

P820 IP PRO Long User Manual

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Gigaset



Long User Manual

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Important information (P820)

Please read the instructions on safety and disposal and on how to set up and use the device before using it and also give them to other users to read or inform those users of their contents. Save this manual and do not give the device to third parties without it.

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- Customer service & Support

Safety instructions (P820)



Read the safety precautions and the user guide before use. Comprehensive user guides for all telephones and telephone systems as well as for accessories can be found online at wiki.gigaset.com. We thereby help to save paper while providing fast access to the complete up-to-date documentation at any time.



The device cannot be used in the event of a power failure. In case of a power failure it is also not possible to make emergency calls. Emergency numbers cannot be dialled if the keypad/display lock is activated!



Do not use the devices in environments with a potential explosion hazard (e.g. paint shops).



The devices are not splashproof. For this reason do not install them in a damp environment such as bathrooms or shower rooms.



Use only the power adapter indicated on the device. Whilst powering, the power socket must be easily accessible. Use only the cable supplied for LAN connection and connect it to the intended ports only.



Remove faulty devices from use or have them repaired by our Service team, as these could interfere with other wireless services.



Do not use the device if the display is cracked or broken. Broken glass or plastic can cause injury to hands and face. Send the device to our Service department to be repaired.



Keep small parts, cells and batteries, which can be swallowed, out of the reach of children. Swallowing a battery can lead to burns, perforation of soft tissue and death. Severe burns can occur within 2 hours of swallowing. In the case of a swallowed cell or battery, seek medical care immediately.



To prevent loss of hearing, avoid listening at high volume over long periods of time.



Using your telephone may affect nearby medical equipment. Be aware of the technical conditions in your particular environment, e.g. doctor's surgery. If you use a medical device (e.g. a pacemaker), please contact the device manufacturer. They will be able to advise you regarding the susceptibility of the device to external sources of high frequency energy (for the specifications of your Gigaset product see "Technical data").

SELV (Safety Extra Low Voltage) compliance (P820)

Safety status of input/output connections comply with SELV requirements.

Warning: To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and PSTN ports contain TNV circuits. Some LAN and PSTN ports both use RJ-45 (8P8C) connectors. Use caution when connecting cables.

Standards conformance (P820)



This device complies with the essential health, safety, and environmental requirements of all relevant European directives and UK legislation.

The full text of the EU declaration of conformity is available at the following internet address: www.gigaset.com/docs.

Unauthorized opening, changing, or modifying the device will cause the warranty to lapse and may also result in the loss of CE conformity. In case of malfunction contact authorized service personnel, your seller, or Gigaset.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications. This phone is FCC Class A verified and meets US health, safety, and environmental standards.

Unauthorized opening, changing, or modifying the device will cause the warranty to lapse and may result in the loss of CE and ISED conformity and the FCC verification. In case of malfunction contact authorized service personnel, your seller, or Gigaset.

Technical specifications (P820)

- **Safety:** IEC 62368-1
- **Connectors:**
 - 2 x RJ45 (Ethernet): 1 x LAN, 1 x PC
 - 2 x 4P4C (handset, optional headset)
 - 1 x RJ12
 - 1 x USB 2.0, type A
 - 1 x Coaxial power connector DC 5V (power adapter not included)
- **Ethernet:** 2 x IEEE 802.3 / 1 Gigabit Ethernet switch
- **Power over Ethernet (PoE):** IEEE 802.3af, Class 3. If PoE is not available, use one of the separately available power adapter (not included in delivery):

Disposal of the device (P820)

All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.



This device is subject to European Directive 2012/19/EU and may not be disposed of with general household garbage. If you do not know where you may dispose of the device at the end of its lifespan, contact your municipality, your local waste management provider, or your seller.

The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition for reuse and recycling of used electrical and electronic equipment.

For more detailed information about disposal of your old appliance, please contact your local council refuse centre or the original supplier of the product.

Cleaning (P820)

Wipe the device with a damp cloth or an anti-static cloth. Do not use solvents or microfiber cloths.

Never use a dry cloth; this can cause static.

In rare cases, contact with chemical substances can cause changes to the device's exterior. Due to the wide variety of chemical products available on the market, it was not possible to test all substances.

Impairments in high-gloss finishes can be carefully removed using display polishes for mobile phones.

Contact with liquid (P820)

If the device comes into contact with liquid:

1. Unplug all cables from the device.
2. Allow the liquid to drain from the device.
3. Pat all parts dry.
4. Place the device in a dry, warm place for at least 72 hours (not in a microwave, oven etc.) with the keypad facing down (if applicable).
5. Do not switch on the device again until it is completely dry.

Environment (P820)

Environmental management system

Further information on environmentally friendly products and processes is available on the Internet at www.gigaset.com.



Gigaset Technologies GmbH is certified pursuant to the international standards ISO 14001 and ISO 9001.

ISO 14001 (Environment): Certified since September 2007 by TÜV SÜD Management Service GmbH.

ISO 9001 (Quality): Certified since 17/02/1994 by TÜV SÜD Management Service GmbH.

Authorisation (P820)

Voice over IP telephony is possible via the LAN interface (IEEE 802.3).
For further information please contact your Internet provider.

The information on the compliance of our products with the UK Product Security and Telecommunications Infrastructure (PSTI) Act 2022 is available at the following internet address: www.gigaset.com/PSTI

Country-specific requirements have been taken into consideration.

We, Gigaset Technologies GmbH, declare that this device meets the essential requirements and other relevant regulations laid down in Directives 2014/30/EU and 2014/35/EU.

The full text of the EU declaration of conformity is available at the following internet address: www.gigaset.com/docs.

If this product will as well be imported into the UK:

Gigaset Technologies GmbH hereby declares that the following radio equipment types are in compliance with the Radio Equipment Regulations 2017: xxxxx

The full text of the UK declaration of conformity is available at the following internet address: www.gigaset.com/docs.

This declaration could also be available in the "International Declarations of Conformity" or "European Declarations of Conformity" files.

Therefore please check all of these files.

Exclusion of liability (P820)

Your device display consists of pixels. Each pixel consists of three sub-pixels (red, green, blue). It may be the case that a sub-pixel is missing or has a colour deviation. A warranty claim is only valid if the maximum number of permitted pixel errors is exceeded.

Description	Maximum number of permitted pixel errors
Colour illuminated sub-pixels	1
Dark sub-pixels	1
Total number of coloured and dark sub-pixels	1

 Signs of wear on the display and casing are excluded from the warranty.

Warranty document (P820)

Unless otherwise specified, the guarantor (hereinafter referred to as "Gigaset Technologies") grants the consumer (customer) a durability warranty under the following conditions (warranty conditions), without prejudice to the consumer's statutory rights relating to defects. The customer's warranty rights are not limited by this warranty. Warranty rights can be asserted free of charge. This warranty represents an obligation on the part of the guarantor in addition to the statutory warranty rights that can be asserted free of charge for defect claims.

Warranty conditions:

- New devices (telephones, smartphones) and their components in which a defect is detected within 24 months from the date of purchase resulting from a manufacturing and/or materials fault will, at the customer's discretion, be exchanged free of charge for a technologically current device or repaired by Gigaset Technologies. This durability warranty applies for 12 months from the date of purchase for parts subject to wear (all moving parts that can be replaced by the customer itself, e.g. spare parts, batteries, keyboards, housing).
- This warranty does not apply in the event a defect to devices is attributable to improper treatment and/or a failure to follow the operating guides.
- This warranty does not cover any services provided by the appointed dealer or by the customer himself (e.g. installation, configuration, software downloads). Manuals and, where applicable, accompanying software on a separate data carrier are also excluded from the warranty.
- Proof of purchase plus date of purchase are required as evidence of a valid warranty. Warranty claims must be asserted within two (2) months of the awareness of a warranty event.
- Replaced devices or their components returned to Gigaset Technologies during the course of an exchange are transferred to the ownership of Gigaset Technologies.
- This warranty applies to new devices acquired within the European Union. These will be exchanged free of charge for a technologically current device or repaired by Gigaset Technologies. The warrantor is Gigaset Technologies GmbH, Frankenstraße 2, D-46395 Bocholt.
- No further or different claims arising from this manufacturer's warranty will be accepted. Gigaset Technologies accepts no liability for operational interruptions, loss of profit and loss of data, software additionally installed by the customer or other information. The customer is responsible for safeguarding these. The liability disclaimer does not apply if liability is mandatory, for example under the Product Liability Act, in cases of wilful intent, gross negligence, injury to life, limb and health or breach of material contractual obligations. Claims for damages in respect of breach of material contractual obligations are however limited to foreseeable losses typical for the contract, unless liability is as a result of wilful intent, gross negligence, injury to life, limb and health or under the Product Liability Act.
- Successful assertion of a warranty claim does not extend the term of the warranty.
- Unless there is a warranty event, Gigaset Technologies reserves the right to charge the customer for an exchange or repair. Gigaset Technologies will inform the customer of this in advance.
- Any change to the rules governing burden of proof to the detriment of the customer is not connected with the above rules.
- Federal German law applies to this warranty, to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG). This choice of law does not deprive the consumer of the protection he /she would have been granted under provisions that cannot be derogated from by agreement, according to the law of the country in which he/she has her habitual residence ("favourability principle").

Please contact the warrantor's customer services to redeem and assert this warranty. You can find the relevant telephone number in our Service Portal at www.gigaset.com/service.

Customer service & Support (P820)

Do you have any questions?

You can get quick help and information in this user manual and at wiki.gigaset.com.

Information on the topics

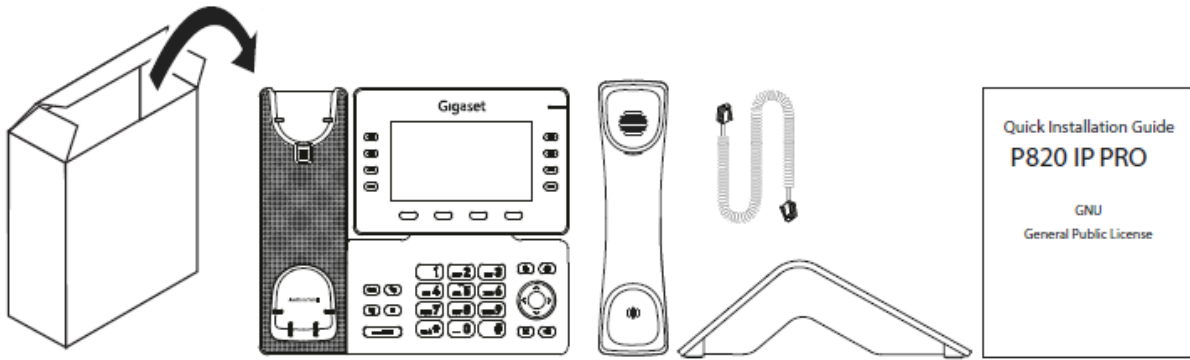
- Products
- Documents
- Interop (interoperability)
- Firmware
- FAQ
- Support

can be found at wiki.gigaset.com. If you have any further questions about your Gigaset product, your specialist reseller will be happy to help.

