

# Gigaset

## T640 PRO - T440 PRO

### User Guide



# Content

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|   |           |
|---|-----------|
| <b>Introduction</b>                         | <b>2</b>  |
| Registering on the PBX                      | 2         |
| User interface                              | 2         |
| Personal profile                            | 4         |
| User groups                                 | 5         |
| User menu – Overview                        | 6         |
| <b>Phone functions</b>                      | <b>7</b>  |
| Home – start screen of the user interface   | 7         |
| Making a call                               | 8         |
| Phone settings                              | 8         |
| Call list                                   | 10        |
| Voicemail                                   | 11        |
| <b>Contacts</b>                             | <b>12</b> |
| Finding a contact and dialling their number | 12        |
| Adding a new contact / Editing a contact    | 13        |
| Exporting / Importing contacts              | 14        |
| <b>Call lists</b>                           | <b>16</b> |
| Recording calls                             | 17        |
| <b>Other phone functions</b>                | <b>18</b> |
| Call forwarding                             | 18        |
| Parallel call                               | 21        |
| Fax   | 22        |
| Monitor                                     | 23        |
| Wake-up call                                | 23        |
| Service attributes                          | 24        |
| Allocating keys                             | 25        |
| Ringtones                                   | 26        |
| Display                                     | 26        |
| Call Manager                                | 26        |
| Conference calls                            | 27        |
| <b>Appendix</b>                             | <b>28</b> |
| Key combinations for PBX functions          | 28        |
| <b>Index</b>                                | <b>31</b> |

# 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 <extension> ▶ Press the handsfree key ... You will be asked to enter your PIN ▶ Enter the PIN ▶ Confirm with

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

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

- ▶ ... Request from PBX ...



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 (→ p. 3)

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

- ▶ On the phone, press the 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 (→ p. 7).



To change the password: → Personal profile, p. 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

## Filtering and sorting 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.

### Sorting lists

Some lists (such as the lists of contacts and users) can be sorted in ascending or descending order by different column content.

- ▶ In the title of the column whose content you want to sort, tap ... the list is sorted in descending order alphabetically or numerically.
- ▶ Click to sort the list in ascending order again.

### Setting the number of displayed entries

For lists with many entries, it is possible to set the number of entries displayed on one screen.

## Introduction

- ▶ Select from the list the number of entries to display. The number of screens and the current position are displayed.
- ▶ Use **Next** and **Back** to scroll through the screens.

10 ▼

Back

2 / 3

Next

## Alphabetical filter

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

|   |   |   |   |   |   |   |   |     |
|---|---|---|---|---|---|---|---|-----|
| A | B | C | D | E | F | G | H | ... |
|---|---|---|---|---|---|---|---|-----|

- ▶ 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.


If you are in the user or contact list for example and you click **A**, the list shows all entries with a first or last name beginning 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 **Q**... 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 **Q**... 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 (→ p. 12).


### 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.

Call forwarding for the Hunt group (→ p. 18) is activated when the end of the member list, or the time limit for a parallel call, is reached.



A Hunt group can also be set up as a door interphone. So phones such as the Maxwell 3 and Maxwell basic can use special ringtones for door interphones.




## 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.



The administrator is also able to assign users to a queue statically. Leaving the queue is not possible in this case.

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               | → p. 12 |
|                 | Global                 | → p. 12 |
|                 | Private                | → p. 12 |
| Call Lists      | All calls              | → p. 16 |
|                 | Outgoing Calls         | → p. 16 |
|                 | Accepted Calls         | → p. 16 |
|                 | Missed Calls           | → p. 16 |
|                 | Call recordings        | → p. 17 |
| Call Forwarding | Call Forwarding        | → p. 18 |
|                 | Parallel call          | → p. 18 |
| FAX             |                        | → p. 22 |
| Monitor         | Extensions             | → p. 23 |
|                 | Queues                 | → p. 23 |
| Features        | Reminder               | → p. 23 |
| User Settings   | Service attributes     | → p. 24 |
|                 | Device configuration   | → p. 25 |
|                 | Contacts import/export | → p. 14 |

