Gigaset

T300 PRO - T500 PRO

Gigaset pro

Contents

Gigaset T300 PRO / Gigaset T500 PRO – Overview

The Gigaset T300 PRO and Gigaset T500 PRO PABXs offer numerous features for operating and configuring your phones.

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

| Information on ...		... is located here.
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For more information about your PABX, visit:
www.gigaset.com/pro

The user interface

General

The Gigaset T300 PRO / Gigaset T500 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 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 make a call from a list
☎	To listen to voicemails
✐	To edit
✕	To remove entries
◀)	To listen to announcements
⊙	To call up additional functions
▶ ▾	To open/close sub-menus
☑	Function/Property enabled
⊟	Function/Property not fully enabled
📖	To select addressbook entries
👤	To select a user symbol/user entry
👥	Group symbol
📰	To open a fax message
⊗	To close a window
✿	User settings
⊙⊟ **Page 2/7** ⊙⊘	To scroll forward/back in lists
Last Name 👆	To sort list view

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Logging on to the system
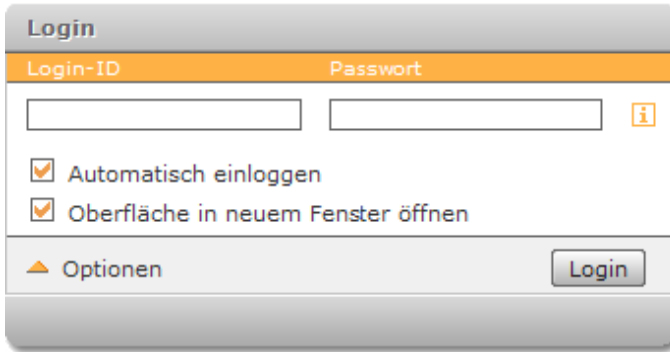
Important

To operate your device via an Internet 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 e-mail, as soon as the user account has been set up.

▶ Open your Internet browser (we recommend Mozilla Firefox or Internet Explorer from Version 6).

▶ 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.

Login	
Login-ID	**Passwort**
☑ Automatisch einloggen	
☑ Oberfläche in neuem Fenster öffnen	
▲ Optionen	Login

▶ Enter your login ID and password.

By activating **Auto login**, you will be automatically logged in 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 T300 PRO / Gigaset T500 PRO user interface opens.

The menu bar for the main window

The menu bar provides access to the key functions for Gigaset T300 PRO / Gigaset T500 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. The links to all function windows are also highlighted in the text menu (opened by clicking on the triangle on the right end of the menu bar).

Call	To open the call manager (**Page 8**)
Redirect	To define a direct redirection for own numbers (**Page 33**)
Call Lists	To show incoming, outgoing and missed calls (**Page 20**)
Addressbook	To show and edit contacts (**Page 20**)
Voicemail	To access saved voicemails (**Page 23**)
Keys	To directly establish a call and display the status of other users (**Page 24**)
Conference	To plan and configure moderated conferences (**Page 29**)
Fax Lists	To view and download fax messages as PDF files (**Page 32**)
Preferences	User preferences (Alternatively, you can access these via the ✿ button on the left of the menu bar.) (**Page 32**)
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.

Operating Gigaset T300 PRO / Gigaset T500 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 T300 PRO / Gigaset T500 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 phone, phone software or phone plugin (➔ **Page 37**). The call manager opens automatically in the event of both an incoming and outgoing call.

Regardless of whether you receive a call or make a call from the call lists (➔ **Page 20**), the addressbook (➔ **Page 20**) or the function keys (➔ **Page 24**): 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** ➜ **Page 33**).

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.
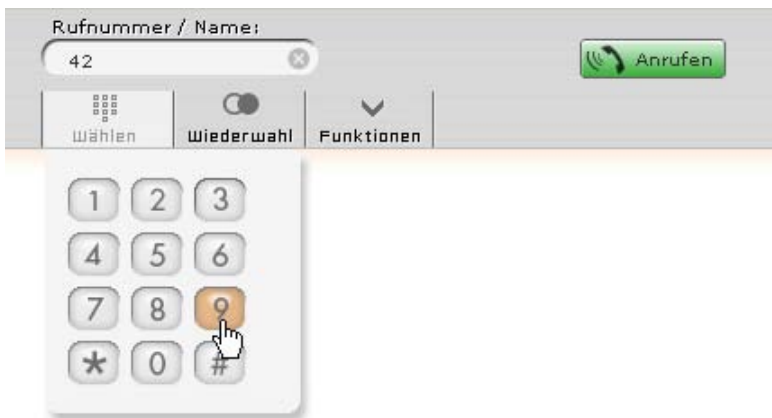
2 Via the number keys on your computer keyboard.

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 ✖ 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 🗂 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** ➜ **Page 14** and **Initiating spontaneous conference calls** ➜ **Page 17**).

▸ 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.

▸ 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 module, or **call task**. Each call task represents a single call connection. The ⬇ icon denotes an incoming connection.

Accepting a call

▶ Select 📞 .

   Prerequisite: The phone plugin is activated (this icon is greyed out if the phone plugin is inactive).

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** ➜ **Page 14** and **Initiating spontaneous conference calls** ➜ **Page 17**).

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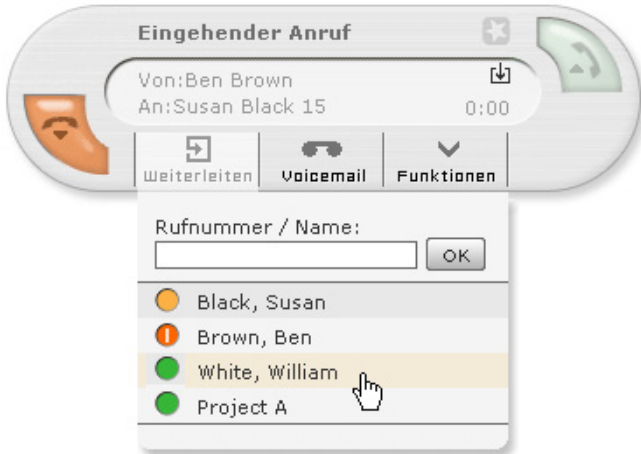
▶ Move the mouse pointer to **Forward**.

