

# Gigaset

## T640 PRO - T440 PRO

### User Guide

**Gigaset**pro

INSPIRING CONVERSATION.



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## Introduction

The Gigaset T440 PRO / Gigaset T640 PRO PBXs offer extensive options for operating and configuring your phones.

This User Guide describes the **user** functions.



Information about PBX **administration** functions can be found in the Administrator Guide.

## Registering on the PBX

For you to use the functions of the PBX, your phone must be registered on the PBX with the extension assigned to you by the administrator.

### To register

- ▶ On the phone, press **[\*]** **[0]** <extension> ▶ Press the handsfree key **[☎]** ... You will be asked to enter your PIN ▶ Enter the PIN ▶ Confirm with **[#]** **[AA]**

Following successful registration, the extension number and your name (abbreviated if necessary) will appear in the phone's display.

**Example:** Extension = 103, PIN = 12345

- ▶ **[\*]** **[0]** **[1]** **[0]** **[3]** **[☎]** ... Request from PBX ... **[1]** **[2]** **[3]** **[4]** **[5]** **[#]** **[AA]**



You can obtain the extension number and PIN from the administrator. The PIN is the same as your password for logging on to the user interface (→ page 3)

### To de-register the phone from the PBX

- ▶ On the phone, press the **[\*]** **[0]** **[\*]** **[☎]** keys.



If you register your extension on another phone, the first phone will automatically be de-registered.

## User interface

Your Gigaset T440 PRO / Gigaset T640 PRO comes with a Web user interface and can be configured using a browser on any computer in your local network. Via the interface you can make calls, make settings for your phone, access the call list, voicemails, the personal phone book of the extension and the company phone book.



Access to functions of the user interface can be restricted by the administrator by assigning rights to specific users or user groups. Therefore you may find that not all functions described in this guide are available to you.

## Logging on

To log on to the user interface, you need the IP address of the PBX and a user name with password.




The user name and password (PIN) are linked to the extension. If you use more than one phone (e.g. a desktop phone and a DECT handset), you will have more than one extension and a separate user name for each one. You make settings for each of your phones via the user name of the respective extension. Data that you use for all of them, e.g. your personal phone book, can be synchronised via an import/export function.

- ▶ Open a standard Web browser on your computer.
- ▶ In the address field enter the IP address of the device, e.g. `http://192.168.0.50` ▶ ... The **Login** screen is displayed.
- ▶ Enter the user name (**Username**) and corresponding **PIN** ▶ Click **Login** ... The user interface start screen (**Home**) opens (→ page 7).



To change the password: → Personal profile, page 4.


## Logging off


To log off from the user interface: ▶ Select  **Profile** ▶ **Logout**

## User interface elements

Switches:  ON  OFF Enable/disable a function

In lists:  Add entry  Edit entry  Delete entry

Help:  Download the available documentation in PDF format

 Get help on the current screen

### Filtering lists

Details of callers and contacts are provided in lists. To reduce the number of listed entries or to search for specific entries, you can filter these lists.

#### Alphabetical filter

Lists which can be filtered by letters of the alphabet have an alphabet bar above them.



- ▶ Click on a letter in the alphabet bar.


Only entries beginning with the selected letter are shown. Which field(s) are used for filtering depends on the list.

For example, the user list is filtered by last name only, while the contact list is filtered by last name and first name. Clicking on **A** in the user list shows all users whose last name begins with A, while clicking on A in the contact list shows all contacts whose first or last name begins with A.



#### Name or number filter

Depending on the type of list, different search fields are available to search for specific individual or multiple entries, e.g. **Name** or **Number** in a contact list or **MAC address** or **IP address** in the phone list.



- ▶ Enter one or more letters/numbers in a search field. ▶ Click on  ... Only entries beginning with the character(s) entered in the search field are still displayed.

#### Clearing filters

- ▶ Click on  ... The filter is cleared. ▶ Click on  ... The list is refreshed so all entries are shown again.

### Personal profile

For each user a personal profile is set up containing the following information:

- **First name**, **Last name** and **E-mail address** according to the user entry
- The **Extension** that has been assigned to the user
- The language used for the user interface
- Any personal phone numbers

### Checking/Adding to your personal data


- ▶  **Profile** ▶ **Personal data**

#### To add personal phone numbers

- ▶ Enter the phone numbers in the **Mobile** and **Home** fields ▶ **Save** ... The numbers are added to your entry in the internal phone book (→ page 11).


