

System User Manual

Gigaset 2420



Preliminary Version 3

Siemens Wireless Terminals

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Important Safety Instructions and Product Information

BEFORE USING YOUR TELEPHONE EQUIPMENT, BASIC SAFETY INSTRUCTIONS SHOULD ALWAYS BE FOLLOWED TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK AND INJURY TO PERSONS AND DAMAGE TO PROPERTY.

1. Read and understand all instructions.
2. Follow all warnings and instructions including those marked on the product.
3. Unplug this product from the wall telephone jack and power outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use damp cloth for cleaning.
4. Do not use the desk station near water, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
- B. Do not place this product on an unstable cart, stand or table. The product may fall, causing serious damage to the product.
6. Slots or openings in the cabinet and the back and bottom are provided for ventilation, to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, or other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

Safety Instructions and Product Information

7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
8. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
9. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in the risk of fire or electric shock. Never spill liquid of any kind on this product.
10. To reduce the risk of electric shock or burns, do not disassemble this product, but take it to qualified service personnel when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages, dangerous electrical current or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
11. Unplug the desk station from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - a. If liquid has been spilled into the product.
 - b. If the product has been exposed to rain or water.
 - a. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in damage and will often require extensive work by qualified service personnel to restore the product to normal operation.
 - d. If the product has been dropped or cabinet has been damaged.
 - e. If the product exhibits a distinct change in performance.

12. Avoid using telephone during an electrical storm. There may be a remote risk of electrical shock from lightning.
13. Do not use the telephone to report a gas leak in the vicinity of the leak.
14. The antenna on the base of this telephone does not retract. To prevent injury, do not place the telephone where persons can step, trip or fall on the telephone.
15. Do not place metal objects on the antenna.

Battery Safety Precautions: To reduce the risk of fire, injury or electric shock, or property damage, and to properly dispose of batteries, please read and understand the following instructions.

CONTAINS NICKEL CADMIUM BATTERY. BATTERY NiCd MUST BE RECYCLED OR DISPOSED OF PROPERLY.

DO NOT DISPOSE OF IN MUNICIPAL WASTE.

1. Only use type AA Nickel-Cadmium (Ni-Cd) or type AA Nickel-Metal Hydride (NiMH) rechargeable batteries in the cordless handset and reserve battery compartment.

DO NOT use other rechargeable batteries or non-rechargeable batteries. The batteries could short-circuit, and the battery shell may be damaged causing a hazardous condition. Instruction labels are located in the handset and charging unit battery compartment.

2. Always follow basic safety precautions when using and disposing of batteries. Do not dispose of the batteries in a fire; the cells may explode. Do not expose batteries to water. Check with local codes for special disposal instructions.
3. DO NOT USE ALKALINE OR LITHIUM BATTERIES IN THE CORDLESS HANDSET BATTERY CHARGER OR RESERVE BATTERY COMPARTMENT.
4. Periodically clean the charge contacts on both the charger and handset.
5. DO NOT mix old and new batteries in this product.
6. Position positive (+) battery contact to match diagram in cordless handset and spare battery compartment.
7. Charge the batteries provided with, or identified for use with, this product only in accordance with the instructions and limitations specified in this manual.
8. Exercise care in handling batteries in order not to short the batteries with conducting materials such as rings, bracelets, and keys. The batteries or conducting material may overheat and cause burns or fire.
9. Do not open or mutilate the batteries. Released electrolyte is corrosive and may cause damage to the eyes or skin. The electrolyte may be toxic if swallowed.
10. Only use the same rechargeable battery type. DO NOT combine Ni-Cd and NiMH rechargeable battery types.
11. During charging, batteries heat up. This is normal and is not dangerous.
12. Do not use non-Siemens charging devices. This could damage the batteries.
13. Avoid contact with water or fire. DO NOT dispose of batteries in a fire; the cells may explode.
14. The RBRC[™] Battery Recycling Seal on the nickel-cadmium Ni-Cd batteries contained in the battery charger and cordless handset indicates Siemens is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful life, when taken out of service within the United States or Canada. The RBRC program provides a convenient alternative to placing used Ni-Cd batteries into the trash or municipal waste stream, which is illegal in some areas. Please call 1-800-8-BATTERY for information on Ni-Cd battery recycling in your area. Siemens involvement in this program is part of our commitment to preserving our environment and conserving our natural resources.

Warning: Changes or modifications to this unit not expressly approved by Siemens Business Communication Systems could

void the FCC authority to operate the equipment.

Note: This telephone system complies with Part 68 of the FCC rules. On the bottom of the base station is a label that contains, among other information, the FCC Registration Number, Ringer Equivalence number (REN and the Universal Service Order Code (USOC), which is RJ-1 1 C, for this equipment. You must, upon request, provide this information to your telephone company.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

If your telephone equipment causes harm to the telephone network, the telephone company may ask you to disconnect the system from the line until the problem has been corrected or they may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice isn't practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your telephone system. If they do, if possible you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service. If you experience trouble with this telephone system, disconnect it from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This telephone system may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. **Privacy of communications may not be ensured when using this phone.**

This telephone system equipment has been tested and found to comply with the limits for Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. Some cordless telephones operate at frequencies that may cause interference to nearby TVs and VCR s; to minimize or prevent such interference, the system base should not be placed near or on top of a TV, PC monitor, or VCR; and, if interference is experienced, moving the desk station farther away from the TV or VCR will often reduce or eliminate the interference.

However, there is no guarantee that interference will not occur in a particular installation. If this telephone system does cause harmful interference to radio or television reception, which can be determined by turning the system off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Increase the separation between the desk station and receiver.
2. Connect the desk station into an outlet on a circuit different from that to which the receiver is connected.
3. Consult the dealer or an experienced radio TV technician for help.

Notice to Hearing Aid Wearers: This phone system is compatible with inductively coupled hearing aids.

Power Outage: In the event of a power outage, your cordless telephone will not operate. The cordless telephone requires electricity for operation. You should have a telephone which does not require electricity available for use during power outages.

Limited Warranty: This limited, non-transferable warranty is provided to the original purchaser. The product is warranted to be free from defects in materials and workmanship under normal installation, use, and service for period of one (1) year from the date of purchase as shown on the purchaser's

Safety Instructions and Product Information

receipt.

Our obligation under this warranty is limited to repair or replacement (at our option) of the product or any part(s) which are defective provided that the product is returned to the original place of purchase or an authorized service location during the warranty period. Products returned must be accompanied by a copy of the purchase receipt. In the absence of a purchase receipt, the warranty period shall be one (1) year from the date of manufacture. Repair or replacement of the product is your sole and exclusive remedy.

If the product is repaired, reconditioned component parts or materials may be used. If the product is replaced, we may choose to replace it with a new or reconditioned product of the same or similar design. The repaired or replacement product will be warranted for either (a) 90 days or (b) the remainder of the original one (1) year warranty period, whichever is longer. Batteries provided are warranted for the same time period.

This warranty does not apply to defects outside of our control, including but not limited to acts of God, fire, flood, damage while in transit to service facility. We do not warranty that the product will be compatible with any telephone equipment or systems or party lines.

This warranty shall be void if the product is damaged as a result of defacement, misuse, abuse, neglect, accidents, destruction, or alteration of the serial number, improper electrical voltages or currents, repair, alteration or maintenance by any person or party other than our authorized service facility or any violation of instructions furnished by us.

This warranty is also void if this product is removed from the country in which it was purchased by the original purchaser, if it is used in a country which it not registered for use, or if it is used in a country for which it was not designed. Due to variations in telephone systems and communications laws, this product may be illegal for use in some countries. We assume no responsibility for damages or penalties incurred resulting from the use of this product in a manner or location other than that for which it is intended.

THIS ONE-YEAR LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED. ANY IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED IN DURATION TO THE ONE-YEAR DURATION OF THIS WRITTEN LIMITED WARRANTY. WE DISCLAIM ANY LIABILITY FOR DAMAGES FOR LOSS OF USE OF THE PRODUCTS, LOSS OF TIME, INCONVENIENCE, INJURY TO ANY PERSON, OR DAMAGE TO PROPERTY CAUSED BY THE PRODUCT, LOSS OF REVENUE OR PROFIT, OR DAMAGES FOR ANY FAILURE TO PERFORM. IN NO EVENT SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES EVEN IF WE ARE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you

This warranty is the sole and exclusive warranty provided for the product. There are no other express warranties. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Chapter 1

Installation

Desk Station

Desk Station's Handset

AC Power Cord

- System Box's • Coiled Handset Cord
- Accessory Kit: • Telephone Line Cord
- Y Telephone Line Cord

- Documentation • System User Manual/ Gigaset 2420
- Quick Reference Guide for the Gigaset 2400HS
- *Quick Reference Guide for the Gigaset 2420DS*

Cordless Handset • Cordless Handset (Gigaset 2400H5)

Box:

- Cordless • Charger Cradle (Gigaset 2400CG)
- Handset's • Warning about Proper Battery Use
- Charger Cradle • User Guide for the Gigaset 2400CG

Box:

- Cordless • Belt Clip
- Handset's • 2 AA Rechargeable NiCd Batteries
- Accessory Kit: • Battery Charger Door Cover

Chapter • Installation

Steps for Installation

Desk Station

3. Do not install the desk station near microwave ovens, radio equipment, or non-cable connected televisions.

These appliances may cause electrical interference. For more information on appropriate locations, see the Important Safety Instructions section of this manual.

Your desk station must be placed on a hard, flat surface and connected to both a phone wall jack and an AC power outlet.

Use within a temperature range of 32 to 120 F.

- 3. Locate the desk station's AC power cord. Plug the power supply into a functional 120 vat electrical outlet.**

The outlet should not be controlled by a wail switch.

- 3. Turn the desk station over, be careful not to bend the antenna. Thread the desk station's AC power cord into Cord Channel 3 and snap the plug into the telephone jack labeled 12V DC @ 4Ooma**

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- 4. You must purchase two lines from the telephone company in order to have two line access. These lines do not need to be physically separate, i.e., exist as two wires with two separate jacks. The telephone company can set up two separate lines using the same jack. These lines can be shared with other telephones in your home or office.**

Note: If you only have one line and that line is busy, phone calls will be routed to your nonexistent second line unless you set the Trunk Access option described in *Chapter 7 Customizing Your System* to Line 1 Only.

Note: Your desk station and cordless handsets can share a line with a non-Gigaset 2420 telephone system, but calls on the shared line may be interrupted by the non-system phone. You can prevent Gigaset 2420 phones from interrupting active calls on the non-system phone by setting the Call Barge In feature. See System Settings in *Chapter 7 Customizing Your System* for more information.

- **If you have two lines** using the **same jack** or if you have only **one line**, you can use the standard telephone line cord.
 - a. Insert the standard telephone line cord into **Cord Channel 1**. Snap the plug into the telephone jack on the bottom of the desk station labeled **Lines 1 & 2** as illustrated on page 2.
 - b. Snap the other end of the telephone line cord into a wall jack.
- **if you have two physically separate lines**, use the **Y telephone line cord**.
 - a. Insert the long end of the Y telephone line cord into **Cord Channel 1** and snap the plug into the

telephone jack on the bottom of the desk station labeled **Lines 1 & 2** in the illustration on page 2.

- b. Snap the other ends of the Y telephone line cord into the wall jacks.

Note: You may need to purchase additional supplies for other configurations.

5. Thread the long straight section of the coiled handset cord into **Cord Channel 4** and snap the plug into the desk station.
6. Snap the other end of the coiled handset cord into the desk station's handset (receiver).
7. If you wish, you can connect your fax modem to the **AUX PORT** at the bottom of the desk station. Using this port rather than having the Fax/modem connected directly to a phone line, provides two advantages:
 - If you have two outside lines, the Fax/modem can use either line to place its call. See Automatic Line Seizure in *Chapter 7 Customizing Your System* for more information about setting line access preferences.
 - You can set the Distinctive Ringing feature described in *Chapter 7 Customizing Your System* so that the system will not ring any of the phones when a Fax/modem call arrives.

If you want to connect a Fax/modem line to the desk station, snap one end of a telephone line cord (not provided) into the Fax/modem or to a Fax/modem PC card. Thread the telephone line cord into **Cord Channel 2** and snap the plug into the **AUX PORT** jack located on the bottom of the desk station.

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Chapter • Installation Cordless Handset/Charger Cradle

1. Choose a location. Do not install the cordless handset charger cradle near microwave ovens, radio equipment, or non-cable connected televisions. These appliances may cause electrical interference. For more information on appropriate locations, see the **Important Safety Instructions** section in this manual.

The charger cradle can be installed on a flat surface or mounted on the wall. It must be connected to an AC power outlet. See the *User Guide for the Gigaset 2400CG* found in the charger cradle box for more information.

Use within a temperature range of 32 to 120 F.

2. Plug the charger cradle's power supply cord into a functional 110 volt electrical outlet.
3. The cordless handset comes with two AA rechargeable NiCd batteries. Place these batteries into the cordless handset as indicated by the illustration in the handset's battery compartment.
4. Get the battery charger door cover from the accessory kit and position it as indicated in the illustration above. Insert the batteries and slide the cover forward into the grooves until it latches into the handset.
5. Place the cordless handset into the charger cradle.

6. Look at the battery charge icons

-	R	+
---	---	---

-	+
---	---

 in the lower left corner of the charger cradle. The light under the icon on the right

Chapter • Installation

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indicates whether the cordless handset's batteries are being charged. It should be on.

Note: The lights underneath the battery charge icons may turn off periodically during charging. This is normal.

Charge the batteries

until the battery charge icon in the cordless handset's

display shows a full

charge. This will take approximately 12 hours. The batteries take less time to recharge. Is it a problem to leave the mobile in the charger indefinitely? Does this decrease battery capacity? How do you tell when the batteries need to be replaced? If

capacity decreases over time, shouldn't we recommend several discharge/charge cycles to rejuvenate them? JIM McDermott

7. The charger cradle has a separate battery charger compartment in the back. You can purchase two spare AA rechargeable NiCd batteries and store them in the charger compartment.

8. Do not put nonrechargeable batteries in the spare compartment. When you replace the cordless handset's batteries with the spare batteries, replace both batteries.

To charge extra batteries, slide the battery charger compartment's cover up and off the charger. Place the batteries inside the charger compartment and slide the cover back into the charger. See illustration below.

6. These batteries need to be charged for at least ~2 hours 18-20 before being used. The "R" on the left icon on the charger cradle stands for "Reserve." The light under this icon indicates whether the batteries in the spare compartment are being charged. It should be on.

9. Slide the belt clip onto the back of the cordless handset. Snap the pins on the inside of the belt clip 5 arms into the holes near the handset's earpiece.

Quick Start

The first things you may need to do after you charge the cordless handset's batteries are:

Register a cordless handset to the desk station

See below

Deregister a cordless handset from the desk station

See Base Settings in *Chapter 7 Customizing Your System*

Understand how to find and change options

See the cordless handset's and the desk station's How Menus Work sections in *Chapter 2 The Basics*

Adjust the contrast of your desk station display

See Display Contrast in *Chapter 7 Customizing Your System*

Set the time and date (to track answering system messages)

See the desk station's How Menus Work section in *Chapter 2 The Basics*

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Record announcements for the answering system

See Recording Announcement in *Chapter 6 Answering System*

Change the system's PIN for remote access of answering system messages) See Change System PIN in (to prevent unauthorized access of answering system messages) *Chapter 7 Customizing Your changes and for System*

There are numerous other features you may wish to customize, depending on how you plan to use your phone system. Keep track of customized settings in *Appendix C Programming Worksheets*.

Registration

To allow multiple systems with multiple cordless handsets to be installed near each other, each desk station must know which handsets it should communicate with. This is called "Registration. The cordless handset cannot operate unless it is registered to a desk station.