The phone number input screen opens with a list of contacts. This list shows all function keys and their status, if the function keys have already been configured (see **Assigning function keys** → **Page 24**).

▶ 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.

▶ 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.
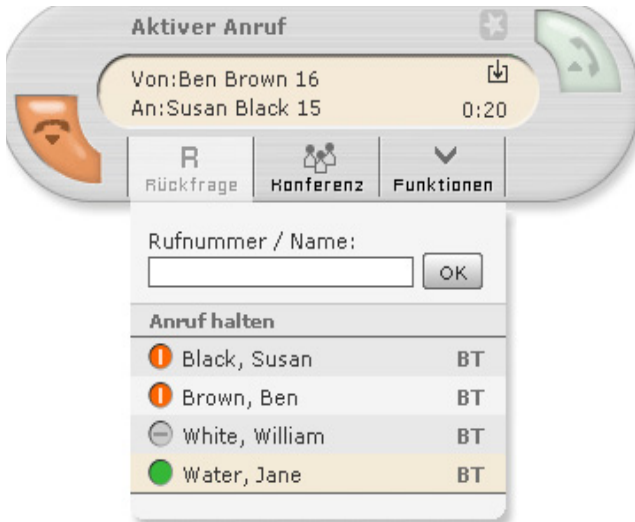
The list of names and availability display corresponds with the assignment of function keys (see **Assigning function keys** ➜ **Page 24**).

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.
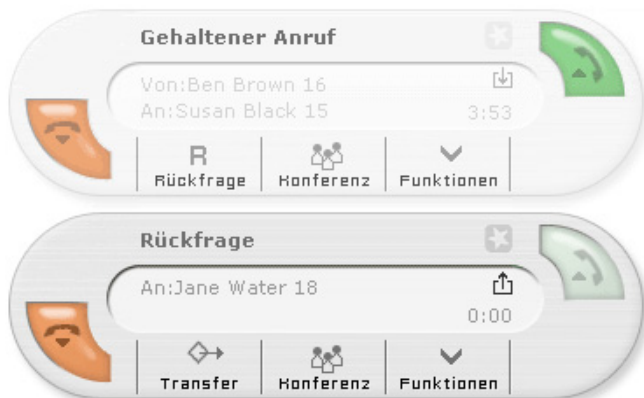
▶ Click on **Transfer**, to transfer the held call to the inquiry call participant. The corresponding call tasks close and your own line is free again.

▶ 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.
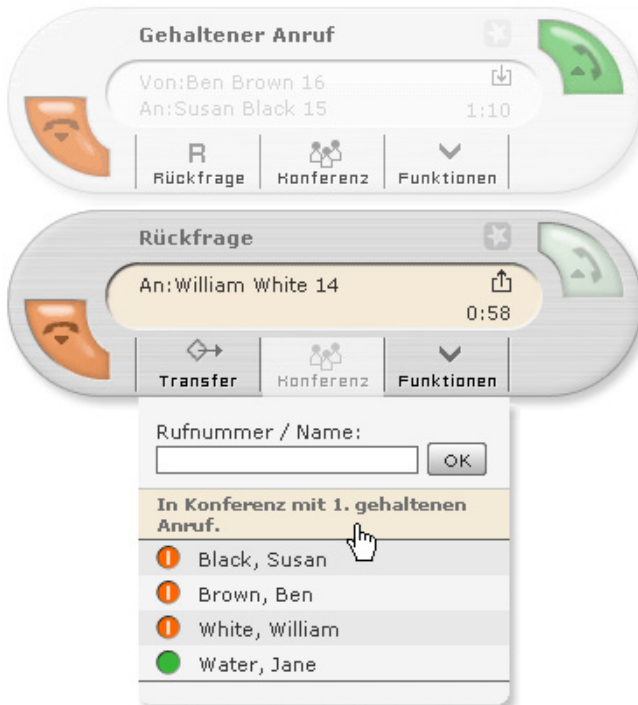
▸ In the inquiry call task, click on **Conference** and on **In Conference with {0}. held call.**.
{0} represents the number of held calls. Both calls are merged immediately to form a conference call.
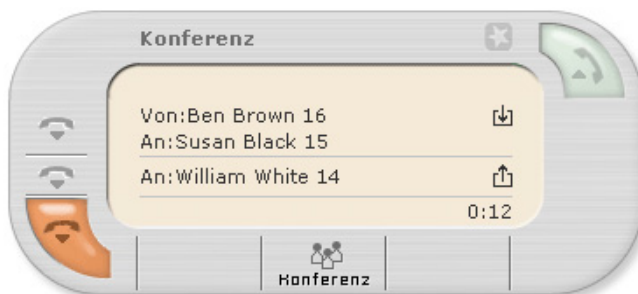
If you wish to involve additional participants in the conference, more the mouse to
Conference and proceed as described in the **Initiating spontaneous conference calls**
section.

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**.
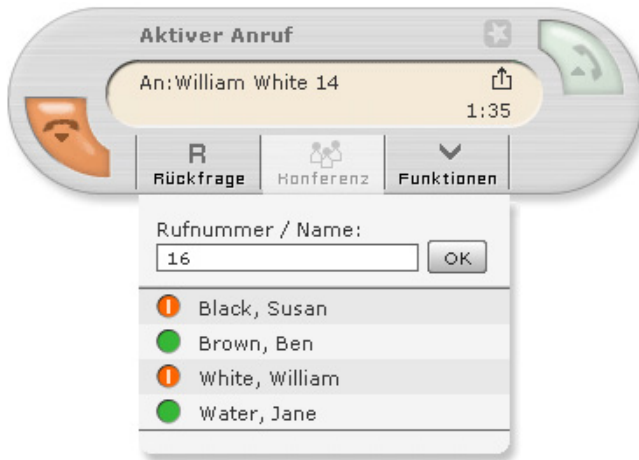
If you have already assigned contacts to the function keys (see **Assigning function keys** → **Page 24**), you can enter parts of a contact's name in the field. The field has an auto-complete feature and searches for matching contact names while you type. In addition, you will see the assignment of function key below the input field.