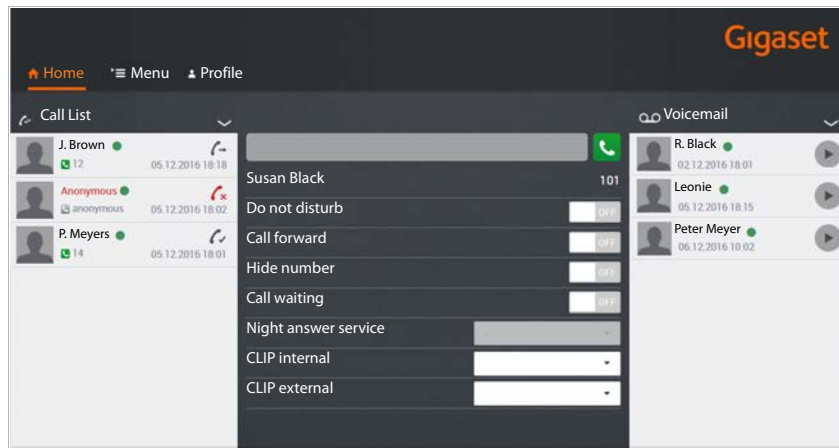


## Phone functions

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 (→ p. 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.

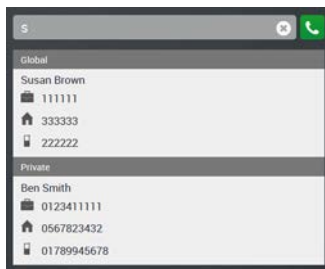
### Making a call

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



or

- ▶ Enter the initial letter(s) of a name (first name or last name) contained in one of the contact lists (**Internal**, **Global** or **Private**, → p. 12) in the input field . . . all contacts matching the input are displayed with their phone numbers ▶ Click the required number



The call is started straight away. The phone number is displayed in a window. Your phone rings.

- ▶ Lift the handset or press the handsfree key.



When the Call Manager function is enabled on the device (→ p. 26), the call is accepted directly on the headset or with handsfree mode.

You can also start calls from the call list (→ p. 10), the voicemail list (→ p. 11) or a phone book (→ p. 12).

### 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 (→ p. 18).

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: ▶   

Deactivating: ▶   

## 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 (→ p. 24).



Not all phone providers support this function. Information on this is available on [wiki.gigasetpro.com](http://wiki.gigasetpro.com) under **Interop**.

## 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 (→ p. 24).



Enabling/disabling call waiting directly at the phone:

Enabling call waiting: ▶

Disabling call waiting: ▶

## 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: ▶       ...   for profil 1 - 9

Deactivate: ▶

## Displaying numbers

Your standard number is sent by default when outgoing calls are made. If, besides the standard number, alternatives for **CLIP internal** and **CLIP external** are specified for your user entry, you can select them here. The selected number is displayed at the call receiver's end.



The setting for call number display is also available on the **Service attributes** screen (→ p. 24).







## Call list






The call list shows incoming (accepted), outgoing (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 the contact details, possibly also picture) and phone number
- ◆ Date and time of the call
- ◆ Type of call:
  - red: missed call
  - black: accepted call

Green dots denote internal callers logged into the phone system.

| Call List   |                          |  |
|---|--------------------------|--|
|  | J. Brown ●<br>12         | 05.12.2016 18:18  |
|  | Anonymous ●<br>anonymous | 05.12.2016 18:02  |
|  | P. Meyers ●<br>14        | 05.12.2016 18:01  |

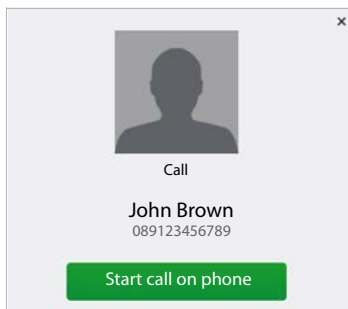
- ▶ Refresh list: ▶ Click  Home.
- ▶ Delete list: ▶ Click  ▶ Select Clear.
- ▶ Delete an entry: ▶ Click  ▶ Clear entry ... The  symbol is displayed next to all entries  
▶ Click  next to the entry you want to delete.

