

Making calls on the PC – Overview







You have access to all the phone system functions on the GUI (Graphical User Interface) of Gigaset T500 PRO and Gigaset T300 PRO.

Logging on to the phone system's GUI

Once you have created a user account, the login data (login ID and password) and the server address are sent to you automatically by email.

- ▶ Launch the web browser on your PC.
- ▶ Enter the device's IP address into the browser's address bar (e. g. <http://192.168.200.20>). If necessary, contact your network administrator.
- ▶ Enter the login ID and password and then click **Login**.

Important UI elements and symbols

- | | | |
|---|---|--|
|  To request help |  To edit entries |  To access additional functions |
|  To make a call |  To remove entries |  To select address book entries |

Menu bar



- | | | | |
|--------------------|--|--------------------|---|
| Call | To open the call manager | Keys | To make a direct call and display the status of other users |
| Redirect | To redirect calls | Conference | To organise conferences |
| Call Lists | To display incoming, outgoing and missed calls | Fax Lists | To load fax messages as PDF files |
| Addressbook | To display and edit contacts | Preferences | User settings |
| Voicemail | To edit voicemail settings | Logout | To log out of the user interface |

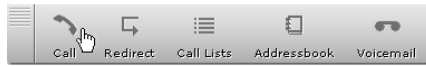
- ▶ Click a button on the menu bar to open the relevant function window.

Note: The availability 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.

Phoning

Making a call

- ▶ Click **Call**.



Entering the call number

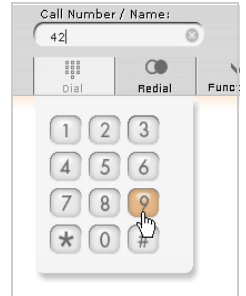
- ▶ Move the mouse cursor over **Dial**.
- ▶ Use the keypad to enter the call number.

Or

- ▶ Use the number keys on the computer keyboard to enter the call number.

Or

- ▶ Enter the call number in the **Call Number / Name** dialogue box.




Dialling

- ▶ Click the button or press Enter. The call task opens.

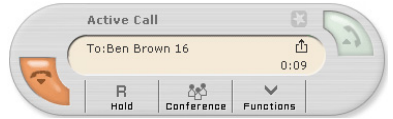


Call task

The **Call task** opens. Each call task represents a single call connection. The  icon denotes that it is an outgoing call.




When the contact accepts the call, he/she is displayed as **Active Call** in the call task. You can now converse on the phone.

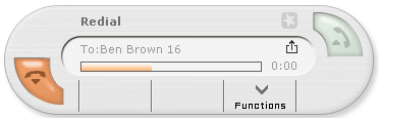


Redialling when busy

If the dialled number is busy:


- ▶ Click **Redial**.

The call number is dialled every 10 seconds until the line becomes free or you end the redial via the  button.



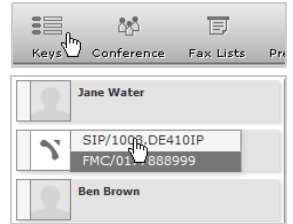
Dialling using the phone system's function keys

Requirement: The call number is configured as a **Busy Lamp Field** or **Speed dial** function key.

- ▶ Click **Keys** to open the function key window.
- ▶ Click  next to the name of the contact you want to call to dial the number.


If you are assigned to several phones, select the device with which you want to make the call.

If other contact data is stored for the contact (several call numbers, email address), select the data you require.




Accepting calls

With incoming calls, the call manager opens the **Call task**.

The  icon denotes an incoming call.

Accepting calls

- ▶ Click the  button or lift the receiver.

The call task status changes to **Active Call**. You can now converse on the phone.

Rejecting calls

- ▶ Click .