▶ Click on a list entry to call a participant.

An additional Request for Conference call task opens 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.

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

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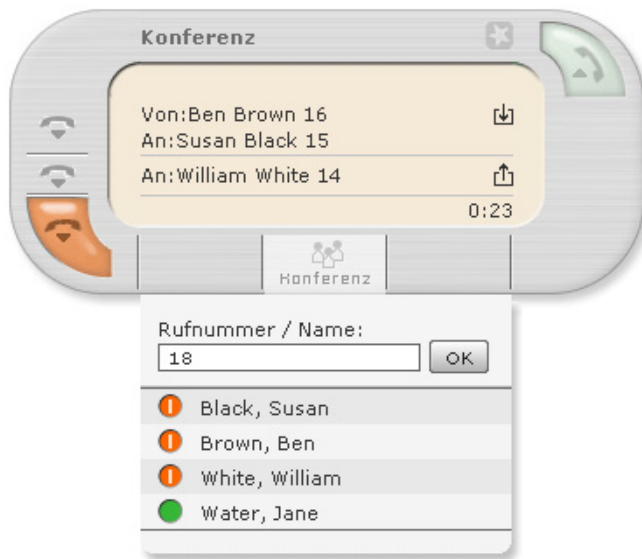
Redirecting calls

Redirect forward calls to a different phone number or a voicemail box.

▶ Click on **Redirect** in the menu bar (**Page 7**).

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

◆ **Always**

◆ **Busy**

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

In the example shown of redirect 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 redirect (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 0 –, 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 ().

The first column shows the phone number of the person making the call (for **Incoming** and **Missed** calls) and vthe person being called (for **Outgoing** calls). The second column shows the called number followed by the phone number of the caller after the colon.

If the caller or person being called is saved in the addressbook or the user list, the name from the addressbook/user list is displayed instead of the number.

▸ Click on a column heading to sort the call list. The lists are sorted according to date and time by default.
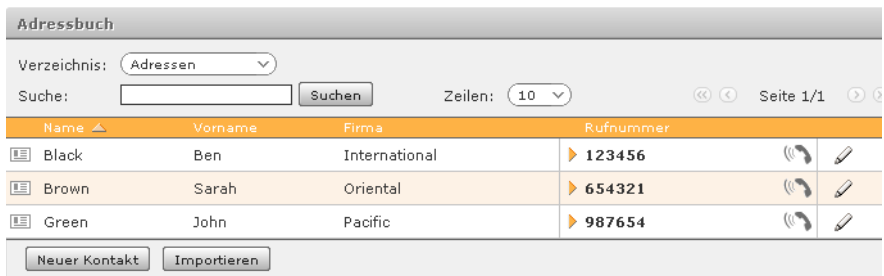
The meaning of the icons:

((⌒	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 ().

The contacts can be called directly from the addressbook:

▸ 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

▶ Click on a file card 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 ⸦ * ⸧⸦ 6 ⸧ and the following speed dial number.

───── **Please note** ─────
The speed dial only functions when outgoing connections do **not** have to obtain an outside line.
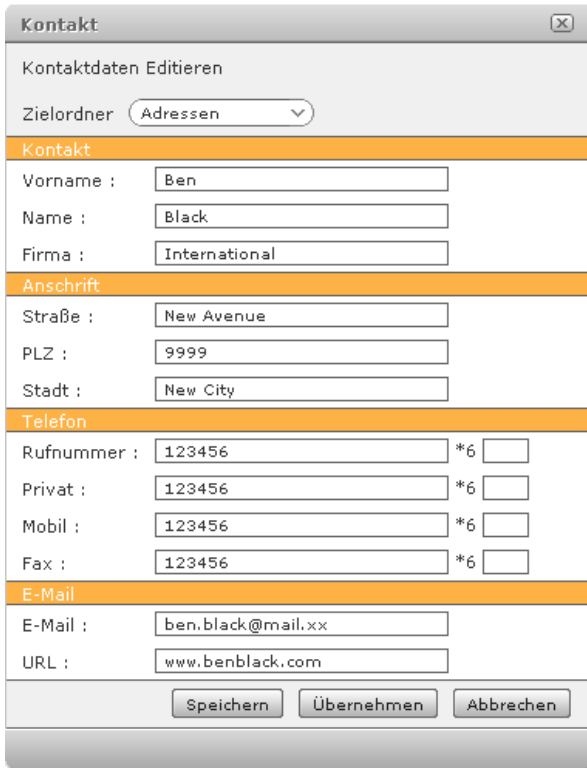
Editing entries

▶ To edit an entry, click on 🖉 to the right in the line you wish to change in the address-book 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 can not be moved into the internal user directory and vice versa.

By selecting **Destination Folder**, the entry can be moved to a different directory (obviously only if this 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 * 6 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 ().

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

Voicemail							✿ ✕
Eingehend (Inbox)	Privat (Private)	Alt (Old)					mailbox 15 ∨
Nachrichten: ○ alle ◉ heute ○ gestern ○ diese Woche ○ dieser Monat							
Zeilen: 10 ∨				≪ ‹	Seite 1/1	› ≫	
Name	Rufnummer	Datum ▽	Zeit	Dauer			
15: William White	14	15.09.10	16:53	00:00:01	◀))	(()◝ ✕	⊙
15: Ben Brown	16	15.09.10	16:54	00:00:01	◀))	(()◝ ✕	⊙
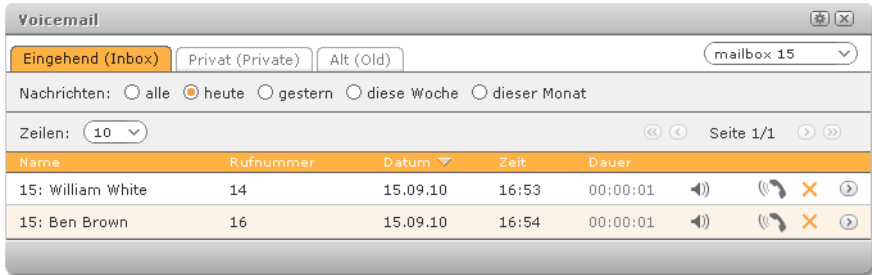
The list being displayed is for the voicemail box currently selected. You can change the voicemail box shown in the top right of the window.