### Starting a call from the list

- ▶ Click the number or the handset symbol in an entry ... a window with call information (caller, phone number) is opened.
- ▶ Click **Start call on phone**.
- ▶ Lift the handset ... The connection is established.

When the Call Manager function is enabled on the device (→ p. 26), the call is accepted directly by the phone and the connection is established.

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



The call lists are also available under

▶  Menu ▶ Call Lists (→ p. 16).

## Voicemail

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

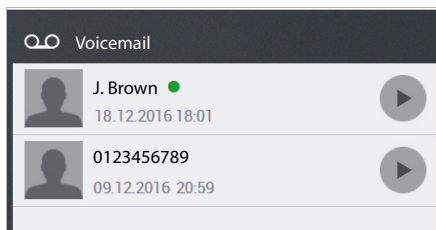
**Requirements:** Voicemail must be set up for your extension and you must set up call forwarding to your voicemail (➔ p. 18).



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.

New messages are shown in **bold**. Messages already listened to are shown in normal font.





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



If you listen to messages directly on the phone, the status might not be shown correctly until the **Home** screen is refreshed.

### 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

Add Contact

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

50  1 / 1

| First name ▾ | Last name ▾ | E-mail ▾         | Company ▾ | Office ▾    | Mobile ▾    | Home ▾     |  |  |
|--------------|-------------|------------------|-----------|-------------|-------------|------------|--|--|
| John         | Black       | john.black@or... | Orga      | 06712345678 | 01666987654 | 0892222222 |  |  |
| Ben          | Smith       |                  |           | 0123411111  | 01789945678 | 0567823432 |  |  |

### 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.

## 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"/>  |
| E-mail     | <input type="text" value="martin.becker@company.com"/>   |
| Company    | <input type="text" value="Company"/>   |
| Office     | <input type="text" value="089999999999"/>  |
| Mobile     | <input type="text" value="0179674545454"/>   |
| Home       | <input type="text" value="085612345678"/>  |
| Image      |  <input type="text"/>  |

Cancel
Save

- 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.



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 (→ p. 14).

## 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>UTF-8</div>                          |
| Separator | <div>Semicolon</div>                      |
| Header    | <div> <input type="checkbox"/> OFF </div> |

- ▶ Select the **Encoding** type (UTF8 or ISO) and **Seperator** (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,Moblie,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          | <div> prv_pb_demo.csv  </div> |
| Encoding             | <div> UTF-8  </div>           |
| Separator            | <div> Semicolon  </div>       |
| File includes header | <div> <input type="checkbox"/> OFF </div>  |

- 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      |   |  |   |   |
|----------------|---|--|---|---|
| Outgoing Calls |   | Accepted Calls                                     | Missed Calls  | Call recordings   |
|                |   | 50 <input type="text"/> 1 / 1 <input type="text"/> |   |   |
| Name           | Number  | Date   |   |   |
| Susan Brown    |  12        | 20.12.2016 12:59                                   |  |  |
| William White  |  7654321   | 20.12.2016 12:59                                   |  |  |
| Anonymous      |  anonymous | 05.12.2016 18:02                                   |  |  |
| Susan Brown    |  1234567   | 05.12.2016 18:01                                   |  |  |
| Anonymous      |  anonymous | 05.12.2016 17:56                                   |  |  |

The call lists show all incoming (answered), outgoing (dialled) and missed calls on your phone. The call list is also displayed in the home screen (➔ p. 10).

The following call lists are available:


- ◆ All calls
- ◆ Outgoing Calls 
- ◆ Accepted Calls 
- ◆ Missed Calls 

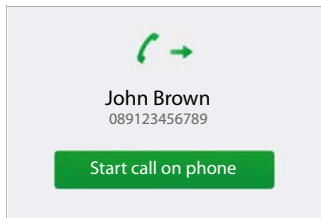
The following information is provided in the lists:

- ◆ **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, **Anonymous** is displayed.
- ◆ **Number**
  - A call with suppressed 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 the phone number or the handset symbol of the entry ... a window with call information (caller, phone number) is opened.
- 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.



