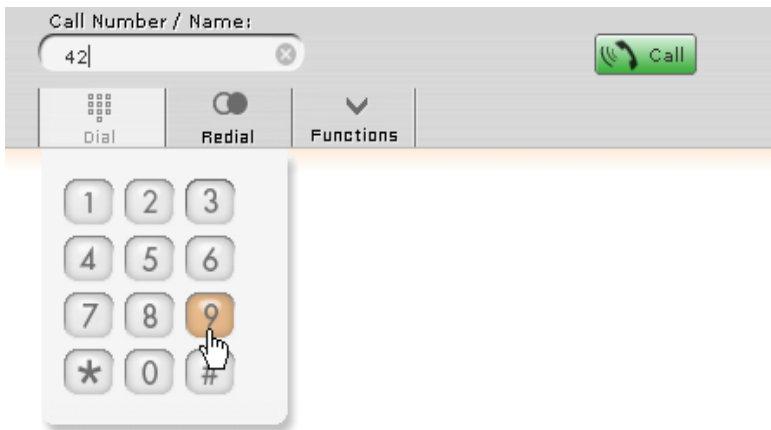
By default, the phone that you have specified as the primary phone under preferences is used (**Phones** → **P. 43**).



Entering a phone number

The phone number you wish to call can be entered in a variety of ways:

- 1 By placing the mouse pointer on **Dial**. This opens the keypad, which is operated via the mouse.



- 2 Via the number keys on your computer keyboard.
- 3 By manually typing in the target number in the **Call Number / Name** field.

- 4 By inputting parts of a user or group name.

Autocomplete finds matching users and groups and lists them. You can then select the relevant entry with a left-click or by navigating using the arrow keys and then pressing the enter key.



- 5 By placing the mouse pointer on **Redial**, a list opens containing the numbers and names dialled most recently. Start the dialling process by left-clicking on an entry.



- ▶ Click on **X** in the **Call Number / Name** input field to delete the current entry.

Starting the dialling process

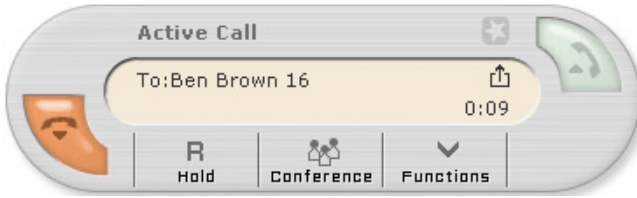
- ▶ Click on **Call** or press the enter key to start the dialling process. The dialling process starts automatically with option 5.

Call task


A call module called **call task** opens at the start of the dialling process. Each call task represents a single call connection. The **Call** icon denotes an outgoing call.



If the call is incoming, the status of the call task changes. The call task is now active and you can converse on the phone.

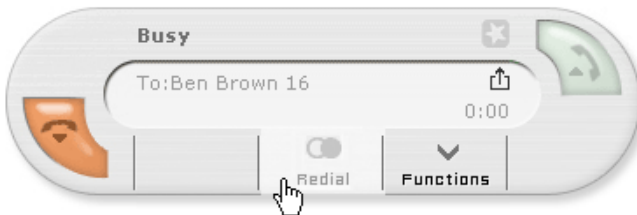


Using the active call task, you can initiate inquiry calls and conferences (see **Holding a call, blind transfer and inquiry call** → P. 16 and **Initiating spontaneous conference calls** → P. 19).

- ▶ Click on  or replace the phone receiver to end the call. The call manager closes automatically.

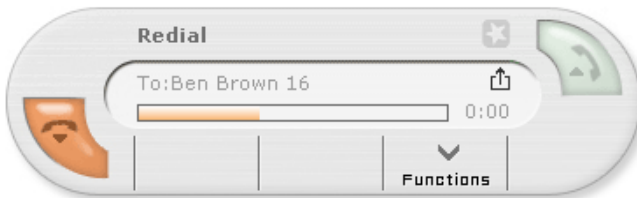
Redial when busy

If the line for the dialled number is busy, you can start an automatic redial function (CCBS).




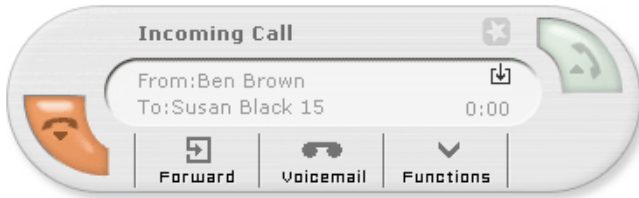
- ▶ Select the **Redial** button.

This dials the number you wish to reach at regular intervals of a few seconds until the line is free or you end the redial function via .




Receiving incoming calls

With incoming calls, the call manager opens a **call task**. Each call task represents a single call connection. The  icon denotes an incoming connection.



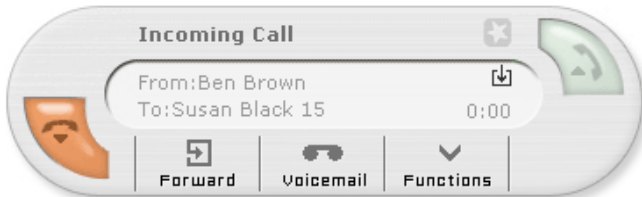
Accepting a call

- ▶ Click on .

Or


- ▶ Pick up the phone receiver.

If you accept the call, the call task's status changes to **Active Call**.



The call is now active and you can converse on the phone. Using the active call, you can initiate inquiry calls and conferences (see **Holding a call, blind transfer and inquiry call** → [P. 16](#) and **Initiating spontaneous conference calls** → [P. 19](#)).

Ending a call

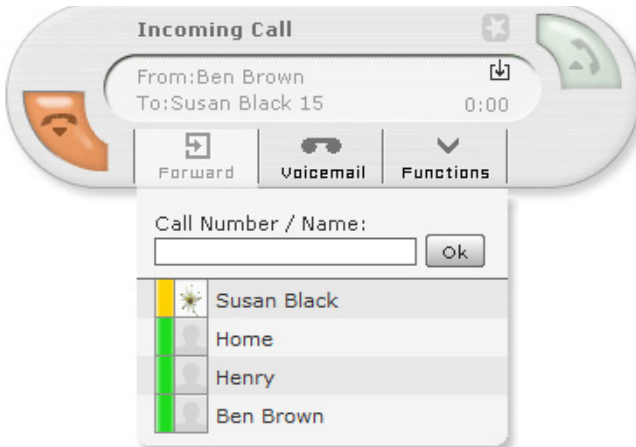
- ▶ Click on  or replace the phone receiver to end the call. The call manager closes automatically.

Please note

For several phone models, it is necessary to replace the receiver to end the phone call.

Forwarding a call

If you do not wish to accept an incoming call yourself, you can forward the call directly to a different phone number.



- ▶ Move the mouse pointer to **Forward**.

The phone number input screen opens with a list of contacts. This list shows all function keys of type **Speed dial** as well as their status. **Prerequisite:** The function keys have been configured. For information about this, as well as the shown statuses, see **Assigning function keys** → **P. 27**.

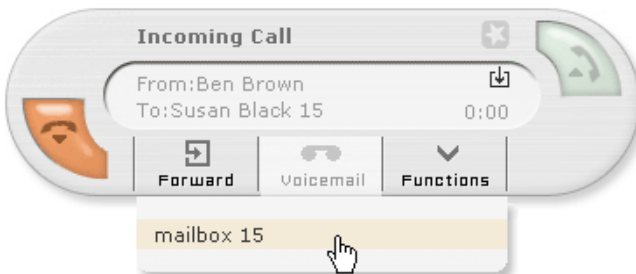
- ▶ Click on an entry in the list to forward the call immediately.

Or

- ▶ Enter a phone number in the text field.
- ▶ Click on **Ok** or confirm by pressing the enter key. The call manager closes automatically.

Forwarding a call to a voicemail box

An incoming call can also be redirected straight to the voicemail box (answering machine).



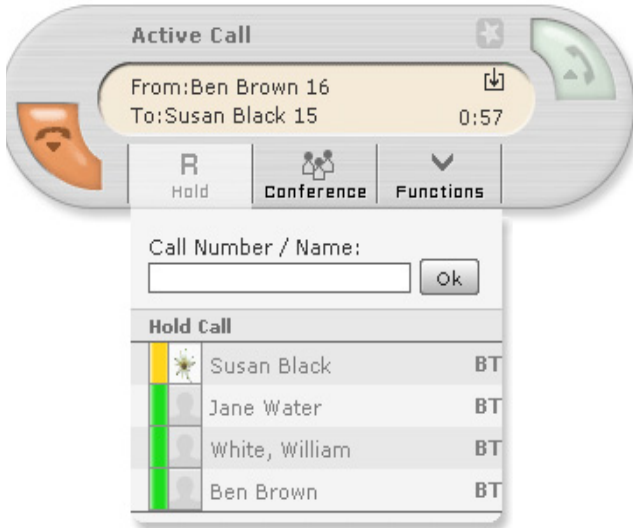
- ▶ Move the mouse pointer to **Voicemail**. A list of assigned voicemail boxes opens.
- ▶ Click on an entry in the list to redirect the call to the selected voicemail box. The call manager closes automatically.

Using functions when making a telephone call

If you accept the call, the call task's status changes to **Active Call**. Apart from the standard phone conversation, there are several options as to how the call can be managed. These options will be discussed in the following chapters.

Holding a call, blind transfer and inquiry call

Move the mouse pointer to **Hold** for these options.



The list of names and availability display corresponds with the assignment of function keys (see **Assigning function keys** → P. 27).

Holding calls

- ▶ Click on **Hold Call** to briefly interrupt the call and put the call participant on hold. The participant hears the music on hold.
- ▶ Click on to continue the call.

Blind transfer

- ▶ If you wish to forward the caller directly to a contact in the list, click on the required name and use **BT** to make a blind transfer.

The call task will close and the call is ended from your perspective. If the blind transfer is not answered within 20 seconds, the caller will be reconnected with you!

Transfer after inquiry call

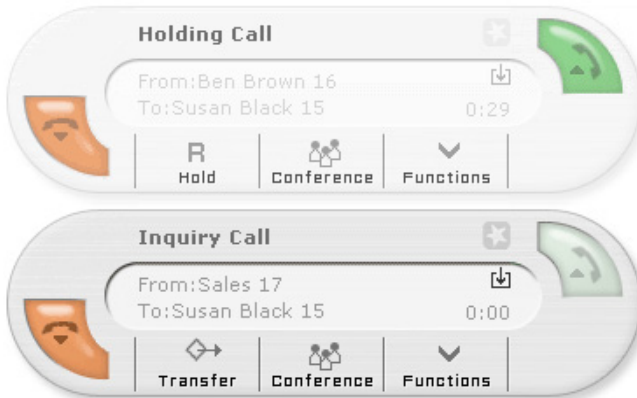
A standard transfer (i.e., not a blind transfer) presupposes an inquiry call to an internal or external phone number.



- ▶ Enter the phone number manually into the number field and confirm with **Ok**.

Or

- ▶ Click on a contact on the list.

Starting the inquiry call puts the active call on hold. This participant is now in an on-hold loop.



- ▶ Click on **Transfer**, to transfer the held call to the inquiry call participant. The corresponding call tasks close and your own line is free again.
- ▶ To end an inquiry call **without** transfer and return to the call on hold, click on  in the inquiry call task and replace the receiver.
- ▶ Click on  to return to the caller on hold.

Please note

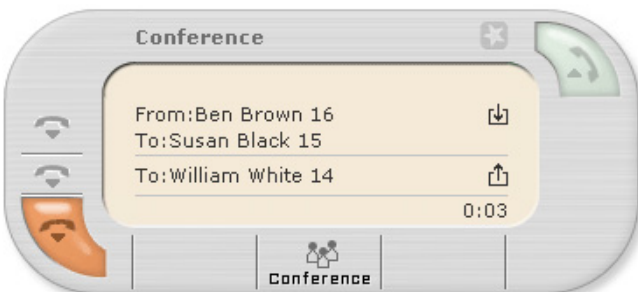
With several phone models, the receiver has to be replaced and then picked up again.

Initiating a spontaneous conference from an inquiry call

You can create a conference call from the inquiry call and held call instead of just transferring.



- In the inquiry call task, click on **Conference** and on **In Conference with {0}. held call.** {0} represents the number of held calls. Both calls are merged immediately to form a conference call.



If you wish to involve additional participants in the conference, move the mouse to **Conference** and proceed as described in the **Initiating spontaneous conference calls** section.

Initiating spontaneous conference calls

You can also initiate a spontaneous conference call from a single active or held call.