In the **Incoming** tab, all messages are displayed that have not already been played back via the phone. You can restrict the selection of **Messages** in terms of time to the current day, the current week and current month via the corresponding options.

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. Depending on your computer and its browser's properties, the media player on the computer will play back the message or a browser plugin, or you will be requested to save the file locally.

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 **Preferences** in the **Voicemail** (➜) tab.

Assigning function keys

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 SIP phones** ➔ **Page 28**). 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 (➔ **Page 7**).

Key assignment

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

▶ Click on ⟩. The function key window changes to the editing view.
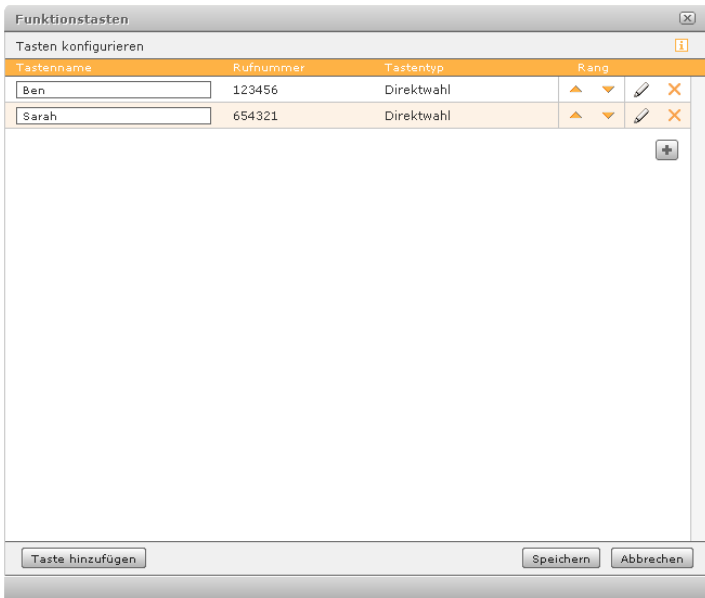
The function keys can be defined in three ways:

1 Name and telephone number are entered directly by hand.

2 🖳: An entry for the addressbook is selected.

3 👤: A user or user group from the telephone system is selected. In this case, the input field for the phone number is read-only.

Function keys for users and groups have a graphic showing availability (see next section **Status display**).

You can sort the entries using arrows ▲ ▼ in the order you wish.

Configuring new function keys

▶ Select the **Add Keys** button.

The Edit function key window opens, in which you can select additional function keys – dependent on your rights.

Funktionstaste editieren	
Tasten-Typ:	Besetztlampenfeld ∨
	Besetztlampenfeld
Tasten-Name:	Gruppe An-/Abmelden
	Umleitung
Benutzer: Ben	Module aktivieren
	Direktwahl

You can assign the keys five functions:

1 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 (**Page 26**).

2 Group log on/off

This key has two functions:

– A display showing your status in the group (if you are available via the group number, it is red, if not it is greyed out)

– A button for changing your availability

3 Redirection

This allows you to activate or deactivate all or some of your redirections. Active redirections are indicated by a red status display on the key. Conditional redirections (when busy or for timeout) are not affected by this setting.

4 Activate modules

Existing module configurations are activated and deactivated with this key. Active modules are indicated by a red status display on the key.

5 Speed dial

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

Status display

Apart from the call options, the function keys are for displaying the status of the users listed here for the PABX or interconnection (users and groups from a different PABX in the interconnection are displayed with the respective PABX name):

🟢	The user is available.
📞🟠	The user has just received a call.
🔴	The user is making a call.
⊖	The user is not available.

Groups can also be assigned to function keys. However, the group status will always be shown as available.

Making a call via function keys

Funktionstasten	⊠
Spalten: (1 ⌄)	⊙
Rufnummer	
Black, Susan	📞 🟢
Brown, Ben	📞
White, William	
Water, Jane	📞 🟢

Telefon:
SIP/1015.DE900IP
SIP/1012.DE900IP
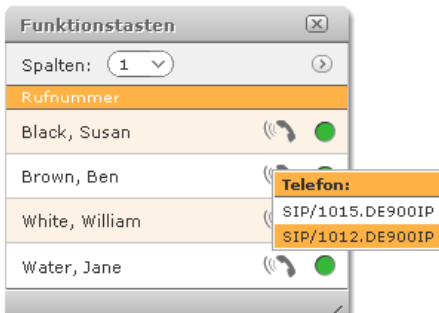
▶ Click on 📞 to start a call.

If you are assigned multiple phones, then you can choose the set, with which you wish to make the call.

▶ Click on the required set to establish the connection.

Call pick-up
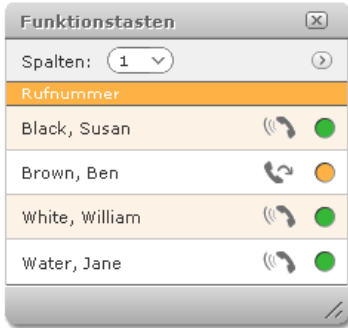
Example: The status display for Ben Brown indicates an incoming call by flashing orange. If he is not at his desk or unable to take the call, then you can accept the call on your own set using the **pickup** function.

▶ Move the mouse pointer to 📞. The connection being called and the number of the caller will be displayed.

▶ Click on 📞. The call is transferred and the call manager opens.