#### To add a caller display picture

**Formats:** PNG, GIF, TIFF, JPG

- ▶ Click on  ▶ Select a picture from the file system of your computer or network ... The file name is shown in the text field ▶ **Save** ... the picture is downloaded and shown

**Deleting the picture:** ▶ Click on  ▶ Confirm with **OK**.

## Changing the PIN

- ▶  Profile ▶ Change PIN ▶ Enter the current PIN ▶ Enter the new PIN ▶ Repeat the new PIN ▶ Save

## Changing the language

- ▶  Profile ▶ Change language ▶ Select the desired language ▶ Save



Changing the language also applies to the phone display.

## User groups

The administrator can assign users to different groups according to their tasks:

### Call pickup group

Members can pick up calls from the other members of the group (group pickup).

### Hunt group

All members can be reached via the same incoming phone number. A Hunt group is given its own extension. A call to this extension is signalled simultaneously or consecutively on all extensions assigned to the Hunt group.

### Queue

Callers to a particular extension are held in a queue and put through to the members of the group (agents) according to defined rules.

To work as an agent of a queue, you must log on to the queue if you are willing to accept calls. You log off again when you are no longer available for the queue.

Log on: ▶ \*  <Extension>

Log off: ▶ \*  <Extension> \*


Log off from all queues: ▶ \*  \*

<Extension> is the extension number of the queue.



An incoming call for a queue extension number is indicated by the queue name on the phone display.

## User menu – Overview

► Open the menu with  in the start screen of the Web user interface.

Depending on which rights you have been assigned by the administrator, you may not be able to use all the functions listed here or you may have access to additional ones.

Contacts	Internal	→ page 11
	Global	→ page 11
	Private	→ page 11
Call Lists	All calls	→ page 15
	Dialed	→ page 15
	Answered	→ page 15
	Missed	→ page 15
Call Forwarding	Call Forwarding	→ page 16
	Parallel call	→ page 16
FAX		→ page 18
Monitor	Extensions	→ page 19
	Queues	→ page 19
Features	Wake up call	→ page 20
User Settings	Service attributes	→ page 20
	Keys	→ page 21
	Ringtones	→ page 22
	Contacts import/export	→ page 13

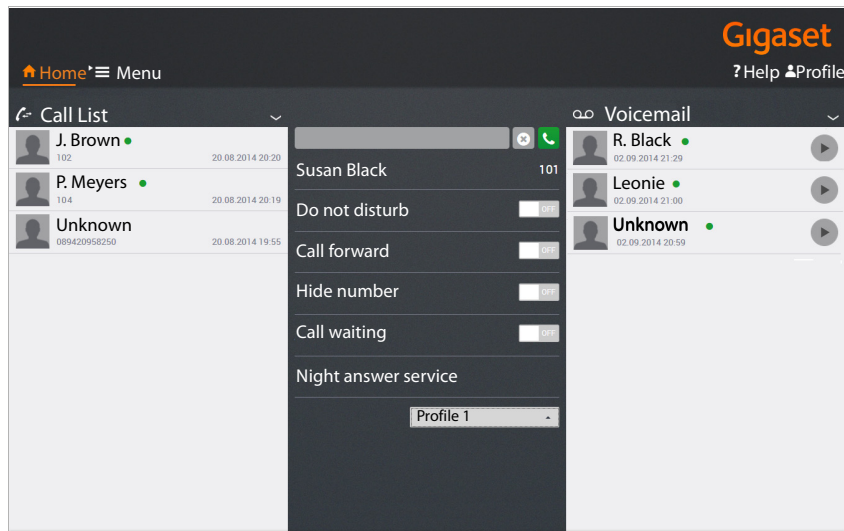


## Phone functions

Via the user interface of the Gigaset T440 PRO / Gigaset T640 PRO, you can access important functions of your telephone from a computer.

**Requirement:** Your phone must be registered on the PBX (→ page 2).

### Home – start screen of the user interface



The name and extension of the user who is currently logged on is displayed below the input field in the middle block.

All the settings you make via the user interface will also be saved to the phone and vice versa.

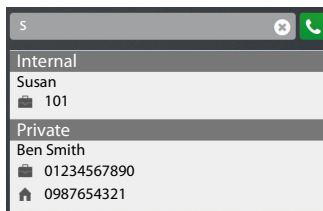
### Making a call

- ▶ Enter the phone number in the input field ▶ Click on



or

- ▶ Enter the first character(s) of a name (first name or last name) contained in one of the contact lists (**Internal**, **Global** oder **Private**, → page 12) in the input field . . . all contacts that match the input are shown with their phone numbers ▶ Click on the desired number



The number is displayed in a window ▶ Click **Start call on phone**.