Setting up the Phone (P820)

- Delivery Content
- Attaching footstand and handset
- Rotating the tab of the cradle
- Connecting the phone
- Removing the protective film from the display
- Connecting a headset
- Initializing and registering the phone
 - Initialization
 - Correcting the clock

Delivery Content (P820)

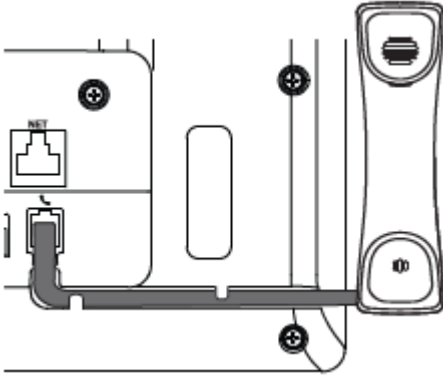


- Base phone unit
- Footstand
- Handset
- Handset cord
- Quick Installation Guide, GNU General Public Licence

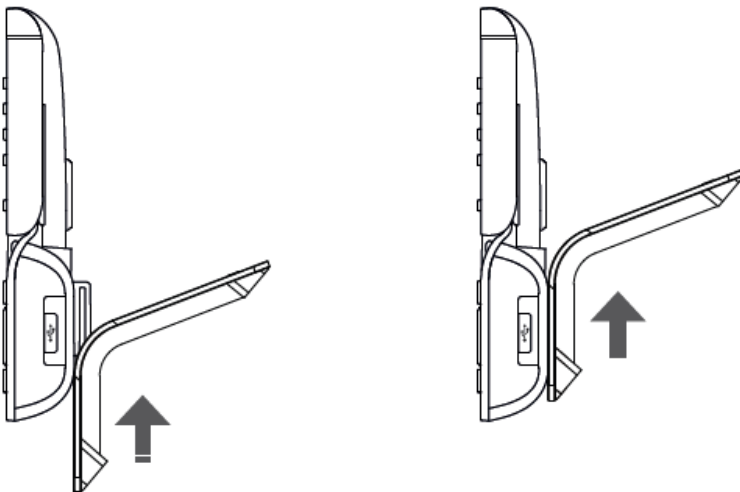
Attaching footstand and handset (P820)

The footstand can be attached at two different angles: 46° and 28°.

Note: Before attaching the footstand to the phone, plug the long end of the handset cord into the connector labelled "H" on the back of the phone and place the cord in the cable guide.



1. Place the top of the grooves on the footstand below the slideguides on the back of the phone.
2. Push the footstand upwards onto the slideguides until they lock in place.



3. Plug the short end of the handset cord into the connector on the handset.
4. Place the phone on an even, horizontal surface.

Rotating the tab of the cradle (P820)

The phone is delivered with the tab level with the inner edge of the cradle. If you are going to mount the phone on a wall, we recommend that you rotate the tab 180°. After rotation, the tip of the tab will protrude slightly above the edge of the "cradle". The small rectangular hole in the receiver casing fits perfectly over the now protruding tip, holding the receiver safely in place in the upright position on the wall.

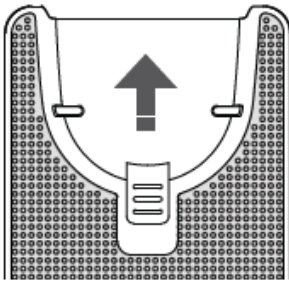


Fig. 1

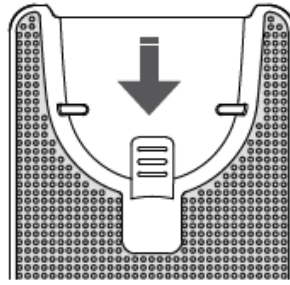
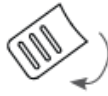


Fig. 2

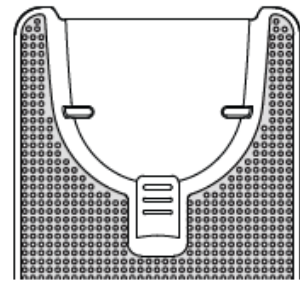
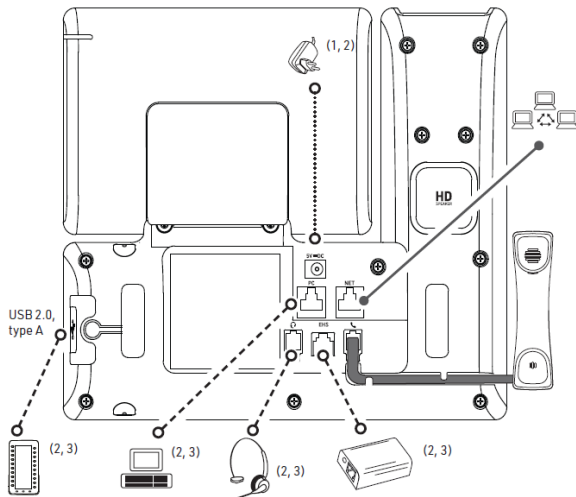


Fig. 3

1. Slide the plastic tab from the cradle (Fig. 1)
2. Rotate the tab 180°.
3. Slide the tab back into the cradle (Fig. 2). The top of the tab now protrudes slightly above the inner edge of the cradle (Fig. 3), so that it will hold the handset more securely.

Connecting the phone (P820)




(1) If PoE not available

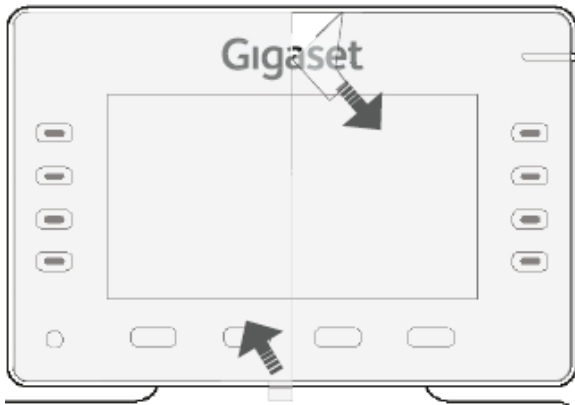
(2) Not included in delivery

(3) Optional

The phone can be operated with Power over Ethernet (PoE) provided via the network cable or, if PoE is not available in your network, with the separately available 5V DC power adapter.

1. Plug the long uncurled end of the 4P4C handset cord into the connector labelled , and connect the short one to the handset.
2. Plug the Ethernet (network) cable into the RJ45 connector labelled **NET** and plug the other end into the network side to establish a data link.
3. If PoE is not available, insert the plug of the power supply into the connector labelled **5V DC** and hook up the plug to the wall outlet.
4. The other RJ45 connector, labelled **PC**, is for daisy-chaining further Ethernet devices without the need for a second Ethernet connection line.

Removing the protective film from the display (P820)




The display is covered by a protective film, either by a one-piece or a two-piece film. Gently pull the tab(s) to peel it off.

Note: The display's cover is held in place magnetically for easy removal when necessary for customization or replacement. If the protective film is peeled off with too much force, the cover may become dislodged from the display. Simply put it back into its proper position.

Connecting a headset (P820)

You can use wired as well as wireless headsets with the phone.

- Wired headsets

If you want to use a wired headset, connect it to the RJ audio jack labelled .

Note: If both a wired and a wireless headset are connected to the phone, incoming calls will go to the wireless headset.

- Wireless headsets
 - Connecting the base station of your headset via the EHS Adapter.
 - Connect the EHS to the connector labelled **EHS**.
 - Connecting the headset to the phone via a Bluetooth-compatible adapter.

Insert the Headset BT adapter into the USB port of the phone. See also the manual of the headset.

Note: The default settings for USB headsets are VID=0a12:PID=100d:HOOK=38/1.

- If you are using a different headset, enter the parameters of the headset manually on the phone's web interface at > Advanced > Audio > text field of Audio parameters. Click the question mark to find out which parameters you need to use for your respective headset.

Initializing and registering the phone (P820)

Prerequisites

To be able to use VoIP, you or your company must have:

- A broadband internet connection.
- Access to the internet via a router. This could be a separate device available in various versions from many different manufacturers or in the form of a router on a server or a PC.
- Account information provided by your network administrator or a VoIP account with a VoIP service provider who supports the VoIP SIP standard. The phone supports up to 6 VoIP accounts with one or more VoIP providers.

The registration information received from your Internet service provider or your network administrator may differ and may contain required and optional data. The required data normally includes:

- Account (usually the phone number). On Gigaset phones, an account is called an "identity".
- Registrar
- Password


User name, authentication name, and outbound proxy may also be required. These are settings that can only be configured on the web interface of the phone after it has been successfully registered. If your provider or your network provides a mailbox account, that setting is also configured on the web interface.





Initialization (P820)

Gigaset phones are plug-and-play. Once the phone is connected to your network, it will begin to initialize.

Note: Normally the initialization is completely automatic, using DHCP. If the phone cannot discover a DHCP server in the subnet, you will be asked: Are you using DHCP?



If your network does not support DHCP, press  and enter the IP address, netmask, IP gateway, and DNS server manually. Ask your Internet service provider or your network administrator for them.

Watch the display and, when asked to, make selections with  /  on the navigation key  and save with .

Correcting the clock (P820)

The phone receives the time and date from your NTP time server. If the time and/or date on the display are incorrect, you may need to set the correct time zone. This setting is available in admin mode only.