─── **Please note** ───
A call can also be picked on the phone: with [*] [8] + the internal phone number of the user being called.

Advanced options for Gigaset SIP phones

If you have a Gigaset PRO phone, you have access to additional convenience functions. You can access these via ⓥ.
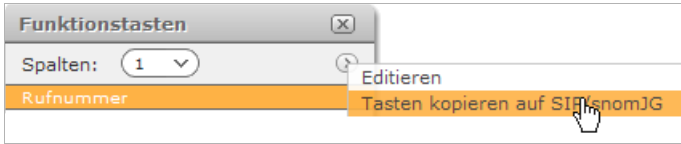
You can copy the user-defined assignment of the function keys for the PABX to the function keys on the phone. The first **n** numbers are copied to the phone keys, whereby **n** corresponds to the number of function keys on the set (e.g., 14 keys on a Gigaset DE700 IP PRO).
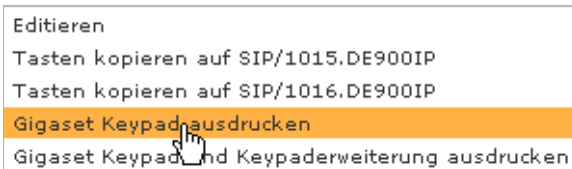
The key assignment is formatted in a corresponding size to the labelling for the Gigaset IP PRO function keys and can be saved and printed out as a PDF file.

There are add-ons available for Gigaset DE700 IP PRO und Gigaset DE900 IP PRO allowing additional keys (up to 42) to be programmed. You can also create the labelling for these.

Holding conferences

Apart from spontaneously initiated telephone conferences (see **Initiating spontaneous conference calls** → **Page 17**), your PABX 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 T300 PRO / Gigaset T500 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 (**Page 7**), 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.

The text for the e-mail invitation can be adapted to suit each conference. The placeholders (**%...%**) are used for dynamically creating the invitations via e-mail 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 T300 PRO / Gigaset T500 PRO users, to follow the conference via the browser. The conference opens in the conference window of the user interface for Gigaset T300 PRO / Gigaset T500 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!

After saving, you will see the overview of planned conference.

Konferenzen						⊠
Aktuelle Konferenzen	Beendete Konferenzen					
Konferenzname ▲	Datum					
Abteilung	25.11.2009 11:46:00 CET		((☏	START	✎	✕
Neue Konferenz						
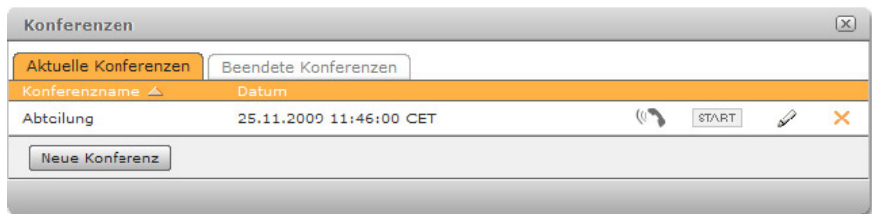
The conference can be started before the specified time by clicking on START . Participants for whom the **Call** option is activated are then contacted immediately.

▶ Click on ((☏ to call the current conference.

Conference process

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
😑 1	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 **Gigaset pro Fax** (➔ **Page 44**).

▸ Click on **Fax Lists** in the menu bar (**Page 7**).

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** ➔ **Page 33**), the standard sender details of 00 for the fax number and Gigaset pro FAX for the sender name are used.
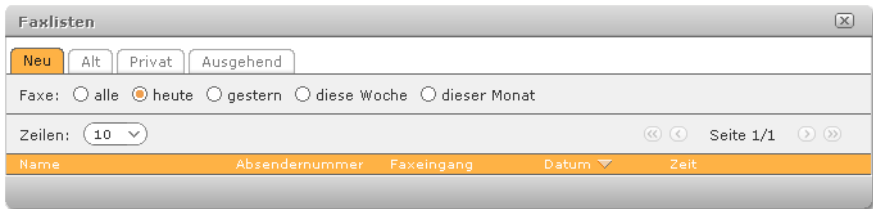
| 🖹 | opens the fax as a PDF file. Depending on the browser preferences, the file will be opened directly or you will be prompted in a dialogue to open or save the file. |

| 🖹 | indicates a fax that has been incompletely received. |

You can move entries for received faxes to other folders (**Private**, **Old**) via the ⟩ submenu.

Preferences

▸ Click on **Preferences** in the menu bar (**Page 7**).

Depending on your user rights, you will have seven tabs available in the preferences window:

User Data, **Redirect**, **Phones**, **Voicemail**, **Groups**, **Phone-Plugin**, **Add-ons**

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

User data

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

The **Language** selection applies to both the user interface and system messages, which you receive as e-mails. The **Default** option uses the language specified by the Gigaset T300 PRO / Gigaset T500 PRO administrator.

Fax preferences

The details in fax preferences are used when sending software faxes (see **Gigaset pro Fax** ➜ **Page 44**). If these fields are empty, your PABX sets the sender name as Gigaset pro FAX and the number as 00 as standard. Alternatively, if a fax machine is connected to the PABX and configured, you can enter this number so you can receives responses to faxes you send.

Redirect

The preferences and options in the **Redirect** tab are identical to those for the function window of the same name (see **Redirecting calls** ➜ **Page 19**).

Phones

Daten	Umleitung	Telefone	Voicemail	Gruppen	Add-ons		

Angezeigte Rufnummer:	no display		Primäres Telefon:	SIP/1015.DE900I
Anklopfen:	☑ aktivieren			

Gerätename	Rufnummer klingelt	Aktiv
▼ SIP/1012.DE900IP		⊟
	15	☑
	21	☐
	25	☑
▼ SIP/1015.DE900IP		⊟
	15	☑
	21	☑
	25	☐

Speichern Übernehmen Abbrechen

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** ➜ **Page 39**) 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, the second caller is rejected.