## Recording calls

You are able to record calls. A recording can be started manually during a call or triggered automatically for certain calls (such as all calls to a queue).

- ◆ You are able to start manual recording yourself.

**Prerequisite:** The **Call recording** function is enabled by the administrator in System settings (under **Miscellaneous**) and your user ID has permission to record calls.

- ◆ Automatic recording must be set up by the administrator.



A short beep indicates to the caller and the person called that recording is starting. In some countries, the person you speak to must be explicitly informed about recording. For automatic recordings, the administrator can organise for a corresponding announcement to be played for an incoming call.

## Manually starting a recording

- ▶ Press the buttons on the phone

For the Gigaset DE900, DE700 and Maxwell 10: ▶ Press the Record button on the phone.

## Displaying recordings

**Prerequisite:** The user has permission to edit recordings.

A distinction is made between the following permissions:

### Manage own user recordings

Access only to recordings started manually yourself

### Manage manual user recordings

Access to all recordings started manually, including those of other users

### Manage own queue recordings

Access to your own queue recordings

### Manage automatic recordings

Access to all recordings generated automatically



The administrator assigns this permission as follows: ▶ Set up the authorisation group containing one of the authorisations. ▶ Assign this authorisation group to a user group to which the user belongs.

## Displaying and listening to recordings

- ▶ Menu ▶ Call Lists ▶ Call recordings


The recordings corresponding to your permission are displayed, with information on both parties involved in the call, call duration, date and type.

- ▶ Click ... The message is played over the PC/laptop speaker.

## Other phone functions

### Filtering the display

The display can be narrowed down if the list contains too many entries.

- ▶ In the upper window pane, select a time period and/or recording type ▶ Click  ... only the recordings matching your selection are displayed.



New recordings are not displayed until after about 2 minutes (this depends on length of recording and current system load).

---

### Emailing recordings

- ▶ Enter the email address of the recipient in the **E-mail** field ▶ Enable/disable the function with the switch next to **Notification**

Recordings are sent as email attachments in MP3 format.

---

## 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 | -      | Defa         | Voice-     | Announ  |
| external | -      | Parallelcall | Tempo-     | Default |
|          |        |              | 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.

**Default number** Forward to the **Default number**

**Temporary number** Forward to the **Temporary number**

**Voicemail** Forward to voicemail

**Announcement** The caller hears an announcement. You yourself or the administrator can record a personal announcement for the voicemail of your extension (→ p. 20). If there is no individual announcement the standard announcement of the phone system is used.

**Parallel call** Forward to all numbers specified at the **Parallel call** page (→ p. 21)



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.

## Other phone functions

### 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

|              |   |
|--------------|---|
| E-mail       | 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.

### Recording your own announcement

You can record a personal announcement for the voicemail of your extension for when you are not available or your line is busy.

- ▶ On the telephone: ▶ **8** **0** ▶ Lift the handset ... You hear the announcement of the voicemail ▶ **0** ... The phone enters announcement mode ▶ Select the type of announcement:

- 1** Not available announcement
- 2** Busy announcement
- 4** Temporary announcement (e.g. for holidays). As soon as the temporary announcement has been recorded, it replaces the normal one.

Deleting the temporary announcement: ▶ **8** **0** ... **0** **4** **2** **#**

- ▶ Speak the announcement ▶ End the recording with **#** ▶ Save the recording with **1**

The announcement is enabled when you set up a corresponding rule for call forwarding.



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


You can also set call forwarding directly using the keys on the phone (→ p. 28).



## 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** (→ p. 18).
- 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 not registered



 : Incoming call from the extension  : Extension busy

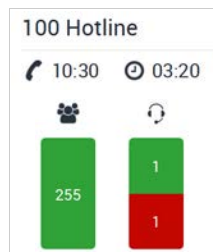
### Queues

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 **Reminder** (→ p. 25).