- ▶ Pick up the handset of your phone or press the handsfree key . . . The call is started.

You can also start calls from within the call list (→ page 9), the voicemail list (→ page 10) or a phone book (→ page 11).

### Phone settings

You can make the following phone settings via the PBX start screen.

Enable/disable a function: ▶ Click the **ON/OFF** button next to the desired function.



#### Do not disturb

If this function is enabled, the phone does not ring when a call comes in. The caller hears a message that the person they are calling is not available.

#### Call forward

**Requirement:** You must set up a default number for call forwarding (→ page 16).

All calls to your extension are forwarded to the default number. The set phone number is displayed if the function is enabled.



Activating/deactivating default call forwarding directly at the phone:

Activating: ▶ \* 2 ext

Deactivating: ▶ \* 2 ext

#### Hide number

Enable this function if you want to call anonymously. Your phone number will not be shown to the person you are calling. You can make detailed settings for the caller display in the **Service attributes** screen (→ page 20).

## Call waiting

If this function is enabled, calls that come in while you are on the phone are indicated by an audible signal. You can also set this function in the **Service attributes** screen (→ page 20).



Enabling/disabling call waiting directly at the phone:

Enabling call waiting: ▶ \* 9 ext 2 ext

Disabling call waiting: ▶ \* 9 ext 2 ext \*

## Night answer service

Incoming calls to your extension can be handled differently, depending on the day of the week and time. For example, calls that come in between 9.00 a.m. and 5.00 p.m. are signalled on your phone, while calls arriving at other times are forwarded to a central phone number or your voice-mail. You can choose from nine different profiles.

**Prerequisite:** Profiles must be defined and enabled by the administrator.



Activating/deactivating night answer service directly at the phone:

Activate: ▶ \* 3 ext 8 ext 1 ... 9 ext for profil 1 - 9

Deactivate: ▶ \* 3 ext 8 ext

## Call list

The call list shows answered, dialled and missed calls on your phone. The lists correspond to the call lists on your phone.

The following information is displayed:

- Name (if stored in your contacts list; possibly also picture) and phone number
- Date and time of the call
- Type of call:  
red: missed call  
black: accepted call

Internal callers who are logged on to the PBX are indicated by a green dot.

▶ To update the list: ▶ Click on **Home**.

▶ To clear the list: ▶ Click on ▶ Select **Clear**.

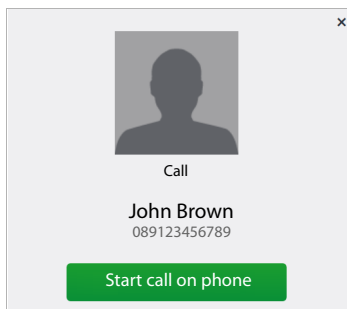
Call List		
	J. Brown ● 102	20.08.2014 20:20
	P. Meyers ● 104	20.08.2014 20:19
	Unknown 089420958250	20.08.2014 19:55


## Phone functions

### Starting a call from the list

- ▶ Click on an entry ... A window opens with information about the call (caller, phone number).
- ▶ Click the **Start call on phone** button.
- ▶ Pick up the handset ... The call is connected.

To close the window: ▶ Click on  or anywhere outside the window.



The call lists are also available under  
▶  Menu ▶ Call Lists (→ page 15).

## Voicemail

The **Voicemail** window shows your voicemail calls.

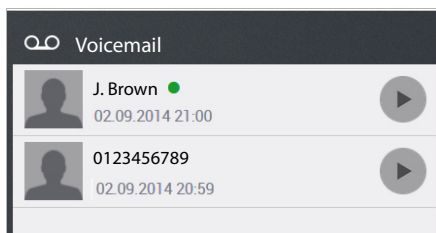
**Requirements:** Voicemail must be set up for your extension and you must set up call forwarding to your voicemail (→ page 16).



The following information is displayed:

- Name (if stored in your contacts list; possibly also picture) or phone number
- Date and time of the call



Internal callers who are logged on to the PBX are indicated by a green dot.

There is no distinction between new and already heard messages.



- ▶ To update the list: ▶ Click on  Home.
- ▶ To clear the list: ▶ Click on  ▶ Select **Clear**.

### To listen to a message

- ▶ Click on  next to the entry ... A window opens with information about the call.
- ▶ Click on  ... The message is played via the speaker of the PC/laptop.



For every extension, a voicemail service with the same number is set up by default. The administrator can specify a different extension number for the voicemail or deactivate it.