Default formats:

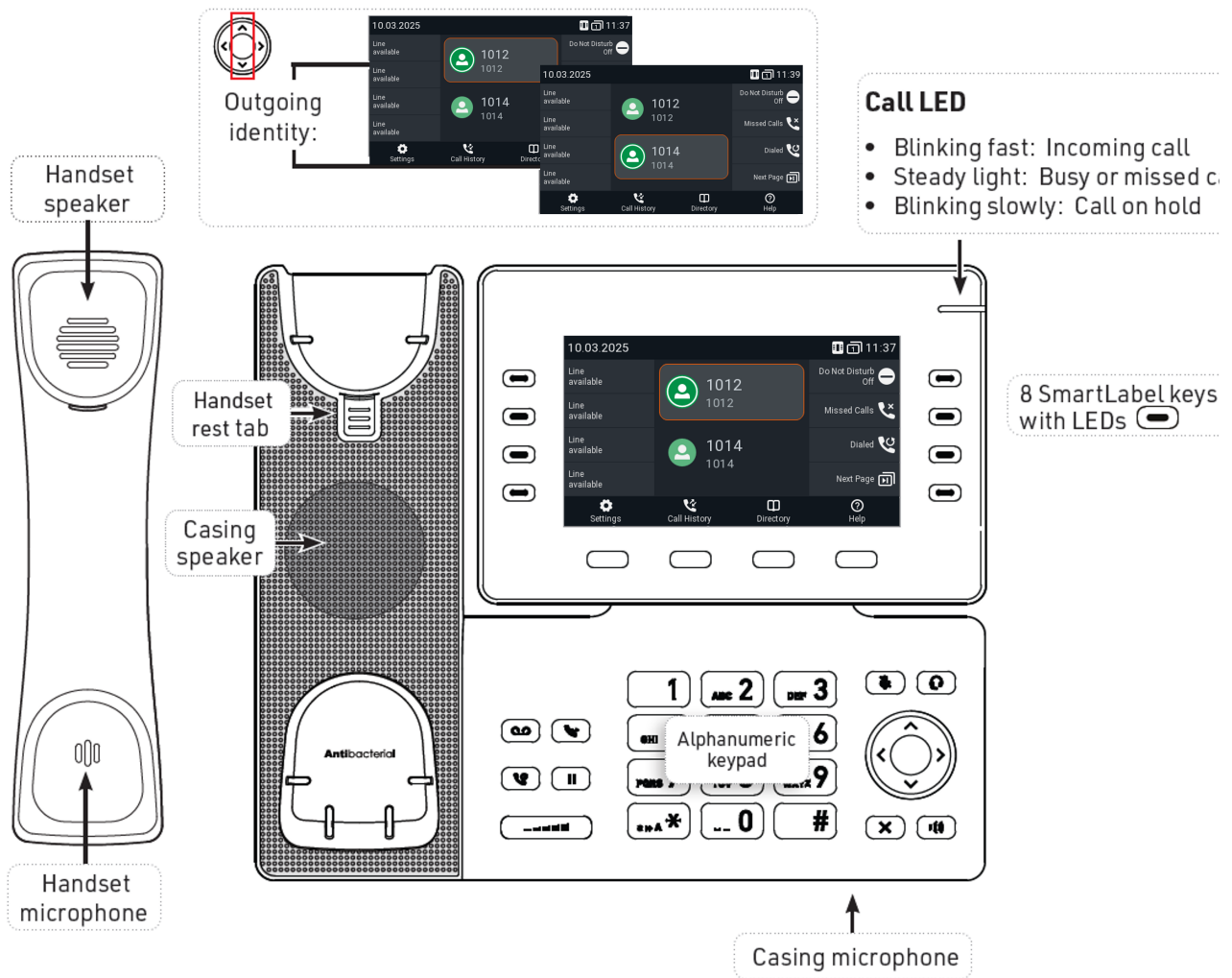
- Time. 24-hour clock, e.g. 17:35.
- Date. European date format DD/MM/YEAR,23/11/2024

Getting to know your phone (P820)












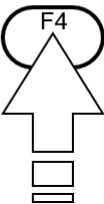
- At a glance
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 - Navigation, confirmation, and cancel keys
 - Preprogrammed, variably programmable function keys
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At a glance (P820)

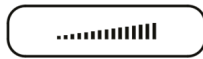
The factory settings at a glance:



Context-sensitive, programmable function symbols and function keys F1–F4

 Settings	 Call History	 Directory	 Help	<p>Standard functions available on idle screen. Default settings and icons depend on firmware installed on phone.</p> <ul style="list-style-type: none">  Settings menu  Call lists (missed, received, dialed calls)  Internal phone directory  Status information (call forwarding active, passwords not set, missed calls, etc.) or, if no status info, to show phone's IP address and URL to Gigaset Wiki
 F1	 F2	 F3	 F4	
<p>Press the function key underneath the display symbol to activate the function, open the list etc. depicted by the symbol above the key.</p>				

Audio control keys



Adjusting the volume

- of the ringer when the phone is idle or ringing
- of the handset/casing loudspeaker when in a call



Mute/unmute microphone



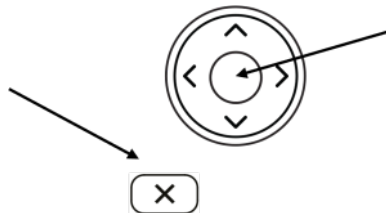
Toggling between handsfree and handset mode. Press to dial number and accept calls on speakerphone.



Headset mode on/off

Navigation keys

- Canceling actions & input, and returning to previous screen
- Terminating calls on speakerphone and in headset & handset modes



- Confirming, saving actions & input, and returning to previous screen
- Accepting calls on speakerphone and in headset mode
- From idle screen: Missed calls (Call History)



From idle screen: Select outgoing identity



From idle screen: Received calls



From idle screen : Missed calls



In other contexts (settings, lists): Navigate up/down



In other contexts: Navigate /space left



In other contexts: Navigate /space right

Dedicated, customizable function keys



MWI key with LED

LED is lit when message is waiting on mailbox (if mailbox supplied on PBX)

Press key to listen to message(s)



Redial



Transfer



Hold

SmartLabel keys with LED P1–P32, self-labeling, with LEDs

Default setting: Line

- Page 1: P1 - P8
- Page 2: P9 - P16

- Fast-blinking LED: Incoming call. Press key or

- Page 3: P17 - P24
- Page 4: P25 - P32



to accept

- Steadily lit LED: In call
- Slow-blinking LED: Call on hold

Star key



In editing mode:

- Press for one second to change input mode (numerals > lower case > upper case)
- Press briefly to type *


On idle screen: Press for 3 seconds to **lock/unlock the keypad**

LED indicators (P820)

- Call indicator
- SmartLabel key LED

Call indicator (P820)

The bright-red LED situated on the top right corner of the phone indicates incoming, ongoing, held, and missed calls. LED status indications:

- Glowing steadily when dialing, when in a call, and when you have missed a call. To turn the LED off after a missed call, press the right arrow  on the navigation key to open the **Missed calls** menu and simultaneously turn off the LED.
- Blinking slowly when you have put a call on hold
- Blinking rapidly when a call is coming in

Note: The behavior of the LED can be changed by the administrator.

SmartLabel key LED (P820)


SmartLabel keys P1–P32


Depending on the function mapped onto the key, the red or green LEDs on the key will be activated when the key event occurs. The factory setting is red LED and "line". The LEDs of a line key will:

- blink rapidly when a call is ringing on the line;
- glow steadily when there is an ongoing call on the line;
- blink slowly when a call is on hold on the line;
- be off when the line is free.

When other functions are mapped onto the keys, the LEDs may glow or blink. For example: When the "extension" function has been mapped onto a key and monitoring of extensions is enabled on both phones, the LED will

- blink rapidly when a call is ringing on the extension;
- glow steadily when the extension is busy;
- be off when the extension is not busy.

MWI key : Has a red LED that lights up when there is a new message in the mailbox.

Mute key : Has a red LED that lights up when and as long as the microphone is muted.

Speakerphone  **and headset**  **keys:** Have green LEDs that light up when and as long as speakerphone or headset mode, respectively, are turned on.

Hard keys (P820)

- Context-sensitive, programmable function keys
- Navigation, confirmation, and cancel keys
- Dedicated keys
- Audio Control Keys
- SmartLabel keys (freely programmable function keys) with LEDs
- Alphanumeric Keypad







Context-sensitive, programmable function keys (P820)

These function keys can be programmed on the Function Keys page of the phone's web interface with a number of key events; these functions will then be available when the phone is in idle mode.

You cannot change the functions that are available when the phone is active, e.g., when you are in a call, when the phone is ringing, etc. Depending on the activity, different functions will be available.





Navigation, confirmation, and cancel keys (P820)

Can be programmed with the key events available in their drop-down menus. Factory settings:





	Navigation key	
		<ul style="list-style-type: none"> On idle screen: Press to select identity for outgoing calls In other contexts: Moving up and down lists one item/button at a time
		<ul style="list-style-type: none"> On idle screen, press to open list of received calls. In text fields, press to move the cursor to the left one character at a time.
		<ul style="list-style-type: none"> On idle screen, press to open the list of missed calls and simultaneously turn off the missed call LED In text fields, press to move the cursor to the right one character at a time.
	<ul style="list-style-type: none"> On idle screen: Redial (view list of dialed calls). Press to accept calls on speakerphone and in headset mode. Press to confirm actions/settings and return to preceding screen 	
	<ul style="list-style-type: none"> Press to terminate calls on speakerphone and in headset and handset modes. Press to cancel actions and return to preceding screen. 	

Dedicated keys (P820)


The factory setting is printed on the respective key. Other functionalities can be programmed onto them.

	Message Retrieve key. The LED of the key is lit when a new message is waiting on the mailbox. Press the key to retrieve messages.
	Call transfer of active call.
	Redial. Press to show the dialed calls, in descending order with the last one at the top of the list.
	Hold key.