The cordless handset shipped with your system is registered at the factory to the accompanying desk station. If you purchased additional handsets you will need to register them with a desk station

1. If the first display you see has a flashing "Searching" or a steady "Please Register" on it, you must register the

cordless handset to a desk station.

You can register up to eight cordless handsets to one desk station and register a cordless handset with two different desk stations. Under normal circumstances, you only register once.

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Chapter • installation

2. Bring the charged and powered-up handset to the desk station. Registration and deregistration can be done at a distance, but it is much better to do them when you are sure that the handset is not out of range. If the cordless handset is out of range, changes in one of the phones may not communicate to the other phone.

Note: Only one cordless handset can register at a time

3. Press the **MENU** key on the desk station.
4. Scroll to the "Mobile Registration" display using the FWD or BACK key and press the SELECT key

Note: "Mobile" in this menu refers to the cordless handset.

5. Enter the desk station's PIN and press **SELECT**.

Note: The desk station comes from the factory with the PIN number 0000 (zeros) already assigned.

6. The display indicates that the desk station is registering. You have one minute to complete the registration process before the desk station times out.
7. Press the **MENU** key on the cordless handset.
8. The soft keys directly underneath the cordless handset's display are defined by the text call Log immediately above them. Highlight "Base Settings" using the or up arrow and down arrow key and press OK

Note: "Base" in this menu refers to the desk station

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9. Use the up arrow and down arrow keys to access the desired desk station. Unless you have two desk stations, this will be Base Station 1. Press OK.
10. Press up the down arrow until **Register is** highlighted. Press **OK**

1. Enter the desk station's PIN. Press ~ to correct

nistakes. Press **OK**

12. When the cordless handset finds the desk station, scroll to the number you wish to assign to the cordless handset. Numbers already being used are not displayed. Press **OK**.

13 A successful registration is acknowledged in both the desk station's and the handset's display.

14 If you customize the Gigaset 2420 system, record your changes using *Appendix C Programming Worksheets*

Note: Do not stick foreign objects into any of the holes on the desk station or cordless handset. You could harm the speakers, the earpiece, the microphones, or yourself.

MOVE TO SAFETY SECTION?

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Chapter • Installation

How to Reach Us

If you want to learn more about where you can purchase the Gigaset 2420 system or accessories, please call ~877) 267-3373 If you need technical assistance with your Gigaset 2420, please call (888) 777-02~ 1 or, for TDD access, call (888) 777-0209.

Chapter e installation

Chapter 2

The Basics

This chapter will familiarize you with your new phone system. It covers the following topics:

General Information

Terminology used in this Manual

System Capabilities

System Requirements

Audible Signals

Desk Station

Keys and the Display Area

Understanding Displays

How Menus Work

Speakerphone and Headset

Mobile Handset

Keys and Display Area

Understanding Displays

How Menus Work

Using a Headset

Special Features

Chapter 2 . The Basics

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General Information

Terminology Used in this Manual

The words "mobile" or "intercom" when they appear in a display mean "cordless handset." The words "base" or "base station" in a display mean "desk station." The "corded handset" is connected to the desk station and is commonly called a "receiver." "Scrolling" means to move through menus by pressing various key. And "menus" are lists of options.

An "external" line is one that a phone company provides. An "internal" line is an intercom line. When you are on an intercom line, you are talking to a cordless handset or the desk station like you would on a walkie talkie. The phone company is not providing the connection.

To a low multiple systems with multiple cordless handsets to be installed near each other, each desk station must know which handsets it should communicate with. This is called "Registration." The cordless handset cannot operate unless it is registered to a

desk station.

System Capabilities

Your phone system can handle up to two external phone lines and one intercom phone line. Each desk station can support up to eight cordless handsets. Each handset can be registered with two desk stations.

A cordless handset can handle two calls at a time. The desk station can handle three calls simultaneously. This means the system as a whole can handle five callers at one time.

The cordless handset must stay within 200 feet of the desk station. The handset's range and the superior sound quality produced by the use of higher frequencies is affected by walls and other structural barriers.

Chapter 2 . The Basics

How to Get the Most Out of your System

Your Gigaset 2420 system is designed for two external lines and Caller ID. Although you can use the system with only one line or without Caller ID, you will not be able to take full advantage of all the features. The Gigaset 2420 also supports telephone company messaging services with the **MAIL** key. Consult your telephone company for more information about these services.

Audible Signals


Gigaset 2420 Busy Signal	The intercom line is not available. This is not the same busy tone provided by the telephone company.
External ring	An external call arrived
Internal ring	An internal call arrived
Internal Ringback	The system is ringing a cordless handset
Intercom dial tone	
Call pending tone	The intercom line is not being used An external call arrived while you are talking on another line
Recall ring	An attempted transfer failed. You can pick up and take a message.

Chapter 2 . The Basics

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Desk Station

Display	Contains information about call status and user options
up arrow	Volume control (speaker, handset, or ringer)
down arrow	Controls display contrast Down volume key inserts pause during number entry
menu	Starts/ends new operation

back<	Moves to previous menu option Backspace key during text entry
>fwd	Moves to next menu option Enters a space or moves to next letter during text entry
delete	Deletes a Call Log or Directory entry Deletes Answering System voice message
16	Chapter 2. The Basics
dir	Opens/closes desk station's Directory
hold	Places an active call on hold
select	Selects current menu option Enables/disables feature displayed on menu Answering System pause and play key
Conf	Initiates a transfer Creates a conference
Rel	Releases (disconnects) the active line or intercom call
	Programmable SpeedDial key
Redial	Redials the last number dialed
Flash	If you have Call Waiting, toggles between an active and incoming call
Mail	Indicates/accesses voice messages collected by your telephone company (You must subscribe to the service.) May be used as a SpeedDial key
Callers	Indicates/accesses call information collected by the Call Log
Msg's	Indicates/accesses voice messages collected by the Answering System
Intcom	Accesses intercom line Indicates presence and status of calls
Speaker/mute	Activates the speakerphone Mutes speakerphone and corded handset Indicates speaker state.
Line 1/2	Access key for external lines 1 or 2 Indicates presence and status of calls

Line 1, Line 2, And Intercom Key

OFF	Line Available
ON	Line in Use
Fast Wink	Incoming Call
Flash	Call on Hold
Slow Wink	Barge-In Possible

Speaker/Mute Key

OFF	Speakerphone Off
ON	Speakerphone On
Fast Wink	Speakerphone Muted
Flash	Handset Microphone Muted

See *Chapter 6 Answering System* for information about the **MAIL** and **MSG's** keys. See *Chapter 5 Directory and Call Log* for information about the **CALLERS** key.

Understanding Displays

The desk station and cordless handset present information about call status and user options in their displays. The content changes according to the state of the phone and the way you customize your phone.

if the Desk station is waiting for a call, the display will look something like this. The date and time are on the top line and the second line gives you Answering System Information.

If you are receiving a call and you subscribe to Caller ID, the display will tell you who is calling and which line is ringing. You can choose whether the name or number is on the left side of the screen and how the name is displayed. See **Chapter 2. The Basics**

capitalized. See System Settings in *Chapter 7 Customizing Your System* for more information.

Other displays and Answering System functionality are explained in the appropriate sections.

How Menus Work

When your phone is handling a call, you see information about that call in the display. Displays also show options that you can use to customize your phone, retrieve messages, or manage information. These lists of options are called menus. You scroll through menus using various keys. Every time you press a valid key, you are either selecting an option or scrolling.

For example, to **Set the Desk Station's Date and Time**

1. Press the **MENU** key on the desk station.
2. Scroll to the "Date/Time" display using the **FWD** or **BACK** key and press the **SELECT** key.

Note: Throughout this manual, you will be asked to "press **MENU**" and "scroll to a particular screen." This really means "press the **MENU** key" and "scroll to a particular screen using the **FWD** and **BACK** keys unless otherwise noted." The same principle applies to other references to keys.

3. A blinking cursor shows which character can be edited. The text in the second line of the display will also show which option you are adjusting.

Press **FWD** or **BACK** to the desired character position. Then press the appropriate number key to replace the existing character

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4. Press **SELECT** to display the "Time Format" setting. AM/PM?
5. Time is displayed in AM/PM or 24 hour format. Press **FWD** or **BACK** to the desired format and press **SELECT**.

If you chose AM/PM format, you must select AM or FM. Press **FWD** or **BACK** to the desired setting and press **SELECT**.

6. Your phone system will time out after 30 seconds if you do not complete a task. You can also back out of menus by pressing the **MENU** key (every press takes you up a level in the menu).

Some features can only be enabled or disabled. A checkmark next to a feature means that the feature is enabled or on.

Using the Speakerphone or Headset

Using a Headset

Headsets are not included in your phone system, but may be purchased separately. The Gigaset 2420 supports an **Electret** headset with a 2.5 mm plug.

Plug the headset into the socket on the right side of the desk station. When the headset is plugged into the desk station, the audio is routed to the headset's earpiece and the speakerphone is disabled.

When you are using the headset at the desk station, the **SPEAKER/MUTE** key will be illuminated with a steady glow.

Using the Speakerphone

Start a call using the speakerphone or transfer to the speakerphone at any point during the conversation by simply picking up the handset.

- e To start a call using the speakerphone, press the unlit **SPEAKER/MUTE** key or an unlit line key.
- If you wish to activate the speakerphone during an active call, press the **SPEAKER/MUTE** key and hang up the corded handset.
- To mute the speakerphone during a call, press the **SPEAKER/MUTE** key. The resulting fast wink illumination shows that muting is on. Press the key again to turn it off.
- To mute the handset microphone during a call, press **SPEAKER/MUTE** key. The resulting flash illumination shows that muting is on. Press the key again to turn it off.

Press the **REL** key to end a speakerphone call

Adjusting the Volume

Adjust the listening volume on the desk station's headset, speakerphone, or the corded handset during a call or while listening to a dial tone by pressing the "A" or "V" volume keys. Your choices can range from 0 (low) to 9 (high). Press the "A" or "V" volume keys to the desired setting.

This setting persists for the speakerphone and headset, but it is only a temporary adjustment on the corded handset. When you hang up, the volume setting stored in the System Settings menu is reactivated. See the System Settings section in *Chapter 7 Customizing Your System* for information on permanently changing the volume.

Using the SpeedDial Keys

Program the SpeedDial keys on the right side of the desk station according to the instructions on the bottom of the paper insert next to the keys or in *Chapter 7 Customizing Your System*. For extra inserts, see the back of this manual.

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Cordless Handset

Keys and the Display Area

Display	Contains information about call status and user options
Soft Keys	Variable functions as shown on display
Menu	Starts/ends menu (content dependant on state of cordless handset)
Talk	Answers calls Initiates dial tone If you have Call Waiting, toggles between an active and an incoming call
Conf	Initiates a transfer Used to create a conference
End	Terminates calls
Int	Access key for internal calls
Pwr	Turns cordless handset on/off Initiates keyboard protect

Understanding Displays


The cordless handset's display presents information about call status and user options. The content changes according to the state of the phone.

When no call is active the handset's display shows which desk station the handset is synchronized with ("Base Station 1") and the charge level of the battery. The battery icon represents a range from 66 - 100%, 33- 66%, 33 - 1%, or 0%

Note Synchronization means that the cordless handset and desk station have a radio connection.

How Menus Work

The soft keys directly underneath the cordless handset's display are defined by the text immediately above them. Pressing up arrow and down arrow

moves the list of menu options. Pressing the soft key under , the **MENU** key

or a dashed line (---) moves the menu to the previous level. A dashed line indicates the end of a menu list.

In this manual, the names of displays will be in quotation marks. Throughout this book, you will be asked to "press **REDIAL**" or "press the **REDIAL** key" on the cordless handset. This means "press the soft key directly underneath the word 'REDIAL' in the display." This basic principle applies to other words you may see in the cordless handset's display.

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Using a Headset

You can use the cordless handset like a receiver or attach a headset to it. Plug the headset into the socket on the left side of the cordless handset.

Special Features

Keypad Protect


You can lock the cordless handset's keypad to protect against inadvertent key presses. To protect the keypad or release it from a protected state, press the **PWR** key for less than 0.7 seconds. A longer press turns off the cordless handset.

An incoming call will temporarily release the keypad protect. Once the call is over, keypad protect mode resumes.

Phone Lock

The cordless handset can also be protected from unauthorized use. It can still be used to make an emergency call to 911 or to receive calls.

Locking

To lock the cordless handset, press **MENU**. Highlight "Telephone Lock" using . Press **OK**. Enter the cordless handset's PIN and press **OK**. The PIN assigned to the handset in the factory is 0000 (zeros). See *Chapter 7 Customizing Your System* for information about changing the handset's PIN.

Making an Emergency Call

If you live in an area which provides 911 support, you can reach **Call 911? emergency services from a locked state by pressing the TALK key** **This accesses the Call 911 display. If you press YES or** the **TALK** key, the handset dials 911 for you. If you press

NO or the **END** key or place the telephone in the charger cradle, the handset returns to the locked state.

Unlocking

To unlock the cordless handset, press the **MENU** key to display the unlock option. Press **OK**. Enter the cordless handset's PIN and press **OK**.

Room Monitor

You can use one or more cordless handsets to alert you when a specific level of noise occurs within the handset's hearing" range. For instance, you can use a cordless handset to monitor activities in another part of the building. The handset will not ring or generate other tones if there is an incoming call; but, if the noise in the room being monitored is loud enough, the Room Monitor handset will call you.

In order to set the following features, press **MENU** on the cordless handset. Highlight "Room Monitor" using and press **OK**.

Picking which Phone should be Alerted

The Room Monitor handset automatically calls the active desk station (Intercom 0). If you wish to have it call another phone:

1. Highlight "Set Call Number" and press **OK**.
2. Enter the number of the phone you want alerted. Press **OK**.

Adjusting the Trigger Level

To adjust the trigger level

1. Highlight "Set Level" and press **OK**.
2. You have three choices
The Level 1 setting requires the least amount of noise to trigger a call. Press the left arrow and right arrow keys to the desired trigger level and press **OK**

Enabling/Disabling

Highlight "Monitor Room" and press **OK**. A checkmark next to Monitor Room indicates that the handset is now acting as a Room Monitor. The handset stays in Room Monitor mode until you disable it.

Low Battery Indicators

The battery icon in the cordless handset's display shows you the battery charge level. A white, flashing battery icon and a warning tone signal low battery power. Return the cordless handset to its charger cradle immediately.

The cordless handset holds its charge about 26 to 48 hours off the charger cradle. **IN AN ACTIVE STATE OR IN STANDBY?**

HOW LONG DOES IT TAKE TO RECHARGE A BATTERY?

Range Warning

When you leave the desk station's transmitting range during a conversation, you will hear an out of range warning and see a short notice on the handset's display.

The cordless handset comes from the factory with the battery warning and range warning tones enabled, but you may elect to turn them off. See *Chapter 7 Customizing Your System* for more information.

Chapter 3

Making, Answering, and Terminating Calls

Making Calls

An external" line is one that a phone company provides. An "internal" line is an intercom line. When you are on an intercom line, you are talking to a cordless handset or the desk station like you would on a walkie talkie. The phone company is not providing the connection.

HOW MANY CALLS CAN THE SYSTEM HANDLE AT ONCE?

Making Calls at the Desk Station

You can begin using the desk station as soon as it is properly installed. See *Chapter 1 Installation*.

External Calls

1. If you wish to use the speakerphone or headset, press the unlit **SPEAKER/MUTE** key or an unlit line key. If you wish to use the corded handset simply pick it up.

Note: If you disabled Automatic Line Seizure, the display prompts you to press a line key.