►  Menu ► Features ► Reminder

| Reminder |        |     |   |
|----------|--------|-----|---|
| 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 → p. 29.

### 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.
- **CLIP internal / CLIP external**
- Your standard number is sent by default when outgoing calls are made. If, besides the standard number, alternatives for **CLIP internal** and **CLIP external** are specified for your user entry, you can select them here. The selected number is displayed at the call receiver's end.
- **Save**



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

From the home screen, you can also select the displayed numbers (→ p. 9).

You can also set call waiting and caller ID blocking directly using the keys on the phone itself (→ p. 29, → p. 30).

## 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 ► Device configuration ► Keys

Choose device

| Key  |  | Function      | Number/Data  | Label | Locked |
|------|--|---------------|--------------|-------|--------|
| PK 1 | <input type="checkbox"/> OFF           | Intercom      | 14           |       | Yes    |
| PK 2 | <input type="checkbox"/> OFF           | Group pickup  |              |       | Yes    |
| PK 3 | <input checked="" type="checkbox"/> ON | External call | 089123456789 |       | No     |
| PK 4 | <input type="checkbox"/> OFF           | - inherit -   |              |       | No     |

► 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** - Apply assignment from the administrator settings

**External call** Select an external phone number ► Enter the phone number in the **Number/Data** field

**Extension** Select an extension ► Enter the extension number in the **Number/Data** field

If set up and enabled by the administrator, this key also provides the "Busy Lamp Field" (BLF) function. In this case the key lights up when the assigned extension is busy.

**Group pickup** Call accept for users belonging to the same call pickup group (→ p. 5)

**DTMF** Select assigned phone numbers with DTMF. This is required, for example, for querying and controlling certain network mailboxes via digit codes or for remote operation of the local voicemail.

**Intercom** Select an intercom extension ► Enter the extension number in the **Number/Data** field

**Reminder** A wake-up call can only be set up and controlled (→ p. 23) when a function key is assigned to it on the phone.

► Enter a description in the **Label** field for each allocated key.


► **Save** ... The key allocation is transferred to the phone.

## Printing the key assignment

► Click **Print** ... The key assignment is written to a PDF file in a layout suitable for the phone.


### Ringtones

You can set different ringtones for internal, external and group calls.

- ▶  **Menu** ▶ **User Settings** ▶ **Device configuration** ▶ **Ringtones**
  - ▶ **Choose device** Select your phone from the list ▶ Click **Show** ... all ringtones available for the selected phone are shown.
  - ▶ Select the ringtones for internal, external and group calls from the **Predefined ringtone** list
    - ▶ **Save** ... the ringtones are set on the phone.
- 


### Display

This screen enables you to configure the display settings for the **Maxwell 3** and **Maxwell basic** phones.

- ▶  **Menu** ▶ **User Settings** ▶ **Device configuration** ▶ **Display**
  - ▶ **Choose device** Select your phone from the list ▶ Click **Show** ... all display settings available for the selected phone are shown.
  - ▶ Configure the settings for **Screensaver**, **Color-Scheme**, **Backlight** and **Contrast** ▶ **Save** ... the settings are transferred to the phone.
- 

### Call Manager

On this screen, you specify how you accept calls on the **Maxwell 10**, **Maxwell 3** and **Maxwell basic** phones, and how you want to hold calls with the function keys - with the handset, the headset or the handsfree function.

- ▶  **Menu** ▶ **User Settings** ▶ **Device configuration** ▶ **Miscellaneous**
- ▶ **Choose device** Select your phone from the list ▶ Click **Show** ... all settings available for the selected phone are shown.

#### Calls via Call Manager

- ▶ For **Accept call directly**, make the required selection: **via headset** or **via handsfree**  
The **No** setting means you accept calls using the handset.