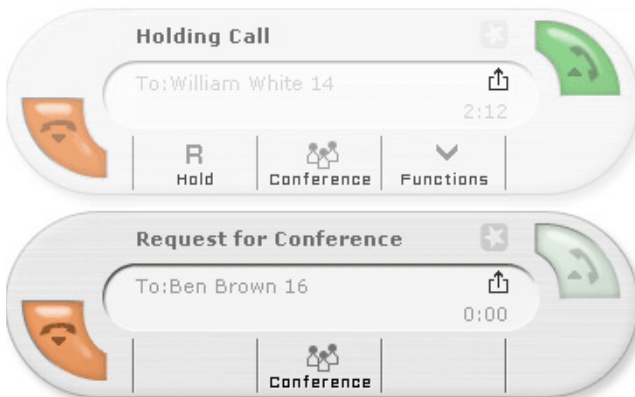
- ▶ Move the mouse pointer to **Conference**. An input field opens.
- ▶ Enter the number of the new conference participant and confirm with **Ok**.



If you have already assigned contacts to the function keys (see **Assigning function keys** → **P. 27**), you can enter parts of a contact's name in the field. The field has an auto-complete feature and searches for matching contact names while you type. In addition, you will see the assignment of the function key below the input field.

- ▶ Click on a list entry to call a participant.


An additional call task opens Request for Conference and the call currently underway is put on hold.



The call in the first call task is now in an on-hold loop. The conference request receives its own call task.


- ▶ Click on **Conference** in the **Request for Conference** call task for an overview of the conference participants and the held call.

Operating the Gigaset T500 PRO / Gigaset 300 PRO

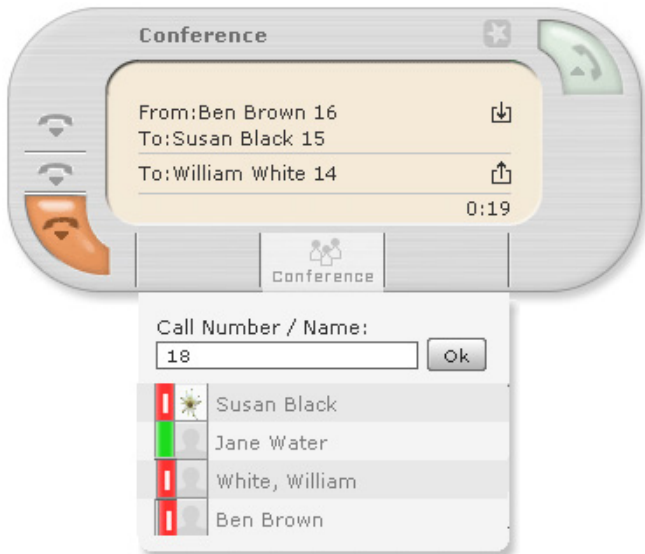
You can remove individual participants from the conference via  without ending the conference.

Please note

The person who started the conference can end the conference (for all participants) as described below:

- ◆ End conference with  or
 - ◆ Replace the receiver.
-

To add additional people to the conference, simply repeat the steps described above.



Redirecting calls

Redirection forwards calls to a different phone number or a voicemail box.


- ▶ Click on **Redirect** in the menu bar (P. 9).

The **Redirect** function window opens displaying all phone numbers assigned to the registered user. In the individual tabs, you can activate redirections for the following situations:

- ◆ **Always**
- ◆ **Busy**
- ◆ **Timeout** – if the call is not accepted after a specified number of seconds.

On/Off	Incoming Line	After x Sec	Voicemail box	Target Number
<input checked="" type="checkbox"/>	10	60	mailbox 10	

In the example shown of redirection with timeout, the internal number 10 is redirected to Voicemail box 10 and the phone number 20136 redirected to the external number 780942.

The  icon denotes the phone number for a group. Redirecting to this number affects all group members. The group can only be reached via redirection (in the example above via the target number).

Group phone numbers can (with the exception of target numbers) only be redirected to the voicemail boxes of the respective group and not to the voicemail box(es) of the users.

Conversely: Phone number of users can only be redirected to voicemail boxes for users and not to the voicemail box(es) for a group.

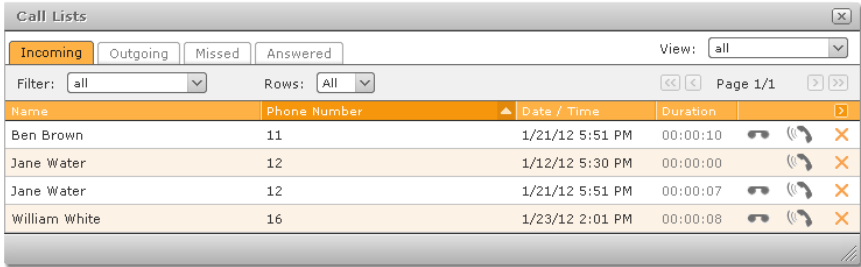
Important

If the line uses an access code, this must be inserted before the external target number. If you do not know what the access code is – usually 9 – speak to your administrator.

Using call lists

Call lists show the phone numbers and times of incoming, outgoing, accepted and missed calls.

- ▶ Click on **Call Lists** in the menu bar (P. 9).



The first column shows the name of the caller (for **Incoming** and **Missed**) providing the name is contained in the addressbook or the user list. The second column shows the number called.

- ▶ Click on a column heading to sort the call list. The lists are sorted according to date and time by default.

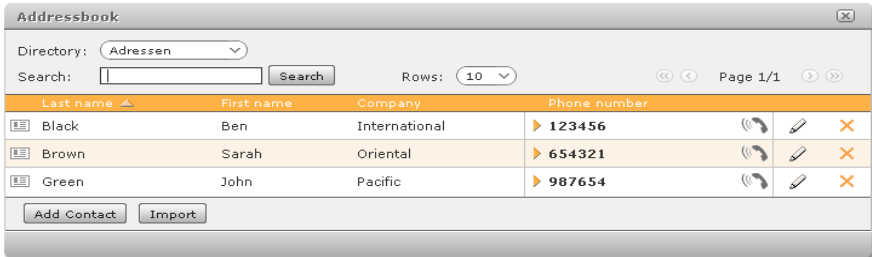
The meaning of the icons:

- Establishes a connection to the corresponding number.
- Saves a message that is available on the voicemail box or plays it via the computer's sound player.
- Indicates calls for a group.
- Removes the call from the list.


Using the addressbook

The addressbook provides access to important or frequently used phone numbers and a detailed view of each entry.

- ▶ Click on **Addressbook** in the menu bar (P. 9).













The contacts can be called directly from the addressbook as follows:

- ▶ Click on  to open the list of your phones. Click on the required device to make the call.

In the **Directory** selection field in the top left, you can switch between several directories.

Opening the detailed contact view

Name 	
 	Contact 
First name:	Ben
Last name:	Black
Company:	International
Address	
Street:	New Avenue
Zip Code:	9999
City:	New City
Telephone	
Phone number:	123456 
Private:	123456 
Mobile:	123456 
Fax:	123456
e-mail	
Email:	ben.black@mail.xx
URL:	www.benblack.com

- ▶ Click on a file icon  on the left next to the name column to open the detailed view. The phone numbers for the contact can be called directly from here via .
- ▶ Click on  to close the detailed view again.

Adding entries

- ▶ Click on **New Contact** in the addressbook view. An editing window opens with all fields for the contact's addressbook and detailed view.
- ▶ Using **Destination Folder**, select the directory in which you wish to save the new entry.

Please note

You can only create entries in the addressbook for which you have read/right permissions. Entries cannot be added to the internal user directory.

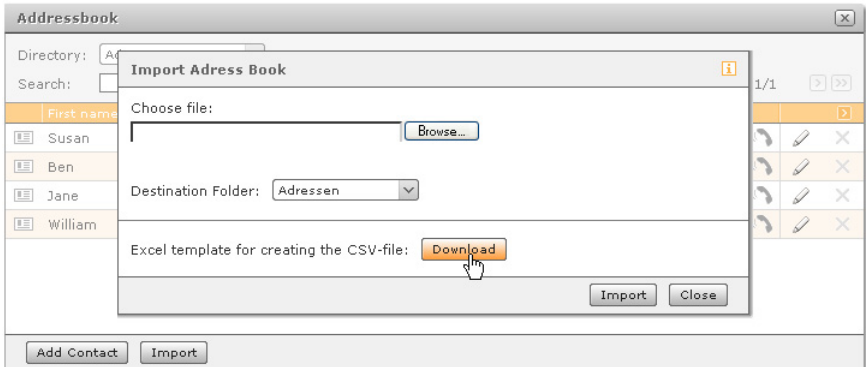
Input files for phone and fax numbers have an additional field with a prefixed *6. Speed dial numbers can be input in this field. The numbers to the left can simply be called by dialling and the following speed dial number.

Please note

The speed dial only functions when outgoing connections do **not** have to obtain an outside line.


Importing contacts

You can import contacts into the addressbook. A template with the necessary data fields is available for you to download.



- ▶ Click on **Download** to download the text file and save the file on the local computer.
- ▶ Now create a file of your contacts in CSV format with data fields corresponding to the template. You can do this with MS Excel or another suitable program.
Depending on which source file you use, you will need to ensure that the character encoding (as a rule UTF-8) is set correctly and the conversion into columns is based on separators (e.g., comma or semicolon). Columns that contain numbers have to be formatted as text.
- ▶ Save the file on the local computer.
- ▶ Now select the file (click **Browse**) and then click **Import**.

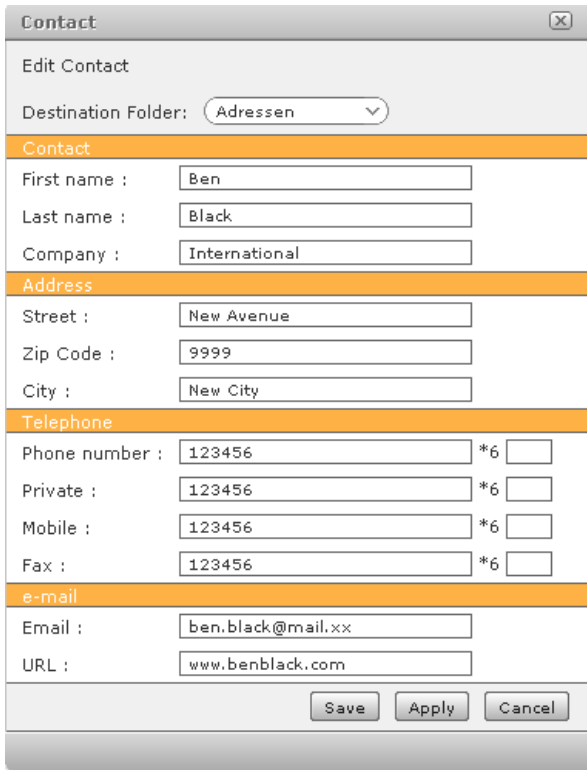
Editing contacts

- ▶ To edit an entry, click on  to the right in the line you wish to change in the addressbook view.

This opens the editing view, where all fields in the addressbook and detailed view can be modified.

Please note

You can only edit entries in the addressbook for which you have read/right permissions. Entries from other directories cannot be moved into the internal user directory and vice versa.



Contact

Edit Contact

Destination Folder: Adressen

Contact

First name : Ben

Last name : Black

Company : International

Address

Street : New Avenue

Zip Code : 9999

City : New City

Telephone

Phone number : 123456 *6

Private : 123456 *6

Mobile : 123456 *6

Fax : 123456 *6

e-mail

Email : ben.black@mail.xx

URL : www.benblack.com

Save Apply Cancel

By selecting **Destination Folder**, the entry can be moved to a different directory (obviously only if the entry and the directory are not read-only).

The input fields with a prefixed *6 are intended for speed dial numbers.

You can dial the phone number with   plus the assigned speed dial number.

Please note

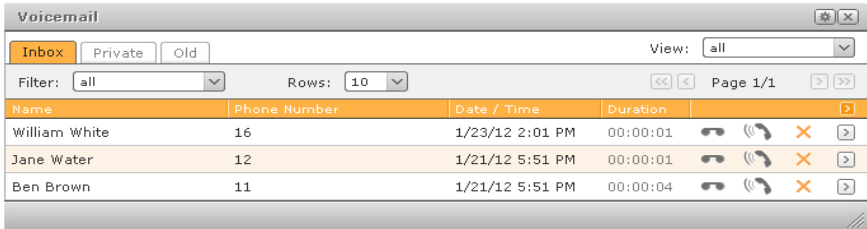
The speed dial only functions when outgoing connections do **not** have to obtain an outside line.

Managing the voicemail box

This function window is for displaying the voicemails received.

- ▶ Click on **Voicemail** in the menu bar (P. 9).

You can open your voicemail preferences with the ⚙ button on the right above the selection field for voicemail boxes.



The list being displayed is for the voicemail box currently selected. You can change the voicemail box shown in the top right of the window.

In the **Incoming** tab, all messages are displayed that have not already been played back via the phone. You can use the filter to restrict the selection of **Messages** in terms of time.

Individual messages are moved to different folders (**Private**, **Old**) via the sub-menu (⌵).

Playing back a message

- ▶ To play back a message, click on 📞 in the corresponding list entry.