2. When you hear a dial

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tone, enter a number using the keypad, the **MAIL** key, a Speed Dial key, or the **REDIAL** key. You can also dial from the Directory and the Call Log.

Note: The **MAIL** key accesses voice mail only when you purchase voice mail service from your telephone company.

Internal Calls

If the **INT** key is illuminated, it is in use and thus unavailable.

1. If you wish to use the speakerphone or a headset press the **INT** key without lifting the corded handset.

If you wish to use the cordless handset, simply pick it up and press the **INT** key.

2. When you hear the internal dial tone, enter the cordless handset's number (some number between 1 - 8) or press * to page all handsets. All handsets will ring, but only one can take the call.

REDIAL Key

The **REDIAL** key allows you to automatically dial the last external number dialed from the desk station.

Initiate a dial tone then press the **REDIAL** key or simply press the **REDIAL** key.

If you disabled Automatic Line Seizure, pressing the **REDIAL** key will allow you to use the **BACK** key to edit the number before placing the call. Press a line key after you finish editing to automatically dial the number. Press the **REL** or **MENU** key to stop editing without dialing.

For information about moving a number from Redial into the Directory, see *Chapter 5 Directory and Call Log*.

28 **Chapter3** . Making, Answering, and Terminating Calls **Block Dialing**

Normally, you access an external line and then dial a number. Block dialing allows you to enter and edit a telephone number before you get a dial tone.

1. Enter an external telephone number by pressing the keypad keys before lifting the corded handset or pressing the **SPEAKER/MUTE** key.
2. Edit the number by using the **BACK** key.
Insert a pause at any point after entering the first digit by pressing
3. Lift the corded handset or press the **SPEAKER/MUTE** key or an unlit line key to activate the dial tone and automatically dial the number.
If you disabled Automatic Line Seizure, you must manually select a line.

Dialing from the Directory or Call Log

For information about dialing from the Directory or Call Log, see *Chapter 5 Directory and Call Log*.

Making Calls on the Cordless Handset

External Calls

1. Remove the handset from the charger and press the **TALK** key.
2. When you hear a dial tone, enter the phone number using the keypad, the **REDIAL** key, or automatically dial from the Directory or Call Log. For more information about Directory and Call Log, see *Chapter 5 Directory and Call Log*.

29 **Chapter3** e Making, Answering, and Terminating Calls **internal Calls**

1. Remove the handset from the charger and press the **INT** key.
2. When you hear the internal dial tone enter the cordless handset's or desk station's Intercom 4

number. The name of the cordless handset or desk station you are dialing appears as soon as the number starts ringing.

- Dialing 0 calls the active desk station.
- Pressing the **BASE** soft key, also calls the active desk station, but the desk station will not ring. The speakerphone activates for a two-way conversation. This feature is called Voice Call.
- The dialing number of each cordless handset is the number you assign when registering that handset to a desk station.

Press the * key or the **All INT** soft key to page every cordless handset and desk station in the system. All phones will ring, but only one can take the call.

Redial Option

Pressing the **REDIAL** soft key allows you to retrieve the last five external numbers dialed. Use the up arrow and down arrow keys to view the saved numbers and the **TALK** key to dial the displayed number.

Moving a Number from the Redial List to the Directory

1. With the display showing the desired Redial entry, press **OK**.

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2. Highlight "Move to Directory" and press **OK**.
3. Enter a name, if required, and press **OK**. See *Chapter5 Directory and Call Log* for information about entering text.
4. Highlight "Save Entry" and press **OK**.

Deleting a Redial Number

With the display showing the desired Redial entry, press **OK**. Highlight the "Delete Number" option and press **OK**.

Block Dialing

Normally, you access an external line and then dial a number. Block dialing allows you to enter and edit a telephone number before you get a dial tone.

1. Enter the external telephone number by pressing the keypad keys.
2. You can edit the number by using soft keys.
 - The back arrow key erases characters. The left arrow and right arrow keys help position the flashing cursor. Pressing the back arrow key deletes the digit to the left of the cursor. To insert a digit, position the cursor to the right of the desired insert location and enter the digit.
 - To insert a pause, press **OK**. In the "Dial Number" display, highlight the "Insert Pause Option" and press **OK**.
 - You have 30 seconds to finish entering the number and activate a dial tone or the process times out and the number is lost.
5. Press the **TALK** key to activate a dial tone and automatically dial the number. Or press **OK** to access

the "Dial Number" option. Press **OK** again to dial the number.

Dialing from the Directory and Call Log

For information about dialing from the Directory or Call Log, see *Chapter 5 Directory and Call Log*.

Answering Calls

Desk Station

Answer a call at the desk station by pressing the flashing line or **INT** key, picking up the corded handset, or pressing the unlit **SPEAKER/MUTE** key.

Cordless Handset

Answer a call on the cordless handset by pressing the **TALK** key or by taking the cordless handset from its charger. If you want to require that the **TALK** key be pressed when answering a call, you must disable the Auto Call Accept option. See *Chapter 7 Customizing Your System* for more information.

While on Another Line

You cannot receive an internal call if you are on an internal or external call. Incoming external calls will not ring. Instead information about the incoming call is displayed and a call pending tone sounds.

You can

- hang up the first call and answer the incoming call as you normally would
- put the active call on hold by pressing the **HOLD** key and then answer the incoming call
- **desk station only:** press the flashing key (the first caller will automatically be put on hold)
- **cordless handset only:** press the **TALK** or **ACCEPT** key (the first caller will automatically be put on hold)

After answering the second call, use the **TOGGLE** key to place the active call on hold and switch to the other call. Pressing the **RELEASE** key hangs up the displayed call. In the example above, pressing **RELEASE** would end the call on Line 1.

- ignore the incoming call and let the answering system or one of the other system users answer it. You will not be able to listen to a message being left on your answering system while you are actively engaged in a conversation on another line.

Call Waiting

Call Waiting is a service provided by the telephone company. If you subscribe to Call Waiting and an external call comes into an active line, a special call waiting tone sounds.

If you also subscribe to Caller ID on Call Waiting, the display shows caller information about the incoming call for a few seconds before returning to the previous display.

Press the **FLASH** key on the desk station or the **TALK** key on the cordless handset to switch to the new call. You can use these keys to toggle between the two calls.

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While using the Directory or Call Log

If you are looking at the Directory or the Call Log, you may continue working. You will not see caller information on the display until you pick up the call. Call Log and Directory close when you answer the call.

While using the Answering System

If you are using the answering system when an incoming call arrives, you can continue reviewing your messages or changing features. However, the answering system cannot take a message while you are using it. You will not see caller information on the display until you pick up the call. Answering the call suspends answering system functions. You can continue using the answering system at exactly the same place after you finish your conversation.

When the answering system is turned off, you can access it while the phone is ringing by pressing the **MENU** key

While on a Conference Call

Desk Station

You can receive an external incoming call during a conference call. You will hear the call pending tone and see a display showing information about the new call.

You cannot put a conference call on hold. You must disconnect to answer the incoming call (or to initiate a new call). If you did not initiate the conference call, the other participants must reconnect you to the conference call as described in *Chapter4 Managing Calls*.

If you ignore the incoming call, it will be picked up by the answering system.

Cordless Handset

You cannot receive an incoming call during a conference call.

Desk Station

Line keys flash for each call, but the display shows only caller information for the last call. Press a line key to pick a specific call or press the **SPEAKER/MUTE** key or pick up the corded handset to answer the last call. The display updates to reflect the information of the current active line.

Terminating Calls

At the Desk Station

On the desk station, terminate a call by pressing the **REL** key or hanging up the handset. End an active speaker call by pressing the **REL** key, or by picking up the handset and replacing it on the desk station.

On the Cordless Handset

On the cordless handset, terminate a call by pressing the **END** key, the **RELEASE** key, or placing the handset in the charger cradle.

If you are talking to someone and you have a call on hold, pressing the **END** key will disconnect both calls. Pressing the **RELEASE** key disconnects the active party **and** automatically reconnects you *to* the person on hold.

Chapter 4

Managing Calls

This chapter explains how to manage calls from both the desk station and the cordless handsets. Calls can be placed on hold, transferred, or added to a conference.

Hold

The Hold feature enables you to place an active call on hold by pressing the **HOLD** key.

Using the Hold Feature on the Desk Station and the Cordless Handset

1. To place a call on hold..
 - On the desk station - press the **HOLD** key, or press any other available line key. Pressing another line key or answering an incoming call while active on a call automatically puts the active call on hold.
 - On the cordless handset-press the **HOLD** or **CONF** key.
2. To retrieve the held call:
 - On the desk station - press the flashing line key.
 - On the cordless handset - press the **Recall** key.

Note: A call on hold cannot be picked up by another cordless handset or desk station.

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3. To disconnect the held call.
 - On the desk station - press the flashing line key and then press the **REL** key.
 - On the cordless handset - press the **Recall** key and then press the **END** key.

Using the Consultation Hold Feature on the Desk Station and the Cordless Handset

After a call is placed on hold, you can dial another party and talk privately-this is known as Consultation Hold.

Place the first call on hold.

2. Dial the other party.
 - On the desk station - select an available outside line or press the **INTCOM** key and then dial the second party.
 - On the cordless handset - press the **TALK** or **INT** key and dial the second party.

Note: You cannot place an intercom call if the party on hold is also an intercom call since you are already using your

internal line.

3. You can now toggle between the two parties.
 - On the desk station - press the flashing line key to toggle between the two parties. This will place the active party on hold and the current party active.
 - On the cordless handset - press the **Toggle** key to toggle between the two parties.
4. To end the consultation, hang up the active call by pressing the **REL** key on the desk station or **Release** key on the cordless handset then retrieve the call on hold.

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Transfer

The Transfer feature lets you move a call to another party and then hang up. You can transfer an external call to an internal line (intercom call) but you cannot transfer external call to external line. You can transfer an intercom call to an external line but you cannot transfer an intercom call to another cordless handset or desk station.

Using the Transfer Feature on the Desk Station and the Cordless Handset

1. Press the **CONF** key to place the first caller on hold.
2. Dial the outside number or intercom number as you normally do (i.e. press the line key, **TALK**, or **INT** key then the number). If you wait for the person you called to answer, you can announce the transfer.
3. To complete the transfer:
 - On the desk station - press the **REL** key or simply hang up.
 - On the cordless handset- press the **END** key.

Note: If the party to which you are transferring the call does not answer within 30 seconds or is busy on the line, the call will be returned to you. You have 45 seconds to pick up a recalled call. If you do not pick up within that time, the phone stops ringing and the call is sent to the Answering System.

Conference

The Conference feature lets you have three parties in a conversation. The other parties can be on an external line or internal line but at least one party must be on an external line.

Note: To set up a conference call with two external parties, you must have two lines available.

Using the Conference Feature on the Desk Station and the Cordless Handset

1. To set up a conference call, dial the first party or if **it** is an incoming call, answer the call.
2. Press the **CONF** key to place the first call on hold.
3. Dial the outside number or intercom number as you normally do (i.e. press the line key, **TALK**, or **INT** key then the number) and wait for the party to answer.
4. Join all parties by pressing the **CONF** key.

Note: An active conference cannot be placed on hold. If you receive an incoming call during an active conference call, you can ignore the new call, drop the last party added to the conference to answer the new call, or remove yourself from the conference call to answer the new call.

5. To remove the last party from the conference, press **CONF** key if you are at the desk station or the **EndConf** key if you are using a cordless handset.

Note: The party that was called last is dropped from the conference and conversation continues with the original caller.

6. To connect the two parties in the conference without including yourself in the call, press the **REL** key if you are at the desk station or the **END** key if you are using a cordless handset.

Note: If both other parties are on external lines, all calls are disconnected.

7. To end the conference call between all parties, you will need to remove the last party as described above and then hang up the remaining call.

Call Barge In

The Call Barge In feature allows the desk station to connect to an external line that is in use by a phone not associated with this telephone system. If this feature is enabled, the desk station can connect to an existing conversation on the external line selected. For information on how to configure the Call Barge-In feature, see *Chapter 7 Customizing Your System*.

To barge in on a call, press the corresponding line key

Chapter 5

Directory and Call Log

This chapter describes the Directory and Call Log features of your telephone system. It also provides information on how to use these features.

The Directory feature allows you to store frequently used phone numbers in a telephone book format. The directories for the desk station and each cordless handset are unique. On the cordless handset, a directory can also be sent from one cordless handset to another.

The Call Log feature can store information for an incoming external call. The Call Log maintains a list of the last 30 calls received at the desk station. The Call Log can be accessed by any Of the cordless handset.

Directory

The Directory in your telephone system is similar to a telephone book that enables you to create and manage entry in your telephone directory.

The desk station can store 100 entries in the directory. Each cordless handset can store 80 entries in its directory. However, the number of directory entries on the cordless handset can increase if entries are short.

When all the tasks in the Directory are complete for an entry, the list of entries is sorted and stored in alphabetical first letter order.

Accessing the Directory from the Desk Station

You can access the Directory menu on the desk station by pressing the **DIR** key. Once you have accessed the Directory, the first display you see will be either the first entry in the Directory or the New Entry option if the Directory is empty.

Use the **>FWD** or **BACK<** key to scroll through the menu.

Use the **SELECT** key to confirm a selection. If at any time you want to exit the Directory menu, press the **DIR** or **MENU** key.

Working with the Directory Menu from the Desk Station

Using the Directory menu, you can:

- dial an entry in the list
- modify an existing entry
- delete an entry
- create a new entry

- save a number from redial or from the call log entry into the directory
- delete the entire directory
- view remaining memory in the Directory.

Dialing a Number from the Directory

To dial a number from the Directory:

1. Access the Directory menu. Scroll through the list of entries using the **FWD** or **BACK** key. Press **SELECT** when the desired entry is displayed.
2. At the prompt "Dial Number?" press the **SELECT** key. The system will automatically dial the number for you.

Creating a New Entry in the Directory

To create a new entry in the directory:

1. Access the Directory menu.
2. If there are entries in the directory, you will see the first entry displayed. Press the **SELECT** key then press the **FWD** key until you see the "New Entry" option. Press **SELECT**.

Or, if there are no entries in the directory, you will see the "New Entry" option on your screen. Press **SELECT**.

3. Enter a name for the entry. The name can be from 1 to 24 characters in length. Press the **FWD** key when you have finished entering the name.

To enter alphabetic characters - use the numbers on the keypad. For example, to enter the letter "a", press the key '2' once. To enter the letter "b", press the same key twice quickly. To enter the letter "c", press the same key three times quickly. Refer to Table 1 **Key Presses** for the key sequences when inputting alphabetic characters.

To enter an uppercase letter - press the "*" key once and then enter the letter.

To insert a space between the name - press the '1' key.

To erase characters - press the **BACK** key.

4. Enter a number for the entry. The number can have up to 22 digits.

To insert a pause in your dialing sequence - press the volume v key. You will see the letter "P" displays in place of the pause.

To insert a flash in your dialing sequence - press the **FLASH** key.

To move between the Name and Number field - press the **FWD** key.

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5. Press **SELECT** when you have finished entering the number Your new entry will be stored in the directory.

Key Presses

The following table describes the key sequences for character entry for both the desk station and the cordless handset.

Table 1 **Key Presses**

Key	1 st	2 nd	3 rd	4 th	5 th	6 th	7 th	8 th	9 th	10 th
1	Space	l								
2	a	b	c	2			â	ç		
3	d	e	f	3	é	è	ê			
4	g	h	i	4	í	î				
5	j	k	l	5						
6	m	n	o	6	ñ	ó	ô	œ		
7	p	q	r	s	7					
8	t	u	v	8	ú	ù	û			
9	w	x	y	z	9					
0	0	-	.	,	:	'	?	⊃	!	ç
*	Shift	*	/	()	&	@			
#	#									

Saving a Number from Redial or Call Log into the Directory

You can save a redialed number or a number from the call log entry into the directory.