Audio Control Keys (P820)

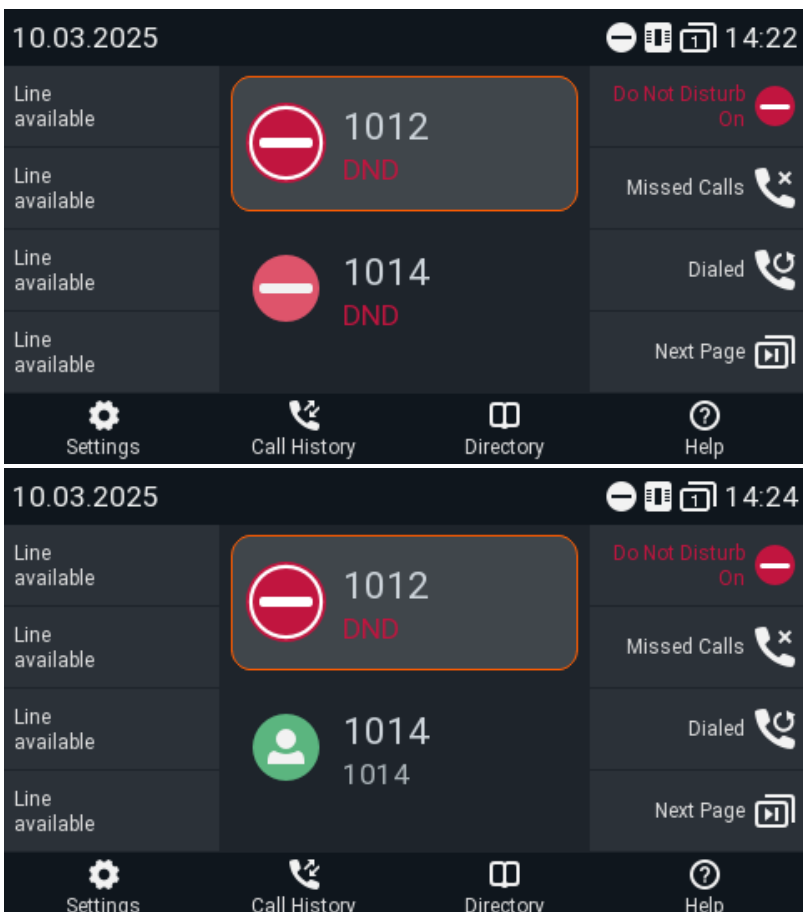
	<p>Press the right or left edge of the key to adjust the volume</p> <ul style="list-style-type: none">• Of the ringer when the phone is idle or ringing• Of the loudspeaker in handset, casing, or headset, respectively, when in call
	<p>Muting and unmuting the microphone</p>
	<ul style="list-style-type: none">• Toggling between handsfree and handset mode• Dialing numbers on speakerphone• Accepting calls on speakersphone
	<p>Toggling between headset and handset modes.</p> <p>Note: Handset mode overrides headset mode. When the handset is picked up, the headset symbol in the status line will be replaced by the handset symbol, indicating that you can now use only the handset for the call. To return audio to the headset, press again. The headset symbol will reappear in the status line. You can then place the handset in the cradle without ending the call.</p>

SmartLabel keys (freely programmable function keys) with LEDs (P820)

These 32 SmartLabel keys  – four each on the left and right side of the display – control the SmartLabels

They can be programmed and labeled on the phone and on the Function Keys page of the phone's web interface. Four different functions for each key can be set on four "pages."

The factory default setting is line, except for keys P5–P8 which are preprogrammed with the following functions:

<p>Do Not Disturb</p>	<p>Turn "do not disturb" (DND) mode on and off for all identities registered on the phone (Fig. 1). If you want to turn on DND for one or more, but not all of the identities (Fig. 2), use the Configuration identity settings on the phone's web user interface. In DND mode incoming calls do not ring; callers hear the busy signal.</p> <p>Exception: Phone numbers on your directory's VIP list.</p> <p>When DND is on, you'll see the DND symbol on the display.</p> 
<p>Mis sed Cal ls</p>	<p>Displays a list of missed calls and simultaneously turns off the missed call LED.</p>
<p>Dia led</p>	<p>List of dialed calls for redialing, last-dialed call at the top of the list.</p>
<p>Ne xt Pa ge</p>	<p>Displays the next page of SmartKeys (cycles through page 1 to 4).</p>

Alphanumeric Keypad (P820)

Input modes and navigation

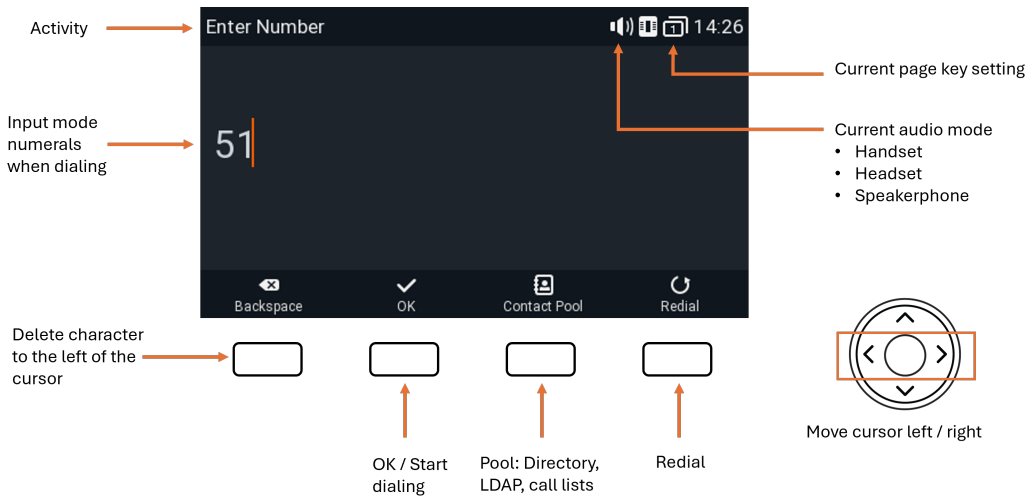


Fig. 1

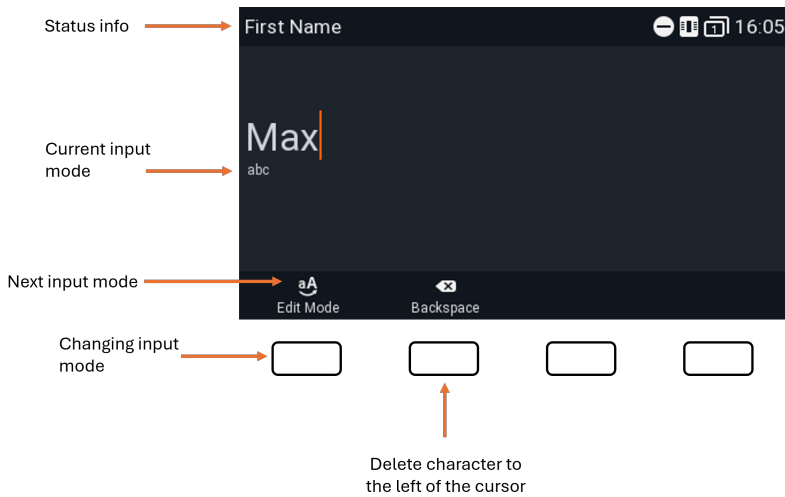


Fig. 2

Press any key on the alphanumeric keypad or pick up the handset to open the "Enter Number" screen.

When dialing a number (Fig. 1), the input mode is always numerals. When editing directory entries (Fig. 2) and identities, the current input mode is indicated in the line underneath the cursor. Press the left function key underneath the display to switch to the next input mode.

Text underneath cursor = current input mode	Press function key to switch to next input mode	Next input mode
123	1a	abc
abc	aA	ABC

ABC	A1	123
-----	----	-----

Entering numerals, letters, special characters, and symbols

When entering letters and special characters, pause briefly after each character until the cursor has moved forward so that you won't overwrite the last character you entered. Pausing is not necessary when entering numerals.

Numerals. In numeral mode, press the respective number key to type the number printed on the key.

Letters. When in input modes lower and upper case letters, press the alphanumeric key with the respective letter one, two, three, or four times quickly to type the first, second, third, or fourth letter printed on the key. Pause briefly after each letter.

Example: In lower case letter mode, press the "2" key once to type an "a", twice to type a "b", and three times to type a "c".

Letters with accents and umlauts. When in input modes lower and upper case letters, press the alphanumeric key with the basic form of the respective letter as many times as necessary. Pause briefly after each letter. Available letters with accents and umlauts depend on the phone's language

setting.

Example: If the phone language is German, press key "2" four times to type "ä".

Entering special characters and symbols. In input modes lower and upper case letters, press keys "0" and "1" one or more times quickly. Pause briefly after each character or symbol.

- Period. Press "1" once.
- Space (" "). Press "0" once.
- Underscore ("_"). Press "0" twice.
- Special characters listed in the following table. Press "1" as many times as indicated:

1x	.	2x	+	3x	@	4x	1	5x	:	6x	,
7x	?	8x	!	9x	-	10x	_	11x	/	12x	\
13x	(14x)	15x	;	16x	&	17x	%	18x	*
19x	#	20x	<	21x	=	22x	>	23x	\$	24x	[
25x]										

Display layout (P820)

- In idle mode
- When the phone is active
- SmartLabels

In idle mode (P820)

In Idle mode

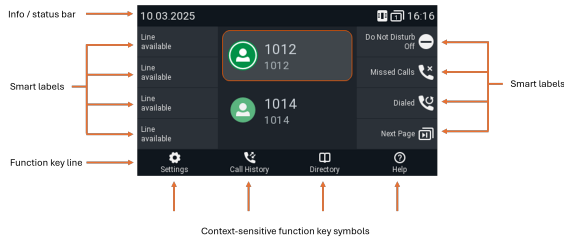
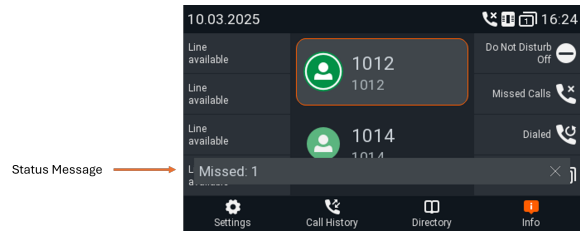


Fig. 1



Not showing SmartLabels

When Active Showing SmartLabels

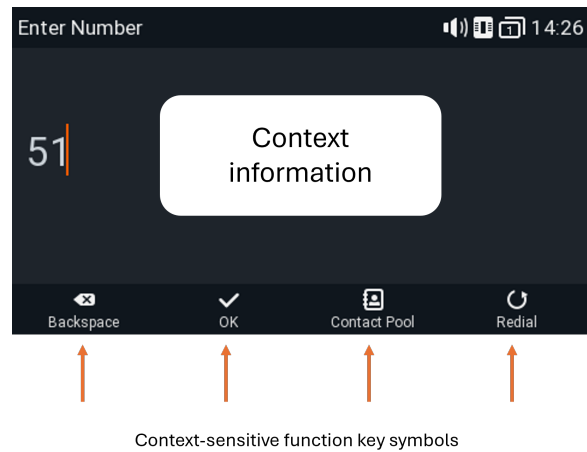
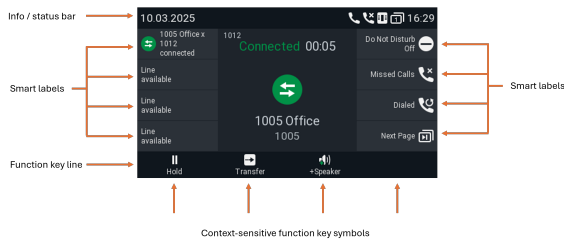








Fig. 2

In idle mode, the display presents the following information:

Info bar/status line

- Date
- Time
- Screen icons that indicate the phone's current status

Context area: Configured identities and SmartLabels.