The message is called up as a WAV format file and played back depending on the preferences for voicemail (→ P. 46).

Please note

Messages can be played back directly on the phone set. Either via the voicemail key on the phone or via a call to the mailbox by pressing [*] 9 + ID of the voicemail box. The ID for the voicemail box can be found under the **Preferences** in the **Voicemail** (→ P. 46) tab.

Assigning function keys


Function keys offer users of the telephone system an easy way to use frequently used standard actions such as calling contacts, picking up a call and activating and deactivating call redirections.

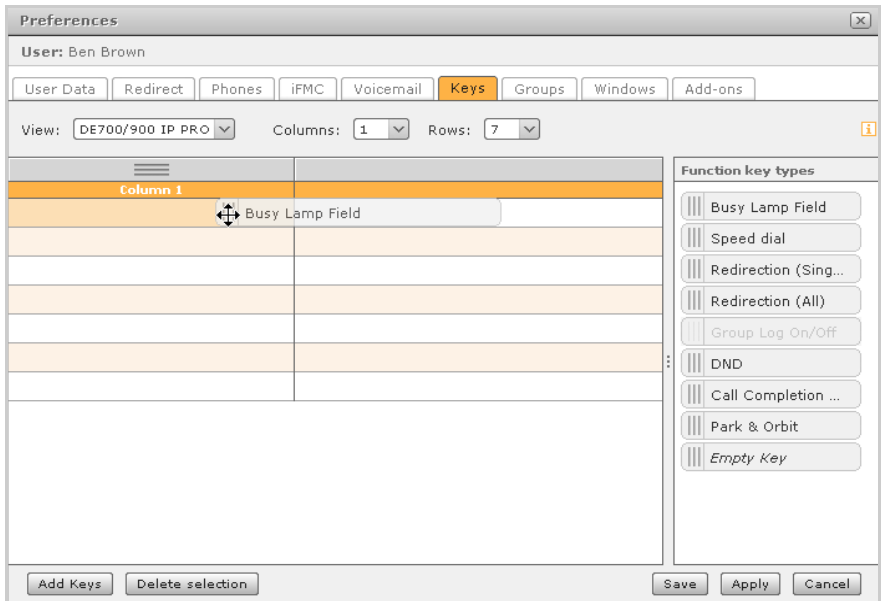
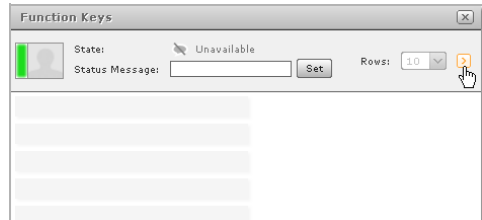
The **Function Keys** window shows the user defined function keys of a virtual phone. The key assignment carried out here can be transferred to many telephone models (see **Advanced options for Gigaset IP phones** → P. 37). However, you can also use the function keys on the user interface, if your phone does not have any function keys.

- ▶ Click on **Keys** in the menu bar (→ P. 9).

Key assignment

Each user can assign functions to the function keys to suit their needs.

- ▶ Click on  and **Edit**. Key configuration opens in the **Preferences** window.



You have two options to select a new function key:

- ▶ Drag and drop a key type from the selection on the right.
- ▶ Click on **Add Keys** at the bottom left-hand side of the window.

When the selection has been made, the **Edit function key** window opens for the selected key. The options you have for selecting the function types depend on your user rights. There are a total of 10 function keys available.

Function keys for users and groups are assigned a graphic that shows accessibility.

Busy Lamp Field

This key type is assigned an internal phone number (of a user or user group) as a target and a status display.



Busy Lamp Field keys are assigned various elements in the function key window of the user interface to display status and presence for:

- ◆ Telephony (available, incoming call, busy)
- ◆ Redirections
- ◆ DND (telephone switched to mute)
- ◆ Chat with presence message
- ◆ Link to eMail
- ◆ Avatar

If several entries are selected (press and hold Ctrl or shift key), a busy lamp field key is created for each selected user. The busy lamp field keys are also available in the call manager.

Call status of the Busy Lamp Field key



The user can be reached by phone.

- ▶ Press the key to start the call.



The user is receiving a call.

- ▶ Press the key to accept the call.



The user is making a call.

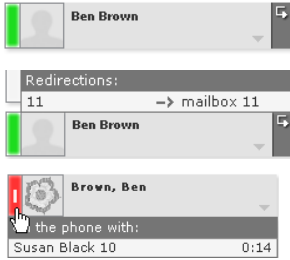
- ▶ Press the key to indicate call waiting (if the function has been activated).



The user has switched on the DND function and cannot be reached by phone.



The user cannot be reached (is not registered on a phone).

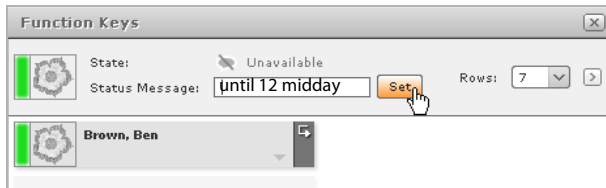




The user has switched on general redirection for his internal phone number

- ▶ Click on the redirection icon to view the redirection target (availability of this function depends on user rights).
- ▶ Point the mouse to the busy icon to display the user's current caller on the key (availability of this function depends on user rights).

Presentation of presence and status messages

You can customise the way each message is presented by inserting your user image or an avatar, through status messages and by means of chat icons:



Chat status  : Indicates whether you or the contacts on Busy Lamp Field keys are logged on to a messaging client and are reachable on this for messages or chats.

Making a call via Busy Lamp Field keys

Depending on which telephone numbers are available on the key and the number of telephones available to you, there are several ways to start a call.



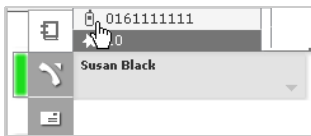
Select the user image (avatar) with the mouse pointer to open the action menu



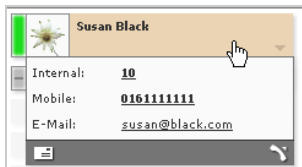
Click on the telephone field to start the call (if only one telephone is being used); alternatively, the list of your phones opens for you to make a selection. Click on the required device to start the call.



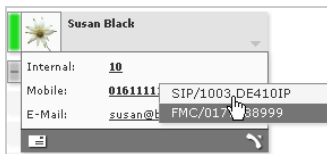
Click on the addressbook icon to additionally access external telephone numbers that are stored for the user in the addressbook.



Click on the required number to start the call (if only one telephone is being used); alternatively, the list of your phones opens for you to make a selection. Click on the required device to start the call.



Click on the key to open an overview of all the contact information available on the key.



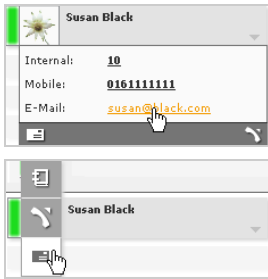
Click on the telephone number to start the call (if only one telephone is being used); alternatively, the list of your phones opens for you to make a selection. Click on the required device to start the call.

Picking up a call on Busy Lamp Field keys



If the user receives a call on a key, you can accept the call in place of the user. Hover the mouse pointer over the key to display the caller's name and/or phone number (depending on user rights). Click on the receiver icon to pick up the call with the primary phone.

Using Busy Lamp Field keys to send eMails



Keys with a user contact contain a link to the contact's eMail address. This opens a window for a new message in your usual eMail application.

You can also call up this function in the action menu by clicking on the message icon.

Speed dial

This type of key is for assigning external numbers. You can enter these manually or select them from the addressbook.

Edit function key

Key type: Speed dial

Key name:

Target number: Select from Addressbook

This keypad does not have a status display. The speed dial keys are also available in the call manager.

Redirect

This allows you to activate or deactivate all or some of your general redirections.

◆ Redirection (Single)

Edit function key

Key type: Redirection (Single)

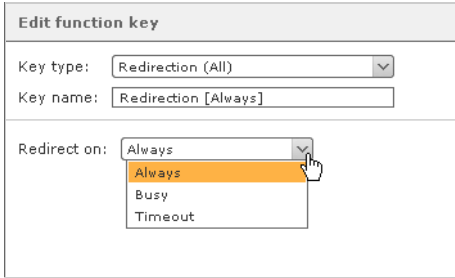
Key name: Redirection[11]

Activate permanent redirections for call number

Activate	Incoming Line
<input checked="" type="checkbox"/>	11

Conditional redirections (when busy or for timeout) are not affected by this setting. This also includes redirections for group phone numbers. The destination for the redirections should already have been defined in the redirections function window. If no redirection destination has been defined for one or more phone numbers, calls will be directed to the voicemail box. If you do not have a voicemail box, the redirections will not be activated and an error message will be displayed.

◆ Redirection (All)

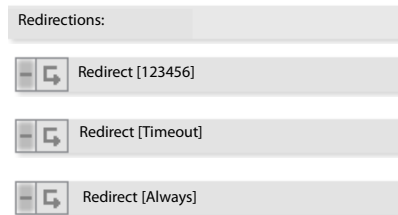


If this key is assigned, it is possible to select between general call redirection (**Always**), redirection when **Busy** and redirection after **Timeout**.

The selected type of redirection applies for all phone numbers apart from group phone numbers. The destination of the redirections should already have been defined in the redirection settings. Of course it is possible to set different destinations for different phone numbers. If no redirection destination has been defined for one or more phone numbers, calls will be directed to the voicemail box. If you do not have a voicemail box, the redirections will not be activated and an error message will be displayed.

Redirection keys

Keys for redirections with the status "Disabled":

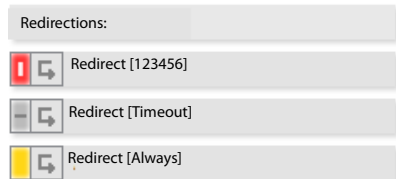


Calls for number 123456 are always redirected.

Calls to all numbers that are not accepted are redirected after the time set under redirect.

Calls to all numbers are generally redirected.

Reciprocal effect of redirections:



Redirection is activated for the first key (red). Since this concerns a general redirection, this also affects the status of the third key. This is now partially active (yellow), since the phone number on key 1 is of course included within the range of numbers (all) for key 3.

If key 3 was activated instead (red), this would also activate redirection for the first key (red).

Logging on/off with groups

Using the **Group Log On/Off** key, you can log on to and off from groups to which you belong. The key can apply for one or more groups.

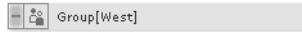
Edit function key	
Key type:	Group Log On/Off
Key name:	Group[West]
Group Log On	
Activate	Group name
<input checked="" type="checkbox"/>	West

This key has two functions:

- ◆ Displaying your status in the group



Red: You are logged in with the group "Sales".



Grey: Click on the key to log off. This means you can no longer be reached on the group's number. However, you will continue to be a member of the group!

- ◆ A button for changing your availability

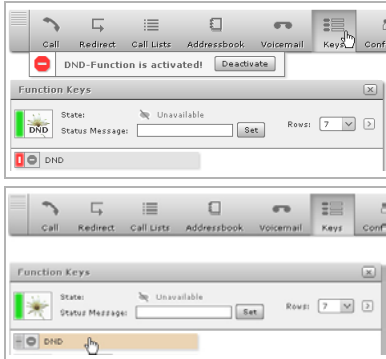
DND

With this key, you can activate or deactivate the set DND (Do Not Disturb) on all your own phones.

Edit function key	
Key type:	DND
Key name:	DND

If the key is active, all incoming calls are rejected and the caller hears a busy tone. If general redirection ("redirection always") or redirection on timeout is active for the called number, the call is redirected.

Status displays for the DND function

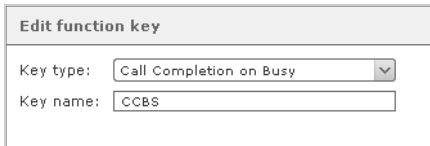


Red: The DND function is active throughout the system. This means that you cannot be reached on any number. This is also shown below the menu bar so you can see the DND status immediately and switch it off even if the keypad is closed.

Grey: Click on the Do Not Disturb key to cancel the DND status. The additional display beneath the menu is closed.

Call Completion on Busy (CCBS)

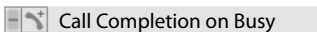
This key activates the automatic callback function.



The key flashes if the partner station for a call is busy. The user can now (even if he has already hung up) activate **Call Completion on Busy** by pressing the key. The key lights up and signals that **Call Completion on Busy** is active. The PBX now checks at 10 second intervals whether the call destination is available. If, after five attempts, the destination is still not available, an attempt is made every 20 seconds for up to an hour before the callback function is deactivated and the key goes out again. However, if the person called is available, the user's phone will ring. As soon as he picks up, the PBX creates the connection.

This function can only be assigned once, i.e. to one function key. For this reason, the appropriate component in the list of key types is inactive ("greyed out") after assignment. You can only activate the key for a call back for one call at a time and not for multiple calls simultaneously.