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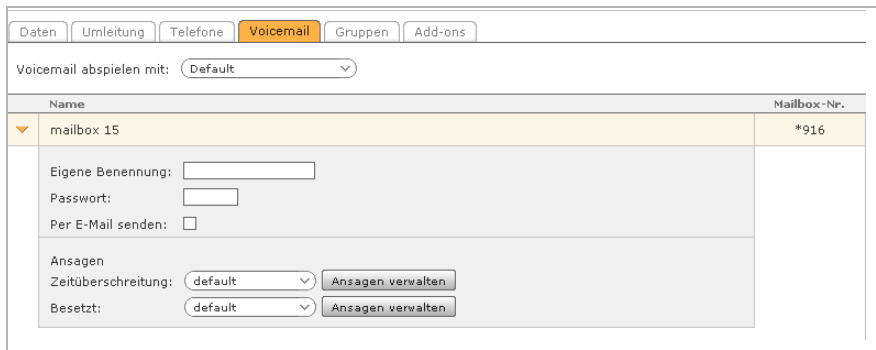
If you would like one of your phone numbers to be displayed to your call participants during outgoing call, then you can select this here. The default setting is **no display**.

In the **Ringing 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 ⊟.

Important

The **IAX2/...** device name indicates the phone plugin integrated in your PABX. This must be activated by each user, even if the setting here is already active ☑. Activation here only refers to the use of the selected phone numbers for this device. It ensures that the device (if used) reacts to calls for these phone numbers. To activate the phone plugin, see **Phone plugin** (→ **Page 37**).

Voicemail

In this view, the voicemail boxes assigned directly to you or your user group are listed.

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:

◆ You can name a voicemail box. This name will be used from now on in your user profile.

◆ Add password protection to prevent against unauthorised playback of voicemails via phone.

◆ Activate **Send by E-Mail** and you will receive voicemails as sound files as an attachment to an e-mail.

You can also use the **Mailbox No.** that you must enter on the phone to play back voicemails on the phone. Several devices have a mailbox key or a key for the message centre (e.g., Gigaset IP PRO). 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

▶ Select **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.

▶ Select **Record**.

Neue Ansage	i
Name: [ ]	
⦿ Aufnahme am Telefon:	
(SIP/1015.DE900I ⌄) [Aufnehmen]	
○ Ansage hochladen:	
[ ] [Durchsuchen...] [Hochladen]	
	[Speichern] [Abbrechen]

The telephone rings 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 PABX.

▶ If you wish to change the announcement, click on ✎ and repeat the recording process.
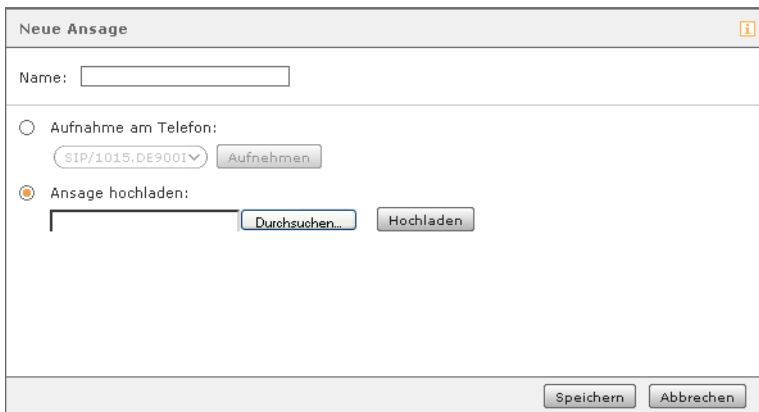
Uploading a new announcement

▶ Select **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.

▶ Select **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.

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 on your PABX.

▶ 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

Daten	Umleitung	Telefone	Voicemail	**Gruppen**	Add-ons

Anzeige der Gruppen

	Gruppenname	Gruppen ID	Rufnummer klingelt	Angemeldet
▶	Tester	0003		☑

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 to not accept any calls for the group or are not in a position to do so.

Please note

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

[*][3][2] and the group ID for logging in to the group

[*][3][2] and the group ID for logging off from the group

Phone plugin

Properties

The phone plugin is the browser-based equivalent of the software phone (softphone). While softphones are individual programs that have to be installed on each computer, the phone plugin is integrated in the call manager for the Gigaset T300 PRO / Gigaset T500 PRO when activated. The plugin only uses the audio components and Java runtime environment as local resources on your computer.

An external phone or softphone is not required to make calls via the Gigaset T300 PRO / Gigaset T500 PRO. All calls can be made with a headset and the call manager.

Each user is assigned a virtual phone when authorised to use the phone plugin. This virtual phone is indicated in the list of your phones by the device name **IAX2/....** It is at the individual user's discretion whether the virtual phone is activated.

Important

To use the phone plugin, Windows 2000 or Windows XP must be installed as the operating system on your computer with Java Runtime Environment (JRE) version 5.
If your computer already has Java version 6 installed, a parallel installation of version 5 is feasible.

You can check the version of Java you have installed at
http://www.java.com/de/download/installed.jsp
and, if necessary, download version 5.x from
http://java.sun.com/products/archive/.

Activation

If you wish to use the phone plugin:

▸ Activate the corresponding control box.

▸ Click on **Save** or **Apply**.

This reloads the user interface and you can now make a call with a headset and Gigaset T300 PRO / Gigaset T500 PRO without an additional phone.

The audio devices

Initially, the selection fields for audio devices are empty. The plugin can only access the necessary information once it has been activated and you have clicked on **Save** or **Apply**.

Usually, there is more than just one device available, although the computer may only have one sound card installed. This is due to specific system components being regarded as audio devices despite them only being required for detecting and operating the actual hardware. In Microsoft Windows, this includes the Soundmapper.

Extended audio devices

If your computer has several genuine audio devices (e.g., two sound cards, a headset with its own sound card or a second, external sound card):

You also have the option to hear the ringtone for the phone plugin via the PC loudspeakers. This means that you will be given an acoustic prompt for incoming calls when you are not actually wearing the headset.