	<p>Outgoing identity</p> <p>The current outgoing identity is indicated by a green ring around a green circle on a white bar. When you call someone, this is your identity for the call.</p>
	<p>Active identity</p> <ul style="list-style-type: none"> • An active identity that is not the current outgoing identity is indicated by a green circle. • It can be called. • It can be selected as the outgoing identity for making calls by pressing  /  on the navigation key.
	<p>A orange circle with a revolving white ring indicates that the identity is trying to register.</p>
	<p>A gray circle with a white "x" indicates that the identity is not properly registered.</p> <p>Check your connections and whether the server is down.</p>







Status messages

When there are status messages: Any of numerous messages concerning the current status of the phone might be displayed in this line, for example the availability of a firmware update, a reboot being required, etc. If there is more than one current status message at any one time, the one with

the highest priority will be shown. Some of the status messages you may see in idle mode are:

- The text "Missed:" and the total number of missed calls since the last time you turned off the missed call indication (the text in the info bar as well as the call LED). The missed calls will remain in your missed call list, however.
- The warnings "HTTP Password not set" and "Admin Password not set". They can be turned off by setting the passwords or manually on the phone's web interface (administrator mode only; not recommended due to increased security risk).







Deleting or temporarily suppressing status messages:

- Messages will be deleted automatically when the underlying cause is removed, i.e., call forwarding is turned off, HTTP password is set, etc.
- Temporarily suppressing messages: Press , if the button is available, or  > **Information** > **Status info** to open the "Status info" screen. Use   to select an item from the list. Press  to view details of the selected item, if available; press  to delete the selected item.
- Messages classified as important cannot be deleted. Examples: "HTTP Password not set", "Admin Password not set".

Function key line

The symbols on the buttons in this line depict the functions that can be activated by pressing the function key underneath the respective symbol.

The factory defaults are:


	Settings menu.
	Call history.
	Directory.
	Pressing this key will put the IP address of the phone on-screen. If another function is mapped onto the key or if the key has been replaced by  because of new status messages, IP address and URL can also be looked up in the settings menu:  > Information > Help .



Displaying all currently available status messages. This key is available whenever a status message becomes newly available even when a different function is mapped onto

the far-right function key underneath the display.



Press the key to display the status messages; press  to delete the highlighted status message. When all messages have been deleted, the symbol will disappear from the

function key line; the message in the status line will also disappear.

The function mapped onto the key is now available on this key again. If you have mapped the "Status messages" function onto the key, the key will remain blank until a new status

message becomes available or until a reboot when all current status messages will be displayed a new.

When the phone is active (P820)

The display will inform you of any activity the phone is engaged in. This information is presented in the form of text or symbols or both.

Info/status bar.

Name of current activity and time.

Context area

Depending on the activity, this area will contain symbols (incoming call ringing, outgoing call, ringing, list entries, etc.) and text like the phone number calling, the extension number being called, conference partners, etc.. Depending on setting and context the SmartLabels will or will not be visible.

Function key line

Depending on the current activity of the phone, the function key line will present various functions that can be activated by pressing the function key underneath the respective symbol.

SmartLabels (P820)

When the phone is idle, and in some contexts when it is active, the labels of the SmartLabel keys are displayed on four (4) "pages" in eight (8) label areas each, four on each side of the display (Fig. 1).

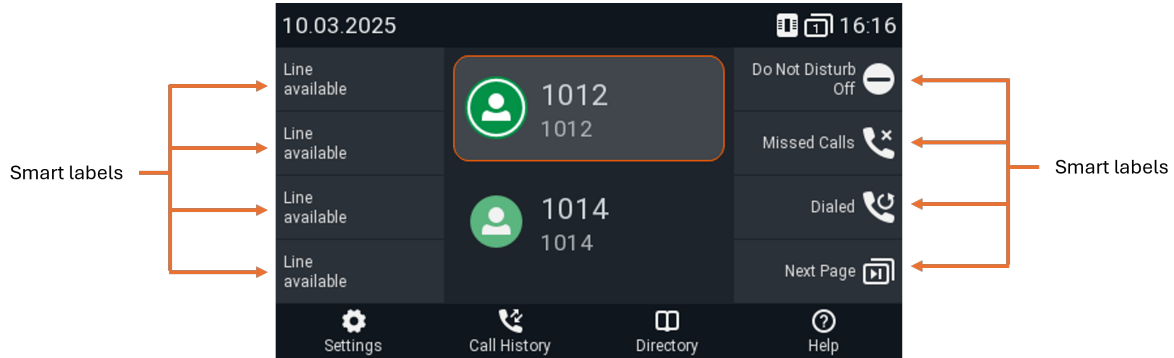



Fig. 1

The LED of the key associated with the label will react in accordance with the label's mapping, i.e., the function assigned to the key on a given page; pressing the key may affect what you see on the label.

By default, the lower right key on each page, keys P8, P16, P24, and P32, serves to switch to the next page, from 1 to 2, 3, and 4 and back to 1. The number of the on-screen page, 1, 2, 3, or 4, is indicated to the left of the time. The default is 1.

NOTE: You can assign the **Next Page**  function to another key but one key on each page must have the function if you want to be able to use more than one page.

Page 1		Page 2		Page 3		Page 4	
P1	P5	P9	P13	P17	P21	P25	P29
P2	P6	P10	P14	P18	P22	P26	P30
P3	P7	P11	P15	P19	P23	P27	P31
P4	P8	P12	P16	P20	P24	P28	P32

The function keys can be mapped on the phone and, faster and more comfortably, on the phone's web interface.

Settings (P820)

- User mode/administrator mode
- Phone settings
 - Settings available in user mode
 - Settings available in administrator mode
- Display settings
- The phone's web-interface
 - Opening the web interface

User mode/administrator mode (P820)

Gigaset phones can be operated in administrator or user mode. In administrator mode, all settings are accessible and can be modified; in user mode, a number of settings are not accessible. The factory default is administrator mode.







When the phone is running in user mode, the administrator password is required to revert to administrator mode. The default administrator password is 0000 (4 x zero). You must change the password for security reasons.

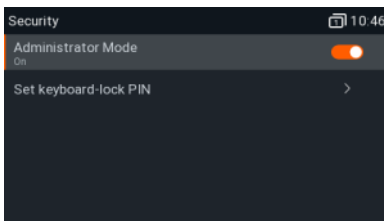
Note: Do not forget to write the new password down and store it in a safe place; without it, a reset to factory values is necessary to return the phone to administrator mode.

If your phone is administered centrally, user mode may be the rule. Please check with your administrator.



User mode on the phone

The "Network" menu and various other settings are inaccessible in user mode. Returning the phone to admin mode from user mode:

1. Press 
2. Select **Maintenance** and press 
3. Select **Security** and press 
4. Select **Administrator Mode** and press 
5. Enter the **Admin Mode Password**.
6. Press  to save and return to the **Security** menu where **Administrator Mode** has been changed to "on"
7. Press  for two seconds to return to the idle screen.



Phone settings (P820)

Press  to open the settings menu. Scroll to a submenu or setting and press  to open it.

- [Settings available in user mode](#)
- [Settings available in administrator mode](#)

Settings available in user mode (P820)

1 Preferences	1 Language					
	2 Date & Time	1 Date format				
		2 24-hour clock				
	3 Audio	1 Headset detection				
		2 Tone Scheme				
		3 Ringer				
		4 Volume				
	4 Display	1 (Primary (1)) Display	1 Backlight on activity			
			2 Backlight when idle			
			3 SmartLabel options	Idle screen		
				Call screens		
				Other screens		
				Return to Default Mode		
		Return to First Page				
		4 Color and Opacity				
		5 Themes	Light			
			Dark			
			Colorful			
			Industrial			
	2 Expansion modules	1 Backlight on activity				
		2 Backlight when idle				
		3 Appearance				
	5 Fkeys	1 Context-Sensitive keys				
		2 SmartLabelKeys	1 - 4 Page 1 - 4			
	6 General	1 Quick Dial contacts				
		2 QuickLookup				
		3 QuickLookup start length				
4 Maximum Hits						
5 Directory		1 Sort Order				
		2 Display Order				
6 Visual Options		1 Number display size				
		2 Prefer Local Photos				
		3 Photo Size in Call screens				
2 Call Features	1 Call forwarding	1 Forward all				

		2 Forward when busy		
		3 Forward after timeout		
	2 Outgoing calls	1 Auto Dial		
		2 Auto Busy Redial		
		3 Call completion		
		4 Hide own outgoing ID		
	3 Incoming calls	1 Call waiting		
		2 Auto answer		
		3 Reject anonymous		
		4 Silent mode		
		5 Do not Disturb		
	4 Speed dial			
	3 Identity	1 Select outgoing identity		
		2 Reregister identity		
4 Maintenance	1 Security	1 Administrator Mode		
		2 Set keyboard-lock-PIN		
	2 Reboot			
	3 Synchronize Settings			
5 Information	1 Status info			
	2 System info			
	3 Help			

Settings available in administrator mode (P820)