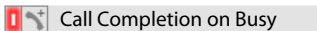
Status displays



Grey: Initial status, inactive



Yellow: Key flashes when a call has been made and the other party is busy. CCBS is possible. Click the mouse to activate the function.



Red: CCBS is active. The system now attempts to reach the busy number at regular intervals.

Parking calls in queues (Park & Orbit)

Edit function key

Key type:

Key name:

Park & Orbit Number:

The system provides 100 holding spaces from 00 to 99, in each of which a call can be parked. A **Park & Orbit** key is created for each holding space selected during key assignment.

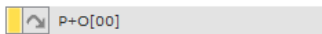
Different to standard call holding, other users have access to the holding spaces and can accept the calls parked there themselves. For this, the users must however also have keys with the appropriate orbit numbers.

Signalling	Meaning	Action when pressed
Off	Holding space is available	Call is parked (only possible via phone key)
On	Caller is waiting in orbit	Call is accepted

Please note

Only parked calls can be collected from orbit using the keys in the web interface. It is only possible to park calls directly on the phone. You can do this using the function key or relevant key combination (→ [P. 70](#)).

Status displays



Yellow: A call has been parked on parking space 00 either using the function key or the key combination . The key flashes.



Click to assign the waiting call to the primary phone.



Grey: After the call has been picked up the status display returns to its normal state

Activating a module

Existing module configurations are activated and deactivated with the **Module** key. You can also assign a key to several module configurations.

Signalling	Meaning	Action when pressed
Off	Module inactive	Switching on module
On	Module active	Switching off module

Empty key

This key can be described in any way you want and you can therefore optically segregate groups or different key types.


Sorting and removing keys

Highlight one or more keys by clicking with the mouse and pressing and holding the Ctrl key. Several keys can also be highlighted by dragging the mouse over the relevant keys while keeping the left mouse button pressed. The area is highlighted in orange when dragging.

The highlighted keys can then be pushed on the contact surfaces on the left using drag and drop (☰, ☷) and arranged. In the same way, complete columns can also be swapped with each other using their contact surfaces above the column headings.

To remove the highlighted keys, click with the right mouse button in the highlighted area and then on the **Delete** option, or use the **Delete selection** button on the lower edge of the window. Individual keys can alternatively be deleted using the ✎▼ editing menu.

Advanced options for Gigaset IP phones

If you have a Gigaset PRO phone, you have access to additional convenience functions. You can access these via .

Transferring the keys to the phone


You can copy the user-defined assignment of the function keys for the PBX to the function keys on the phone. The first n numbers are transferred to the phone's keypad, whereby n corresponds to the number of function keys on the device (e.g., 14 keys on a Gigaset DE700 IP PRO).

The dialogue with the question whether and to which device the keys should be transferred, can be switched off in the **Window** tab for user settings. In this case, the keys are not transferred to the device.

Important

For a successful transfer, the autoprovisioning of the PBX must be switched on and the relevant device must be set up using autoprovisioning.

Key labels for phones

Using the  option menu in the key window, you have the option of creating a PDF file for labelling the function keys in a suitable arrangement and size, and then to print it.

There are add-ons available for Gigaset DE410 IP PRO, Gigaset DE700 IP PRO and Gigaset DE900 IP PRO allowing additional keys to be programmed. You can also create the labelling for these.

Holding conferences

Apart from spontaneously initiated telephone conferences (see **Initiating spontaneous conference calls** → P. 19), your PBX offers the feature of planned, managed conferences. These can be held as a one-off or at regular intervals and have a fixed number of participants. In addition, any number of additional participants can be accepted to a live conference. Before setting up a conference room for the first time, there are some fundamental settings for conferences that must be specified in the Gigaset T500 PRO / Gigaset 300 PRO administration area, such as assigning phone numbers for conferences. If this has not already occurred, a corresponding notification is displayed.

Planning a conference

- ▶ In the menu bar (P. 9), click on **Conference** and then on **New Conference**.
- ▶ In the first field, specify an appropriate name for the conference and then select a date and time. There are various timeframes available in the **Period** selection menu for planning regular conferences.

Conferences

Conference Name:

Date: Time (hh:mm): :

Period:

Text of Invitation: Template Variables:

Sehr geehrte /-r Frau / Herr %PARTICIPANT_NAME%,
 hiermit moechten wir Sie herzlich zur Telefonkonferenz %CONFERENCE_NAME% am %DATE% um %TIME% einladen.
 Um an der Konferenz teilzunehmen, rufen Sie bitte folgende Nummer an und geben Sie nach der Aufforderung folgenden PIN-Code an: %PIN%

Wenn Sie die Konferenz am Bildschirm verfolgen moechten, oeffnen Sie bitte nachstehenden Link

Participant	Call	E-mail Address	Moderator	Call
Black, Susan	<input type="text" value="15"/>	susan.black@company.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Brown, Ben	<input type="text" value="16"/>	ben.brown@mail.net	<input type="checkbox"/>	<input type="checkbox"/>
Water, Jane	<input type="text" value="18"/>	jane.water@mail.net	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>



The text for the eMail invitation can be adapted to suit each conference. The placeholders (%...%) are used for dynamically creating the invitations via eMail and are listed individually in the **Template Variables** selection menu on the right.

- ▶ To insert an additional variable, mark the desired point in the text with the mouse and click on the variable to be integrated from the selection list.

The **%PIN%** and **%WEB_LINK%** placeholders are particularly important.

- %PIN%** The PIN is how participants log in to the live conference. Each participant must enter the number via the keys on the phone when prompted by the voice dialogue.
- %WEB_LINK%** The web link is the Internet address for the conference. This enables, e.g., external participants, who are not Gigaset T500 PRO / Gigaset 300 PRO users, to follow the conference via the browser. The conference opens in the conference window of the user interface for Gigaset T500 PRO / Gigaset 300 PRO users.

To add new participants, click on the + button or the **New Participant** button. You can add participants as follows:

- ◆ From the addressbook 
- ◆ From the user list 
- ◆ Via the input fields

If you enable the **Call** checkbox, the participant is called automatically at the start of the conference. This function can also be regarded as a reminder function, in the event of the participant forgetting to dial in to the conference.

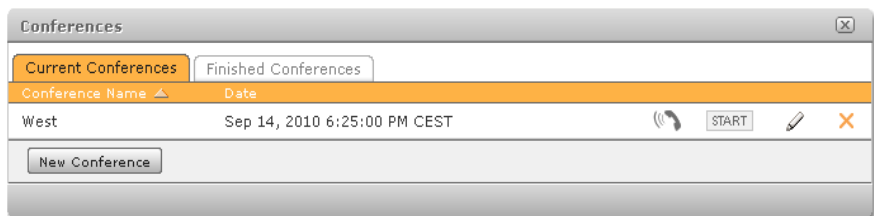
The chairperson/moderator has a crucial role, as he has the option during the conference to assign and revoke privileges for participants, exclude them from the conference or add new participants. There must be at least one conference chairperson specified!

When the conference is saved, participants are eMailed an invitation containing the time, conference phone number, web link and individual access ID.


An eMail notification is also provided in the following cases:

- ◆ Where there are subsequent changes to the conference, e.g., if the start of the conference is changed,
- ◆ As a reminder, 15 minutes before the start of the conference,
- ◆ As an invitation to the next appointment in the case of a repeat conference, in each case at the end of a conference appointment.

After a planned conference has been saved, it appears in the list of current conferences.



The conference can be started before the specified time by clicking on **START**. Participants for whom the **Call** option is activated are then contacted immediately.

► Click on  to call the current conference.

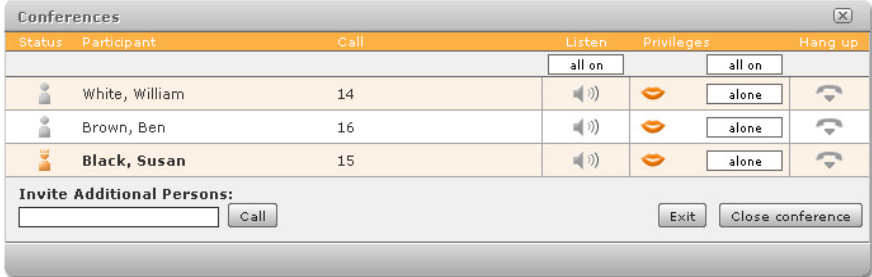
You can edit a conference agenda retrospectively using .

To delete (not to end) a conference, click on **X**.

Conference process

Please note

Several of the following options can be carried out via the phone keys. A list of key combinations is included in the appendix under **Moderating a conference** (→ P. 70).



Moderators are indicated by in the **Status** column. The **Privileges** column shows the following statuses:

- The participant can talk
- The participant is currently speaking
- The participant is muted
- The muted participant is asking for privileges. The number to the right of the icon denotes the sequence in the list of requests to speak.

The status is changed by the chairperson by clicking on the corresponding icon. Clicking on **alone** grants privileges to this person alone, **all on** gives privileges to all participants. The **Listen** function for participants is controlled separately to privileges. This is activated/deactivated on an individual basis by clicking on

- ▶ Click on to remove individual participants from the conference.
- ▶ If you wish to leave the conference yourself, click on **Exit** – the conference will continue for the remaining participants.
- ▶ Pressing **Close conference** ends the conference for all participants.

Important

A conference remains in the **Current Conferences** tab for one hour after ending, i.e., the participants can dial back into the conference in case it was ended accidentally. After one hour, the conference is automatically moved to the **Finished Conferences** tab.

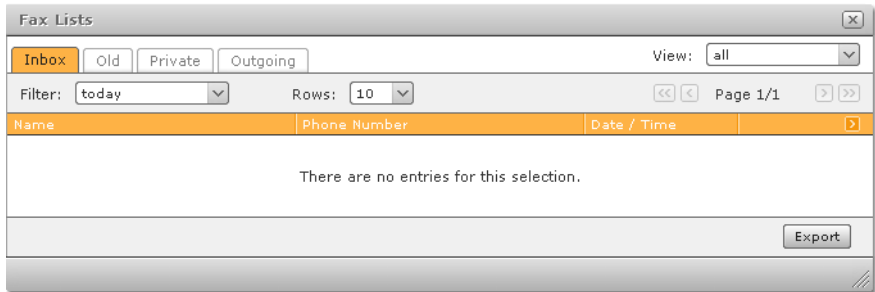
Managing fax lists


The fax lists contain entries for all software faxes sent and received by the user and his fax groups (groups with the software fax call property). More information about software faxes can be found in **Using Gigaset PRO Fax** (→ **P. 55**).


► Click on **Fax Lists** in the menu bar (**P. 9**).

The **Inbox** tab shows all faxes received. You will find a list of sent faxes in the **Outgoing** tab. You can restrict the selection of **Messages** in terms of time to the current day, the current week and current month via the corresponding options.

If a sender does not have any fax properties set up in his preferences (see **Fax preferences** → **P. 42**), the standard sender details of 00 for the fax number and Gigaset pro FAX for the sender name are used.



 opens the fax as a PDF file. Depending on the browser preferences, the file will be opened directly or you will be prompted in a dialogue to open or save the file.

 indicates a fax that has been incompletely received.

You can move entries for received faxes to other folders (**Private**, **Old**) via the  sub-menu.

Click on **Export** to create a file containing information about the current list selection and the dialogue for saving or opening the file. The default format for the export is PDF. You can change the preferred file format to CSV in your preferences under Window -> Fax lists.

Preferences

- ▶ Click on **Preferences** in the menu bar (P. 9).

Depending on your user rights, there will be nine tabs available to you in the preferences window:

The following sections describe the functions and the preferences options in the individual tabs.

User data

You can change your core data apart from your **Login ID**.

Editing an image

The avatar represents the user on busy lamp field function keys. Select an image file for this in jpg, png, gif or bmp format. The graphic is scaled to the right size automatically when uploaded.

- ▶ Click on **Apply** to preview the avatar.
- ▶ To use the uploaded image, click on **Save**.
- ▶ You can delete an image you have already saved if you do not wish to use an avatar.

Please note

Like every change you make to your user data, you will also need to save this change in the preferences window.

User language

The **Language** selection applies to both the user interface and system messages, which you receive as eMails. The **Default** option uses the language specified by the Gigaset T500 PRO / Gigaset 300 PRO administrator.

Fax preferences

The details in fax preferences are used when sending software faxes (see **Using Gigaset PRO Fax** → P. 55). If these fields are empty, your PBX sets the sender name as Gigaset pro FAX and the number as 00 as standard. Alternatively, if a fax machine is connected to the PBX and configured, you can enter this number so you can receive responses to faxes you send.

Important

The length of the sender name is restricted to 20 characters. Longer entries made in an earlier version of Gigaset T500 PRO / Gigaset 300 PRO will be shortened automatically and must be changed accordingly.

Two options are available to track sent faxes:

- ◆ Transmission report: A page with the applicable transmission report is inserted into the PDF file which is created from a sent fax.
- ◆ Delivery confirmation by eMail: The report and the faxed document are sent to your eMail address after you send a fax.