To save the redial number:

1. Press the **DIR** key to access the Directory.
2. If there are no entries in the Directory, press **FWD** until you see the "New Entry from Redial" option.
If there are entries in the Directory, press **SELECT** when you see the first entry and then press **FWD** until you see "New Entry from Redial". Press **SELECT** to choose this option.
3. You are now in the Directory editor with the redial entry in the number field. Edit the name and number. Press **SELECT** when you are done.

To save the number from the Call Log entry:

1. Access Call Log by pressing the **CALLERS** key then scroll through the list to select your entry.
2. Select the Save to Directory option from the menu.

Note: This option is only shown if the Call Log entry contains a number.

Editing an Entry in file Directory

To edit an existing entry in the directory:

1. Access the Directory menu. Scroll through the list of entries using the **FWD** or **BACK** key.
2. Select the entry you want to modify then press **FWD** until you see the Edit Entry option displayed. Press **SELECT**.
2. Begin to edit the entry name and number. Use the guidelines as described in *Creating a New Entry in the Directory*.

Chapter5 . Directory and Call Log

Deleting an Entry in the Directory

To delete an existing entry in the directory:

1. Access the Directory menu. Scroll through the list of entries using the **FWD** or **BACK** key.

2. Select the entry you want to delete then press the **FWD** key until you see the Delete Entry option displays. Press **SELECT** to remove the entry.

Or, you can also delete an entry by pressing the **DELETE** key while the entry is displayed.

Deleting the Directory

To delete all entries in the directory:

1. Access the Directory menu.
2. You will see the first entry in the directory list on your display. Press **SELECT** then press **FWD** until you see "Delete Directory" on your screen.
3. Press **SELECT**. You are prompted to enter the 4-digit PIN (Personal Identification Number).

Enter System - PIN:
- - - -
4. Once the PIN is accepted by the system, you are prompted to confirm the deletion of all entries in the directory. Press **SELECT** to continue. You will see the message "All Entries Deleted" on your screen. To cancel the action, press the **DIR** or **MENU** key.

Checking Memory in the Directory

To display the amount of available memory in the directory:

1. Access the Directory menu.
2. You will see the first entry in the directory on your display. Press **SELECT** and then press **FWD** until you see the "Check Memory" option on your screen. Press **SELECT**.

The percentage of the total available memory in the directory is shown on the second line of your display.

Accessing the Directory from the Cordless Handset

You can access the Directory menu on the cordless handset by pressing the **MENU** key and then selecting Directory from the main menu.

Use the up arrow or down arrow key to move through the selections. As you scroll through the menu, the first option is always highlighted. To select an option, press the **OK** key.

If at any time you want to exit the current level or cancel a task, either press the **↑** key (this key is located to the left of the **OK** key) or press the **MENU** key. Depending on which menu you are in, you might not always see the **↑** key. If this is the case, you can always exit the Directory by pressing the **MENU** key.

Working with the Directory Menu from the Cordless Handset

Using the Directory menu, you can:

- create a new entry
- delete the entire directory

- send the list of entries in the directory from one cordless handset to another cordless handset
- view remaining memory in the directory.

Creating a New Entry in the Directory

To create a new entry in the directory

1. Access the Directory menu. Select the Next Entry option on your screen.
2. Enter a name for the entry The name can be from 1 to 16 characters in length Press the > key when you have finished entering the name.

Note: The same guidelines apply when entering alphabetic characters on the cordless handset and on the desk station. Refer to Table 1 **Key Presses** for the key sequences when inputting alphabetic characters.

To erase characters - Press the < key.

3. Enter a number for the entry. The number can have up to 32 digits.
To insert a pause in your dialing sequence -press the **OK** key while you are in the Number field. Select Insert Pause from the menu and then press **OK**. You will see the letter "P" displays in place of the pause.

To move between the Name and Number field - press the <or> key.

4. Press **OK** when you have finished entering the number.
5. You will be prompted to save the entry. Press **OK** when you see this option. Your new entry is now stored in the directory.

To verify whether you have entered a duplicate entry -press **OK** after you entered the name and number then select the Find Entry option from the menu.

If there is a match, you will see the message "Found Match:" with the name and number of the entry displayed.

If there are no match, you will see the message "No Match Found".

Deleting the Directory

To delete all entries in the telephone directory

1. Access the Directory menu
Select the Delete Directory option on your screen
2. Enter the 4-digit PIN.
3. Once the PIN is accepted by the system, you are prompted to confirm the deletion of all entries in the directory. Press **OK** to continue. You will see the message "All Entries Deleted" on your screen. To cancel the action, press the ↑ or **MENU** key.

Sending the Directory

Sending the directory involves the transferring of a directory list from one cordless handset to another. Entries copied to the

receiving cordless handset are added to its existing directory.

Note: You cannot send a directory list from a cordless handset to a desk station or from a desk station to a cordless handset.

1. Access the Directory menu. Select the Send Directory option on your screen.
2. You will be prompted to enter the intercom number of the receiving handset.

Checking Memory in the Directory

To display the amount of available memory in the directory

1. Access the Directory menu.
2. Select the check Memory option on your screen

The percentage of the total available memory in the directory is shown on the second line of your display similar to this screen.

Directory 99% Free

Working with Directory Entries on the Cordless Handset

You can access the list of entries in the Directory on the cordless handset while it is idle by pressing the **DIRCTRY** key. If there are entries in the directory, you will see the first entry displayed, otherwise, the message "Directory Empty" is displayed

Use the **←** key to advance to the previous or next entry in the list. To select an entry, press the **OK** key. To exit the Directory menu, press the **MENU** key.

Dialing a Number from the Directory

To dial an entry in the directory

1. Access the directory list Scroll through the list and press **OK** to select your entry.
2. Select the Dial Number option from the screen by pressing **OK**. The system will automatically dial the number for you.

Or, you may also press the **TALK** key to dial the number when the entry displays on the screen

Editing an Entry in the Directory

To modify an existing entry in the directory

1. Access the directory list Scroll through the list and press **OK** to select your entry.
2. Select the Edit Entry option from the screen by pressing **OK**.

3. Edit the entry using the same guidelines as described in *Creating a New Entry in the Directory*

Deleting an Entry in the Directory

To delete an existing entry in the directory

1. Access the directory list. Scroll through the list and press **OK** to select your entry.
2. Select the Delete Entry option from the screen by pressing **OK**. You will see the message "Entry Deleted" on your screen.

Sending an Entry in the Directory

To send an entry in the directory of one cordless handset to another cordless handset.

1. Access the directory list. Scroll through the list and press **OK** to select your entry.
2. Select the Send Entry option from the screen by pressing **OK**. You will be prompted to enter the intercom number of the receiving handset.

The selected entry is copied to the receiving cordless handset and is added to its existing directory list.

Call Log

The Call Log feature can store incoming call information for the user to recall and view at a later time. Call Logging can be enabled to log all calls, log unanswered calls, or log no calls. The desk station maintains a log of up to 30 records containing information about incoming external calls. Additional entries over the first 30 cause the oldest entry to be dropped. Entries are always shown in chronological order, with the first entry being the newest. For information on how to configure the Call Log settings, see *Chapter 7 Customizing Your System*.

The Call Log feature on the cordless handset is under the control of the desk station. A cordless handset can access the Call Log, use its automatic dial capability, and save the number in the Call Log entry into the directory. However, any Call Log deletion must be done exclusively at the desk station.

Note: Calls that are automatically directed to the Fax/Modem port are not entered into the Call Log.

The Call Log contains the following information:

- **Incoming line number** - the line that is ringing at the time the incoming call is received.
- **Date of last call** - the date the call was received. **Time of last call** - the time the call was received.
- **Caller's phone number** - the phone number of the caller if available from Caller ID.
- **Caller's name** - the name of the caller if available from Caller ID.
- **Number of times called** - the number of times (1 to 9) a call has been placed from that number to your incoming line.
- **Whether the call was answered** - an indication that the incoming call was answered.
- **Whether the call was returned** - an indication that the incoming call in the entry log has been returned.
- **Whether there was a voice message left** - an indication that the incoming call in the entry log has a voice message associated with the call.

Accessing the Call Log from the Desk Station

You can access the Call Log by pressing the **CALLERS** key 00. the desk station. When you press this key, your display changes to show the first entry in the Call Log list. You can scroll through the list using the **FWD** or **BACK** key.

Following are samples of some call log entries:

Example 1

L1 #02 8/25 12:28p ACM Jane Doe 555-1212

Example 2

L2 #01 6/27 09:00a ACM 555-1212 John Doe

Example 3

L1 #03 7/21 11:30p AM -unavailable-
--

Example 4

L2 #04 12/1 10:00a AM -Private Call-

Example 1 illustrates a Preferred Name display. The first line of the display shows the line number, the number of times called, the date and time of the call, and the answered (call, called back (C), and voice message (M) indications. The letter 'A' specifies that the call was answered. The letter 'C' specifies that the call was returned. The letter 'M' specifies that there is a voice message associated with the call. The second line displays the caller ID information.

Example 2 illustrates a Preferred Number display. The second line of the display shows the caller ID information with the caller's phone number displays first then the name.

In example 3, the second line of the display shows "Unavailable" because there is no Caller ID information.

In example 4, the second line of the display shows "Private Call" because the Caller ID information is blocked.

Working With Call Log on the Desk Station

While viewing entries in the Call Log, you can select an entry by pressing the **SELECT** key. When this key is pressed, the first line of the display is changed to show information about an entry. The second line of the display shows the first choice of a menu of possible actions that you can take on a selected Call Log entry.

Use the **BACK**< or >**FWD** key to scroll through the Call Log menu. To exit the Call Log, press the **MENU** key.

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Returning a Call from the Call Log

To return a call from the Call Log (only if the number from Caller ID exists):

1. Access Call Log. Scroll through the list to select your entry.
2. Select the Return Call option from the menu.

If an external line is available, the phone number associated with the selected entry is dialed. If no line is currently available, an error tone is sounded and the dial attempt is canceled. You can also dial the number by lifting the handset, pressing the **SPEAKER** key, or selecting an external line.

Saving an Entry to the Directory

To save an entry in the Call Log (only if the number from Caller ID exists) to the directory:

1. Access Call Log. Scroll through the list to select your entry.
2. Select the Save to Directory option from the menu.

The Caller ID name and number are displayed in the Directory editor. Edit and save the entry as described in *Creating a New Entry in the Directory*.

Deleting an Entry in the Call Log

To delete an entry in the Call Log:

1. Access Call Log. Scroll through the list to select your entry.
2. Select the Delete Entry option from the menu.

Note: You may also delete an entry by pressing the **DELETE** key while the entry is displayed.

Deleting the Entire Call Log

To delete all entries in the Call Log:

1. Access Call Log. Select any entry from the list.
2. Select the Delete Entire Call Log option from the menu.
3. You will be prompted with a confirmation screen. Press the **SELECT** key to confirm the deletion or press the **MENU** or **CALLERS** key to cancel the task and return to the Call Log menu.

Listening to Messages in Call Log

The Listen to Messages option is not available as a menu choice if no message associated with the call log entry exists.

To listen to messages:

1. Access Call Log. Scroll through the list to select your entry.
2. Select the Listen to Messages option from the menu.

Note: See *Chapter 8 Answering System* for description about message playback control.

Accessing the Call Log from the Cordless Handset

The cordless handset shares the same call log with the desk station but under control of the desk station. A cordless handset can access the Call Log, use its automatic dial capability, and save the number from the call log entry to the

handset directory. However, any Call Log deletion must be done exclusively at the desk station.

Multiple cordless handset units may access the Call Log simultaneously. Since the desk station may make changes to the Call Log at any time, the possibility exists that an entry may be deleted while it is being viewed by one or more cordless handset units. If this is the case, the entry will continue to appear in the Call Log at the cordless handset unit until that entry is closed. The entry will then become unavailable.

You can access Call Log by pressing the **MENU** key on the cordless handset and then selecting Call Log from the main menu.

When you select the Call Log menu, if there are entries in the Call Log, the first entry will display. You can scroll through the list using the **↑** or **↓** key. To select an entry, press the **OK** key. If at any time you want to exit the current level or cancel a task, press the **~** key (this key is located to the left of the **OK** key) or press the **MENU** key.

Following are samples of some call log entries

Example1

Example2

In example 1, the first line of the display shows the line number followed by the date and time of the call. The second line of the display shows the caller's name and the number of times called. The third line of the display shows the phone number and the answered (A), called back (C), and voice message (M) indications. The letter 'A' specifies that the call was answered. The letter 'C' specifies that the call was returned. The letter 'M' specifies that there is a voice message associated with the call.

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In example 2, the second line displays the caller ID information with the phone number as the preferred number display.

Working with Call Log on the Cordless Handset

While viewing entries in the Call Log, you can select an entry by pressing the **OK** key. When this key is pressed, the display shows a menu of possible actions you can perform on a selected entry. Note that the first option in the menu is highlighted. Use the **Left** or **Right** key to scroll through the Call Log menu.

Returning a Call from the Call Log

To return a call from the Call Log (only **if** the number from Caller ID exists):

1. Access Call Log Scroll through the list to select your entry.
2. Select the Return Call option from the menu

If an external line is available, the phone number associated with the selected entry is dialed. If no line is currently available, an error tone is sounded and the dial attempt is canceled.

Saving an Entry to the Directory

To save information from an entry in the Call Log to the directory:

1. Access Call Log Scroll through the list to select your entry.
2. Select the Save to Directory option from the menu.
3. The Caller ID name and number are displayed in the Directory editor. Edit and save the entry **as** you normally do. Your entry is now stored in the directory.

Chapter 6

Answering System

This chapter describes the many features of the built-in Answering System. It also provides information on how to use the basic features and how to access the Answering System remotely.

The Answering System enables you to record and assign announcements, play and delete messages. Additional features include:

Unique announcements for each line

- Separate announcement for calls with blocked caller ID
- Remote access from a cordless handset or from an external line
- Approximately 25 minutes for all recorded messages.

Getting Started

The Answering System is enabled by default from the factory. This allows you to use the Answering System without any customization.

Each caller is greeted by the default announcement and the flashing **MSG' S** key indicates new messages.

To play new messages - press the **MSG' S** key.

To play all messages - press and hold the **MSG' S** key for more than one second.

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Using the Answering System from the Desk Station

The Answering System allows you to manage your announcements, messages, and system settings.

To access the Answering System menu, press the **MENU** key then scroll through the selections using the **>FWD** key and select Answering System Menu. For quicker access to this menu, you may also press the **MENU** key and use the **BACK<** key to scroll back to the selection.

If at any time you wish to exit a current level of menus within the Answering System menu, press the **MENU** key. To completely exit from the Answering System Menu, continue to press the **MENU** key until the main menu displayed.

Processing Announcements

Announcements are played to an incoming call. You can have up to five announcements, four of which you can modify plus the system default announcement.

- **Announcement 1** - this is a general use announcement that can be assigned to any line.

- **Announcement 2** - this is a general use announcement that can be assigned to any line.
- **Answer Only Announcement** - this announcement is used when you do not want the caller to leave a message. It can be assigned to any line.
- **Blocked Call ID Announcement** - this announcement is used when the caller has blocked the caller ID information.
- **Default Announcement** - this announcement is the system default and cannot be changed. It can be assigned to any line.

Use the Process Announcements menu to play, record, delete, and assign active announcements.

Note: These menus are dynamic, meaning if you do not have any announcements recorded, then the delete and assign options will not be shown.

Recording Announcement

To record an announcement.

1. Access the Answering System menu.
2. Select Process Announcements.
3. Select Record Announcement.
4. Select which announcement to be used.
5. Begin recording the announcement after the start tone.