## Contacts

The PBX provides the following phone books:

- **Internal:** contains all extensions that are registered on the PBX and their users
- **Global:** contains a company phone book provided via the PBX
- **Private:** contains contacts that you can enter and maintain yourself

The phone books are available on the Gigaset phones as follows:

**Internal:** Internal phone book, e.g. available on Gigaset Pro desktop phones via the navigation key

or: within the **Contacts** menu as **Central phone book** ▶ **Internal**

**Global:** within the **Contacts** menu as **Central phone book** ▶ **Imported**

**Private:** within the **Contacts** menu as **Central phone book** ▶ **Personal**



## Finding a contact and dialling their number

In the **Contacts** screen you have access to all phone books.

- ▶ **Menu** ▶ **Contacts** ▶ Select the phone book (**Internal** | **Global** | **Private**)

Internal
Global
Private

---

Contacts

Name  Number

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

John Black, Organ.	123456	12345666	777788888		
Susan Brown, Comp.	654321	01234567	1987654		

### To search for a contact

- ▶ In the **Name** field enter the first letter(s) of the first or last name and/or in the **Number** field enter the first digit(s) of the phone number ▶ Click on

or

- ▶ Click on a letter in the alphabet bar.




All entries that match the search option are displayed.

**Example:** Entry in **Name** field: Su                      Entry in **Number** field: 089

All entries whose first or last name begins with "Su" and whose phone number begins with "089" are displayed.

## Contacts

An entry contains the following information (if available):

- First name Name, Company
-  Work phone number
-  Mobile phone number
-  Home phone number

### Dialling from the phone book

▶ Click the desired number ... ▶ Pick up the handset ... The call is connected.

---

## Adding a new contact / Editing a contact



In the **Private** phone book you can add, edit or delete contacts. When you save personal contacts they are also visible in the phone book on the telephone.

▶  **Menu** ▶ **Contacts** ▶ **Private**

To enter a new contact: ▶ Click on **Add Contact**

To edit a contact: ▶ Click on  next to the entry you want to edit.


Add Contact

First name	<input type="text" value="Martin"/>
Last name	<input type="text" value="Becker"/>
Company	<input type="text" value="Company"/>
Office	<input type="text" value="089987654321"/>
Mobile	<input type="text" value="0179674545454"/>
Home	<input type="text" value="085612345678"/>
Image	 <input type="text" value=""/> 

▶ Enter the contact details. You must enter at least one name (**First name** or **Last name**) and the work phone number (**Office**).

▶ Add a picture: The picture will be displayed in the call list when you receive a call from this contact.

**Formats:** PNG, GIF, TIFF, JPG

▶ Click on  ▶ Select a picture from the file system of your computer or network ... The file name is shown in the text field

▶ **Save** ... The entry is added to your personal contacts and saved to the phone.

The entry appears in your personal contact list as follows:

First name Last name, Company  Office  Mobile  Home



Entries in the **Private** phone book are only associated with the user name under which you are working, and thus only with the corresponding extension. If you also want to use the phone book on a different extension registered in your name, you need to export it here and import it under the other user name (→ page 13).

## Exporting / Importing contacts

You can import contacts from other phone books into your personal phone book or you can export your personal phone book. The data is moved via CSV files (Comma-Separated Values).

### To export contacts

- ▶  Menu ▶ User Settings ▶ Contacts import/export ▶ CSV export

Export contacts

Encoding	<div style="border: 1px solid #ccc; padding: 2px;">UTF-8 ▼</div>
Separator	<div style="border: 1px solid #ccc; padding: 2px;">Semicolon ▼</div>
Header	<input type="checkbox"/> OFF

- ▶ Select the **Encoding** type (UTF8 or ISO) and **Separator** (comma or semicolon) for the export file.
- ▶ Enable **Header** if the first line of the file is to contain a header.
  - Enabled: The first line of the export contains  
First name,Last name,Company,Number,Mobile,Home
  - Disabled: Only the contacts are exported.
- ▶ Start the export: ▶ Click on **Download CSV** ▶ Select the storage location for the file in the file system and, if applicable, enter a file name. Default: pr\_pb\_<user\_name>.csv



The storage location for the file and file name can only be selected or entered if this is allowed by the settings in the browser for downloading files.

### To import contacts

An import file with the contacts must be stored locally on your computer or in the network.