If an option is active, it will still be carried out, even if a fax transmission fails.

Redirect

The preferences and options in the **Redirect** tab are identical to those for the function window of the same name (see **Redirecting calls** → P. 21).

Phones

Preferences

User: Black, Susan

User Data | Redirect | **Phones** | iFMC | Voicemail | Keys | Groups | Windows | Add-ons

Display Number: no display Primary Phone: SIP/1003.DE410IP

Call Waiting Indication: activate

Telephone	Ringing Number	Active
FMC/0177888999	10	<input type="checkbox"/>
	13	<input type="checkbox"/>
	18	<input type="checkbox"/>
	19	<input type="checkbox"/>
SIP/1003.DE410IP	10	<input checked="" type="checkbox"/>
	13	<input checked="" type="checkbox"/>
	18	<input checked="" type="checkbox"/>
	19	<input checked="" type="checkbox"/>

Save Apply Cancel


Primary Phone

- ◆ In the call manager, the primary phone is preselected in the list of end devices.
- ◆ External applications and Gigaset pro integrations (see **Add-ons** → P. 52) always use the primary phone for calls.
- ◆ If you log in directly on a phone (via key combination or phone menu), this will automatically be your primary phone.

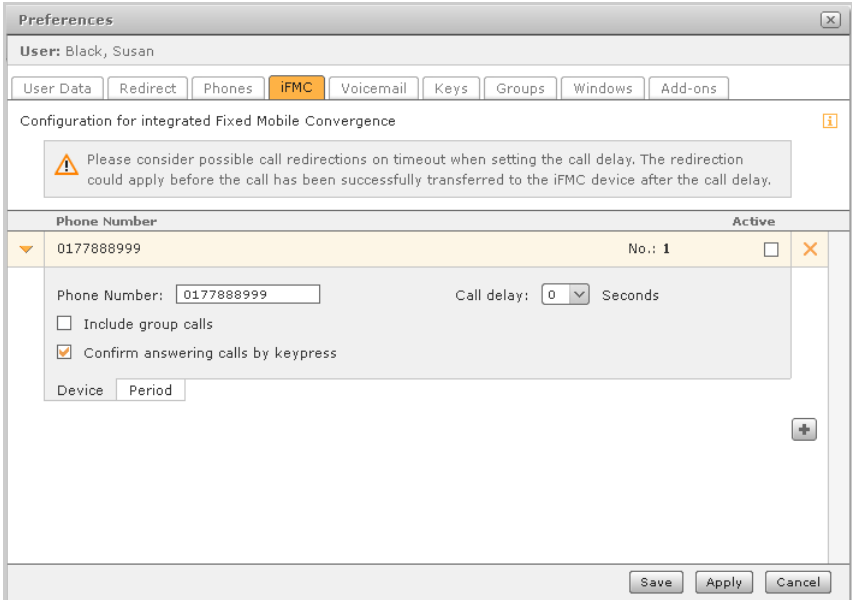
The **Call Waiting Indication** function provides an acoustic signal indicating another incoming call during a call. This lets you decide whether you accept the new call or return the call at a later stage. If this option is deactivated, any other caller will be rejected or redirected if **Redirection[Busy]** is active.

Display Number

If you would like one of your phone numbers to be displayed to your call participants during outgoing call, then you can select this here. The default setting is **no display**.

In the **Ringin**g Number column, you can activate/deactivate the individual phone numbers for the phone shown. This means that, for example, one phone is only available for internal calls and a second for external calls. This restricted usage is denoted by .

iFMC (Integrated Fixed Mobile Convergence)



The iFMC function means that you can also be reached on your PBX numbers on other telephones (e.g., mobile phone) that are not part of the PBX. For this, you must store here the number of the mobile phone on which you wish to be reached. This number can only be assigned once system-wide, i.e., it cannot be used in two or more iFMC configurations or by more than one user!

You can also telephone iFMC numbers/devices from the PBX user interface or via CTI Clients and connectors (→ P. 52). For use in CTI Clients, however, the iFMC number must be set as the primary telephone in the **Phone** tab (→ P. 45).

Call delay

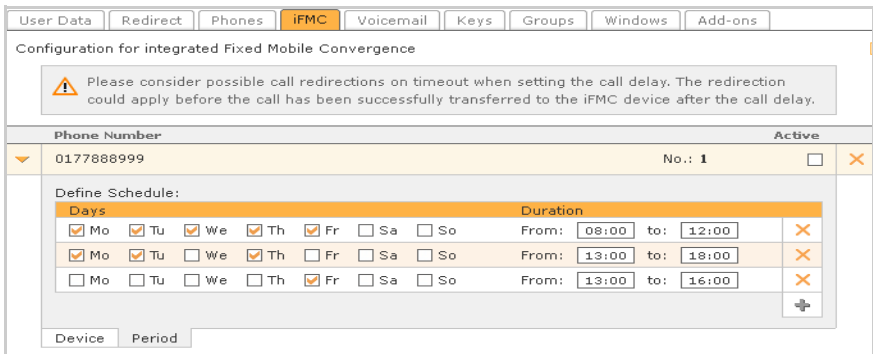
A delay of an appropriate number of seconds makes it possible to pick up a call to the system phone before starting the parallel call. When setting the call delay, please bear in mind any call redirections on timeout. The call might be redirected before it can be put through to the external device after the call delay.

Include group calls

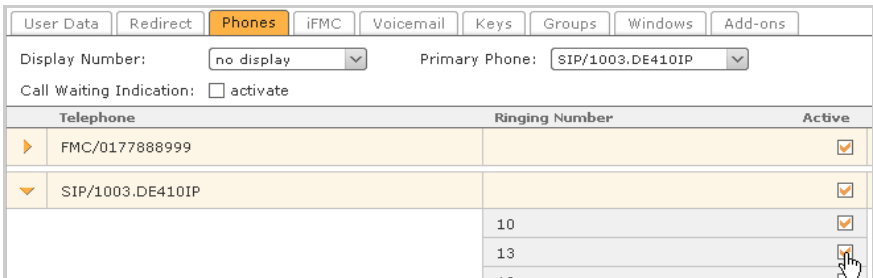
As a result of this option, additional calls are directed to the user groups via iFMC. This applies for all phone numbers in all groups, to which the user belongs.

Confirm answering calls by keypress

If this option is active, where there is an incoming call on the mobile phone, initially a voice message is played, whereupon the actual call can be accepted by pressing a digit. This procedure avoids calls being automatically directed via iFMC to the mobile phone's mailbox (if this setting has been activated on the mobile device).



If you only wish to use iFMC occasionally, you can set schedules for weekdays and times of day in the **Period** tab for the relevant iFMC configuration.



You can then set the phone numbers for which you wish to use iFMC in the **Phone** tab. By default, all the phone numbers will be included in the iFMC.

VoiceMail


The "Play voicemail with" preference lets you specify which action is to be taken if you click to listen to voicemail entries in the call or voicemail list. The options – apart from the default setting and primary telephone – depend on the media player plugins available on your web browser or computer. On a Windows PC this is usually Windows Media Player (or possibly QuickTime).

Default settings refers to the current browser preference for handling WAV files. This may be to open the file with a certain program or plugin, or alternatively the prompt to save the file.

This preference (as well as the option **Primary Phone**) always applies only to the web browser that is currently in use.

User Data	Redirect	Phones	iFMC	Voicemail	Keys	Groups	Windows	Add-ons
Play voicemail with: Default								
<div style="border: 1px solid black; padding: 2px;">Default Quicktime Windows Media Player Primary phone</div>								
Name		Mailbox No.						
▼	mailbox 10	*90						
User-defined Name:		private		Voicemail Settings				
Password:		576789		No recording:		<input type="checkbox"/> (only announcement)		
Send by E-Mail:		<input checked="" type="checkbox"/>		Maximum duration:		30 Min		
Announcements:								
Timeout:		default		Manage Announcements				
On Busy:		default		Manage Announcements				
▶	voicemailbox 36							*936

The voicemail boxes assigned directly to you or your user group are listed in the bottom section.

All preference options are available to you for your own voicemail box. A voicemail box for a group is indicated by  and can only be renamed.

The options:

- ◆ Name the voicemail box individually. This name will be used from now on in your user profile.
- ◆ Set up password protection to prevent unauthorised playback of voicemails via phone.
- ◆ Voicemails: **Send by E-Mail**. Receive voicemails as sound files in an attachment to an eMail.
- ◆ Deactivate the option to leave a voice message. Callers only hear the introductory announcement.
- ◆ Adjust recording time. The default setting is 30 minutes. This is also the maximum recording time for each voicemail.

You can also use the **Mailbox No.** that you must enter on the phone to play back voicemails on the phone. Some phone models have a mailbox key or a key for the message centre (e.g., Gigaset IP PRO phones). Here, you can play back messages on your voicemail box without having to enter the mailbox number.

Important

Protect your voicemail box with a password, as every user can play back messages on unprotected voicemail boxes, if he knows the voicemail box number! The password may only be comprised of numbers as it has to be entered via the phone keypad.

Using **Manage Announcements**, you can select, record, upload, play back or edit announcements for your voicemail box. However, you can only delete and edit announcements that you have created yourself. System-wide announcements are read-only for all users.

Recording announcements

- ▶ Click on **Manage Announcements**. You will see the list of available announcements.
- ▶ You can open the dialogue window for recording new texts with the **New Announcement** button.
- ▶ First, select a name for the new text.
- ▶ Select the phone, with which you wish to record the announcement.
- ▶ Click on **Record**.

New Announcement

Name:

Record Announcement:
SIP/1001.DE900I

Upload announcement:

The telephone rings. Lift the receiver and you can hear a spoken instruction.

- ▶ Speak the new announcement text and then press on the phone to end the recording.
- ▶ Then click on **Save** in the dialogue window to save the new announcement on your PBX.
- ▶ If you wish to change the announcement, click on and repeat the recording process.

Uploading a new announcement

- ▶ Click on **Manage Announcements**.
- ▶ By pressing the **New Announcement** button, you will open the dialogue window with the same name.
- ▶ First, select a name for the new text.
- ▶ Activate the **Upload announcement** option.
- ▶ Click on **Browse** and select the file you need on the PC.
- ▶ Click on **Upload**.

Please note

Audio files for announcement must have the following properties:
WAV mono format, sampling rate: 8 kHz, bit rate: 16 bit, PCM coding.

The screenshot shows a dialog box titled "New Announcement". At the top right is an information icon. Below the title bar is a "Name:" label followed by a text input field containing "on busy". There are two radio button options: "Record Announcement:" and "Upload announcement:". The "Record Announcement:" option is unselected, and below it is a dropdown menu showing "SIP/1001.DE9001" and a "Record" button. The "Upload announcement:" option is selected, and below it is an empty text input field, a "Browse" button, and an "Upload" button. At the bottom right of the dialog are "Save" and "Cancel" buttons.

If the file has been loaded successfully, the file name will be displayed.

- ▶ Then click on **Save** in the dialogue window to save the new announcement to the PBX.
- ▶ If you wish to change the announcement, click on and repeat the process.

Editing announcements

- ▶ Click on **Manage Announcements** in the list of available announcements.
- ▶ Click on next to the corresponding announcement and proceed as described in the previous sections **Recording announcements** and **Uploading a new announcement**.

Playing back announcements

The list of existing announcements appears by selecting **Manage Announcements**.

- ▶ Click on to open your list of phones and to select a phone.

Once selected, the phone rings.

- ▶ Pick up the receiver to play back the recording.

Groups

User Data	Redirect	Phones	iFMC	Voicemail	Keys	Groups	Windows	Add-ons
Index of Groups								
Group Name	Group ID	Ringing Number	Logged On					
▼ West	0005		<input checked="" type="checkbox"/>					
		17						

This tab provides an overview of the groups, to which you belong. The checkbox below **Assigned** enables you to log yourself in and out temporarily. However, this does not equate to leaving the group. It just means that you are not available for calls to the group when you log out. One example for using this setting is when you wish not to accept any calls for the group or are not in a position to do so.

Please

Alternatively, you can log in to the group via the phone keypad:

and the group ID for logging on to the group

and the group ID for logging off from the group

Windows

You can modify the properties and options for all user interface function windows here. You can hide the button for each window using the corresponding option in the main menu bar. As a result you will then only be able to open the window via the text menu in the menu bar (→ [P. 9](#)).

By default, windows with list entries (**Call Lists**, **Voicemail**, **Fax Lists**, **Addressbook**) open a dialogue to confirm the action before deleting entries. For future deletion in the associated function window, you can switch off the dialogue here or, if wished, switch it on again.

As a rule, the contents and information in the windows **Voicemail**, **Fax Lists** and **Addressbook** are only updated if the user carries out an action (opening, sorting, deleting etc.). The option Reload Entries automatically ensures that the lists are as up-to-date as possible by regularly synchronising data in the background.