Add-ons

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

◆ Gigaset pro Click2Dial for Mozilla Firefox

◆ Gigaset pro WinClient and TAPI driver for MS Windows (Windows XP, Vista, Server 2003 and Server 2008 – both 32bit and 64bit available) incl. Gigaset pro Fax and CTI interfaces for various CRM systems

◆ The addressbook plugin for Apple/Mac

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

Gigaset pro Click2Dial for Mozilla Firefox

This add-on enables you to select phone numbers on any Internet page and then call it directly.

Installation

▶ Select the **Preferences** ➜ **Add-ons** option in the menu bar.
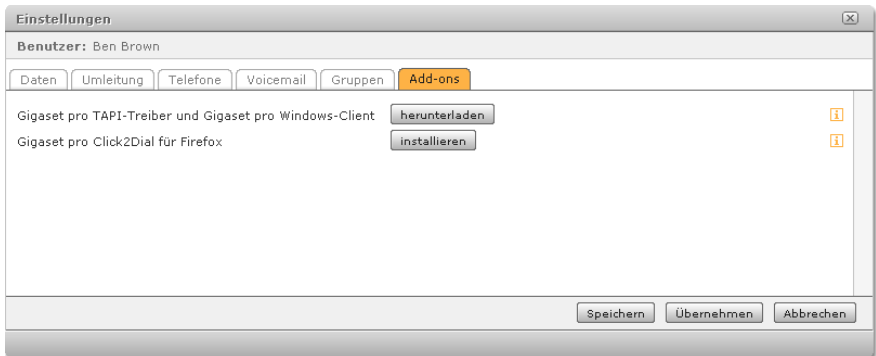
▶ Click on **Install** next to **Gigaset PRO Click2Dial for Firefox**.

The following notification appears on the upper edge of the window:
   Firefox prevented the site from asking you to install software on your computer.

This is a standard safety notification issued by the browser when installing content from a website.

▶ Click on the **Allow** button on the right of the notification bar.

The software installation window opens.

▶ Wait for the compatibility test to finish and then click on **Install now**.

The installation process only lasts a few seconds.

▶ Then click on **Restart Firefox** and wait until the browser has opened again.

Configuration

After restarting Mozilla Firefox, the configuration window for the Click2Dial user interface opens.

▸ Enter the (IP) address of your PABX in the **Host** field. Please note: If you access the PABX remotely (e.g. via Notebook, home office), then the external (IP) address must be entered.

▸ Enter your Internet access data, i.e. your login ID and password (see **Logging on to the system** → **Page 6**).

▸ To save your details, click on **Save**.

Usage

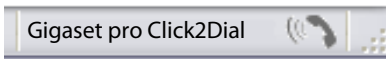The user interface for Gigaset pro Click2Dial is located on the bottom right in the Mozilla Firefox status bar. If the status bar is not visible, click on **View** in the main menu and then **Status bar**.

There are various ways to set up a call:

1 Select Click2Dial with the mouse pointer. In the input field, enter a phone number and confirm by pressing "Enter" on the keyboard.

2 Click on the receiver icon.

All numbers available on the website are highlighted in yellow. This mode is indicated by (()).

Moving the mouse pointer over a high-lighted number opens a button.

▸ Left-click on the number you wish to call.

Gigaset pro Click2Dial establishes a connection.

▸ Click again on the receiver icon in the status bar to deactivate Gigaset Click2Dial.

3 In inactive mode, you will highlight a telephone number on the website.

▸ Right-click on the highlighted number to open the pop-up menu.

▸ To make a call, select the option **Gigaset pro: ... Number...**

Deactivation

You can deactivate Gigaset pro Click2Dial just like any Firefox add-on, without having to uninstall it:

▶ Click on **Extras** in the Firefox menu bar.

▶ Select **Add-ons**.

▶ Go to Gigaset pro Click2Dial in the list of add-ons and click on **Deactivate**.

Gigaset pro Click2Dial is deactivated the next time Mozilla Firefox is started. The add-on can be reactivated at any time by following the procedure described above.

Uninstallation

▶ Click on **Extras** in the Firefox menu bar.

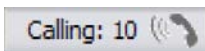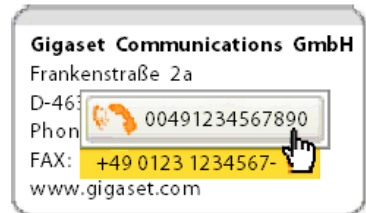▶ Select **Add-ons**.

▶ Go to Gigaset pro Click2Dial in the list of add-ons and click on **Uninstall**.

Gigaset pro Click2Dial is uninstalled the next time Mozilla Firefox is started. If you wish to use the add-on again, you must reinstall it via **Preferences ➜ Add-ons** in the Gigaset T300 PRO / Gigaset T500 PRO user interface.

Gigaset pro WinClient/Gigaset pro Fax

--- **Please note** ---

System requirement for WinClient and Gigaset T300 PRO / Gigaset T500 PRO Fax is Microsoft Windows XP, Vista, 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.

The **Gigaset pro WinClient** is the connecting link between the Gigaset T300 PRO / Gigaset T500 PRO PABX and various applications on Windows Client computers. These include Gigaset pro Fax, Gigaset pro TAPI driver and integrations such as Gigaset pro Outlook Connector etc. These programs require WinClient to communicate with the PABX.

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 functions such as establishing and redirecting phone calls using Gigaset pro WinClient via the TAPI interface and the Gigaset pro's own **UC** (User Call Interface).

Gigaset pro 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 interfaces are integrated into the installation file for the Gigaset pro WinClient for additional applications. These can be installed optionally during the installation of WinClient.