File format: First name,Last name,Company,Number,Mobile,Home

Separator: Comma, semicolon or tab

Example with semicolon and header:


First name;Last name;Company;Number;Mobile;Home


Peter;Brown;Company;123456789;01784567;083416786

Susan;Black;Org;987654321;015679787878

- ▶  Menu ▶ User Settings ▶ Contacts import/export ▶ CSV import


Import contacts






Import file	<input type="text" value="pr_pb_demo.csv"/> 
Encoding	<input type="text" value="UTF-8"/> ▼
Separator	<input type="text" value="Comma"/> ▼
File includes header	<input type="checkbox"/> OFF

- ▶ Click on  ▶ Select the file from the file system of your computer or network
- ▶ Select the encoding type (UTF8 or ISO) ▶ Select the separator to be used
- ▶ **File includes header**
  - Enabled: The first line of the file is not entered as a contact
  - Disabled: The first line is entered as a contact
- ▶ Click on **Upload** ... The entries are displayed as a table for you to check
- ▶ Click on **Import** ... The entries are imported into your personal phone book. This takes place even if a contact with identical data is already contained within the phone book.






## Call lists

▶  Menu ▶ Call Lists

All calls	Dialed	Answered	Missed
Susan Brown	1234567	03.09.2014 16:58	
William White	7654321	03.09.2014 16:56	
John Black	089567890	03.09.2014 16:56	
Susan Brown	1234567	03.09.2014 16:54	
Unknown	999888777	02.09.2014 22:19	

The call lists show all incoming (answered), outgoing (dialed) and missed calls on your phone. The call list is also displayed in the home screen (→ page 9).

The following call lists are available:


- All calls
- Dialed 
- Answered 
- Missed 

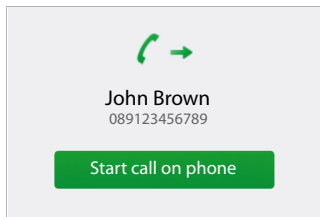
The following information is provided in the lists:

- Name (first and/or last name)
  - For outgoing calls: if the person who was called is known as a contact
  - For incoming calls: if the caller is known as a contact or the name is transmitted (CNIP)
  - If the name cannot be identified, **Unknown** is displayed.
- Phone number
  - A call from a withheld phone number (no caller ID) is displayed as **Anonymous**.
- Date and time of the call and symbol for the type of call (see above)

### Starting a call from a list

- ▶ Click on the phone number of the entry . . . A window with information about the call (caller, phone number) opens.
- ▶ Click on the **Start call on phone** button.
- ▶ Pick up the handset . . . The call is connected.


To close the window: ▶ Click on  or anywhere outside the window.



## Other phone functions

### Call forwarding

You can forward incoming calls to a different number or to voicemail according to definable rules or have an announcement (recorded message) played to the caller.

▶  Menu ▶ Call forward ▶ Call forward

#### Destination numbers for call forwards

Specify a **Default number** and a **Temporary number** for the call forwarding. You can then use these numbers in the rules.

**Example:** For the default number, enter the phone number of a colleague and have external calls forwarded to this number when your line is **busy**.

For the temporary number, use your mobile number and have external and internal calls forwarded when you are on the move (**no answer**).

#### Defining rules for call forwarding

Forward ...				
	always	busy	no answer	offline
internal	- ▾	Default number ▾	Voice-mail ▾	Announcement ▾
external	- ▾	Parallel call ▾	Temporary number ▾	Default number ▾
			after	20 s

▶ To set separate rules for internal and external calls:

When should the call forwarding apply: ▶ Choose your setting in the relevant column. You can define call forwarding in one, several or all columns.

**always** Forward all calls

**busy** Forward calls when you are currently on the phone

**no answer** Forward calls when you are not available ▶ In the field next to **after**, specify the time in seconds after which the calls are to be forwarded

**offline** Forward calls if your extension is not logged on to the PBX

Where will the calls be forwarded to: ▶ Select the desired destination from each drop-down menu.

<b>Default number</b>	Forward to the <b>Default number</b>
<b>Temporary number</b>	Forward to the <b>Temporary number</b>
<b>Voicemail</b>	Forward to voicemail
<b>Announcement</b>	The caller hears an announcement. The administrator can record an individual announcement for the voicemail of your extension. If there is no individual announcement the default announcement of the PBX is used.
<b>Parallel call</b>	Forward to all numbers specified at the <b>Parallel call</b> page (→ page 18)



Calls can only be forwarded to **Voicemail** if the voicemail function has been set up for your extension. It will be set up by default but can be changed by the administrator.

## E-mail notification

You can be notified by e-mail of new messages on your voicemail. The e-mail address must be defined for your user account by the administrator and will be displayed here.