#### Outgoing calls via function key

- ▶ For **Execute call**, make the required selection: **via headset** or **via handsfree**
- ▶ **Save** ... the settings are transferred to 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

Specifying a conference number yourself:

- ▶ Enter **[8]** **[8]** on the phone ▶ Lift the handset ▶ Enter the <Conference number> ▶ **[# 88]** ... a new conference room is set up with the specified number

Finding a free conference room:

- ▶ Enter **[8]** **[8]** **[0]** **[0]** **[0]** on the phone ▶ Lift the handset ... a new conference room is set up and the conference number is announced ... then
- ▶ Enter the PIN for the conference call or press **[# 88]** if you do not want to assign a PIN ... You are the first person to enter the conference room

### Taking part in a conference call

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

- ▶ Press **[8]** **[8]** <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 (→ p. 2).

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

### Quick dialling for contacts in the company phone book

**\*** **1** <Quick dial> Call a contact from the **Global** company phone book with quick dialling (→ p. 12).

## 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 (→ p. 18).

**\*** **2** <Number> Enable temporary 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** (→ p. 21).

**\*** **2** **\*** Disable call forwarding.

### For internal calls

**\*** **9** **0** Enable permanent call forwarding to the default number. The **Default number** must be defined in the **Call forward** screen (→ p. 18).

**\*** **9** **0** **1** Enable temporary call forwarding to the entered number.

**\*** **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** (→ p. 21).

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

## For external calls

\* 9 ext 1

Activate permanent call forwarding to the default number. The **Default number** must have been set in the **Call forward** screen (→ p. 18).

\* 9 ext 1 &lt;Number&gt;

Enable temporary call forwarding to the entered number.

\* 9 ext 1 1

Activate permanent call forwarding to voicemail.

\* 9 ext 1 2 abs

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

\* 9 ext 1 4 gr

Activate permanent call forwarding to the phone numbers entered for **Parallel call** (→ p. 21).

\* 9 ext 1 \*

Disable call forwarding for external calls.

## Call waiting

\* 9 ext 2 abs

Allow call waiting.

\* 9 ext 2 \*

Block call waiting.

## Wake-up call

\* 4 gr 0

Activate wake-up call (→ p. 23).

## Call pickup

\* 8 ext 1 \*

&lt;Extension&gt;

Take calls to the entered extension. This person must belong to the same call pickup group (→ p. 5).

\* 8 ext 2 abs \* 8 \*

&lt;Group ID&gt;

Take calls to a member of a call pickup group. The Group ID is specified as 5 digits, e.g. 00003.

## Voicemail

8 ext 0

Listen to messages on your voicemail (→ p. 11).

8 ext 0 &lt;Extension&gt;

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.

## Announcements for "Not available" and "Busy"

8 ext 0 ... 0

Open the menu for recording/managing announcements.

▶ 8 ext 0 ▶ Lift the handset ▶ 0

## Queues

\* 5 gr &lt;Extension&gt;

Join the queue with the specified extension number (→ p. 5).

\* 5 gr &lt;Extension&gt; \*

Leave the queue with the specified extension number.

\* 5 gr \*

Leave all queues.

### Conference calls

<Conference call number>

88000 or 880000

Set up a conference room or take part in a conference call (→ p. 27).

<Conference call number>: 3- or 4-digit number

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 (→ p. 24).

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.

### Day/night activation for incoming calls

<Profile>

Enable profile (1-9) for incoming calls (→ p. 10).

Disable profile for incoming calls.

### Intercom

<Number>

Select the intercom extension.

### Do not disturb (quiet)

Enable "Do not disturb".

Disable "Do not disturb".

### Call recording

Start call recording.