Forwarding calls

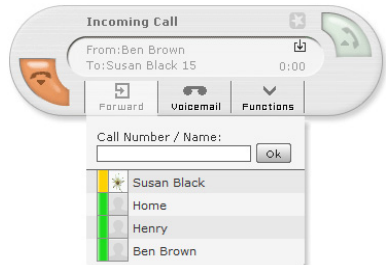
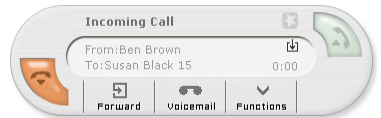
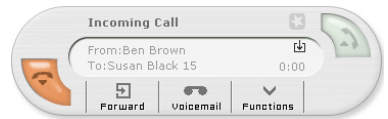
- ▶ Move the mouse cursor over **Forward**.
- ▶ Click the contact in the list to forward the call immediately.

Or

- ▶ Enter the call number in the **Call Number / Name** dialogue box and confirm with **Ok**.

Requirement: The contact call numbers in the list must be assigned to either the **Busy Lamp Field** function key (for internal call numbers) or the **Speed dial** function key (for external call numbers).

Note: You can also redirect the call to a voicemail box.

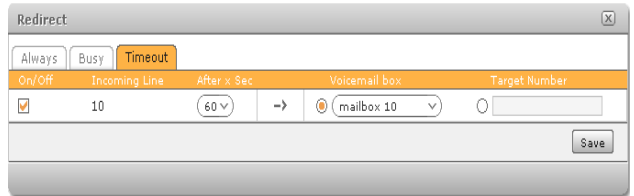
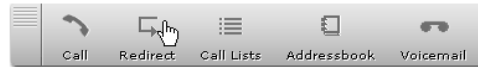



Redirecting calls

- ▶ Click **Redirect**.

The window displays all the call numbers that are assigned to you.

- ▶ Select the tab to activate the redirect mode you require: **Always**, **Busy** or **Timeout**.
- ▶ Enter the mailbox or the call number to which you want to redirect the call.



The  icon denotes the call 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).

Important: If the connection uses a dialling code, this must be entered in front of the external target numbers.


Call lists

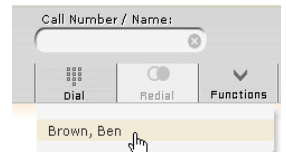
The following types of calls are stored: outgoing calls (redial list), accepted calls, missed calls.

Dialling numbers from the redial list in the call manager

- ▶ Move the mouse cursor over **Redial**. A list of the numbers or names last dialled appears.
- ▶ Click on an entry to start dialling.

To delete the current entry:

- ▶ Click  in the **Call Number / Name** dialog box.

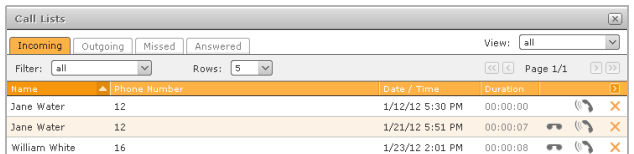



Dialling numbers from a call list

- ▶ Click **Call Lists**.

The window displays the incoming, outgoing, missed and accepted calls in the various tabs.

You will see the name and/or the call number of the contact who called or the contact you have called. Click on the column header to sort the call list. By default, the lists are sorted by date and time.



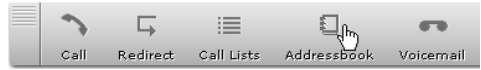
-  Click the icon to dial the number.

Address book

Dialling numbers

- ▶ Click **Addressbook**.

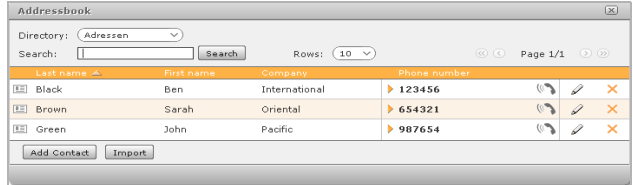
The window displays the incoming, outgoing, missed and accepted calls in the various tabs.



- 📞 Open your phone's list. Click the device with which you want to make the call.