Email notification on new voice messages

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E-mail	<input style="width: 90%;" type="text" value="user@mail.com"/>
Notification	<input type="checkbox"/> Send notification for new voice messages

- ▶ Select the check box next to **Send notification for new voice messages** ... Henceforth, you will be notified of incoming messages on your voicemail

## Saving settings / Activating call forwarding

- ▶ Click on **Save** ... The set call forwarding is activated.



You can enable and disable permanent call forwarding (**always** column) in the home screen of the user interface (→ page 8). The switch in the home screen enables/disables call forwarding for all calls (internal and external) and uses the **Default number**. This overrides your setting in the **always** column.


You can also set call forwarding directly using the keys on the phone itself (→ page 24).


### Parallel call

The **Parallel call** function allows calls to your extension to be signalled on other phones. So, for example, an incoming call can be signalled not just on your desktop phone but also on a DECT handset and/or a mobile phone.

#### Requirements:

- You set up call forwarding as **Parallel call** (→ page 16).
- External numbers are enabled for external calls by the administrator.

▶  **Menu** ▶ **Call forward** ▶ **Parallel call**

- ▶ To enter a new number: ▶ Enter the phone number in the **New number** field ▶ Click on **+** ... The phone number is entered in the list
- ▶ To delete a number from the list: ▶ Click on  next to the number



The phone numbers defined here are used for call forwarding. Enter all your numbers here, including the extension number, for which you want to set up call forwarding.

### Fax

In the **Fax** screen you can send faxes and view and manage your fax lists.

▶  **Menu** ▶ **Fax**


The respective faxes are listed on the tabs **Outgoing** (sending not yet complete), **Received** and **Sent** with the following information:


For outgoing/sent faxes: **Date, Recipient, Job, Pages, Resolution, Attempts, Error**

For received faxes: **Date, Sender, Duration, Size, Pages, Resolution, Speed**

#### Sending a fax

- ▶ Select the **Send fax** tab

Send Fax	
Transmitting subscriber ID	<input type="text"/>
Recipient fax number	<input type="text" value="01234567890"/>
File	<input type="text" value="fax_001.pdf"/> 
Resolution	<input type="text" value="Medium resolution: 98 lpi"/>

- ▶ Enter the recipient number ▶ Click on  ▶ Select a file from the file system of your computer or network ... The file name is shown in the text field ▶ **Send fax** ... You can see the status on the **Outgoing** tab.



If you want better quality, you can change the preset resolution. You can choose from 98, 196 and 392 lpi (lines per inch = number of scanned pixels per line).

A **Transmitting subscriber ID (TSID)** is a string that identifies a specific fax machine as the sender of a fax transmission. If the administrator has defined TSIDs, they are offered in the list for selection.

## Monitor

### Extensions

The extensions monitor shows all extensions with extension number and user name.

▶ Menu ▶ Monitor ▶ Extensions

: Extension registered    : Extension logged off

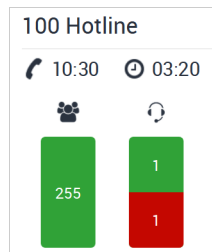
### Queues

The queues monitor shows information about each established queue.

▶ Menu ▶ Monitor ▶ Queues

Information:

- Queue extension and name
- Time and duration of all calls
- Maximum possible number of agents  
green: Further agents are allowed to register  
red: No more agents can register
- Agents currently registered  
green: Number of free agents  
red: Number of agents currently on the line




## Wake-up call

You can set a wake-up call to remind you of an appointment within the next 24 hours. One telephone function key has, however, to be set with the parameter **Wake-up call** (→ page 21).

- ▶  Menu ▶ Features ▶ Wake up call

Wake up call			
12 h	00 min	Set	

- ▶ Select the time (hour and minutes) from the lists ▶ Click on **Set** . . . The wake-up call is activated on the phone
- ▶ To delete a wake-up call: ▶ Click on  . . . The wake-up call is deactivated on the phone



You can set up and activate/deactivate the wake-up call using the function key on the phone (see telephone user guide) and also activate/deactivate the wake-up call directly using the keys on the phone itself → page 25.

## Service attributes

Service attributes are provided by the administrator and may not be available. In the **Service attributes** screen you can set the caller ID for outgoing calls (CLIR, Calling Line Identification Restriction) and **Call waiting**.