# Index

- 
- A**
- Allocating function keys ..... 25
  - Allowing/blocking call waiting
    - menu ..... 24
  - Announcement
    - record ..... 20, 29
    - when busy ..... 20
    - when not available ..... 20
  - Anonymous calling ..... 9
- 
- C**
- Call
    - delete from call list ..... 10
  - Call accept, see Call pickup ..... 25
  - Call forwarding ..... 8
    - activate ..... 20
    - enable/disable in home screen ..... 8
    - rules ..... 19
    - set up ..... 18
    - set via key codes ..... 28
    - temporary number ..... 18
  - Call forwarding to default number ..... 18
  - Call list ..... 10
    - delete ..... 10
    - delete entry ..... 10
    - refresh on home screen ..... 10
    - start call ..... 10, 16
  - Call lists ..... 16
    - in menu ..... 16
    - on home screen ..... 10
  - Call Manager, Maxwell ..... 26
  - Call pickup
    - assign to function key ..... 25
    - with key code ..... 29
  - Call pickup group ..... 5
  - Call recording ..... 17, 30
  - Call waiting
    - allow/block ..... 9, 24
    - home screen ..... 9
    - set via key codes ..... 29
  - Call, missed ..... 16
  - Caller display
    - set via key codes ..... 30
  - Caller ID blocking
    - set via key codes ..... 30
    - set via menu ..... 24
  - Calling
    - from call list ..... 10, 16
    - from home screen ..... 8
    - from phone book ..... 13
    - using handsfree ..... 26
    - using headset ..... 26
  - Changing language ..... 5
  - Changing PIN ..... 5
  - Changing ringtones ..... 26
  - CLIR, Calling Line Identification
    - Restriction ..... 24
  - Conference call
    - set up ..... 27
    - take part in ..... 27
  - Conference calls
    - manage via key codes ..... 30
  - Contact
    - add ..... 13
    - add picture ..... 13
    - call from phone book ..... 13
    - edit ..... 13
    - find ..... 12
  - Contacts
    - export ..... 14
    - global ..... 12
    - import ..... 15
    - internal ..... 12
    - private ..... 12
  - contacts ..... 12
  - CSV export ..... 14
  - CSV import ..... 15
- 
- D**
- Day/night activation
    - enable/disable with key codes ..... 30
  - Default number for call forwarding ..... 18
  - De-registering the phone ..... 2
  - Display settings, Maxwell ..... 26
  - Displayed phone number ..... 9, 24
  - Do not disturb ..... 30
  - Door interphone ..... 5

|                                     |       |  |
|-------------------------------------|-------|--|
| <b>E</b>                            |       |  |
| E-mail notification .....           | 20    |  |
| Enabling/Disabling a function ..... | 8     |  |
| Enabling/disabling a function ..... | 3     |  |
| Exporting contacts .....            | 14    |  |
| Extension                           |       |  |
| call with function key .....        | 25    |  |
| own .....                           | 7     |  |
| register on PBX .....               | 2     |  |
| Extensions monitor .....            | 23    |  |
| External number                     |       |  |
| select with function key .....      | 25    |  |
| <b>F</b>                            |       |  |
| Fax                                 |       |  |
| manage .....                        | 22    |  |
| send .....                          | 22    |  |
| Filter                              |       |  |
| alphabetical .....                  | 4     |  |
| clear .....                         | 4     |  |
| name or number .....                | 4     |  |
| Finding a contact .....             | 12    |  |
| Function                            |       |  |
| enable/disable .....                | 8     |  |
| Function key                        |       |  |
| apply assignment from administrator |       |  |
| configuration .....                 | 25    |  |
| group pickup .....                  | 25    |  |
| Function keys                       |       |  |
| allocate .....                      | 25    |  |
| <b>G</b>                            |       |  |
| Group pickup .....                  | 5, 25 |  |
| <b>H</b>                            |       |  |
| Hiding phone number .....           | 9     |  |
| <b>I</b>                            |       |  |
| Import file for contacts .....      | 15    |  |
| Importing contacts .....            | 15    |  |
| <b>K</b>                            |       |  |
| Key assignment                      |       |  |
| print .....                         | 25    |  |
| key codes .....                     | 28    |  |
| Key combinations .....              | 28    |  |
| <b>L</b>                            |       |  |
| Language                            |       |  |
| change .....                        | 5     |  |
| List                                |       |  |
| add entry .....                     | 3     |  |
| delete entry .....                  | 3     |  |
| edit entry .....                    | 3     |  |
| filter .....                        | 3     |  |
| sort .....                          | 3     |  |
| Listening to a message .....        | 11    |  |
| Login .....                         | 3     |  |
| Login data .....                    | 3     |  |
| Logout .....                        | 3     |  |
| <b>M</b>                            |       |  |
| Maxwell 10                          |       |  |
| Call Manager .....                  | 26    |  |
| Maxwell 3                           |       |  |
| Call Manager .....                  | 26    |  |
| display settings .....              | 26    |  |
| Maxwell basic                       |       |  |
| Call Manager .....                  | 26    |  |
| display settings .....              | 26    |  |
| Message                             |       |  |
| listen to .....                     | 11    |  |
| Messages                            |       |  |
| voicemail .....                     | 11    |  |
| Missed call .....                   | 16    |  |
| Monitor                             |       |  |
| extension .....                     | 23    |  |
| queue .....                         | 23    |  |
| <b>N</b>                            |       |  |
| Name filter .....                   | 4     |  |
| Night answer service .....          | 9     |  |
| Number filter .....                 | 4     |  |
| <b>P</b>                            |       |  |
| Parallel call .....                 | 19    |  |
| define numbers .....                | 21    |  |
| PBX link group .....                | 5     |  |
| Personal profile .....              | 4     |  |
| picture .....                       | 4     |  |
| Phone                               |       |  |
| allocate function keys .....        | 25    |  |
| assign extension .....              | 2     |  |
| register/de-register .....          | 2     |  |