At any time you wish to cancel the current recording and restart again, press the **BACK** key.

6. When you have finished, press **SELECT**.

Note: Announcements can also be recorded using the corded handset. To use the handset, lift it out of the cradle and press the **REL** key. Follow steps 1 through 5 as described above. When you are done, press the **SELECT** key or hang up the handset.

During recording of both announcements and messages, if there is more than eight seconds of silence, recording will end automatically.

Playing Announcement

Use this option to review existing announcements

Access the Answering System menu and select Process Announcements. Select the Play Announcement option from the menu and then select which announcement to be used.

Deleting Announcement

Use this option to delete currently recorded announcements.

Access the Answering System menu and select Process Announcements. Select the Delete Announcement option from the menu and then select which announcement to be used.

Assigning Announcement

Use this option to choose which announcement should be used. You may choose different announcements for each external line.

Access the Answering System menu and select Process Announcements. Select either Assign Line 1 Announce or Assign Line 2 Announce then select which announcement to be used.

Processing Messages

Message status is indicated by the **MSG~S** key and by information on the display. The following table applies to the **MSG~S** key:

Status Light	Meaning
Unlit	there are no messages
ON	there are messages but no new messages
Slow Flash	there are new messages
Fast Flash	the Answering System is currently in use
Flicker	the Answering System memory is full

When a caller's message is recorded, additional information is stored along with the message. This information consists of a line number, a message number, an optional time stamp, and caller ID information. If there are no caller ID information, the recorded message will say "Unavailable".

In the above example, L1 indicates the line number, #01 represents the message number, 03/87/97 10: 15a indicates the time stamp, and John Doe 5125551212 represents the caller ID information.

Playing Messages

There are several different methods for playing messages. You can:

- **Play New All** - play all new messages
- **Play New By Line** - play all new messages for a specific line
- **Play All** play all messages
- **Play All By Line** play all messages for a specific line
- **Play Select** - play all messages beginning with a specific message

Messages can be played using the **MENU** or the **MSG~S** key Both the message information and the message will be played.

To play messages using the **MENU** key, access the Answering System menu and select Process Messages. Then select the message option for playback.

To play new messages using the **MSG' S** key, press the **MSG' S** key briefly.

To play all messages, press and hold the **MSG' S** key for more man one second.

During message playback, you can press the following keys:

- **Back<-** Repeats the current message or the previous message, if one exists, from its beginning.
- **>FWD**- Skips to the message when this key is pressed during playback of the time stamp. If this key is pressed during playback of the current message, the next message is played.
- **SELCET** - Pauses or resumes the current message.

- **DELETE**- Deletes the current message and proceeds to the next message.

Deleting Messages

There are several methods for deleting messages. You can delete all old messages, all messages, or a specific message.

Access the Answering System menu and select Process Messages. Select the Delete Messages option from the menu and then select which message to delete.

Note: You can also delete a message during message playback by pressing the **DELETE** key.

Basic Settings

The Basic Settings menu is used to customize the Answering System. To select this menu:

1. Access the Answering System menu.
2. Select Basic Settings.

From the Basic Settings menu, the following options are available:

- **Answer Device On** - The Answering System or 'Device' can be configured On to answer external calls or Off to not answer. The default setting is On.
- **Max Message Length** - The Answering System can be configured for a maximum length of incoming messages of 30, 60, 120, or unlimited seconds. The total memory time available is approximately 25 minutes. The default setting is 60 seconds.
- **Number of Rings** - The Answering System can be configured to answer an incoming call after 1, 2, 4, or 6 rings. It can also be configured for Auto (toll saver) mode. In this mode, the device will answer after 2 rings new messages exist otherwise the device will answer after 4 rings. A check mark in front of an option indicates the selected state. The default setting is 4 rings.
- **Call Screening On** - The Answering System can be configured to operate with call screening. Call screening allows the incoming message to be monitored during recording at the desk station over the loud speaker. Even if this feature is configured, it will only function if the desk station is not currently in use. The default setting is On.
- **Time Stamp On** - When a message is played, the time stamp will be spoken if this option is turned on. Turning time stamp off does not remove the time stamp information from the message or the display, only the audio indication. The default setting is On.
- **Bar Blocked Call ID** - The Answering System can be configured to present a special, user-recorded answer only announcement to any incoming caller who intentionally blocks their Caller ID information. This barring feature can only be activated if the Blocked Call ID Announcement has been recorded. If this special announcement is subsequently deleted, the Blocked Call ID Barring feature will be deactivated. The default setting is Off.
- **Memory Status** - This menu function displays the remaining time available for recording messages. The Answering System has approximately 25 minutes of total message recording time.

Recording a Conversation

The Call Recording feature allows you to record a conversation while connected to an external line at the desk station.

To record a conversation.

1. Press the **MENU** key while connected to an external line.

2. Begin recording the call by pressing the **SELECT** key.

Call Recording is stopped either by pressing the **SELECT** key or disconnecting from the external call.

Call Recording can be restarted by pressing the **BACK** key.

Note: A call that is being recorded cannot be put on hold.

Using the Answering System from the Cordless Handset or an External Line

The Answering System can be accessed remotely from a cordless handset and from an external line (a phone other than the desk station or the cordless handset). Most functions available to the desk station are available to the remote user.

Accessing the Answering System

From an External Line

The Answering System can be accessed whether it is on or off. Dial your number and wait for the Answering System to answer.

- If the Answering System is on, press the * key during the announcement. Enter the 4-digit system PIN when prompted.
- If the Answering System is off, let the line ring for over 50 seconds. The Answering System will then answer with the prompt "Enter PIN". Enter the 4-digit system PIN at this time.

Note: Remote access is not allowed if the system PIN is set to the default "0000".

For your convenience, a reference card for remote access of the Answering System is provided in the back of this manual.

From the Cordless Handset

The Answering System can be accessed from the cordless handsets by pressing the **INT** key followed by the 9 key, no system PIN is required.

The display on the cordless handset lists the available choices Unlike other display menus on the cordless

handset, the **OK** key is not used for selection. Instead, you press the numeric key that corresponds to the menu choice.

Working with Menu Choices

Once the Answering System has been accessed, the current message status (the total number of messages the number of new messages) is played to the remote user. The caller can then press the # key to hear menu options. If accessing the Answering System from the cordless handset the caller can also see the menu choices on the display.

Note: These lists of menu options are based upon the current settings, status, and previous selection.

To receive audible help, the caller can press the # key at any time.

Pressing # causes a list of menu choices to be played.

- Pressing a key during help information playback causes the corresponding action to be selected.

- Pressing # to get help while in a playback or record mode causes the playback to pause or the recording to stop. The help information is then played.

Chapter 7

Customizing Your System

This chapter explains how you can adjust the Gigaset 2420 to suit your needs. Features are discussed in the order you will encounter them in the various menus. At the beginning of each section, we tell you how to scroll or maneuver to the menu being discussed. We do not repeat these directions for every feature. So, if you need help finding the correct display go back to the beginning of the section for guidance.

Note any modifications to your system in *Appendix C Programming Worksheets*.

Desk Station's Volume Key Menus

Ringer Settings

You can change the way your phone sounds when it rings by adjusting the volume and pitch. You use the same method to adjust both options.

While the phone is idle, press one of the volume keys on the left side of the desk station. This accesses the "Ringer Settings" menu. Press **FWD** to move to the setting you wish to adjust and press the **SELECT** key. Press the volume keys or enter the keypad number corresponding to the desired level to adjust the setting. Changes to these settings take effect as soon as the display times out and persist until you change them.

Desk Station's Main Menu

Most of the desk station's settings are accessed by pressing the **MENU** key.

Some of these features can only be enabled or disabled. A checkmark next to a feature means that the feature is enabled or **On**. Press the **MENU** key to back out of the menu without changing the setting.

The following section headings are options in the desk station's Main Menu. Scroll to the desired feature using the **FWD** and **BACK** keys and press the **SELECT** key to enter a sub-menu or enable/disable the feature.

Display Contrast

To intensify or dim the desk station's display, scroll to the "Display Contrast" display and press **SELECT**. Press the **▲** or **▼** volume keys to the desired setting and press **SELECT**.

Tones

You can turn a sound on or off by scrolling to the "Tones" display and pressing **SELECT**, then scrolling to the specific tone and pressing **SELECT**. The **Key Click Tone** sounds when you press a key. The **Acknowledgment Tone** confirms a selection you have made. The **Error Tone** lets you know that the last thing you did was not successful.

System Settings

The System Settings branch of the Main Menu leads to another list of choices. It is covered later in this chapter.

Date/Time

Setting the Date and Time Is one of the first things you should do since it affects your answering system. See *Chapter 2 The Basics* for detailed directions.

Language

You can select a language by scrolling to the "Language" display and pressing **SELECT**, then scrolling to the desired language (English, Espanol, or Francais) and pressing **SELECT**.

Language settings affect both desk station displays and audible answering system phrases. Therefore, the answering system must be available when changing languages. It can take up to two minutes for the new language to take effect. During that time, the answering system is not functional.

Note: To change the language on the cordless handset, see the Local Settings section later in this chapter.

Mobile Registration

Selecting this option prepares the desk station for registering a new cordless handset. You will be prompted to enter the desk station's PIN. The desk station is now ready for the cordless handset to register. See *Chapter J Installation* for step by step instructions.

Mobile Deregistration

Deregistration cancels the registration of a previously registered cordless handset. Under normal circumstances, you will not need to Deregister a cordless handset.

You can also Deregister a cordless handset at the cordless handset See Base Settings later in this chapter for more information.

Note: "Mobile" and "Intercom" in this menu refer to the cordless handset.

1. Bring the charged and powered-up handset to the desk station.
2. Scroll to "Mobile Deregistration" and press **SELECT**. Enter the PIN (default is 00001 and press **SELECT**
3. Scroll to the desired cordless handset (intercom).
4. Press **SELECT** to Deregister the cordless handset.

Speed Dial Key

The Speed Dial keys on the right side of the desk station allow you to automatically dial frequently used numbers. To enter, edit, or delete Speed Dial keys:

1. Scroll to the "SpeedDial Key" display and press **SELECT**.
2. Press the desired SpeedDial key or the **MAIL** key if you are using it as a SpeedDial key rather than as a voice mail key.
3. To **edit** an existing number or **enter a new number**, scroll to the "Store SpeedDial Key" display and press **SELECT**. When entering a number or to override an existing number, use the **BACK** key. Press **SELECT** when finished.

Note: Enter an internal call number by pressing the **INT** key then the cordless handset's number. You may also enter **INT*** to page all Gigaset 2420 phones.

To **delete** an existing number, scroll to the "Delete SpeedDial Key" display and press **SELECT**.

Answering System Menu

See *Chapter 6 Answering System* for more information about the Answering System.

System Settings

System Settings is a branch menu of the desk station's Main Menu. To adjust features, press the **MENU** key. Scroll to the "System Settings" display using the **FWD** and **BACK** keys. Press **SELECT**. Enter the desk station's PIN and press **SELECT**.

Note: The desk station comes from the factory with the PIN number 0000 (zeros) already assigned.

Some of these features can only be enabled or disabled. A checkmark next to a feature means that the feature is enabled or Qn. Press the **MENU** key to back out of the menu without changing the setting.

Call Timer On

Your phone system tracks the duration of external calls with the Call Timer feature. This feature is controlled to both the cordless handset and the desk station by a desk station setting. To enable or disable the Call Timer, scroll to the "Call Timer Qn" display and press **SELECT**.

Assign Name

You can assign a name to the desk station from a desk station or a cordless handset. You can also assign names to the cordless handsets from the desk station. This feature allows you to associate a name with a particular phone and operates like Caller ID on the desk station display.

The name assigned to a phone at the desk station may be different from the name assigned on the cordless handset to the same phone. Changing the name at either location will not automatically update the name at the other location. See the Base Settings section of this chapter for more information on assigning names from the cordless handset.

To assign a name to a phone.

1. Scroll to the "Assign Name" display and press **SELECT**.
2. Scroll to the desired phone and press **SELECT**. Each phone has a generic name automatically assigned to it. The generic names are Base 1 and 2 or Intercom 1 through 8.

3. You can enter, edit, or clear a name. If you want to **enter a new name or edit an existing name** scroll to the "Enter/Edit Name" display and press **SELECT**. Enter the new name using keypad and the **BACK** key as a backspace key. Names cannot be longer than 16 characters. Press **SELECT**. See *Chapter 5 Directory and Call Log* for more information about text entry.
- If you want to **clear the name**, scroll to the "Clear Name" display and press **SELECT**. This resets the phone's name to its generic name.

Call Barring

The Call Barring feature prevents users from calling up to three external numbers. The barred numbers can be from 1 to 8 digits. When call barring is active, it applies to all external calls no matter how they are dialed. Once a barred number is detected, the call is immediately disconnected.

Note: Call barring does not apply to the Fax/modem port since the Gigaset 2420 phone does not monitor or control the dialed numbers from this port.

Enable/Disable Call Barring

To enable or disable Call Barring, scroll to the "Call Barring" display using **FWD** and press **SELECT**. A checkmark indicates that the feature is enabled. Adjust the setting by pressing **SELECT**.

78 **chapter 7 . Customizing Your Sys~em** **List/Edit a Call Bar Number**

To enter or edit a barred number:

1. Scroll to the "List/Edit Call Bar No" display and press **SELECT**. You will see the first barred number or **EMPTY** if there are no entries.
2. Use the FWD and BACK keys to scroll to the desired entry, if necessary. Press **SELECT**. Edit the entry using the BACK key as a backspace.
 - To prevent long distance calls, enter "1" and "0."
 - To prevent 900 calls, enter "1900."
 - To prevent international calls, enter "011."
 - To prevent directory assistance calls, enter "555."
3. Press **SELECT** to store your entry or save your changes.

Clearing Call Bar Numbers

To clear barred numbers, scroll to the "Clear Call Bar No." display. Scroll to the desired entry. Press **SELECT** and press **SELECT** again to clear your entry.

Call Barge In On

The Call Barge In feature allows you to interrupt an active call of a non-Gigaset 2420 phone on a shared line. Call Barge In is possible only at the desk station.

The desk station and cordless handsets can share a line with non-system phones, but calls on the shared line can be interrupted by the non-system phones. You can prevent the desk station from interrupting non-system phone calls by setting the Call Barge In feature.

To enable/disable Call Barge In, scroll to the "Call Barge In Qn" display and press **SELECT**. Adjust the feature by

pressing **SELECT** and press **MENU** to back out of the menu without changing the setting.

When Call Barge n is enabled and the line is in use, the line key flashes. If you barge in by pressing the flashing line key at the desk Station, the line key stops flashing and the display changes. You will not see Caller ID information.

Change System PIN

Each desk station and cordless handset has its own PIN (personal identification number) which protects system configurations and personal information on that phone. Each phone is assigned the Gigaset 2420 default PIN number, 0000 zeros), in the factory.

Scroll to the "Change System PIN" display and press **SELECT**. Enter the new PIN, press **SELECT**, and confirm the PIN. Press **SELECT**. Write the new PIN in *Appendix C Programming Worksheets*.

Factory Defaults

Your telephone system comes with factory default settings. If you restore the factory defaults, the settings for the Answering System, Directory, and Call Logs will all be reset. **All entries from the Directory will be deleted.**

To reset the desk station's factory defaults, scroll to the Factory Defaults" display and press **SELECT**. Press **SELECT** again when prompted. To cancel the task, press **MENU**.

See *Appendix C Programming Worksheets* for a complete listing of all factory default settings. See Local Settings later in this chapter for information about restoring the cordless handset's factory defaults.

Line Data

The Line Data menu allows you to make technical adjustments. You probably will not need to change these settings.