- ▶  Menu ▶ User Settings ▶ Service attributes

Service attributes	
CLIR internal	<input type="checkbox"/> OFF
CLIR external	<input type="checkbox"/> OFF
Call waiting	<input checked="" type="checkbox"/> ON
CLIP internal	104
CLIP external	Default number

- ▶ **CLIR internal/CLIR external**: Enables or disables the blocking of caller ID for internal and external outgoing calls.
  - Enabled: The phone number is **not** transmitted, so your phone call is anonymous.
  - Disabled: The phone number is transmitted.By default the transmitted phone number is your default number.
  - To use a different phone number: ▶ Select a different number in the **CLIP internal** and **CLIP external** fields.

You will be offered phone numbers which the administrator has entered as additional numbers for your user name.

► Enable or disable **Call waiting**

Enabled: Calls that come in while you are on the phone are indicated by an audible signal.

Disabled: Incoming calls while you are on the phone are not indicated by an audible signal.

► **Save**



You can also enable and disable caller ID blocking and call waiting in the home screen of the user interface (→ page 8). The switch in the home screen enables/disables caller ID blocking for internal and external calls.

You can also set call waiting and caller ID blocking directly using the keys on the phone itself (→ page 25, → page 26).

## Allocating keys

If your phone has function keys, you can allocate them via the user interface.

The administrator can pre-allocate function keys for your user account and, if necessary, also lock them against another allocation. This pre-allocation is displayed when the function key is activated and the function type - **inherit** - is selected. If a function key is locked, this is indicated in the **Locked** column and the line is greyed out.

► **Menu** ► **User Settings** ► **Keys**

Keys

Choose device

Keys on endpoint					
Key		Function	Number/Data	Label	Locked
PK 1	<input type="checkbox"/> OFF	- inherit -	<input type="text"/>	<input type="text"/>	No
PK 2	<input type="checkbox"/> OFF	- inherit -	<input type="text"/>	<input type="text"/>	No
PK 3	<input type="checkbox"/> OFF	Group pickup	<input type="text"/>	<input type="text"/>	Yes

► Select your phone from the list next to **Choose device** ► Click on **Show** . . . All function keys of the device type, including the possible extension modules, are listed.

► Enable the function key allocation for a key (PK1 - PKn) via the ON/OFF button ► Select the function type from the list:

- **inherit** -

Take over the allocation from the administrator settings

**External call**

Dial an external phone number ► Enter the phone number in the **Number/Data** field

## Other phone functions

- Extension** Dial an extension ▶ Enter the extension number in the **Number/Data** field  
If set up and activated by the administrator, this key also provides the busy line field (BLF) function. In this case the key will flash, if the corresponding extension is busy.
- Group pickup** Pick up the call for users who belong to the same call pickup group (→ page 5)
- Intercom** Dial the extension of the intercom ▶ Enter the extension number in the **Number/Data** field
- Wake up call** The wake-up call can be controlled via function key according to the settings of the function (→ page 20).

- ▶ Enter a description in the **Label** field for each allocated key.
- ▶ **Save** ... The key allocation is transferred to the phone.

---

## Ringtones

The PBX provides a selection of 20 ringtones. You can define different ringtones for internal and external calls.

- ▶  **Menu** ▶ **User Settings** ▶ **Ringtones**

Ringtone for internal calls	
<input checked="" type="radio"/> Predefined ringtone	Ringtone 1 ▼
Ringtone for external calls	
<input checked="" type="radio"/> Predefined ringtone	Ringtone 20 ▼

- ▶ Choose a ringtone for internal and/or external calls from the **Predefined ringtone** list ▶ **Save** ... The ringtones are set on the phone.



## Conference calls

The PBX provides virtual conference rooms for conference calls. A conference room is identified by a 3- or 4-digit conference call number and can be protected via PIN.

### Setting up a conference room

- ▶ Defining the conference call number by yourself: ▶ Press   <Conference call number> at the phone ▶ Lift the receiver ... A new conference call room is set up using the entered number.

or

- ▶ Finding a free conference room: ▶ Press      at the phone. ▶ Lift the receiver ... A new conference call room will be set up, the conference call number will be announced.

... then

- ▶ Enter a PIN for the conference call or press  if you do not want to assign a PIN ... You will enter the conference call room as first participant.

### Taking part in a conference call

You need the conference call number and the corresponding PIN, if assigned.

- ▶ Press   <Conference call number> at the phone ▶ Lift the receiver ... if a PIN is assigned, it is requested ▶ Enter the PIN ... You will enter the conference room.

# Appendix

## Key combinations for PBX functions

You can use the following key combinations (codes) to access PBX functions from your phone:

### Registering and de-registering a phone on the PBX

\* 0\_ <Extension> Register a user (extension) on the PBX (→ page 2).

