Index

A

accepting users 74
accessing
  call log 101
  CyberGenie 45
  messages from handset 121
  system inbox 117
activating speech recognition 31
active call states 177
adding contacts 107
adding external phone line 67
adjusting
  discreet ring 152
  handset display light 154
  ringer sound 151
  ringer volume 151
  speaking to CyberGenie 172
  volume level 151
administering the system 91
air channels
  definition of 6
  during call sessions 131
analog phone lines 10
application buttons 51
application software 5, 49
Application window 51
ASR 5, 7
assign, definition of 6
assigning handset to user 77
attended call transfer 139
authorization code 27
authorization code, base station 65
auto attendant
  definition of 4
  setup 72
automatic locking, handset 164
automatic speech recognition 5, 7

B

baby monitor, using handset as 42, 157
background noises 172
base station
  analog phone lines 10
  authorization code 27, 65
  changing through handset menu 166
  controlling subscription of 165
  definition of 5
  deleting 169
  driver 13
  function 1
  indicator light status 176
  renaming 167
  selecting 166
  setup 23, 65
  subscribing a handset to 15, 76
basic commands 47
battery pack 15
blind call transfer 139
business card layout 113
business hours
  changing 69
  setting 69

C

call
  acceptance 74
  checking 46
  conferencing 98, 142
  controlling functions of 92
  dialing additional 96
  external 5, 131
  forwarding 46
  functions, viewing 95
  holding 141
  incoming 95
  information 147
  internal 5, 135
  internal vs. external 133
  monitoring activity of 92
  multiple 141
  notification 136
  outgoing 133
  parking 46, 133, 137
  pickup 46
  placing with CyberGenie 134
  placing with keypad 133
  progress control 94
  reason table 177
  receiving 136
  reconnecting 96
  redirecting 99
  rejecting 99, 140
  retrieving 137
  routing 70
  routing, effect on messaging 125
  session 6, 131

session combinations 92
status table 176
three-party 94
transferring 97, 138
two-party 94
viewing activity 92, 95
viewing recently placed 147
call forwarding
changing destination of 160
setting up 83
call log 101
accessing 101
clearing 105
filtering 102
printing 105
refreshing 105
setting up 89
sorting records 104
viewing 101
viewing details 104
Call Log window 54
Call Progress window 92, 110
miniaturizing/maximizing 93
use of 92
call waiting feature 141
call-by-name feature 33, 45
caller ID 8, 136
caller, definition of 5
CG 2400 system 5, 7
changing
base station information 166
business hours 69
dialing properties 67
discreet ring 152
display light and contrast 154
gender 61
handset menu language 154
key click 152
on-hold music 61
pronunciation 171
rejection message 128
ringer sound 151
system setup 60
user information 85
voice gender 61
voicemail greeting 46, 127
volume level 151
welcome greeting 46, 125
channel, air 131
charging a handset 15
checking messages 46
clearing the call log 105
components 14
conferencing calls 98, 142
configuration
full system 26, 57
window 57
Configuration Complete dialog box 32
Configuration window 53, 57
Configuration Wizard 26
contacts
adding 109
business card view 113
deleting 110
dialing from PC 110
download to handset 112
editing 109, 110
email software, use with 106
list 106, 134
records 107
removing 110
setting up phonetically 171
sort order, changing 112
spreadsheet view 113
updating records of 107
view, changing 113
Contacts window 53
controlling
base station subscription 165
call functions 92
call progress 94
CyberGenie, definition of 5
CyberGenie@Work, definition of 5

D

default settings 170
defining users 29
deleting
base station 169
contacts 110
external phone line 67
users for call acceptance 75
dial-by-name feature 19
dialing
additional calls 96
properties 67
Dialing Properties panel 67
direct call feature 159
display
contrast 154
handset 40
icons 40
light 154
text 40

E

email 7, 117
external calls 10, 133
External Line Summary panel 68
external phone line 28
adding or deleting 67
indicator status 176
setting up 66

F

faxes 7, 117
features 1, 7, 8
filtering call log records 102
full function mode, definition of 6, 38

G

general line properties 68
graphical user interface 37, 49
greeting
message 124
types 58
voicemail 33, 46, 58, 124
welcome 46, 58, 73, 125

H

handset
accessing messages from 121
assigning to user 77
baby monitor 157
charging 15
customizing 149
default settings 170
definition of 5
direct call feature 159
display 40, 136
display light 154
display menu 2
downloading contacts to 112
downloading phonebook to 145
entering non-numeric symbols 175
function 1, 7
keys 2, 38
language 154
locking 164
maximum number 7, 10, 15
maximum number of active 10
menus 41, 150
microphone 156
operating mode 38
phonebook 145
PIN 163
placing calls from 133
problems 185
resubscribing to a base station 77
retrieving messages from 121
setting tone length 155
setup 76
sounds 151
subscribing to base station 15, 76
unassigning 78
unblocking 164
unsubscribing from a base station 79
user interface 37, 38
Handset List panel 78
headset 10
automatic answering 157
using 156
help 45
from the handset 187
online 187
technical support 187
holding calls 137, 141