Flash Key Short

The **FLASH** key can be used In conjunction with Call Waiting. If you have Call Waiting and you press the **FLASH key**, you send a signal to the telephone company indicating that you are willing to accept a call. The telephone company may require a flash signal of a certain length.

To set the length of the flash signal, scroll to the "Flash Key Short" display. Adjust the setting by pressing **SELECT** (Qn for short, Qff for long).

Line Seizure Time Short

You can choose which lines your system phones access by setting Automatic Line Seizure which will be discussed later in this chapter. The Line Seizure Time Short option controls the amount of time the Gigaset 2420 system pauses after seizing a line.

To set the length of the post-seizure pause, scroll to the "Line Seizure Time Short" display. Adjust the setting by pressing **SELECT** (Qn for short, Qff for long).

Tone Dialing

Tone Dialing transmits a number to the telephone company as a series of notes or tones. The Tone Dialing option allows you to switch to Pulse Dialing which transmits a dialed number as a series of clicks.

To enable/disable Tone Dialing, scroll to the "Tone Dialing" display. Adjust the setting by pressing **SELECT** (Qn for Tone Dialing, Qff for Pulse Dialing).

DTMF Tone Short

You may need to sustain a keypad tone when using a phone card or bank card. The duration of the digital tone (DTMF) generated when you press a number on the keypad is controlled by this setting, not by your finger pressing on the key.

To set the duration of the DTMF tone, scroll to the "DTMF Tone Short" display. Adjust the setting by pressing **SELECT** (Qn for short, Qff for long).

Fax/Modem Alerting

If you subscribe to your telephone company's distinctive ring service (it is usually part of the basic service package), Fax/modem calls have a distinctive or non-standard ring. You can adjust the Fax/modem Alerting feature so that an incoming Fax/modem call will not ring at the desk station or cordless handset.

1. Scroll to the "Fax/Modem Alerting" display and press **SELECT**.
2. Scroll to the desired setting and press **SELECT**. There are the six selections:
 - **L1 Distinctive Alert** Distinctive ringing on Line 1 will be routed to the Fax/modem line.
 - **L2 Distinctive Alert** Distinctive ringing on Line 2 will be routed to the Fax/modem line.
 - **Both Distinctive Alert** - Distinctive ringing on both Line 1 and Line 2 will be routed to the Fax/modem line.
 - **Line 1** All incoming calls on Line 1 will be routed to the Fax/modem line.
 - **Line 2** All incoming calls on Line 2 will be routed to the Fax/modem line.
 - **Off**

Automatic Line Seizure

Automatic Line Seizure allows you to pick which outside lines are preferred by various phones in the system.

To set Automatic Line Seizure preferences:

1. Scroll to the "Automatic Line Seizure" display and press **SELECT**. Scroll to the desired phone and press **SELECT**.
2. Scroll to the desired option and press **SELECT**. There are five options.
 - **Both Prefer Line 1** means that when you initiate a dial tone, the Gigaset 2420 system will check for Line 1 availability first. If Line 1 is busy, the system will seize Line 2, if available.
 - **Both Prefer Line 2** means that if Line 2 is busy, the system will seize Line 1, if available.

Line 1 Only means that the system will always Try to seize Line 1 and Line 1 only. If you are not prohibited by Trunk Access, you will be able to manually seize Line 2 at the desk station by pressing the **LINE 2** key. If Trunk Access does not allow outgoing Line 1 access, the cordless handset will not be able to make an external call.

 - **Line 2 Only** operates like Line 1 Only.
 - **Off** means that Automatic Line Seizure is disabled. You will be prompted to select a line manually. Note that the Off option is not available for the Fax/Modem.

Line Configurations

The Trunk Access feature allows you to decide whether a specific phone will receive only incoming calls, intercom calls, or have full incoming and outgoing call access on any of the available lines. The default setting for Trunk Access is full incoming and outgoing access for each phone. Trunk Access settings override Group Ringing and Automatic Line Seizure settings if there is a conflict.

The Group Ringing feature allows you to specify which handsets will be alerted when calls come into a certain line.

To set Group Ringing or Trunk Access options.

1. Scroll to the "Line Configurations" display and press **SELECT**.
2. Scroll to the desired phone and press **SELECT**.
3. Scroll to "Trunk Access" or "Group Ringing Qn."
4. To set **Trunk Access**, press **SELECT**. Scroll to the desired setting and press **SELECT**.

To set **Group Ringing**, press **SELECT**.

Handset Volume

For a **temporary adjustment** of the corded handset's listening volume see the Desk Station's Volume Keys section in this chapter.

For a **permanent adjustment** of listening volume, scroll to the "Handset Volume" display and press the **SELECT** key. Press the π and θ keys until the desired volume is set. Press the **SELECT** key.

Hold Tone On

You can enable or disable the Qigaset 2420's hold tone. This tone beeps when your callers are on hold to reassure them that they have not been disconnected. To enable/disable the hold tone, scroll to the "Hold Tone Qn" display and press **SELECT**. Press the

MENU key to back out of the menu without changing the settings.

Caller ID/Call Log

Caller ID is a subscription service that supplies incoming caller identification information. It is provided by the telephone company and must be purchased. Your phone generates a Caller ID record for every incoming external call. If no Caller ID information is available from the telephone company, the name or number will not be provided to you as part of the information in the Call Log entry.

The settings for Caller ID affect the way the Call Log information is displayed on every system phone. For example, if you define the settings in the Caller ID menu to display the caller's name first, then information in the Call Log is automatically set to display the name first. For more information about Call Log, see *Chapter 5 Directory and Call Log*.

Caller ID/Call Log is a branch menu on the System Settings menu of the desk station's Main Menu. To adjust features, press the **MENU** key. Scroll to the "System Settings" display using the **FWD** and **BACK** keys. Press **SELECT**. Enter the desk station's PIN and press **SELECT**. Scroll to the "Caller ID/Call Log" display using the **FWD** and **BACK** keys and press **SELECT**.

Some of these features can only be enabled or disabled. A checkmark next to a feature means that the feature is enabled or On. Press the **MENU** key to back out of the menu without changing the setting.

Caller ID On

If Caller ID is turned on, the desk station and cordless handsets will display Caller ID information when an incoming call is received. If Caller ID is turned off, no Caller ID information is displayed for an incoming call but the entry will still be stored in Call Log. To enable/disable Caller ID, scroll to the "Caller ID On" menu, press **SELECT**.

Prefer Name Display

You can specify whether the caller's name or number should appear first. To set the Caller ID presentation, scroll to the "Prefer Name Display" and press **SELECT**.

Mixed Case Display

You can force the display of the caller's name into mixed case or as received. In mixed case, the first letter of each name is capitalized and the remaining characters are shown in lower case. To adjust the way the caller's name is

displayed, scroll to the "Mixed Case Display" and press **SELECT**.

Call Log Settings

To specify which calls you want tracked in Call Log, scroll to the "Call Log Settings" display and press **SELECT**. Highlight one of the following, "Log All Calls," "Log Unanswered Calls," or "Log No Calls," and press **SELECT**.

Area Codes

If you have Caller ID, you can define one local area code and up to three extra area codes. These extra area codes are used in large cities where local calls use multiple area codes. This option saves you the trouble of having to enter the area codes when calling back from the Call Log. To specify the area codes in Call Log:

1. From the Caller ID/Call Log menu, scroll to "Area Codes" on your screen and press **SELECT**.
2. The options are:
 - **Local Area Code:** Local calls in the same area code will be saved without the area code.
 - **Extra Area Code #:** Local calls with a different area code will be saved as **area code-number**. Calls outside of the local area codes will be saved as **1-area code-number**.

Scroll to the desired choice, press **SELECT**, enter the area code, and press **SELECT** again.

Cordless Handset's Main Menu

Since cordless handset is dependant on the desk station, many preferences can be changed only at the desk station, particularly options which prohibit the cordless handset's access to lines. The handsets and desk station can establish separate Directories, but they share the same Call Log and

Answering System, both of which reside on the desk station.

Most of the cordless handset's options are accessed by pressing the **MENU** key. The three major sub-menus are Base Settings, Mobile Settings, and Local Settings (which is in Mobile Settings). Options range from controlling the way information is presented (handset volume, ringer settings, and a lighted display), to changing the cordless handset's PIN, to deciding which desk station the handset should try to contact.

Some of these features can only be enabled or disabled. A checkmark next to a feature means that the feature is enabled or Qn. Press the **MENU** key or the ~ soft key to back out of the menu without changing the setting.

The following section headings are options in the cordless handset's Main Menu You scroll to them using the π and θ soft keys and press the ~ key to enter a sub menu or enable/disable the feature

Call Log

See the *Chapter 5 Directory and Call Log* for more information about Call Log options.

Directory

See the *Chapter 5 Directory and Call Log* for more information about Directory options.

Telephone Lock

You can protect the cordless handset from unauthorized use with Telephone Lock. The handset can still be used to make an emergency call or to receive calls. See *Chapter 2 The Basics* for more information about this feature.

Room Monitor

You can use one or more cordless handsets to alert you when a specific level of noise occurs within the handset's

"hearing" range. Room monitor is discussed in detail in *Chapter 2 The Basics*.

Mobile Settings

The options in Mobile Settings allow you to adjust the way information is presented: the volume, display contrast, what tones you will hear, etc. You can also decide to answer calls by a simply removing the cordless handset from the charger cradle, reset your handset to the factory defaults, or change the language. Most of these options are contained in the Local Settings menu which is covered later in this chapter

To access Mobile Settings, press the **MENU** key ~ Highlight "Mobile Settings" using the **π** and **θ** soft keys and press the **OK** key.

Some features can only be enabled or disabled. A checkmark next to a feature means that the feature is enabled or on. Press **MENU** or **↑** to back out of the menu without changing the setting.

Any changes to these settings are effective immediately and persist until you change them.

Handset Volume

The following procedure adjusts listening volume both when the cordless handset is being used like a receiver and when a headset is plugged into the handset

- 1 Scroll to the Handset Volume and press **OK**
- 2 Press **τ** and **υ** to set the desired volume
Press **OK** to save the changes.

Ringer Settings

You can set the cordless handset's rings so that they tell you which line the incoming call is using. To adjust ringer volume and pitch:

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- 1 Highlight "Ringer Settings" and press **OK**
2. Highlight the desired line and press **OK**. Your choices are Line 1, Line 2, and the intercom line
3. Highlight either Ringer Volume or "Ringer Pitch" and press **OK**
4. Press the **τ** and **υ** keys to the desired setting and press **OK**

Local Settings

See the Local Settings section later in this chapter.

Base Settings

Many of the cordless handset's interactions with the desk station or Base are governed by the Base Settings menu You access this menu by pressing the **MENU** key highlighting "Base Settings" by using the **π** and **θ** keys and pressing **OK**

Some of these features can only be enabled or disabled. A checkmark next to a feature means that the feature is enabled or on. Press **MENU** or \uparrow to back out of the menu without changing the setting.

Set Search

The Set Search option can force a cordless handset to prefer one desk station over the other, even if the signal is not as strong.

Adjust this option only if you have more than one desk station in your Gigaset 2420 system

- 1 Highlight "Set Search" and press **OK**
 - 2 Highlight the desired option and press **OK**
- Enabling the Both Bases option means that the cordless handset will use the desk station

with the strongest signal. This will depend on the location of the handset.

- Selecting **Base 1 Only** forces the cordless handset to search for Desk Station 1 exclusively.
- Selecting **Base 2 Only** forces the cordless handset to search for Desk Station 2 exclusively.

Change Name

You can assign a name to the desk station from a desk station or from a cordless handset. If you assign the name using the cordless handset, the desk station name will appear in the handset's display when the desk station calls and when the handset has established a connection with the desk station.

The name assigned to a phone at the desk station may be different from the name assigned on the cordless handset to the same phone. Changing the name at either location will not automatically update the name at the other. See the System Settings section of this chapter for more information about assigning names from the desk station.

To assign a name to a desk station:

- 1 Highlight Base Station 1 " or "Base Station 2" and press **OK**. If you only have one desk station its generic name is Base Station 1."
- 2 Highlight "Change Name" and press **OK**
- 3 You can enter/edit the name or clear the name

The following screen appears. The name on the second line flashes and a black box indicates which character can be edited. Enter the new name using keypad, the \wedge key as a backspace key, and the τ and υ keys to position the cursor. Names cannot be longer than 16 characters. Press **OK** when finished.

See *Chapter 5 Directory and Call Log* for more information about text entry.

- 4 Highlight "Save Entry" and press **OK**

Register/Deregister

See *Chapter 7 Installation* for information about how to register a cordless handset to a desk station.

1. Bring the charged and powered-up handset to the desk station.
2. Highlight the desired desk station and press **OK**
2. Highlight "Deregister" and press **OK**
4. Press **OK**. A confirmation tone assures you that deregistration is complete.

Local Settings

Local Settings is the largest sub-menu in Mobile Settings. You can customize your display or audio signals, decide to answer calls by removing the cordless handset from the charger cradle, reset your handset to the factory defaults, or change the language.

To access Local Settings press the **MENU** key Highlight "Mobile Settings" using the π and θ keys and press **OK** Highlight Local Settings" using the π and θ keys and press **OK**

Some features can only be enabled or disabled. A checkmark next to a feature means that the feature is enabled or on. Press **MENU** or \uparrow to back out of the menu without changing the setting.

Any changes to these settings are effective immediately and persist until you change them.

Tones

The Tones .menu allows you to enable/disable the following tones.

- **Key Click Tone** sounds when you press a key.
- **Battery Warning** lets you know that the battery is low.
- **Range Warning** lets you know that you are almost out of the desk station's range.
- **Acknowledge** tone confirms a selection you have made.
- **Error Tone** sounds when the desk station encounters incorrect input.
- **Sync Tone** lets you know that the cordless handset has made radio contact with a desk station.

To enable or disable any one of these tones, highlight "Tones" and press **OK** Highlight the desired tone and press **OK**.

Auto Backlight

Auto Backlight illuminates the display while you are pressing keys and for a short time afterwards To enable or disable this feature, highlight "Auto Backlight and press **OK**

Auto Call Accept

You can answer an incoming call on the cordless handset by pressing the **TALK** key or by simply taking the cordless

handset from its charger cradle. If you want to require that the **TALK** key be pressed when answering a call, you must disable the Auto Call Accept option. To enable/disable Auto Call Accept, highlight "Auto Call Accept" and press **OK**

Change PIN

Each desk station and cordless handset has its own PIN (personal identification number) which protects system configurations and personal information on that phone

To change the cordless handset's PIN

1. Highlight "Change PIN" and press **OK**
2. Enter the handset's PIN [The factory default is 0000 (zeros).] Press ~
3. Enter the new PIN press **OK** Confirm it in the subsequent display and press **OK**

Language

Language settings affect both displays and audible answering system phrases. Therefore, the answering system must be available when changing languages.

To pick a language, highlight "Language" and press **OK** Your choices are English, Espanol, and Francais. Scroll to the desired language and press **OK** to enable or disable it

The answering system must also change phrases from one language to another. This can take up to two minutes. During that time, the answering system is not functional.

Note: To change the language on the desk station, see the Desk Station's Main Menu earlier in this chapter.

Factory Defaults

Your telephone system comes with factory default settings. You may restore the default settings from the desk station or from the cordless handset. If you restore the factory defaults, the settings for the cordless handset's Directory and Call Log will be reset.

All entries from the Directory will be deleted.

See *Appendix C Programming Worksheets* for a complete

listing of all factory default settings.