\* 0\_ \* De-register a user (extension) on the PBX

### Call forwarding

#### For internal and external calls

\* 2\_ Activate permanent call forwarding to the default number. The **Default number** must have been set in the **Call forward** screen (→ page 16).

\* 2\_ <Number> #\_ Activate permanent call forwarding to the entered number.

\* 2\_ 1 Activate permanent call forwarding to voicemail.

\* 2\_ 2 Activate permanent call forwarding to the announcement "The person you are calling is not available".

\* 2\_ 4 Activate permanent call forwarding to the phone numbers entered for **Parallel call** (→ page 18).

\* 2\_ \* Deactivate permanent call forwarding.

#### For internal calls

\* 9\_ 0\_ Activate permanent call forwarding to the default number. The **Default number** must have been set in the **Call forward** screen (→ page 16).

\* 9\_ 0\_ <Number> Activate permanent call forwarding to the entered number.

\* 9\_ 0\_ 1 Activate permanent call forwarding to voicemail.

\* 9\_ 0\_ 2 Activate permanent call forwarding to the announcement "The person you are calling is not available".

\* 9\_ 0\_ 4 Activate permanent call forwarding to the phone numbers entered for **Parallel call** (→ page 18).

\* 9\_ 0\_ \* Deactivate permanent call forwarding.

#### For external calls

\* 9\_ 1 Activate permanent call forwarding to the default number. The **Default number** must have been set in the **Call forward** screen (→ page 16).

\* 9\_ 1 <Number> Activate permanent call forwarding to the entered number.

\* 9\_ 1 1 Activate permanent call forwarding to voicemail.

\* 9 9 digits 1 2 2 digits

Activate permanent call forwarding to the announcement "The person you are calling is not available".

\* 9 9 digits 1 4 4 digits

Activate permanent call forwarding to the phone numbers entered for **Parallel call** (→ page 18).

\* 9 9 digits 1 \*

Deactivate permanent call forwarding.

## Call waiting

\* 9 9 digits 2 2 digits

Allow call waiting.

\* 9 9 digits 2 2 digits \*

Block call waiting.

## Wake-up call

\* 4 4 digits 0 ...

Activate wake-up call (→ page 20).

## Call pickup

\* 8 8 digits 1 \* <Extension>

Activate call pickup from the entered extension.

## Voicemail

8 8 digits 0 ...

Listen to messages on your voicemail (→ page 10).

8 8 digits 0 ... <Extension>

Listen to messages on someone else's voicemail. You will be asked to enter a PIN . The PIN is the same as for the user account of the associated extension.

## Listening to "not available" messages

\* 9 9 digits 9 9 digits \*

Listen to "not available" messages for internal calls.

\* 9 9 digits 8 8 digits \*

Listen to "not available" messages for external calls..

## Queues

\* 5 5 digits <Extension>

Log on to the queue with the entered extension number (→ page 5).

\* 5 5 digits <Extension> \*

Log off from the queue with the entered extension number.

\* 5 5 digits \*

Log off from all queues.

## Agents

\* 6 6 digits <Agent number>

Log on as an agent. Enter your PIN. Confirm with the **#** 3A key.

\* 6 6 digits \*

Log off as an agent.

\* 6 6 digits # 3A \*

Activate the Pause status for the agent.

\* 6 6 digits # 3A # 3A

Deactivate the Pause status for the agent.

## Appendix

### Conference calls

- Set up a virtual conference room or take part in a conference call  
<Conference call number> (→ page 23).  
<Conference call number>: 3- or 4-digit number
- 88000 or 880000 Find a free conference room. The conference call number will be displayed on the phone when you enter.

### Caller ID blocking (CLIR)

- Activate caller ID blocking for the next internal or external call (→ page 20).
- Deactivate caller ID blocking for the next internal or external call.
- <Number> Activate caller ID blocking for the call with the entered phone number.
- Activate caller ID blocking for all internal calls.
- Deactivate caller ID blocking for all internal calls.
- Activate caller ID blocking for all external calls.
- Deactivate caller ID blocking for all external calls.

### Caller display (CLIP)

- Activate the default setting for caller display for internal calls.
- <Number> Use the entered number for caller display for internal calls.
- Activate the default setting for caller display for external calls.
- <Number> Use the specified number for caller display for external calls.
- <Number> Use the specified number for caller display for the next internal call.
- <Number> Use the specified number for caller display for the next external.

### Night answer service

- Deactivate profile for incoming calls (→ page 9).
- <Profile> Activate profile (1-9) for incoming calls.

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