Or

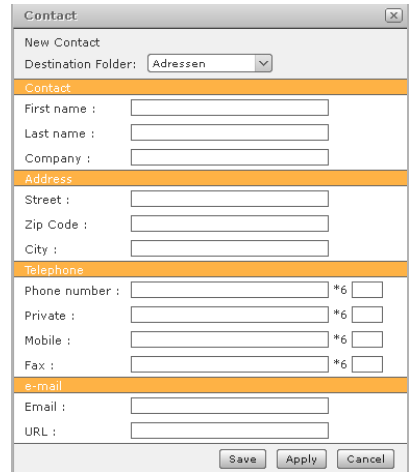
- 📞 Open the detailed view. Click 📞 to dial the contact's call number directly.



Entering new contacts

- ▶ **Addressbook** Open
- ▶ Click **New Contact** in the address book window.
- ▶ Click **Destination Folder** to select the directory in which you want to save the new entry.
- ▶ Enter contact data.

The telephone and fax number input boxes have an additional box (with the prefix *6) to enter speed dial numbers.



Phoning with several call participants

Inquiry calls

You want to make an inquiry call to a second call participant during a call. The first call is put on hold. The call partner hears a message or an on-hold tune if this function is activated on the phone system.

Once the call is accepted via the call manager, the call task status changes to **Active Call**.


- ▶ Move the mouse cursor over **Hold**.
- ▶ **Hold Call** Click to interrupt the call and put the caller on hold.
- ▶ Enter the call number for the inquiry call into the keypad and click **Ok** to confirm.

Or

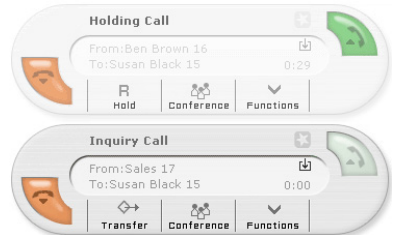
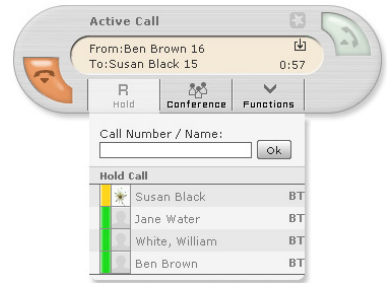
- ▶ Click a contact in the list.

The inquiry call is established.

Ending the inquiry call


- ▶  Click to end the inquiry call and continue with the first call.

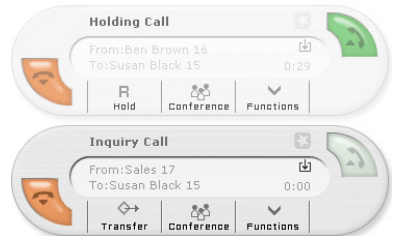
Note: You can use the call number of the second call participant stored in the telephone book, redial list or call list.



Toggling

You are talking to one participant; another is put on hold, for example, because you have accepted a waiting call or you have put a call on waiting. Both call participants are displayed. You can toggle between both call partners.

- ▶ Click  to talk with the participant on hold. The other participant is now put on hold.



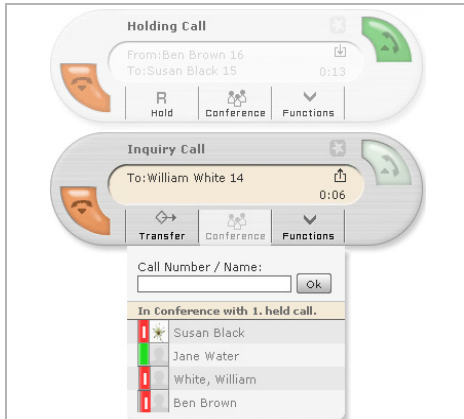
Initiating conference calls

You are talking with one or more call participants and you want to include another participant.

Initiating a conference from an inquiry call or held call

- ▶ Move the mouse cursor over **Conference**.
- ▶ Click **In Conference with {0}. held call..** {0} indicates the number of the held call.

Both conversations are merged to establish a conference call.