Please note

Despite automatic updating, some time may pass before modified information or new data are actually available.

Call

The call manager popup window can be switched off using the relevant option. You can then only open the call manager by clicking on the menu button. For incoming calls or calls established via interface elements (keys, call lists etc.), the window remains closed until you open it yourself. If a call manager popup is suppressed, this is indicated by the crossed-out icon on the menu button.

Keys

When you save the function key assignment, the dialogue opens to copy the key configuration to the phone. This prompt can be switched off here. In this case the keys are not transferred to the device after saving.

Busy lamp field keys have an action menu that appears when the mouse comes into contact with the avatar image on the key (→ **P. 30**). The action button setting specifies the speed for hiding and showing.

Fax Lists

The file format for exporting the fax list selection via the relevant button in the fax list window is PDF. To export lists as a CSV file, select the relevant option here.

Add-ons

Depending on your computer's operating system and web browser, various add-ons are available for download and installation:

- ◆ Gigaset PRO Windows Client and TAPI driver for MS Windows, incl. Gigaset PRO Fax

Gigaset PRO TAPI (Telephony Application Programming Interface) is a software interface for supporting telephone services with computer technology (CTI = Computer Telephony Integration) for the Windows operating system. Computers can control telephone functions using the Gigaset PRO Windows Client via the TAPI interface and the Gigaset PRO's own **UCI** (User Call Interface).

- ◆ CTI interfaces for various CRM systems (e.g., MS Outlook → **P. 56**)
- ◆ Gigaset PRO Client for MAC[®] (→ **P. 60**)

In addition, you can use the following add-on to use PBX functions on your smartphone while travelling:

- ◆ Gigaset PRO Client for iPhone[®] (→ **P. 65**)

The following chapters explain the installation and usage of the various add-ons.

Gigaset Windows Client/Gigaset Fax

Please note

System requirement for Gigaset Windows Client and Gigaset Fax is Microsoft Windows 7, Vista, XP, Server 2003 or Server 2008 – either 32bit or 64bit, as well as .NET Framework 2.0 Service Pack 2 or .NET Framework 3.5 Service Pack 1.

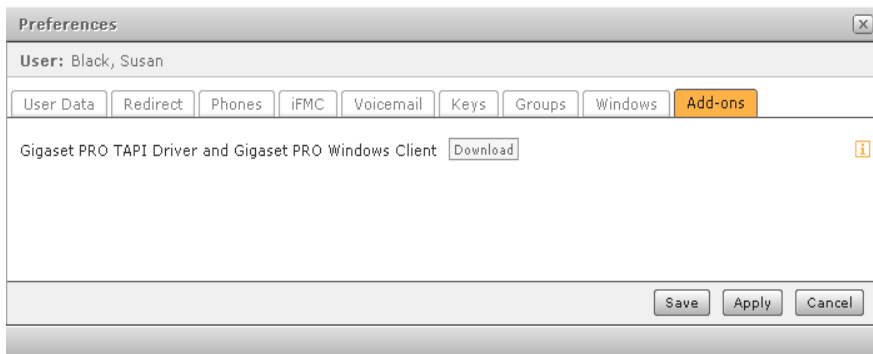
Gigaset PRO Windows Client is the connecting link between the Gigaset T500 PRO / Gigaset 300 PRO PBX and various applications on Windows Client computers. These include Gigaset PRO Fax, Gigaset TAPI driver and integrations such as Gigaset Outlook Connector etc. These programs require Windows Client to communicate with the PBX.

Features

- ◆ Information speech bubble for incoming calls with phone number display
- ◆ Display of other call participant if stored in the addressbook
- ◆ Dialling of phone numbers possible via command line
- ◆ Information speech bubble for outgoing faxes
- ◆ Communication interface for further integrations such as MS Outlook Connector, TAPI Service Provider (TSP), Fax

Download

You can download the installation program via the corresponding link in the **Add-ons** tab in the **Preferences** window in the user interface.



Putting into service

- ▶ Save the installation file on your computer and open it by double-clicking.

The installation process begins. Follow the instructions in the dialogue. The installation process is designed so that all of the required settings have already been made.

- ▶ Select the components you wish to install: Gigaset Client is required for the other components Gigaset PRO TAPI TSP, Gigaset PRO Fax and Gigaset PRO Outlook Connector.

On completion of the installation process, the Client is launched and is indicated by the Gigaset icon in the notification area in the Windows task bar. Gigaset Windows Client can now be configured for the connection to the PBX server.



Configuration

If Gigaset Windows Client does not start, you can start it by double-clicking on the desktop icon or on the entry **GIGASET Client** under **Programs** in the Windows start menu. The Gigaset icon is displayed in the notification area of the Windows task bar.

The icon is black/white as Client has not yet been configured, and is hence not connected to the Gigaset PBX.

- ▶ Right click to open the context menu.
- ▶ Select **Open Settings** in the **Connection** tab.
- ▶ In the **Network Host** field, accept the external (IP) address of the Gigaset system. Enter the login data of a Gigaset PBX user for the **Login ID** and **Password**.
- ▶ In the left-hand section of the **General** tab, specify which status information should be displayed in the notification area of the Windows task bar.

Add-ons

- ▶ In the **Fax printer** area on the right, you will see the option **Parse number from fax**. If this is enabled, the destination number of the fax is taken from the document itself. For this to work, the fax number must be saved in the document with two @ symbols at both ends of the number. Example: @@333@@
If the **Commit required** option is enabled, additional confirmation is required before a document can be sent despite the fax number being successfully identified.
- ▶ If the client should be launched every time the system starts, activate the **Autostart GIGASET Client at Windows logon** option below.
- ▶ Click **OK** to save.

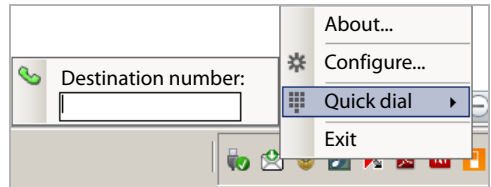
Gigaset Windows Client now creates the connection to the server. If a connection is established, then the Gigaset PRO icon is shown in orange.



Using Gigaset Windows Client

Quick dial

- ▶ Right-click on the Gigaset PRO icon in the task bar.
- ▶ Select the **Quick dial** option, enter the number you wish to call and confirm your input by pressing the enter key. The call is connected.
- ▶ To end a call, click on **Disconnect** in the call manager.



Command line

To establish a connection via the Windows command line, call up the following command in the Client directory (default setting C:\Programs\GIGASET Client):

GIGASET Client.exe PlaceCall <phoneNumber> [<phoneld> [<callld>]]

Whereby <phoneNumber> should be replaced by the required target number. As an option you can give the ID for a specific telephone using the parameter <phoneld> in order to make the call on this number. If you do not enter a phone ID, the call will be made via your primary telephone. You could therefore call up the command as follows:

GIGASET Client.exe PlaceCall 1234 SIP/1003.DE410IP

If the number that is to be called contains spaces it must be placed in quotation marks:

GIGASET Client.exe PlaceCall "+49 123 45678"

Using Gigaset PRO Fax

Gigaset PRO Fax is a fax printer driver for sending documents directly from the respective application. To do so, the documents are changed into PDF format. Gigaset FAX is installed in the control panel under **Printers and Faxes** and enhances every application by adding on the option of sending documents as a fax.

In addition, CTI connectors are integrated into the installation file for Gigaset PRO WinClient for additional applications. These can be installed optionally during the installation of the client for Windows.

The most up-to-date information about configuring and using the CTI interfaces can be found on the Gigaset website at <http://www.gigaset.com/pro>.

- ◆ The client for Windows must be installed with the **Gigaset Fax** option enabled (selected as standard) (→ **P. 53**).
- ◆ The client for Windows must be started and connected to the server.

Sending faxes from applications

To send an open document, you proceed as if you were printing it:

- ▶ In the program's main menu, go to **File** and select the **Print** option or press Ctrl+P.
- ▶ Choose **Gigaset Fax** as the printer and start the printing process.

The dialogue window for entering the fax number opens (if the client for Windows setting for automatically identifying fax numbers (→ **P. 60**) is deactivated or a fax number was not detected in the document).

- ▶ Enter the number of the fax you wish to send to and confirm the process.

The fax dispatch process begins and the progress is indicated in the dialogue window. The dialogue window can be hidden.

Troubleshooting

Gigaset Clients have been tested in various system environments and configurations. Nonetheless, this does not entirely rule out the possibility that problems may arise.

The log file

Gigaset Clients for Windows write a log file recording error information as standard. The name of the log file is **log.txt** and it is found in the relevant Client subdirectory, e.g., "GIGASET WinClient" of the application data directory in the respective user's local profile.

In Windows XP this would normally be under

C:\Documents and Settings\\Local Settings\Application Data\

or, from Windows Vista

C:\Users\\AppData\Local

To attach the file to an error report, it is best to close Gigaset Client or the application first. Then delete the log file, start Gigaset Client or the application again and reproduce the error. Attach the newly created log file to the error report.

Uninstalling Gigaset Windows Client

You can uninstall Gigaset Windows Client via the Windows control panel (software).

Gigaset MS Outlook Connector

Please note

System requirement for Gigaset MS Outlook Connector is Microsoft Windows 7, Vista, XP, Server 2003 or Server 2008 – either 32bit or 64bit, MS Office Outlook 2003, 2007 or 2010 32 bit as well as Gigaset Windows Client.

If using Gigaset MS Exchange Connector, additionally: Microsoft Exchange 2003 (or 2007).

Features

- ◆ Displays caller for incoming and outgoing calls
- ◆ One-click dialling from contact, contact list and memo
- ◆ Opens contact screen for current caller
- ◆ Generates memos (in log) for current call
- ◆ Operation of Gigaset MS Outlook Connector on a workstation computer/Windows Terminal Server
- ◆ Gigaset MS Outlook Connector looks up only the user's personal contacts (e.g., in personal folder, mailboxes, etc.)

Download

You can download the installation program via the corresponding link in the **Add-ons** tab in the **Preferences** window in the user interface (→ **P. 53**).

Gigaset MS Outlook Connector is included in the installation package and must be explicitly selected for installation.

Putting into service

To enable you to use CTI (Computer Telephone Integration) in MS Outlook, the following conditions apply:

- ◆ Gigaset Windows Client must be started and connected to the Gigaset PBX using your user ID (→ **P. 53**). We therefore recommend that you activate the options **Autostart GIGASET Client at Windows logon** as well as **Connect on program start** and **Auto reconnect on error** on the client.
- ◆ Gigaset MS Outlook Connector must be started. It starts automatically with Outlook.

Starting Gigaset MS Outlook Connector

Gigaset MS Outlook Connector starts automatically together with Outlook. If it is active, you will see a green receiver icon in the notification area.



If the icon is grey, this means that although Outlook Connector has started, Gigaset Client has not. When you start Outlook for the first time, Gigaset MS Outlook Connector opens the welcome screen and redirects you to the settings you need to make for it to function correctly. To open the settings for Connector in future Outlook sessions, use the relevant button in the Gigaset toolbar in Outlook. If the bar is not visible, select the following in the main menu:

View → Toolbars → Gigaset MS Outlook Connector

Configuration

You can opt to configure Outlook Connector via a user interface. You will be prompted to do this the first time you start Outlook Connector. The user configuration can, however, also be specified initially by the administrator. This is advisable if special settings are required for it to function correctly in the existing IT environment. The administrator can, for example, specify the area codes used and the length of internal phone numbers. The user configuration is stored in the **Config.xml** file, which is located in the **Gigaset MS Outlook Connector** subdirectory of the application data directory in the respective user's roaming profile.

Telephony

Settings are made in this tab that influence the search for contacts and number dialling. There are settings for the area code, obtaining an outside line, identifying internal phone numbers and which phone should be used for dialling. These settings are necessary to enable Gigaset MS Outlook Connector to correctly determine the contacts for incoming and outgoing calls. You can select the number of call list entries and delete the call list in the bottom section.

Contact folders

You can select individual folders here with contacts that will be accessed for making calls. Folders that are created in future are not included automatically and must each be selected individually in this tab.

Phone number fields

The selected telephone number fields are referred to when searching for contacts and when dialling. The sequence of the selected fields is used for the number field in the toolbar. Depending on the number of stored contacts, this process can take several minutes. If it takes longer than five seconds, Outlook Connector displays a progress bar.

Call handling

Call processing comprises two sections. **Automation** specifies how Outlook Connector should respond when a phone call takes place. A distinction is made between incoming and outgoing calls as well as between internal and external calls. You can set the appearance and behaviour of the call notification window in the **Call notifications** section.

Using Gigaset MS Outlook Connector

Dialling using the number field

Gigaset MS Outlook Connector extends Outlook to include a toolbar in the main window, log and a contact view. This toolbar offers buttons that you can use to start and end phone calls. To make a call, either select a number for the current contact via the number field or enter a phone number in the text field and press the enter key to confirm and start a search in the contacts stored in Outlook. If a contact is found with the specified features, its information is copied into the search field. The phone number can now be dialled using the **Call** button.