|   |    |
|---|----|
| Phone book                                  |    |
| add new contact .....                       | 13 |
| find a contact .....                        | 12 |
| import/export contacts .....                | 14 |
| Phone books .....                           | 12 |
| Phone functions .....                       | 7  |
| Phone number                                |    |
| call from phone book .....                  | 13 |
| enter in home screen .....                  | 8  |
| hide .....                                  | 9  |
| select displayed (home screen) .....        | 9  |
| select displayed (service attributes) ..... | 24 |
| select from call list .....                 | 16 |
| Phone settings                              |    |
| via start screen .....                      | 8  |
| Phoning .....                               | 8  |
| Picture                                     |    |
| add to contact .....                        | 13 |
| add to personal profile .....               | 4  |
| PIN   |    |
| change .....                                | 5  |
| Profile .....                               | 4  |
| <b>Q</b>                                    |    |
| Queue .....                                 | 5  |
| join .....                                  | 29 |
| leave .....                                 | 29 |
| leave all .....                             | 29 |
| Queue monitor .....                         | 23 |
| <b>R</b>                                    |    |
| Recording .....                             | 17 |
| display .....                               | 17 |
| email .....                                 | 18 |
| listen to .....                             | 17 |
| start .....                                 | 17 |
| Recording a call .....                      | 17 |
| Refresh, home screen .....                  | 10 |
| Registering the phone .....                 | 2  |
| <b>S</b>                                    |    |
| Select DTMF number with function key ..     | 25 |
| Service attributes .....                    | 24 |
| Silent mode for phone .....                 | 8  |
| Switching on/off a function .....           | 3  |
| <b>T</b>                                    |    |
| Temporary number for call forwarding ...    | 18 |
| The .....                                   | 2  |
| <b>U</b>                                    |    |
| User account                                |    |
| pre-defined .....                           | 3  |
| User interface                              |    |
| change language .....                       | 5  |
| change PIN .....                            | 5  |
| elements .....                              | 3  |
| login .....                                 | 3  |
| logout .....                                | 3  |
| <b>V</b>                                    |    |
| Voicemail .....                             | 11 |
| delete message list .....                   | 11 |
| listen to messages (key code) .....         | 29 |
| notification of new messages .....          | 20 |
| Voicemail, someone else's                   |    |
| listen to messages (key code) .....         | 29 |
| <b>W</b>                                    |    |
| Wake-up call .....                          | 23 |
| assign to function key .....                | 25 |
| Wak-up call                                 |    |
| activate via key code .....                 | 29 |
| Web user interface, see User interface      |    |

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