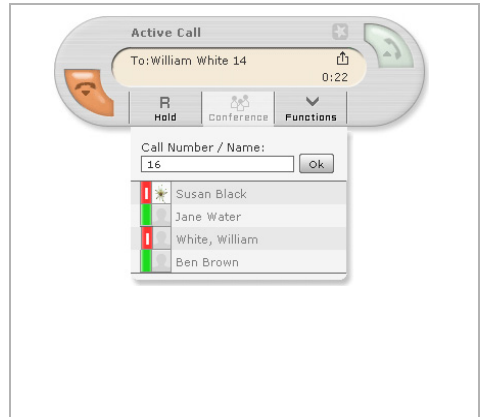


Initiating a conference from an active call

- ▶ Move the mouse cursor over **Conference**.
- ▶ Enter the number of the new conference call participant you want to include and click **Ok** to confirm.

Or

- ▶ Click a contact in the list.



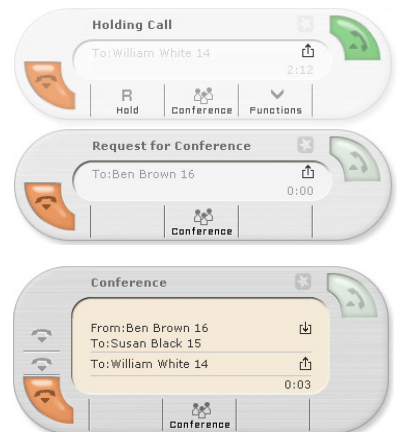
Another call task opens for the conference inquiry call and the active call is now put on hold.

Click **Conference** in **Request for Conference** to merge the participants and the held call into one conference.

Call task conference

As soon as a conference call is established, the participants are displayed in the call task **Conference**.



To involve other callers into the conference, repeat the steps above.



Ending conference calls



Click the button to remove a single participant from the conference.

Click on the button or replace the  receiver or press the End call button  to end the conference.

Forwarding the call to another participant

You are talking to one participant and want to forward the call to a third party.

You are having a conversation and the call task **Active Call** is open.

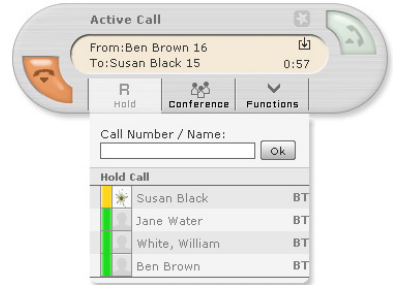
- ▶ Move the mouse cursor over **Hold**.
- ▶ **Hold Call** Click to interrupt the call and to keep the caller on the line.

Blind transfer

If you want to forward the caller directly to a contact in the list:

- ▶ Click **BT** next to the name in the list.

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



Transfer after inquiry call

- ▶ Enter the call number into the keypad and confirm with **Ok**.

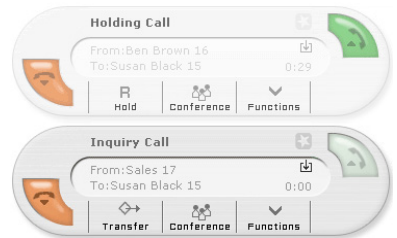
Or

- ▶ Click a contact in the list.


The active call is put on hold. The inquiry call is established.

- ▶ Announce to the caller that he/she will be transferred, if necessary.

- ▶ Click **Transfer** to transfer the held call. The corresponding call tasks will close and your own line becomes free again.



Interrupting the inquiry call

- ▶ Press the  button in the inquiry call task and replace the receiver. The inquiry call is interrupted **without** a transfer. The held call is active again. The phone rings.
- ▶ Lift receiver to continue with the call.



Call pick-up

You can accept incoming calls on your phone for other call numbers that are not assigned to your phone.

Requirement: The call numbers are assigned to the **Busy Lamp Field** function keys and the **Function Keys** window is open.

- ▶ Click **Keys** to open the function key window.

The status display of an entry indicates an incoming call.

- ▶ Move the mouse cursor over . The connection being called and the number of the caller will be displayed.
- ▶ Click . The call is transferred and the call manager opens.