1 Preferences	1 Language					
	2 Date & Time	1 Time Zone				
		2 Date format				
		3 24-hour clock				
	3 Audio	1 Headset detection				
		2 Tone Scheme				
		3 Ringer				
		4 Volume				
	4 Display	1 (Primary (1)) Display	1 Backlight on activity			
			2 Backlight when idle			
			3 SmartLabel options	Idle screen Behavior		
				Call screens Behavior		
				Other screens Behavior		
				Return to Default Mode		
			Return to First Page			
		4 Color and Opacity				
		5 Themes	Light			
			Dark			
			Colorful			
			Industrial			
		2 Expansion modules	1 Backlight on activity			
	2 Backlight when idle					
	3 Appearance					
	5 Fkeys	1 Context-Sensitive keys				
		2 Dedicated Keys				
		3 SmartLabelKeys	1 - 4 Page 1 - 4			
	6 General	1 Quick Dial contacts				
		2 QuickLookup				
		3 QuickLookup start length				
		4 Maximum Hits				
		5 Directory	1 Sort Order			
2 Display Order						
6 Visual Options		1 Number display size				

			2 Prefer Local Photos	
			3 Photo Size in Call screens	
2 Call Features	1 Call forwarding	1 Forward all		
		2 Forward when busy		
		3 Forward after timeout		
	2 Outgoing calls	1 Auto Dial		
		2 Auto Busy redial		
		2 Call completion		
		3 Hide Outgoing ID		
	3 Incoming calls	1 Call waiting		
		2 Auto answer		
		3 Reject anonymous		
		4 Silent mode		
		5 Do not Disturb		
	4 Speed dial			
3 Identity	1 Select outgoing identity			
	2 Reregister identity			
	3 Edit Identity	1 Hotdesking		
		2 Edit Identity		
4 Log Off Identity				
4 Network	1 IP Settings	1 IPv4		
		2 IPv6		
	2 Webserver	1 On/off		
		2 Webserver type		
		3 User name		
		4 Password		
	3 VLAN	1 VLAN ID		
		2 VLAN Priority		
	4 Advanced	1 802.1X		
		2 Hardware		
		3 NTP		
		4 DNS		
		5 LLDP		
4 Maintenance	1 Security	1 Administrator Mode		
		2 Set keyboard-lock-PIN		
	2 Reboot			

	3 Reset Values			
	4 Synchronize Settings			
5 Information	1 Status info			
	2 System info			
	3 Demo mode			
	4 Help			

Display settings (P820)


The backlight on the display of the phone can be adjusted separately for the times when the phone is active and when the phone is idle. Lowering backlight intensity lowers the energy consumption of the devices. The backlight when idle can be reduced to zero bars.


NOTE: When the phone has been inactive for a specified number of seconds it will switch the backlight to idle mode. This setting is available only on the phone's web user interface, not on the phone itself.

Adjusting the backlight on the phone's display

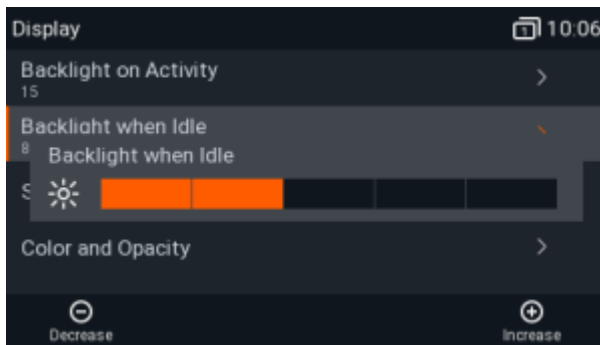
- **Intensity of backlight.** The setting adjusts the intensity of the backlight for both displays.



1. Press 


2. Select **Preferences** and press 

3. Select **Display** and press 

4. Select **Backlight on Activity** or **Backlight when Idle** and press 



5. Press the right or left arrow on the navigation key or the function key underneath  or  in the function key line to decrease or increase the backlight's intensity.


6. When done, press  to save and return to the **Display** menu

- **Period of inactivity.** The number of seconds after which the phone will switch from backlight on activity to idle backlight can be set on the phone's web interface only.


Adjusting the color and opacity on the phone's display

- **Color.** The setting adjusts the interface colors of items (text, function keys, scrollbar, cursor, etc.) displayed on the screen.


1. Press 


2. Select **Preferences** and press 

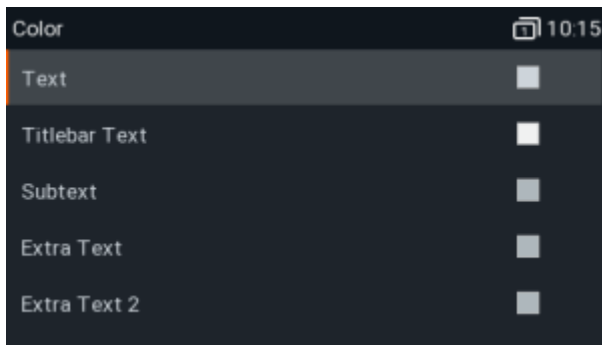
3. Select **Display** and press 


4. If any expansion modules are connected to the phone, select **Primary display** and press 

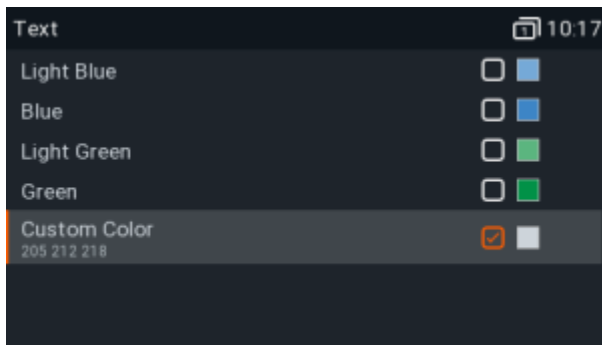
5. Select **Color and Opacity** and press 

6. Select **Color** and press 

7. Press **^**/**v** to select an item and press 




8. Press **^**/**v** to select an color and press 




Adjusting the theme on the phone's display


You can select a display theme (predefined wallpaper and color settings) for the phone.




1. Press 

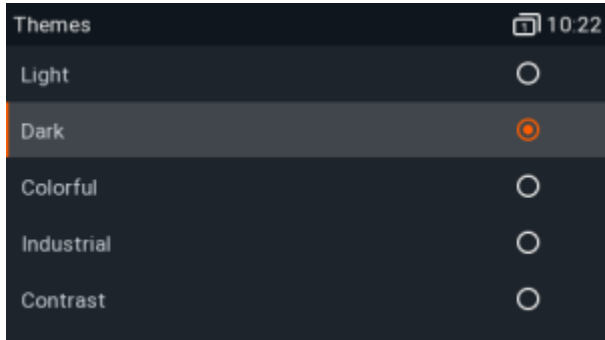
2. Select **Preferences** and press 

3. Select **Display** and press 

4. If any expansion modules are connected to the phone, select **Primary display** and press 

5. Select **Themes** and press 

6. Press  /  to select an item and press 



The phone's web-interface (P820)

When the web interface is opened for the first time upon initialization, you will see the **Security** page.



You must set administrator and HTTP passwords to protect your phone. The default administrator password is 0000 (4 zeros); there is no default HTTP password.

Please note:



- Administrator password. If you do not replace the default administrator password by an individual one, an unauthorized third party with access to the phone could set an administrator password unknown to you. In such a case, you would no longer be able to switch from user mode to administrator mode.
- HTTP user name and password. If you do not set these, you make it easier for experienced hackers to break into your system.

Be sure to write down your admin password and your HTTP user name and password and store them in a secure place.

Without the administrator password, you will not be able to return the phone and the web interface from user mode to administrator mode; many settings will be inaccessible. Without HTTP user name and password you cannot open the phone's web interface.

You can set and change the data on the phone's web interface at any time.

Opening the web interface (P820)

1. Look up the phone's IP address: Press the function key underneath  , if the symbol is available,
or press  > **Information** > **System Info** or **Help**.
2. Open a web browser on your PC. Enter the IP address, preceded by "http://" or "https://" in the address bar (for example: http://192.168.10.115) and press ENTER. The home screen opens:
3. Enter the HTTP username and password when you are prompted.



















Directories (P820)

- Directory
 - Definitions, explanations
 - Ringtones
 - Adding/Editing Entries on the Phone
 - Adding/editing entries on the web interface
 - Dialing from phone directory
 - Deleting whole directory
 - Importing a directory
 - Exporting the directory
 - External directories
 - LDAP
 - Contacts

Directory (P820)

The directory is the built-in directory of the phone. It can hold up to 2000 entries. Entries can be added and edited on the phone and on the web interface.

? Directory

Name	Number	Contact Type	Outgoing Identity	Edit	Delete	
12345	12345	None	Active			
Jane Smith	9175554105	None	Active			
John Miller						
- sip	9175554230	None	Active			
- Home	9175557015	None	Active			
- Mobile	9175554231	None	Active			

Any changes you make on the web interface will not take effect until you click "**Add**" or on "**Change**", depending on your firmware version. Changes will be lost if you open another page of the web interface without first clicking on "**Add**"/"**Change**".




- [Definitions, explanations](#)
- [Ringtones](#)
- [Adding/Editing Entries on the Phone](#)
- [Adding/editing entries on the web interface](#)
- [Dialing from phone directory](#)
- [Deleting whole directory](#)
- [Importing a directory](#)
- [Exporting the directory](#)
- [External directories](#)
- [LDAP](#)
- [Contacts](#)

Definitions, explanations (P820)













Directory entries

Each entry must have at least one phone number; multiple associated phone numbers are possible. If you do not enter a first and/or last name and/or nickname, the phone number will appear under both "Name" and "Number".

- Entry with one phone number:

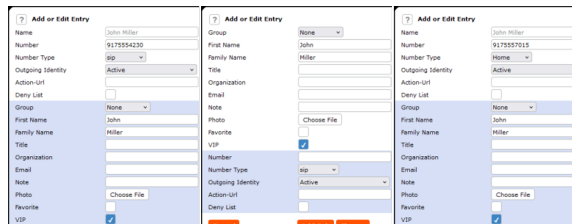
Jane Smith	9175554105	None	Active			
------------	------------	------	--------	---	---	---

- Entry with several associated phone numbers:

John Miller						
- sip	9175554230	None	Active			
- Home	9175557015	None	Active			
- Mobile	9175554231	None	Active			

Number area (N): Individual settings for the master record and each sub entry possible.

Blue area. Data can be different for each associated phone number. If sub entry text fields are blank, the data from the master record is displayed.