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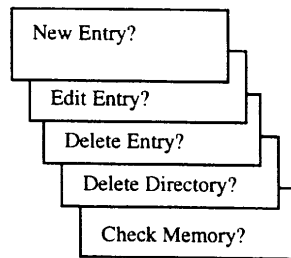
To reset the factory defaults from the cordless handset highlight "Factory Default" and press **OK** Enter the cordless handset's PIN number. To continue press **OK** To cancel the task, press **MENU** or

Appendix **A**

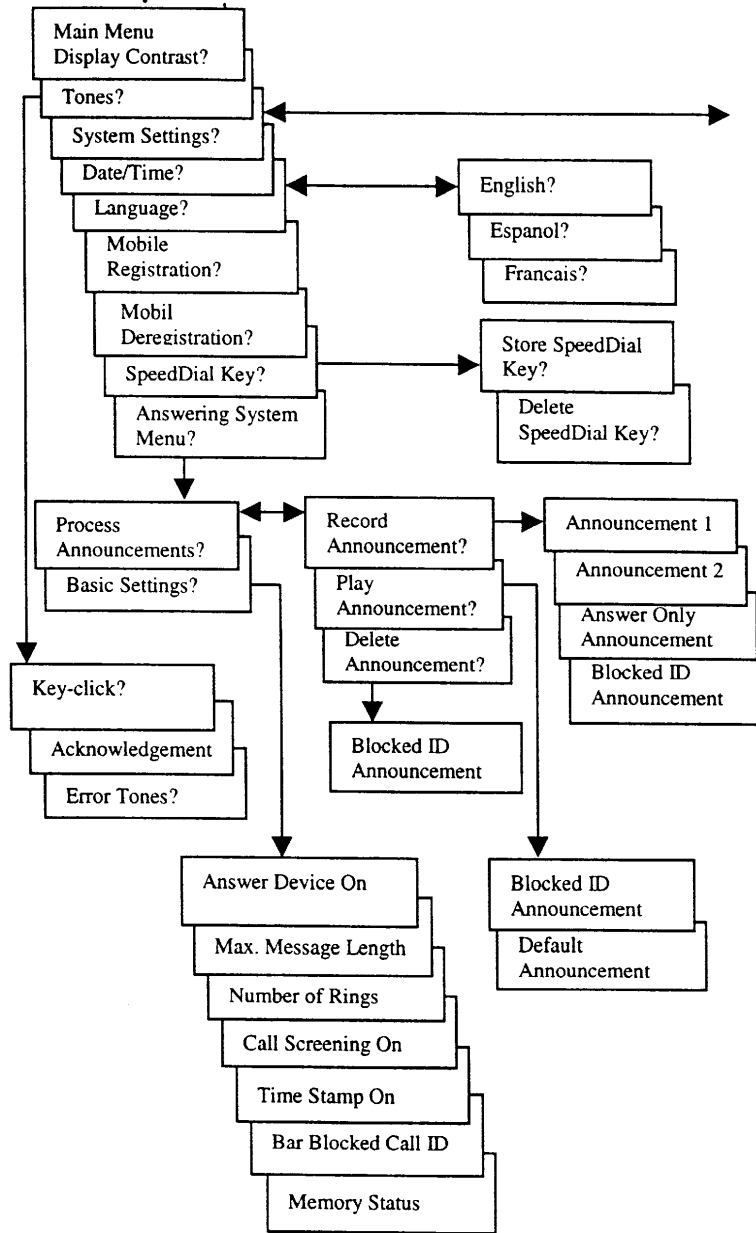
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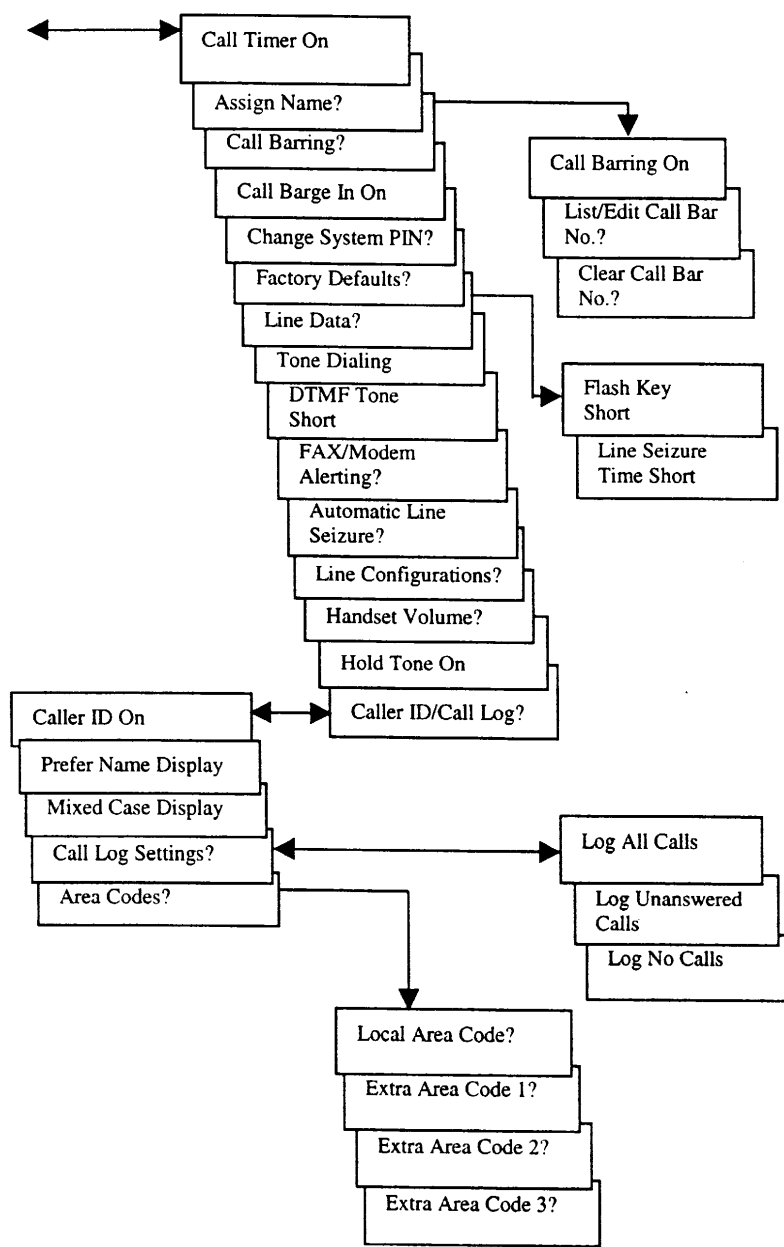
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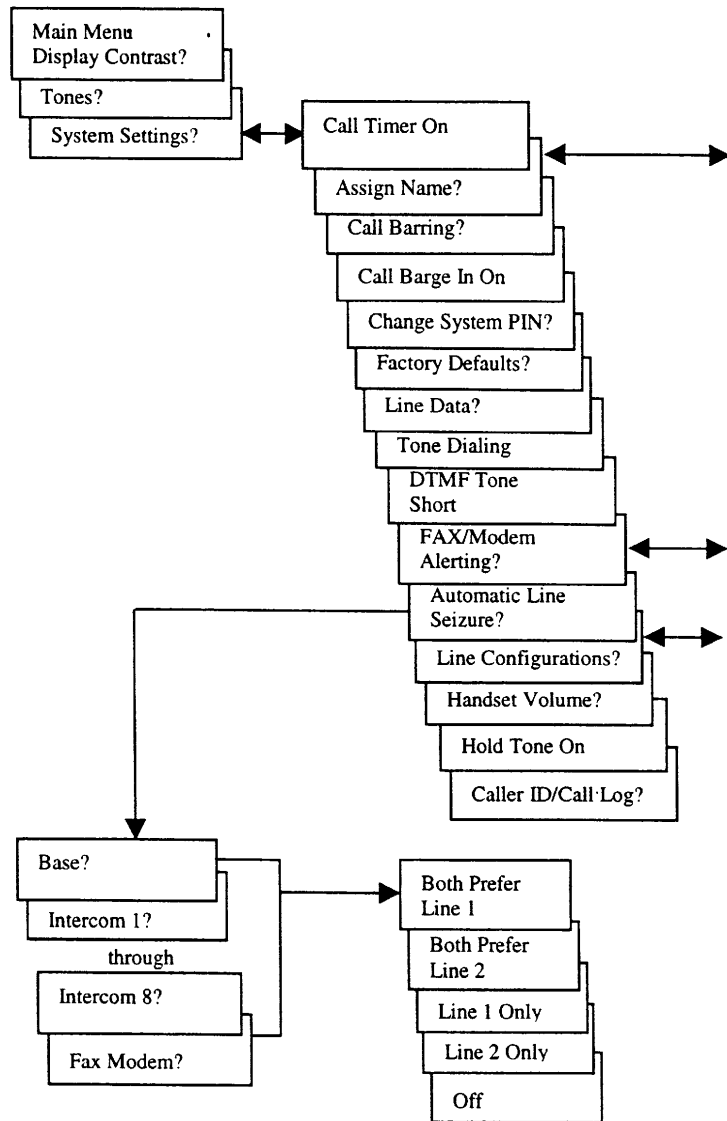
Desk Station Directory Menu Tree