You can configure which numbers are to be displayed for the current contact in the number field, and in which order, in the settings.

Dialling from the Call list

Gigaset MS Outlook Connector stores a list of the last calls made, received and missed. You can call this up both via the toolbar and the icon in the notification area. If you select an entry in the list, the number will be called immediately.

Call display

Gigaset MS Outlook Connector offers various options for signalling incoming and outgoing calls that can each be switched on and off separately via the settings.

- ◆ Call notifications in the notification area

The name, number and company of a caller can be signalled in the notification area for incoming and outgoing calls. Click on the displayed name to open the relevant contact or click on the receiver to open a memo.

- ◆ New contact entry

The call notification will also open if the caller is unknown.

Click on the displayed name to open a new contact and automatically add the phone number to the contact screen.

Since Outlook has problems with some phone number formats, it is advisable to correct the phone number and area code manually so that the number part of the area code is entered in the "Area/Area code" field.

Making notes

Gigaset MS Outlook Connector enables you to make notes on phone calls in the form of log entries in Outlook. If the relevant option is activated in the settings, log entries containing the call data, time and name of the contact will be generated for phone calls automatically. Log entries can, however, also be opened manually by clicking on the receiver in the call notification.

The generated entries are listed in the Outlook log with a phone icon. The entries are also displayed in the linked contact's activity list.

Gigaset PRO Client for Mac®

Please note

System requirement for Gigaset Client for MAC® is an Apple computer with Intel Processor and Mac OS 10.7 (Lion)®, Mac OS 10.6 (Snow Leopard)® and Mac OS 10.5 (Leopard)®.

Features

- ◆ Call notifications
 - Display of incoming and outgoing calls via Gigaset PBX
 - Reverse number lookup in the Mac OS X® addressbook
- ◆ Keyboard shortcut to initiate outgoing calls
- ◆ Gigaset call, voicemail and fax lists
 - Display of calls made and missed from the PBX
 - Transfer of contacts in Mac OS X® addressbook
 - Display of incoming voicemails on the PBX
 - Display of incoming and sent faxes
 - Call-back of outside caller straight from the call list
 - Deletion of call list entries, voicemails and faxes on the PBX
 - Preview (Quicklook) of entries such as faxes or voicemails
- ◆ Display and modification of call redirections on the PBX
- ◆ Initiating outgoing calls via the services menu (from MacOS X 10.6® also as context menu)
- ◆ Initiating outgoing calls from the Mac OS X® addressbook
- ◆ Fax transmission by printer driver over Gigaset PBX
- ◆ Support of call-related AppleScript commands
- ◆ Automatic update function

Putting into service

Installation

The archive is unpacked under Mac OS X® without additional tools and contains exclusively the program. After you start the program for the first time you will be prompted to enter an administrator password. This is necessary so that the addressbook plug-in and fax printer driver can be installed. If you interrupt this procedure, or enter an invalid password three times, these components will be missing. The process will then be repeated the next time you start the program in order to install these components retrospectively if required.

Automatic updates

The program can search for program updates automatically. You can set the interval in the default settings in the **General** section. You can also trigger a manual search for updates at this point.

If an update is found, it is displayed in a separate window together with the version information. If you confirm this dialogue, the new version will be downloaded and will replace the existing program. The first time the new version is started, the user is asked for an administrator password. This is necessary to update the "Addressbook Plug-in" and "Fax Printer Driver" components. If this password is rejected, these components may no longer function correctly!

Configuration

You can configure the program's behaviour in the general settings:

- ◆ Display the start screen (can also be deactivated)
- ◆ Automatic start when the user logs on under Mac OS (e.g., after booting the computer)
- ◆ Automatic log-off for fast change of user (e.g., if multiple users are sharing a workstation)
- ◆ Automatic log-on if there is no connection to the Gigaset server (e.g., after the program start)
- ◆ Keyboard shortcut for the "Start new call ..." window

You can also configure whether and how often the program should search for updates on the Internet. You can also, however, search for updates manually at any time independently of this.

Account

After installation, the window for configuring the user account opens automatically. In this window you must enter the following information:

- ◆ **Username:** your Gigaset login ID for the PBX
- ◆ **Password:** the password associated with the login ID
- ◆ **Server Address:** name or IP address of the Gigaset server

The **Server Port** for XMPP is preconfigured with 5222. Port 5223, which was used previously to establish a secure connection, is not supported.

Events

The program allows you to freely configure the behaviour of all events. For example, you can set which events will appear and whether they should close again automatically. You might, for instance, configure that error messages are closed automatically or outgoing calls remain permanently visible.

Updates

You can manually specify the number of entries loaded from the PBX for call, fax and voicemail lists. This also applies to the period for which the entries should be held available locally on the Mac, as well as the interval at which the display is automatically refreshed.

Please note: The more frequently the local datasets are refreshed, the greater the load for the PBX. Large numbers of accesses caused by short intervals, for example, (including via the client for iPhone®) can impair the performance of your Gigaset PBX.

Hotkey via the services menu

Gigaset Client for Mac[®] offers the option to dial marked text from any application directly on the PBX by means of the relevant service. For this, in the system settings of Mac OS 10.6[®] and above, go to "Keyboard → Keyboard shortcuts", look for the entry **Dial with Gigaset client** and tick the box or set the keyboard shortcut.

Using Gigaset PRO Client for Mac[®]

Call notifications

Gigaset Client for Mac[®] provides information about incoming and outgoing calls by means of practical notification windows (pop-ups). You can reject or end calls using the red receiver icon. You can initiate a call-back to the displayed participant using the green receiver icon. Incoming calls that are ended before you pick up are displayed as missed calls. Multiple missed calls from the same participant are collated in just one notification.

Initiating calls

The useful "Place call" window can be opened at any time and from any application by means of the configured keyboard shortcut. You can now transfer a phone number to the text line manually or by inserting it from the clipboard (Apple V). If letters are entered manually, the system looks for corresponding entries in the Mac OS X[®] addressbook. Possible hits are then displayed in a list beneath the input field.

You can now navigate within this list either with the arrow keys on the keyboard or with the mouse. If a contact has more than one phone number, you can choose between them via a submenu. Contacts for which there is no phone number do not appear in the list. Press the return key (Enter) or click on the required entry to confirm and copy the corresponding phone number into the input field. You can now initiate the outgoing call by simply pressing the return key (Enter) to confirm the phone number in the input field, or alternatively by clicking on the button with the receiver icon. If you hold the mouse button down briefly when clicking on the button, a small menu will appear in which to select the end devices on which to establish the call.

Call, fax and voicemail lists

From Version 1.5 and above, Gigaset Client for Mac[®] can display the call, fax and voicemail lists of the Gigaset PBX. Individual or multiple entries can be selected in the list. You can accordingly carry out the following actions for the current selection:

- ◆ Call back the other participant via the receiver button in the toolbar or the context menu (right-click)
- ◆ 'Quicklook' at contact details, voicemail (play back) or fax (view) via the eye button in the toolbar or the context menu (right-click)
- ◆ Delete the selected entry or entries on the PBX via the delete button in the toolbar or the context menu (right-click)
- ◆ Copy or open the dataset associated with the relevant contact in the Mac OS X[®] addressbook
- ◆ Save voicemails (as a WAV file) or faxes (as a PDF file) via the context menu (right-click) or by dragging & dropping straight from the list
- ◆ You can download entries retrospectively via the context menu (right-click) if an entry you are looking for is outside the interval set in the settings for local data records.

You can also browse the currently displayed list live via the input field in the window's toolbar.

The entries are repeatedly refreshed according to the settings (the default setting is 10 minutes). However, you can also refresh the display manually at any time via the "Refresh" button in the call list window toolbar. This transfers new entries from the PBX to Gigaset Client for Mac.

Configuring call diversions

The program lets you display and change Gigaset PBX call diversions. To do this, select the entry **Call Diversion** in the menu. This opens the window for call diversions. At the top edge of the window, select which diversions (**Always, Busy, Timeout**) are to be displayed. You can activate and deactivate diversions by means of the checkbox at the left edge of the list. You can define either a voicemail box or a phone number to be the destination. The settings you make are transferred to the PBX when you click on **Save** or **Apply**. If you click on **Cancel**, the window will close again without transferring settings to the PBX. If you click on **Refresh**, the display will be replaced with the current server settings.

Sending faxes

A fax printer driver is installed at the same time as the program (admin authentication required). This allows you to fax outgoing documents over Gigaset PBX. This fax solution is available in each program via the print dialogue. If you open the print dialogue via "File menu → Print ..." (Command-P), you can select **Gigaset Fax** as the printer. In the screen that follows you can set the receiving numbers and initiate transfer by clicking on **Fax**. If the full dialogue is not displayed automatically, click on the small triangle next to the dropdown box for the printer selection.

Important information: In Mac OS X 10.5® it is possible to click on **Fax** without inputting a receiving number. Although this closes the dialogue, the document is not transferred to the printer queue. In this case, the fax will not be sent!

The Mac OS X® printer queue allows individual jobs or whole queues to be put on pause. The Gigaset Fax Printer Driver does not support this function! You cannot interrupt the sending of faxes once they are in the queue. Use of this function may mean that faxes that have been sent successfully have to be removed from the list manually. However, a message will signal whether the fax has been sent successfully or not.

Dialling from the addressbook

Calls can also be initiated directly from the Mac OS X® system addressbook. To do this, you simply need to click on the labelling for the phone numbers and select **Dial with Gigaset client** in the menu that appears. The required phone number will immediately be transferred to the PBX and used as the destination number for an outgoing call.

Dialling via the services menu

Gigaset Client for Mac® offers a service for initiating a call in the services menu of Mac OS X®. This is available in every application as soon as text is marked. This text fragment is then transferred to the PBX and used as the destination number for an outgoing call.

Debug mode

As soon as you start debug mode, the program generates two log files (**UCIAgentDebugLog.txt** and **UCIClientDebugLog.txt**), which can be found under ~/Library/Logs. To activate debug mode, press and hold the command key (apple key) and click on the icon in the menu bar. An additional menu item "Debug" will then appear.

Deinstallation

In addition to its own program, Gigaset Client for Mac® installs the following files or directories, which can be deleted by means of a hidden menu entry:

- ~/Library/Application Support/Gigaset Client/
- ~/Library/Address Book Plug-Ins/GigasetABDialer.bundle
- ~/Library/Preferences/de.Gigaset.Gigaset-Client.plist
- ~/Library/Preferences/de.Gigaset.UCIAgent.plist
- /Library/Printers/Gigaset/
- /Library/Printers/PPDs/Contents/Resources/GigasetFax.ppd.gz

Even if the Gigaset Client for Mac debug mode has only been activated temporarily, the following files will also have been created:

- ~/Library/Logs/UCIClientDebugLog.txt
- ~/Library/logs/UCIAgentDebugLog.txt

Addressbook plug-in

If you still have an old version of the Mac addressbook plug-in installed, all you need to do is remove the relevant installation files from the relevant directory in which you have also installed the plug-in.

There are also files to be deleted in the following directory:

- ~/Library/Address Book Plug-Ins/

Please be careful not to remove the above-mentioned Gigaset Client for Mac® files!

Gigaset Client for iPhone®

Please note

System requirement for Gigaset Client for iPhone® is an Apple iPhone 3G®, iPhone 3GS®, iPhone 4® or Apple iPod touch, iOS 4.1® or higher, Internet access (WLAN or data tariff) for communication with Gigaset.

Gigaset Client for iPhone® (or "iPhoneClient" for short) is a native mobile integration from iOS 4.1® that can be acquired for a fee via the Apple App Store.

Features

- ◆ Display Gigaset call lists on the iPhone®
 - Callback via the Gigaset PBX
 - Deletion of entries on the Gigaset PBX
 - Name resolution from the local iPhone addressbook
 - Filter for incoming, outgoing or missed calls
- ◆ Make calls to iPhone contacts via the Gigaset PBX
 - Select local data record - connect via Gigaset
- ◆ Display voicemails on the PBX
 - Play back voicemails by calling from the Gigaset PBX
 - Deletion of voicemails on the PBX
- ◆ Configuration of redirections for numbers on the Gigaset PBX
 - Display all possible redirections (always/busy/timeout)
 - Activate/deactivate redirection
 - Select destination for redirection (phone number/voicemail box)
- ◆ Place call via keypad
- ◆ Up to five different dialling modes always ensure cost-efficient calling.
 - "Call-Back" dialling mode initiates the call from the PBX to the iPhone® and then connects to the destination.
 - "iPhone" dialling mode initiates the call directly via the iPhone®.
 - "Telephone" dialling mode initiates the call on any of the user's terminals.
 - "Call-Through" dialling mode initiates the outgoing call from the iPhone® to the PBX and then connects to the destination.
 - "BRIA" dialling mode initiates the outgoing call via the "Bria iPhone Edition®" softphone if installed.