The image shows three screenshots of the 'Add or Edit Entry' form. In the first, the 'Number' field is highlighted in blue. In the second, the 'Number Type' and 'Outgoing Identity' fields are highlighted in blue. In the third, the 'Group' field is highlighted in blue. This illustrates how data from the master record is used in sub-entries when specific fields are blank.

Name area. Same data for the master record and all sub entries.

Contact Types

VIP: Calls from numbers with this contact type will ring on your phone even when DND mode is active. You can assign a ringtone to this contact type. If your VIP is also assigned to a group (see below) and if that group has a distinct ringtone, the ringtone assigned to the group will be played.

Deny List: Calls from phone numbers with this contact type will not ring on your phone. The caller hears the busy signal. To remove the number from the deny list, you can either

- delete the entry from the directory by clicking on the delete symbol
- or - if you want to keep the number in the directory - disable the "Deny List" setting.

Outgoing identity

The default setting is "Active" which means that the phone will use the current outgoing identity whenever you dial the number of the phone book entry.

You can also select a specific identity to be used as the outgoing identity whenever the number is dialed, for example, if you want to use a specific VoIP provider for these calls.

Note: To use an outgoing identity specified in the directory, you must dial the number from the directory. If you simply type it on the keypad, the current outgoing identity, as indicated on the display, will be used.

Group

The available group types are **Friends, Family, Work, Colleagues, Server** or **None**. The default setting is none. You can assign a distinct ringtone to each group type.

Ringtones (P820)

The phone has 10 built-in ringtones that can be assigned to identities, group types, and contact types.

It is also possible to download a custom melody.


Assigning ringtones to contact type VIP and group types


1. Open the phone's web interface and click **Preferences** in the menu on the left side of the display.
2. Click the **Audio** tab.
3. In the **Directory Ringtones** section, select a ringtone from the respective drop-down menu and click **Apply**. If you choose "Custom Melody URL", enter the URL to the data file in the text field. It must be a file of the type PCM 8 kHz 16 bit/sample (linear) mono WAV.

Note: Ringers assigned to contact type VIP and to any of the group types override the ringtones assigned to the identities. For example, if you have assigned ringer 1 to one of the identities and ringer 2 to the group "**Colleagues**", the phone will play ringer 2 when a contact from the "**Colleagues**" group calls that identity.


Adding/Editing Entries on the Phone (P820)

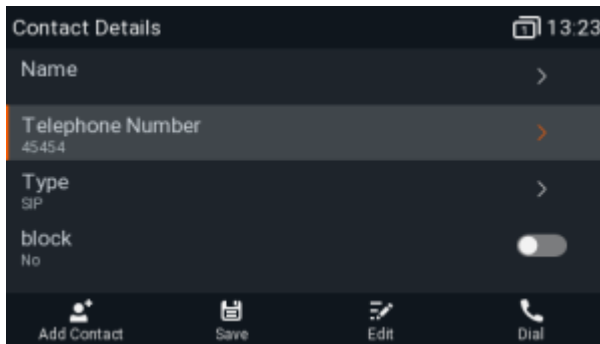
Adding new entry manually


1. Press  to open the phone's directory.


2. Press the function key underneath  .


Note: See "[Input modes and navigation](#)" and "Entering numerals, letters, special characters, and symbols for information on how to enter data.

3. Enter the phone number and press .



4. Navigate to Name and press .


5. Enter a first name and press .


6. Enter a last name and press .

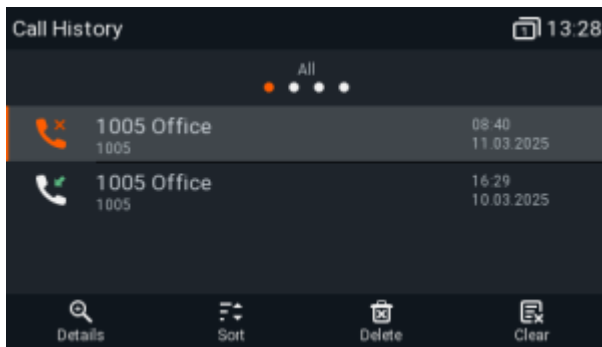
Note: Entering a first and/or name is optional. If you don't enter either one, the entry will be listed under the phone number. You can add a first and last name later by editing the entry on the phone or on the web interface.



Adding new entry from call list


For further information on call lists, see "Call lists"

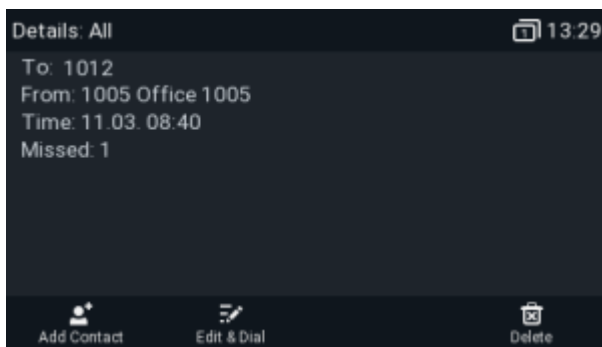
1. Press the function key underneath  to open the call history. The list of **all** calls appears.


Press  on the navigation key to show the lists of **missed**, **received**, or **dialed** calls instead.



2. Press  /  on the navigation key to select a call.

3. Press  to view call **Details**.




4. Press  to add the name (if the name was transmitted) and the number to the phone directory. If the name has not been transmitted, the number will be used in its place.


See "Editing existing entry" how to add a name, phone type, group, etc.

Adding current caller


With the call on the line, you can add the caller's name (if transmitted) and phone number to the directory. If the name has not been transmitted, the number will be used for both name and number.

See "Editing existing entry" how to add a name, phone type, group, etc.



1. With the call on the line, press .

2. Press  to add the caller to the directory.

Sorting entries



1. Press  to open the phone's directory.




2. Press .


3. Use  /  to select the criterion for sorting (first name, last name, title, organization, outgoing identity.) and

press  to sort.

Editing existing entry






1. Press  to open the phone's directory.
2. Selecting an entry: Scroll to the entry or enter the first letter of the name.
3. Press  . The Details screen for the entry will be displayed.
4. Editing a detail.

- a. Press  /  and  to select a detail. Depending on the detail,
- b. In some cases, you will see the prompt screen where you can enter or modify text. Edit the data, if



necessary, and press  to save and to open the next screen. See also "Entering numerals, letters, special characters, and symbols".

In other cases, you will see a succession of screens with context-sensitive buttons. Example:

Modifying the settings of "group".

- i. Select "group" with / and  .
 - ii. Use  /  to select family, friend, colleague, work, or none.
 - iii. Press  to save and return to the Details menu.
- c. When you are done editing the entry, press  .

Deleting an entry


1. Press  to open the phone's directory.
2. Selecting an entry: Scroll to the entry or enter the first letter of the name.
3. If you want to delete the entry, press  and continue with step 4, below.
 - a. If there is **more than one phone number** associated with the entry and you want to delete only one of

them, press  (Fig. 1) or .

- b. Select the number you want to delete with  /  and press  . You will see the details of the sub entry

- c. press .

4. You will be asked, "Are you sure?".

5. If you are, press  to delete the entry or phone number.

Adding/editing entries on the web interface (P820)

Click **Directory** in the menu on the left side.

Adding new entry

1. Type data in text fields of Add or Edit Entry.

? Add or Edit Entry

Number

Number Type

Outgoing Identity

Action-Url

Deny List

Group

First Name

Family Name

Title

Organization

Email

Note

Photo

Favorite

VIP

Max. 640x480

- a. **Number:** Type the number exactly as you would dial it, with country and area codes, if necessary, and without parentheses, hyphens, blank spaces.

Note: If the directory already contains the number you have entered, the existing directory entry with that number will be overwritten when you save the new entry.

- b. **Number Type:** Select the type of connection from the drop-down menu. The default setting is SIP.
- c. **Contact Type:** Select "None", "VIP", or "Deny" from the drop-down list. The default setting is "None".

- i. Calls from entries on the "VIP" list will always ring on the phone, even when the phone is in a call or in DND mode.

Note: You can assign a distinct ringtone to the contact type "VIP": **Preferences** page > **Directory Ringtones** section.

- ii. Calls from entries on the "Deny" list will not ring on the phone. The caller will always hear the busy signal.
- d. **Outgoing Identity:** The drop-down list shows all identities configured on the phone. If you select one of the identities for one of the numbers listed in the phone book, all calls to that number initiated from the phone book will show that identity on the callee's phone.
 - e. **Deny List:** Calls from phone numbers with this contact type will not ring on your phone. The caller hears the busy signal.
 - f. **Group:** The available group types are Friends, Family, Work, Colleagues, Server or None. The default setting is none. You can assign a distinct ringtone to each group type.
 - g. **First name, family (last) name:** Will be added in this order under "Name" in the directory, unless you have also entered a nickname.


- h. **Birthday**. Uses the format set at Preferences > General information > U.S. Date Format (mm/dd): "On" or "Off". Enter in DD.MM.YR or MM/DD/YR format. Examples:
- i. **Favorite**: Tick box to add entry to "Favorites" list.
- j. **VIP**: Calls from numbers with this contact type will ring on your phone even when DND mode is active. You can assign a ringtone to this contact type. If your VIP is also assigned to a group (see below) and if that group has a distinct ringtone, the ringtone assigned to the group will be played.

2. Click **Add** to save new entry to directory.

Editing an entry

When you open an existing entry, the current information is displayed in the text fields of "Add or Edit Entry" and two additional buttons, "Add Sub" and "Change", are available (see Fig. 2 and 3, below).

- Editing

 **Directory**






















Name	Number	Contact Type	Outgoing Identity	Edit Delete		
12345	12345	None	Active			
Jane Smith	9175554105	None	Active			
John Miller						
- sip	9175554230	None	Active			
- Home	9175557015	None	Active			
- Mobile	9175554231	None	Active			

Fig.1

- If single entry, click  in the entry's line.
- If there is more than one number associated with a name:
 - Click  in the name's line if you want to edit/add the first or last name and the data in the blue area applicable to the master record.
 - Click  in a phone number's line if you want to edit the sub entry's data (phone number, number & contact type, outgoing identity, and any blue area data applicable to this sub entry only).

Make changes as necessary and click **Change**.

- Adding additional phone number (sub entry) for a name
 - Jane Smith's entry has only one phone number, her SIP phone number. In this example, the phone number of Jane Smith's landline will be added to the directory.