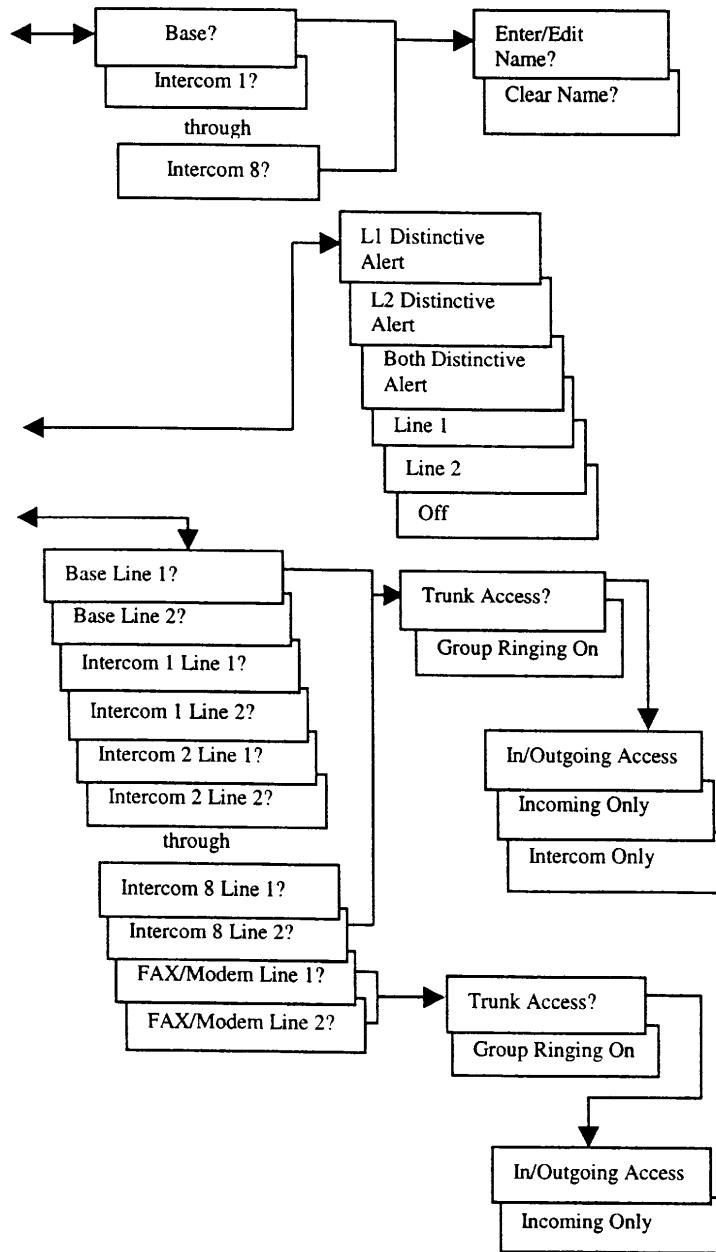


Desk Station Menu Key Menu Tree

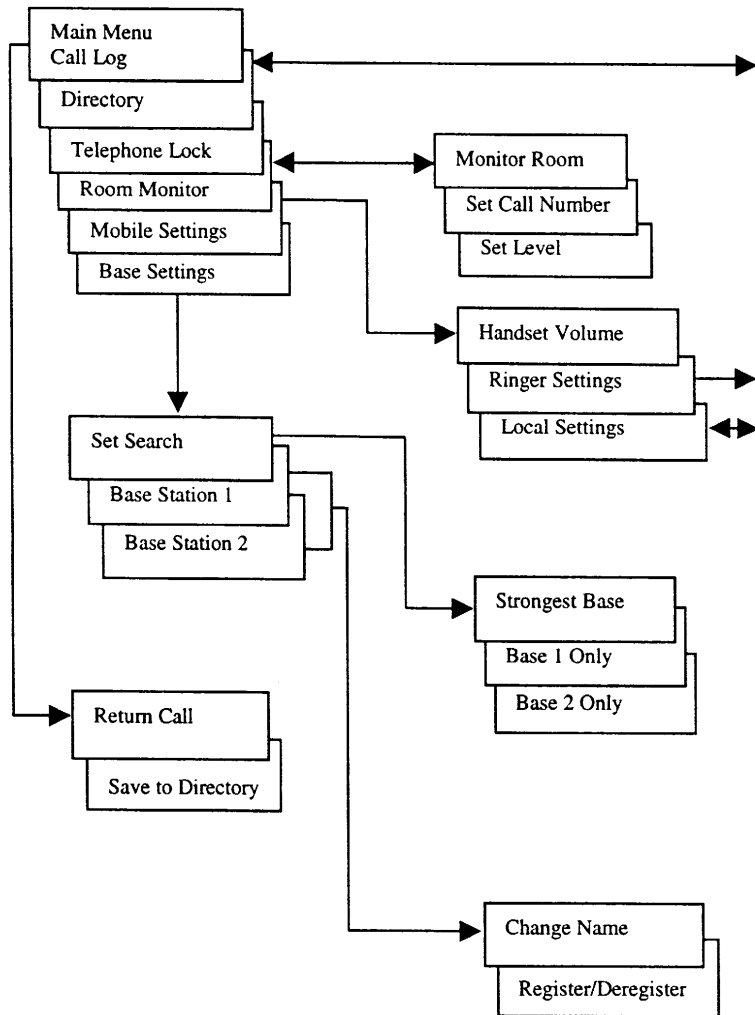


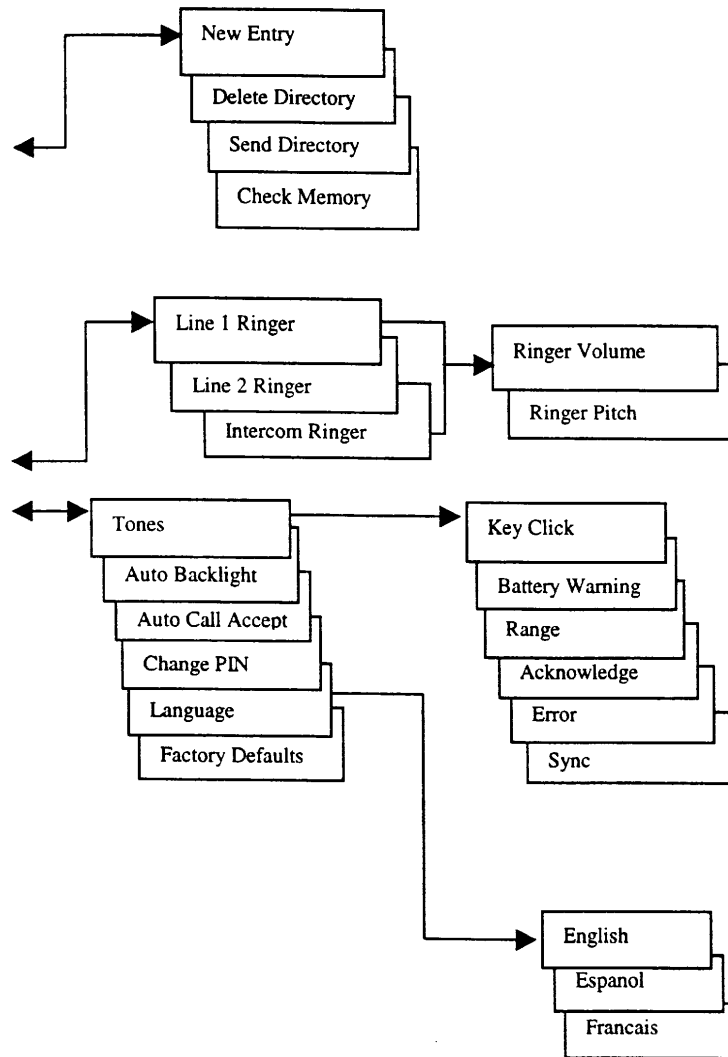




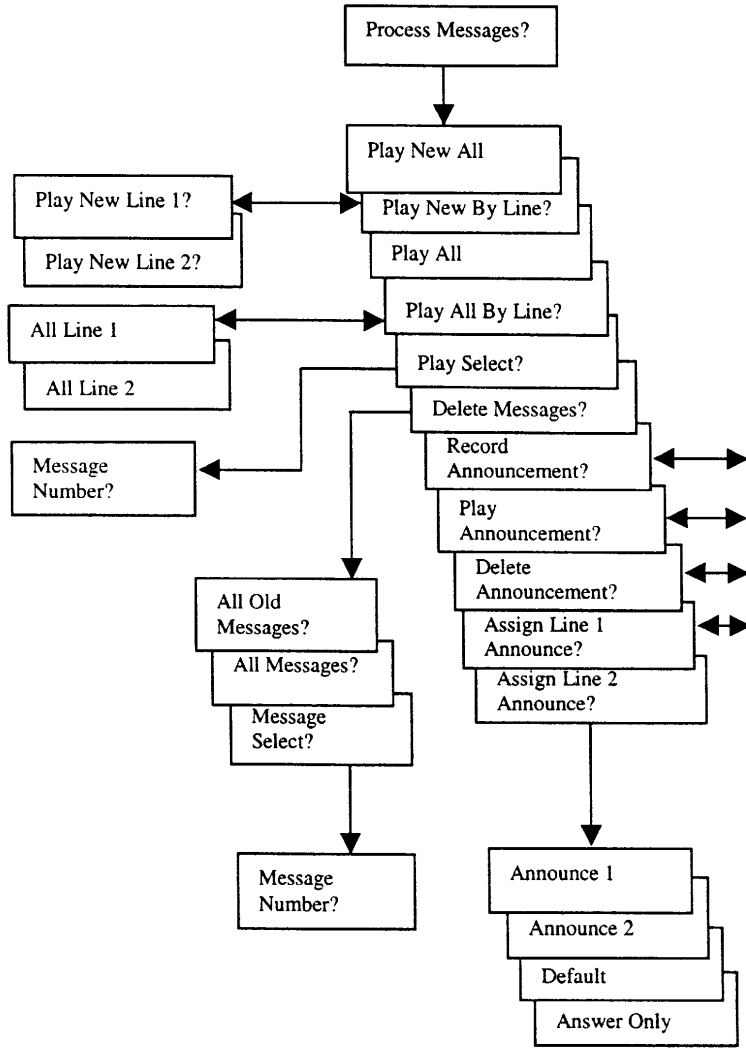


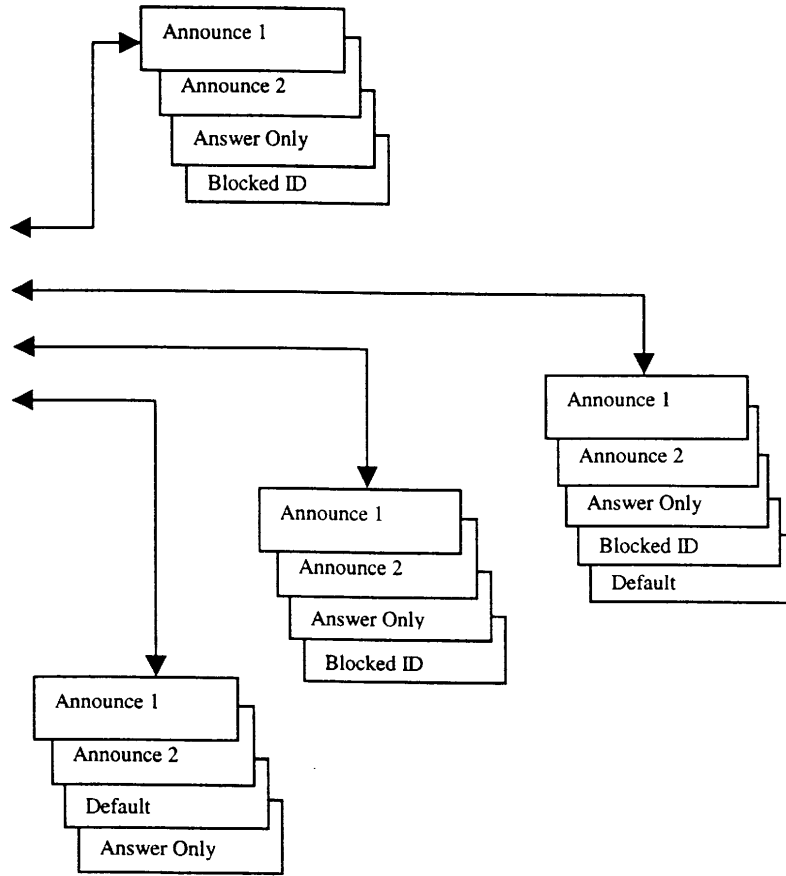
Cordless Handset Menu Key Menu Tree





Answering System Menu Tree





Appendix B

Troubleshooting

This section presents some simple procedures that may help you correct problems with your Gigaset 2420 telephone system.

If you still need assistance with your telephone system after reading this section, call (888) 777-0211 or for TDD access call (888) 777-0209.

Problems with the Gigaset 2420 Desk Station

The phone is dead.

- Verify that there is power at the electrical wall outlet where the power supply is connected.
- If one of the desk stations or cordless handsets seems unresponsive, unplug and replug the desk station's power cord or remove and replace the cordless handset's batteries to refresh the system.

WARNING: Any unsaved changes will be lost.

There is no dial tone.

- Make sure that the telephone line cord and power supply are plugged in correctly.
- Verify that the handset and the handset cord are

properly connected.

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Status lights do not turn on.

Verify that the lines from the telephone company are in service.

Status lights turn on.

The handset cord may be defective. Replace the handset cord.

The telephone rings and you can answer but you cannot hear the caller or the caller cannot hear you.

- Check the audio settings and **SPEAKER/MUTE** key.

- The corded handset may be defective. Replace the handset.

There is no audible ringing signal but the status lights behave as if there is an incoming call.

Verify that the ringer volume is not set to MUTE.

The display is blank.

The power supply may be defective. Replace the power supply.

The telephone will not ring.

The line cord may be defective. Replace the line cord.

There is a problem with one of the two lines. There is dial tone on only one line. Calls are being received on only one line.

- If you have two lines from the telephone company, verify that both of them are in service.
- The line cord may be defective. Replace the line cord.

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The Caller ID information does not appear on the display.

- Caller ID is an optional service provided by your telephone company. Make sure that you have subscribed to this service and that the telephone company has installed it on both of your lines.
- Make sure that the Caller ID feature is enabled and correctly configured on your phone.

Certain telephone numbers cannot be dialed

It is possible that the telephone has been configured so that specific numbers or types of number cannot be dialed. These are called barred numbers. Verify that you are not attempting to call barred numbers. For information about Call Barring, see *Chapter 7 Customizing Your System*.

The display messages on the telephone appear to be presented in a foreign language.

Your telephone system supports display messages in English, Spanish, or French. Verify that the appropriate language has been selected. For information on how to change the language setting, see *Chapter 7 Customizing Your System*.

Messages on the Answering System cannot be heard.

If a headset is plugged in, you cannot listen to messages over the speaker. Either use your headset or lift the handset to hear messages.

Problems with the Gigaset 2420 Cordless Handset

The handset is dead. There is no dial tone. The display is blank. No buttons operate.

- The battery pack on the handset is completely drained. Make sure that the battery in the handset is fully charged.
- There is no power to the desk station. Verify that the power supply to the desk station is plugged into a functioning electrical outlet.
- If one of the desk stations or cordless handsets seems unresponsive, unplug and replug the desk station's power cord or remove and replace the cordless handset's batteries to refresh the system.

WARNING: Any unsaved changes will be lost.

There is no audible ringing signal but the status lights behave as if there is an incoming call.

Verify that the ringer volume is not set to MUTE.

There is a problem with one of the two lines. There is dial tone on only one line. Calls are being received on only one line.

- e If you have two lines from the telephone company, verify that both of them are in service. Check the status of the lines with other cordless handset users or the desk station.
- Verify that Trunk Access and Group Ringing are correctly configured for your handset.

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The Caller ID information does not appear on the display.

- Caller ID is an optional service provided by your telephone company. Make sure that you have subscribed to this service and that the telephone company has installed it on both of your lines.
- Make sure that the Caller ID feature is enabled and correctly configured on your handset.

Certain telephone numbers cannot be dialed.

It is possible that the handset has been configured so that specific numbers or types of number cannot be dialed. These are called barred numbers. Verify that you are not attempting to call barred numbers. For information about Call Barring, see *Chapter 7 Customizing Your System*.

The display messages on the handset appear to be presented in a foreign language.

Your telephone system supports display messages in English, Spanish, or French. Verify that the appropriate language has been selected. For information on how to change the language setting, see *Chapter 7 Customizing Your System*.

Cannot make outgoing calls from the handset, though incoming call can still be received.

TH₀ handset is locked. Unlock the handset using your correct 4-digit PIN. Use the following steps to unlock the handset:

1. Press the **MENU** key on the handset.
2. Select Telephone Lock from the menu.
3. Enter the 4-digit PIN and then press OK.

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The display on the cordless handset flashes the message " Searching " or " Please Register".

Your handset cannot make the connection with the desk station. Make sure the cordless handset you are using is registered with the desk station. For information on how to register your cordless handset, see *Chapter 7 Customizing Your System*.

Conversation is interrupted frequently or call cannot be made.

- The signal is too weak to continue the conversation. The handset is out of range. Move closer within range.
- The battery is low. Replace the battery with a charged battery pack.

For product operation, authorized service center referral, service assistance, accessibility questions, or problem resolution, call the following number:

Customer Technical Support (888) 777-0211 TTY Customer Technical Support (888) 777-0209

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Appendix C

Programming Worksheets

This worksheet helps you make a record of your current Gigaset 2420 Desk Station and Cordless Handset configuration settings. You may wish to make a copy of these pages and record your selections. Fill out the worksheet by marking the appropriate values or filling in applicable blanks. Any system defaults are shown in bold.

Desk Station Settings

Tunes

Key Click Tone **ON / OFF**
 Acknowledgement Tone **ON / OFF**
 Error Tone **ON / OFF**

System Settings

System PIN:
 Call Timer **ON / OFF**

Assign Name

Desk Station Assigned Name: _____
 Call Barring **ON / OFF**

List of Earrings: _____

Call Barge-In **ON / OFF**

Line Data

Flash Key Short **ON / OFF**

Line Seizure Time Short **ON / OFF**

Tone Dialing **ON / OFF**

DTMF Tone Short **ON / OFF**

Appendix C . Programming Worksheets 111

Fax/Modem Alerting Option (circle one)

Line 1 Distinctive
 Line 2 Distinctive
 Both Distinctive
 Line 1
 Line 2
Off

Automatic Line Seizure Option (circle one)

Desk Station: **Both Prefer Line 1**
 Both Prefer Line 2
 Line 1 Qnly
 Line 2 Qnly
 Qff

Fax/Modem: **Both Prefer Line 1**
 Both Prefer Line 2
 Line 1 Qnly
 Line 2 Qnly

Line Configuration Option

Desk Station Line
 Trunk Access: **In & Out**
 Incoming
 Intercom

Group Ring: **ON / OFF**

Desk Station Line 2

Trunk Access: **In & Out**
Incoming
Intercom

Group Ring: **ON / OFF**

Fax/Modem Line 1

Trunk Access: **In & Out**
Incoming

Group Ring: **ON / OFF**

Fax/Modem Line 2

Trunk Access: **In & Out**
Incoming

Group Ring: **ON / OFF**

Hold Tone **ON / OFF**

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Appendix C . Programming Worksheets

Call Log & Caller ID

Caller ID **ON / OFF**

Prefer Name Display **ON / OFF**

Mixed Case Display **ON / OFF**

Call Logging (circle one)

Log All Calls

Log Unanswered Calls

Log No Calls

Area Codes

Local Area Code: _____

Extra Area Code 1: _____

Extra Area Code 2: _____

Extra Area Code 3: _____

Answering System Settings

Basic Settings

Answering System **ON / OFF**

Max Message Length (seconds) 30 **60**

120 Unlimited

Number of Rings **1 2 4**

6 Auto (2/4)

Call Screening **ON / OFF**

Time Stamp **ON / OFF**

Bar Blocked Call ID **ON / OFF**

Cordless Handset Settings

Make a copy of this page for each cordless handset.

Name: _____

Number (1 - 8): ____

Local Settings

Monitor Room	ON / OFF
Key Click Tone	ON / OFF
Battery Warning Tone	ON / OFF
Range Warning Tone	ON / OFF
Acknowledgement Tone	ON / OFF
Error Tone	ON / OFF
Synchronization Tone	ON / OFF
Auto Backlight	ON / OFF
Auto Call Accept	ON / OFF

Change PIN _____

Desk Station Settings (set at desk station only)

Set Search Option (circle one)

Strongest Base / Base 1 Qnly / Base 2 Only

Automatic Line Seizure Option (circle one)

Both Prefer Line 1

Both Prefer Line 2

Line 1 Qnly

Line 2 Qnly

Off

Line Configuration Option

Line 1

Trunk Access: **In & Out**
Incoming
Intercom

Group Ring: **ON / OFF**

Line 2

Trunk Access: **In & Out**
Incoming
Intercom

Group Ring: **ON / OFF**

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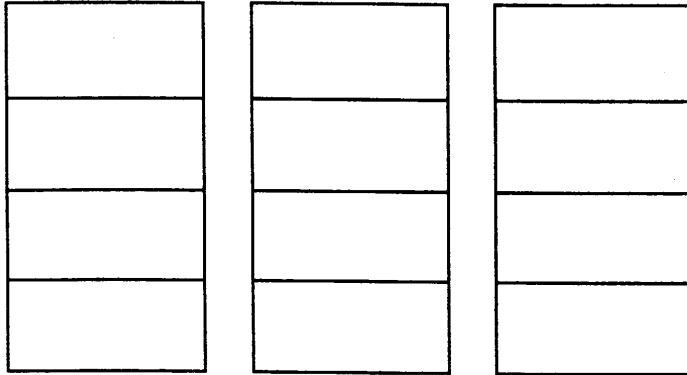
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Cut along the outside borders.



Remote Access Card for Answering System

Tear out along perforations.

Remote Access – Gigaset 2420 Answering System

Desk Station phone number _____

- To reach your answering system from an external phone, dial your desk station's phone number.
- When the answering system answers, press * to enter the menu system.
- When prompted, enter your system PIN.
- For audible instructions, press #.
- To play all messages, press 5.
- To play only new messages, press 6.
- To go back one menu level, press *.
- To exit, hang up.