I

icons, display 40
inbox
assigning 117
greetings 62
system 117
incoming calls 95
internal vs. external 133
redirecting 99
voicemail 117
incoming messages 100
destinations 117
types of 117
indicator light status 176
installation 13
system requirements 13
Wizard 19
interface
graphical 37, 49
handset 37
speech 37, 45
interference 10
internal calls 5, 10, 135
IPEI code 44, 163

K

key click 152
key lock feature 162
keys, handset 38, 133

L

language, handset menu 154
line
  indicators 52
  properties 68
listening to
  incoming messages 100
  saved messages 122
loading software 21

M

MAPI 6, 9
medical electronic products, use with 10
memo recording 46
menu for handset 41, 150
message
  accessing from handset 121
  checking 46
  greeting 124, 125
  incoming 100
  notification 118
  recording at PC 124
  rejection 58, 63, 99, 124, 128
  reminder 120
  retrieving 121
  retrieving remotely 123
  saved 122
  types 58
  unified 6
  voicemail 58
  welcome 58, 73
microphone 156
Microsoft Outlook 9, 20
miniaturizing the Application window 51
modem 34
monitoring call activity 92
music 61

N

non-numeric symbols, entering 175
notification options 118

O

on-hold music 61
online help 55
operating modes 38
outgoing calls 133

P

parking calls 46, 133, 137
PC
  dialing contacts from 110
  unified messaging features 115
  using with 2, 115, 171
personal mailbox 117
phone line, external 28, 66
phone lock 162
phonebook 145
  downloading to handset 145
  placing calls with 146
phonetic spelling rules 171
picking up calls 46
PIN
  changing 28, 163
  defining 27
  function 9
  recording 188
placing calls 133, 134, 135, 145, 146
precautions 10
printing call logs 105
problem-solving 183
product registration 32
pronunciation 171

Q

quick reference 47

R

range 10
receiving calls 136
reconnecting calls 96
recording
  memos 46, 120
  messages at pc 124
  PINs 188
  rejection message 63
  reminder messages 120
  system inbox greeting 62
  welcome greeting 73
redirecting calls 99
refreshing the call log 105
registering the product 32
rejecting calls 99, 140
rejection message 58, 63, 99, 124, 128
reminder messages 120
renaming base station 167
restricting call log records 102
resubscribing handsets 77
retrieving messages 121, 123
ring
  discreet 152
  sound 151
  turning off 153
  volume 151
ring-all-handsets timer 61
routing calls 70, 125

S

safety information iv
security
  key lock feature 162
  phone lock 162
security, system
  levels 9
  PIN 27
server 5, 49
session 5, 10, 92, 131
setting up
  auto attendant 72
  base station 23, 65
  business hours 69
  call log 89
  call routing 70
  external line 66
  general line properties 68
  handset 76
  handset tone length 155
  reminder messages 120
  ring-all-handsets timer 61
  system 60
  user 30, 80
  user message notification 118
software
  CyberGenie@Work 1, 19, 21
  installing 21
  reinstalling 179
  restoring 180
  uninstalling 179
sorting call log records 104
specifications 10
speech
  recognition 2
  user interface 45
speech activation 8
speech recognition 5, 7, 172
  activating 31, 111
  deactivating 111
speech user interface 2, 37, 45
spreadsheet view 113
standalone mode 6, 38
standby time 10
subscribing handset to base station 15, 76, 168
subscription 76
  base station 165
  definition of 6
system
  administration 4, 91
  PIN 60
  requirements 13
  setup 60
  setup, changing 60
system inbox greeting 62

T

talk time 10
technical support 187
telephone network 168
telephony, defined 4
text-to-speech feature 7
three-party calls 94
timer, setting 61
tones, handset 155
transferring calls 97, 138
troubleshooting
  hardware 183
  software 184
two-party calls 94

U

unassigning handset to user 78
unified messaging 8
  definition of 6
  destinations 117
  functions of 115
unsubscribing handset 79
updating contacts 107
user
  acceptance 74
  adding 81
  assigning handset to 77
  defining 29
  definition of 5, 29
  information, changing 85
  message notification 118
  profile 4
  setting up 30
  setup 80
  voicemail options 84
user interface 37
  graphical 49
  speech 45
User panel 81
users configuration 81

V

viewing
  all calls placed 147
  base station information 166

call duration 147
call information 147
call log 101
call log details 104
current call activity 92
duration of all calls 147
IPEI code 163
most recent call 147
voice, changing CG gender 61
voicemail 117
greeting 33, 46, 124, 127
length 61
maximum number of users 10
personal greeting 58
system greeting 58
system inbox greeting 62
user options 84
volume levels 151

W

warning sounds 153
welcome greeting 46, 58, 73, 124
changing 125
window
Application 51
application buttons 51
areas on 51
Call Log 54
Configuration 53, 57
Contacts 53
line indicators 52
panels 51