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

Installation

▶ Select **Preferences** ➔ **Add-ons** option in the menu bar.
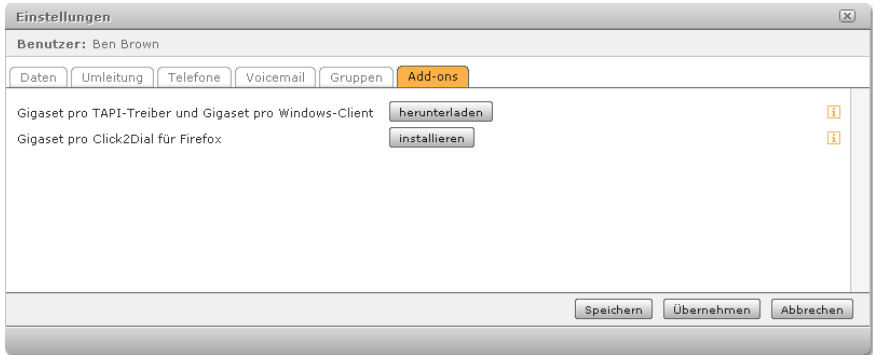
▶ Click on **Download** next to **Gigaset PRO TAPI Driver and Gigaset PRO Windows Client**.
▶ Save the **Gigaset pro Integrations Installer.exe** file on your computer and open it by double-clicking. The installation process begins.
▶ Follow the instructions in the dialog.

The installation process is designed so that all of the required settings have already been made. Depending on the version of Windows you have installed, it may be necessary to update the Windows installer and/or install the .NET Framework 2.0 Service Pack 2. You must simply confirm these steps and the latest versions of these components will be installed automatically.

▶ Select the components that you wish to install and deselect those that you do not wish to install.
   – Gigaset pro WinClient
   – Gigaset pro TAPI ISP
   – Gigaset pro Fax
   – Salesforce Connector
   – Dynamics CRM Connector
   – Outlook Connector
▶ Click on **Install** to start the installation.

On completion of the installation process, WinClient is launched and is indicated by the Gigaset pro icon in the notification area in the Windows task bar. Now, you can configure WinClient for connection to the server.

Configuration

▶ If WinClient does not start, you can start it by double-clicking on the desktop icon or on the entry under **Programs** in the Windows start menu.

The Gigaset pro icon is displayed in the notification area of the Windows task bar. The icon is black/white as WinClient has not yet been configured, and is hence not connected to the PABX.

▶ Open the pop-up menu by right-clicking the icon.

▶ Select **Settings**.

▶ Enter the external (IP) address of your Gigaset T300 PRO / Gigaset T500 PRO PABX in the **Network Host** field.

▶ Enter the access data.

▶ You can retain the other settings in the **Connection** tab.

▶ On the left side of the **General** tab, specify which status information should be displayed in the notification area of the Windows taskbar.

▶ Below **Fax Printer**, on the right side of the **General** tab, specify the settings for sending faxes.

    – If the **Confirm fax transmission** option is enabled, additional confirmation is required before a document can be sent despite the fax number being successfully identified.

    – If the **Ascertain fax number from fax** option 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 WinClient should be launched every time the system starts, then activate the **Start WinClient automatically during login** option.

▶ Click **Ok** to save.

WinClient creates the connection to the server.

If a connection is established, then the Gigaset pro icon is shown in orange.

Usage

▶ Right-click on the Gigaset pro icon in the task bar to make calls using WinClient.

▶ Select the **Quick Dial** option, enter the number you wish to call and confirm this by pressing the Enter key. The call is connected.

▶ To end a call, click on **Disconnect**.

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. To use Gigaset pro Fax:

◆ WinClient must be installed with the **Gigaset pro Fax** option enabled (selected as standard).

◆ WinClient 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 pro Fax** as the printer and start the printing process.

The dialog window for entering the fax number opens (if the setting for automatically identifying fax numbers (➔ **Page 43**) 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.

Uninstalling WinClient

▶ Go to **Start** ➔ **All Programs** in the Windows task bar and select **Uninstall** in the Gigaset pro WinClient menu group.

The installation wizard guides you through the uninstallation process. You have the option to leave the connection data to Gigaset T300 PRO / Gigaset T500 PRO on the computer. When installing WinClient in the future, the login data will be automatically reused and you immediately have a functioning configuration.

AppleScript plugin for MacOS

Gigaset pro provides a plugin with a series of AppleScript files with which you can dial telephone numbers via Gigaset T300 PRO / Gigaset T500 PRO.

You can download the plugin for MacOS here: : www.gigaset.com/pro

Appendix

Key combinations on the phone

Keys		Description
`* 1`		Recording the call and sending as a voice-mail
`* 3 2`	+ Group ID	Logging the user in to the group
`* 3 3`	+ Group ID	Logging the user out of the group
`* 5`	+ Phone number	Activating redirect for this call
`* 5`		Deactivating redirect
`* 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`	+ Login ID	Logging all users out of the phone
`* 8`	+ Internal phone number	Transferring a call for the user with this phone number
`* 8`		Randomly transferring a call
`* 9`	+ ID for a voicemail box	Checking a voicemail box
`* *`		Establishing a call via a line with corresponding line prefix

Moderating a conference

Keys	Description
`* 1`	Activating and deactivating mute (microphone)
`* 2`	Conference participants: Requesting to speak
`* 2`	Moderator: Blocking and unblocking conference
`* 4`	Lowering volume
`* 6`	Increasing volume
`* 7`	Lowering microphone volume
`* 9`	Increasing microphone volume

Supported Internet browsers

Windows	Firefox:	From Version 2.x – however, Version 3.x is recommended
	Internet Explorer:	From Version 6.x – however 7.x and 8.x are recommended
Linux	Firefox:	From Version 2.x – however, Version 3.x is recommended

Service (Customer Care)

You have questions? You can find help quickly in this User Manual and at www.gigaset.com/pro. If you have further queries regarding your Gigaset Professional phone system please contact the dealer you bought your phone system from.

Questions and answers

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

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 004/108/EC und 2006/95/EC Declaration of Conformity is available at this Internet address: www.gigaset.com/docs

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Protecting our 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 taking responsibility for our products throughout their entire life cycle. The environmental impact of products, including their manufacture, procurement, distribution, use, service and disposal, is evaluated early on, 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 according to the international standards EN 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

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.

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www.gigaset.com