Configuration

Login

- ◆ Server: address of the Gigaset PBX that can be reached from the Internet (without [http://]).
- ◆ Port: port via which the Gigaset XMPP service can be reached from the Internet (default is 5222).
- ◆ Use TLS: activates use of a secure connection up to the Gigaset.
- ◆ LoginID: your login ID on Gigaset (e.g., 0001)
- ◆ Password: the password associated with the login ID

Dialling modes

When a telephone call is initiated from the call lists, contacts or via the number pad, the app makes available up to five different dialling modes:

◆ Dial via Call-Back

In this process the iPhone® is called first by the PBX on the number entered in the iPhone settings and only then is the second participant called. The configured phone number of the Gigaset user is signalled to the second participant instead of the mobile number. This, however, incurs mobile phone charges for the PBX! The process initiates two outgoing calls for the user.

◆ Dial via iPhone

In this case, the selected phone number is called directly via the iPhone® without being routed through the Gigaset. The phone number signalled at the destination is that of the iPhone. As a consequence, internal phone numbers on the Gigaset cannot, of course, be reached.

◆ Dial via Device

When the call is initiated in this mode, any end device assigned to the user can be selected to conduct the call.

◆ Dial via Call-Through

This dialling mode requires active configuration of the Call-Through module on the Gigaset system. Here the phone number of the module entered in the settings is called from the iPhone® and, as soon as the call has been established, the destination number is transmitted via DTMF. If the Call-Through module answers this call, the call is forwarded to the destination phone number. In this case only an outgoing call is initiated on the Gigaset.

◆ Dial via Bria

Only available if the "Bria iPhone Edition®" app is installed in the device. Opens the Bria softphone if required and transmits the selected phone number. The outgoing call can now be initiated via Bria. If Bria is registered as a SIP phone on the PBX, it is possible to call internal phone numbers. For all other numbers the Gigaset initiates an outgoing call.

Refresh

Gigaset Client for iPhone® allows the following configurations with regard to refreshing call and voicemail lists:

- ◆ **On Start:** Entries are automatically synchronised with Gigaset when the app is started (default is "off").
- ◆ **On Interval:** Providing the app is open, entries are automatically synchronised with Gigaset at intervals you can set (default is "off").
- ◆ **Store Period:** Entries older than the period configured here are no longer stored locally on the iPhone (default is **3 Months**).
- ◆ **Fetch Entries:** Maximum number of entries that should be downloaded at once from the Gigaset PBX (default is 25).

Using Gigaset Client for iPhone®

Initiating calls to play back voicemails

Apart from the dialling modes described above, the Gigaset establishes an outgoing call to play back voicemails just as it always has. In such cases, Gigaset Client for iPhone® informs the Gigaset PBX via the data connection, which then establishes the calls for both participants. As a result, an incoming call is first signalled on the iPhone by its own Call Director on the Gigaset. Only when this is accepted is the voicemail played back. At this point there is no longer any data connection.

Troubleshooting

No connection

This message indicates that the app was unable to reach the Gigaset server. There may be several reasons for this, which can all be acknowledged with the same error message:

Problem: The device is not currently connected to the Internet.

Solution: Wait until the connection is re-established via WLAN/UMTS/GSM.

Problem: The connection is very poor. The Gigaset cannot reply within 10 seconds.

Solution: Usually only occurs in GSM networks. Use of the app in a network with very short execution times (WLAN/UMTS).

Problem: The entered host name cannot be reached or is not routed.

Solution: The server name has been entered incorrectly (e.g., with a space) or cannot be reached from the public Internet.

Problem: The entered port is not routed and Gigaset cannot be reached by it.

Solution: The XMPP port (default: 5222 also for TLS) must, if necessary, be opened in a firewall.

Login failed

This message shows that, although the app could reach the Gigaset server, the login did not succeed.

Problem: The login ID and/or the password are incorrect.

Solution: Enter the login ID and password again, taking care with special characters and spaces.

Problem: The app has not logged off properly from the server (e.g., as a result of losing the Internet connection on the end device).

Solution: After 10 minutes the Gigaset allows renewed login for connections that have been unexpectedly interrupted.

Miscellaneous

Problem: When a contact is displayed in the call list under iOS4 the app crashes.

Solution: Upgrade to Version 1.5. Version 1.0 has only been tested to iOS 3.1.3®.

Problem: Gaps in call lists/call lists differ from Gigaset Web UI.

Solution: Increase the number of entries to be retrieved since the last refresh (default is 25). From Version 1.5, entries since the last refresh are completely filled.

Problem: Initiating a call via the Gigaset fails/no response

Solution: Check whether the Gigaset can reach the phone number configured in the app; if necessary, modify the routing for this phone number.

Key combinations

On the phone

* 2	+ Phone number	Highlights the call as private. It will be identified accordingly in the CDR.
* 3 2	+ Group ID	Logging the user in to the group
* 3 3	+ Group ID	Logging the user out of the group
* 6	+ Speed dial	Calling a phone number using speed dial
* 7 7	+ Login ID	Logging the user on to the phone
* 7 8	+ Login ID	Logging the user out of the phone
* 7 9		Logging all users out of the phone
* 8	+ Internal phone number	Picking up a call for the user with this phone number (call grabbing)
* 8		Randomly picking up a call (call grabbing)
* 9	+ ID for a voicemail box	Checking a voicemail box
* * *	+ digit +	Establishing a call via a line with corresponding line prefix

During the call

* *		Call2Go: transferring the call to the user's other phones
* 1		Recording the call and sending as a voicemail
* 2		Transfer with consultation: After entering the combination, a voice menu is heard to specify the required target call number. The current call is put on hold during this. After the consultation with the participant at the target call number, the caller on hold is transferred by hanging up.

Additional service features

- + target call number
-
- + target call number
-
- + target call number
-
-
-
- +00 to 99
(Holding space ID)
-
-

- Activate general redirection for all calls to the target call number (always redirection)
- Deactivating redirect
- Activating redirection of all calls on busy to the target call number
- Deactivating redirection of all calls on busy
- Activating redirection of all calls when time limit exceeded (no reply) to the target call number
- Deactivating redirection of all calls when time limit exceeded (no reply)
- Activating callback on busy
- Deactivating callback on busy
- Parking a call on hold in a holding space or collecting it from the holding space
- Activating DND for all phones
- Deactivating DND for all phones

Moderating a conference

-
-
-
-
- ...

- ...

- ...

- ...

- Calling up voice menu for control options
- Activating and deactivating mute (microphone)
- Asking to speak, if muted by the moderator
- Moderator: Blocking and unblocking conference
- Reducing earpiece volume; pressing 4 several times reduces the volume. 8 must be pressed to confirm the command.
- Increasing earpiece volume; pressing 6 several times increases the volume. 8 must be pressed to confirm the command.
- Reducing microphone volume; pressing 7 several times reduces the volume. 8 must be pressed to confirm the command.
- Increasing microphone volume; pressing 9 several times increases the volume. 8 must be pressed to confirm the command.

Supported phone models

Gigaset pro IP phones

Gigaset DE310 IP PRO

Gigaset DE410 IP PRO

Gigaset DE700 IP PRO

Gigaset DE900 IP PRO

Gigaset pro DECT IP phones

Gigaset N510 IP PRO base station

Gigaset N720 DECT IP Multicell System

Customer care

Questions? For rapid assistance, refer to this user guide or visit www.gigaset.com/pro. The trade outlet where you bought your PBX will be happy to help with further questions relating to your Gigaset Professional PBX.

Questions and answers

If you have any queries about the use of your telephone, visit our website at www.gigaset.com/pro.

Authorisation

We, Gigaset Communications GmbH, declare that this device meets the essential requirements and other relevant regulations laid down in Directives 2004/108/EC and 2006/95/EC.

A copy of the Declaration of Conformity is available at this Internet address: www.gigaset.com/docs



Environment

Our environmental mission statement

We, Gigaset Communications GmbH, bear social responsibility and are actively committed to a better world. Our ideas, technologies and actions serve people, society and the environment. The aim of our global activity is to secure sustainable life resources for humanity. We are committed to a responsibility for our products that comprises their entire life cycle. The environmental impact of products, including their manufacture, procurement, distribution, utilisation, service and disposal, are already evaluated during product and process design.

Further information on environmentally friendly products and processes is available on the Internet at www.gigaset.com.

Environmental management system



Gigaset Communications GmbH is certified pursuant to the international standards ISO 14001 and ISO 9001.

ISO 14001 (Environment): Certified since September 2007 by TÜV SÜD Management Service GmbH.

ISO 9001 (Quality): Certified since 17/02/1994 by TÜV SÜD Management Service GmbH.

Disposal

Batteries should not be disposed of in general household waste. Observe the local waste disposal regulations, details of which can be obtained from your local authority.

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.



This crossed-out wheeled bin symbol on the product means the product is covered by the European Directive 2002/96/EC.

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 local council refuse centre or the original supplier of the product.

Index

A

Activating a module	36
Addressbook	
editing contact	25
new contact	23
speed dial number	24
Answering machine see Voicemail box	
Area code	57
Authorisation	72
Avatar	42

B

Blind transfer	16
Browser	
prerequisites	8
recommended	8
Busy lamp field key	
making a call	30
picking up a call	30
Busy lamp field keys	
call status	28

C

Call	
accepting	14
active	16
deleting from call list	22
diverting	15
ending	14
forwarding to voicemail box	15
holding	16
incoming	14
initiating	11
initiating from addressbook	22
initiating from call list	22
redirecting	21
transferring	16
transferring after inquiry call	17
Call list	22
deleting call	22
Call manager	10
Call task	12
status	12
Call waiting	43
Callback when the number is busy (CCBS)	34
CCBS	34
Changing core data	42

Conference	38
ending	20, 40
moderator	40
planning	38
privilege	40
removing participants	40
starting	39
templates for invitational e-mail	38
Conference, spontaneous	
initiating	19
initiating from inquiry call	18
Contact	22
adding to addressbook	23
detailed view	23
importing	24
CTI (Computer Telephony Integration) ..	52
Customer care	72

D

Detailed view of a contact	23
Directory	22
Disposal	73
DND	33

E

Editing an image	42
E-mailing via busy lamp field keys	31
Environment	73

F

Fax list	41
Fax preferences	42
Fax printer driver	55
Forwarding	
to phone number	15
to voicemail box	15
Function key	
activating a module	36
assigning	27
CCBS	34
DND	33
logging in to groups	33
logging out of groups	33
Park&Orbit	35
redirection	31
speed dial	15

G

- Gigaset Client for iPhone..... 65
 - dialling modes..... 66
 - logging in 66
 - making a call 67
 - troubleshooting 67
 - updating lists 67
 - using 67
- Gigaset MS Outlook Connector..... 56, 60
 - configuring..... 57
 - downloading 56
 - installing 56
 - using 58
- Gigaset pro Client for Mac..... 60
 - addressbook..... 63
 - call diversion 63
 - call notification 62
 - call, fax and voicemail lists 62
 - configuring..... 61
 - debug mode 64
 - deinstalling..... 64
 - messages 61
 - placing a call 62
 - putting into service 60
 - refreshing the display 61
 - sending faxes..... 63
 - user account..... 61
- Gigaset pro Fax 55
- Gigaset pro TAPI 52
- Gigaset pro WinClient 52
- Gigaset PRO Windows Client
 - configuring..... 53
 - downloading 53
 - installing 53
 - quick dial..... 54
- Group..... 50
 - phone number display 21

I

- iFMC..... 44

K

- Key labelling..... 37

L

- Login.....8
- Login ID.....8

M

- Main window
 - menu bar.....9
- Menu bar.....9
- Message
 - format 26
 - playing back..... 26
- Modifying function windows..... 50

O

- Outlook integration 56
 - call processing..... 57
 - contact folder 57
 - phone number fields..... 57
 - telephony settings 57

P

- Park&Orbit 35
- Password.....8
- Phone
 - primary 43
- Phone number
 - CID withheld 44
 - dialling..... 12
 - dialling from redial list..... 12
 - displaying 44
 - entering..... 11
 - of a group..... 21
- Primary phone..... 43
- Privilege in conference 40

Q

- Questions and answers 72

R

- Redial
 - when busy 13
- Redirect 21, 31, 43
- Redirection keys 32
- Request for conference 19

S

- Sending faxes from applications..... 55
- Speed dial 15, 31
 - in addressbook 24
- Status of call connection..... 12
- Storing phone numbers 44

Index

T

TAPI (Telephony Application Programming Interface).....	52
Telephone	
selecting for call	11
Telephone care	72
Telephone conference see Conference	
Telephones	
key labelling.....	37
Transfer	
after inquiry call	17
blind.....	16
Troubleshooting	72

U

UI elements.....	5
User	
login.....	8
User interface.....	5
User language	42

V

Voicemail.....	26, 46
settings	26
Voicemail box.....	46
recording announcement.....	48
saving a message	22

W

Web browser see Browser	
Windows	50
Windows Client	52

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