- Click  in Jane Smith's line (Fig. 1, above). The data is shown in "Add or Edit" area (Fig. 2).

Fig. 2

Fig. 3

- Enter the phone number in the text field of "**Number**" (Fig. 3).
 - Select "**Landline**" from the drop-down menu of "**Number type**" (Fig. 3).
 - Optional: Select a contact type and an outgoing identity from drop-down lists (Fig. 3).
 - Click **Add Sub** (Fig. 3).
- John Miller's entry has a SIP number and a private number. In this example, his cell phone number will be added as a third number.





- Click  in the line containing John Miller's name. The data is shown in "Add or Edit" area.

Fig. 4


- Enter the phone number in the text field of "**Number**".
- Select the number type.
- Optional: Select a contact type and an outgoing identity from the respective drop-down list.
- Click **Add Sub**.

The directory now contains Jane Smith's landline number and John Miller's mobile phone number.

Deleting entry on web interface

- Entry with one phone number. Click  in the entry's lines to delete the entry.
- Entry with more than one phone number.
 - Deleting the entry. Click  in the line of the master record to delete the name and all associated phone numbers.
 - Deleting one of the phone numbers. Click  in the line of a phone number sub entry to delete that sub entry, but keeping the master record and all other sub entries.

Dialing from phone directory (P820)

To dial, click the phone symbol  on the right side of the line with the phone number.

Jane Smith

9175554105 None

Active



Deleting whole directory (P820)

Deletes the entire directory irretrievably!

Attention!

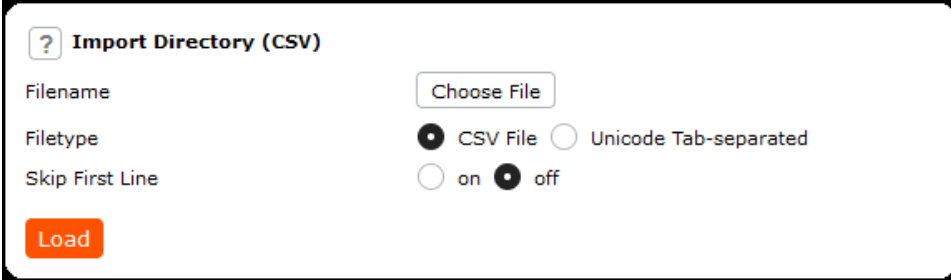
Be aware your directory will be completely lost! You really want to delete all entries of your directory ?

Yes

No

Importing a directory (P820)

1. Click "**Choose File**" and select the file from your PC or server.



The screenshot shows a dialog box titled "Import Directory (CSV)". It contains the following fields and options:

- Filename:** A text input field with a "Choose File" button to its right.
- Filetype:** Two radio button options: "CSV File" (which is selected) and "Unicode Tab-separated".
- Skip First Line:** Two radio button options: "on" and "off" (which is selected).
- Load:** An orange button at the bottom left.

2. If the file has headers, select on to **Skip First Line**.
3. Click **Load**.

Exporting the directory (P820)

You can save/export the directory by clicking "**XML File**".


External directories (P820)

Available if provided by your network, your VoIP provider, or another external source.

LDAP (P820)

Enter the necessary data received from your administrator, VoIP provider or other external source in the text fields of the phone's web interface > **Advanced Settings** page > **Network** tab > **LDAP** section and click **Apply** and **Save**.

LDAP search on the phone: Enter the first letter of the name you are searching for. Type more letters if the name shown


isn't the right one or scroll through the list. Press  to dial.

Contacts (P820)

If you want to use an external contacts list, the **Contact list** and **Contact list URI** settings are mandatory. **Publish presence** is optional; when enabled, the phone sends out "PUBLISH" SIP messages with the phone's status, e.g. busy, etc.

1. On the phone's web interface, **Identity (1-12)** page > **SIP** tab, click the radio button **on** of the **Contact list** entry.
2. Enter the URI received from your administrator, VoIP provider or other external source in the text field of **Contact list URI**.
3. Optional: Click the radio button on of the **Publish presence** setting.
4. Click **Apply** and **Save**.

To dial a contact on the phone, enter the first letter of the name you are searching for. Type more letters if the name

shown isn't the right one, or scroll through the list. Press  to dial.

Using the phone (P820)

This section describes the functions of the phone with the factory default settings. If your phone was installed and/or set up by someone else, the default settings may have been changed. Please check with that person or company if the phone does not react as described here.

The caller information displayed on the screen is controlled by a setting on the phone's web interface.

The default setting is "**Name + Number**". You can change the setting on the **Preferences** page, **Appearance** tab, **Number Display Style** setting by selecting a different option from the drop-down list.

- Making calls
 - Selecting identity for current outgoing call
 - Using different audio devices
 - Using different dialing methods
- Accepting calls
 - Using different audio devices, accepting call
 - Automatically accepting calls
 - Call pick-up from another extension
 - Call waiting
- Active calls
 - Hold
 - Conference
 - Transferring calls
- Terminating calls
- Missed Calls
- Call lists
- Locking and unlocking the keyboard
 - Locking
 - Unlocking
- Rejecting or redirecting incoming calls
 - Manually
 - Automatically
 - Rejecting anonymous calls
- Call forwarding
 - Settings on the phone and turning on call forwarding
 - Turning off call forwarding
 - Turning forwarding of all calls on/off with a function key

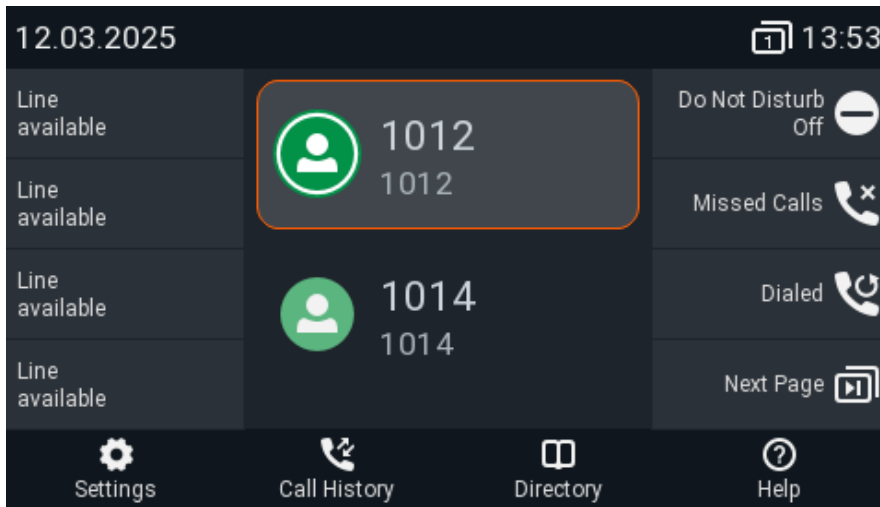
Making calls (P820)

See "[Entering numerals, letters, special characters, and symbols](#)" for information on input modes and entering letters, numerals, and special characters.

- [Selecting identity for current outgoing call](#)
- [Using different audio devices](#)
- [Using different dialing methods](#)


Selecting identity for current outgoing call (P820)

If more than one identity is shown on the display, the one on the Orange bar with the white and green rings around the green circle is the outgoing identity for the call and the number/name that will show on the callee's phone. Use the up or down arrow on the navigation key to select another identity.




Using different audio devices (P820)

Handset

- Pick up the handset, enter the phone number, and press  OR
- Enter the phone number and pick up the handset.

Headset

Enter the phone number, and press  .



Speakerphone

Enter the phone number and press  or  or or the center key.

Handset or headset and casing speaker

With dual audio mode activated, other persons present in the room are allowed to listen in to the third party over the phone's casing loudspeaker.

1. Use the method for handset or headset use to dial.

2. When the call has been established, press  to enable the casing loudspeaker. Press  to turn the speaker off.






Using different dialing methods (P820)

Auto dial







When the setting is enabled, the phone will dial the number on the display when the specified number of seconds has elapsed since the last digit was typed.

Note: The default setting is off.







Redialing

1. Press  to show the last numbers dialed, with the very last number at the top.
2. Press  to dial that number or use  /  to select a different number and then press .



Calling number from call history (missed, received, dialed calls)

1. Press  (dialed calls),  (received calls), or  (missed calls) to open the respective call list.
2. Use  /  to select a call.
3. Press  to dial the number.

Calling number from phone directory

1. Press  to open the phone's directory.
2. To search for a name, enter the first three letters of the first or last name on the alphanumeric keypad.
3. Press  /  to select a name.
4. To dial the number, press  or lift the handset off the cradle
OR
press  and then press .

Calling number from external directory

1. Open the dial screen to get access to the external directory, if available:
 - a. Lift the handset off the cradle or press  to open the dialing screen (Fig. 1).
 - b. Press the function key underneath  to show the list of available directories and call lists (Fig. 2).

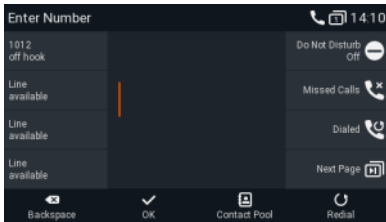


Fig. 1

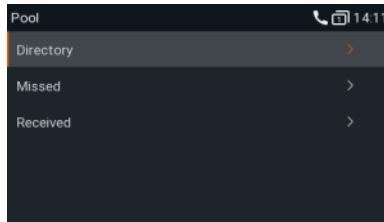



Fig. 2


c. Select the external directory.

2. Use  /  to select a name or enter the first letter(s) of the name on the alphanumeric keypad.

3. Press  and then press  to dial the number.


Speed dialing

Setting speed dial numbers: Mapping a speed dial number onto one of the freely programmable function keys:

- Speed dial number on speed dial list
 - Enter the speed dial number (0-30) or character (#, *) assigned to the phone number you wish to dial.
 - Press  to dial.
- Speed dial number mapped onto freely programmable function key: Select the page, if necessary, and press the key.

Calling emergency numbers

Numbers specified as emergency numbers can be dialed even when the keypad is locked. Several numbers (911, 112, 110, 999) have been preconfigured.




- On an unlocked keyboard: Enter the number and press  to dial.
- On a locked keyboard: Enter the number. The phone dials the number as soon as you have entered all the digits of one of the programmed emergency numbers.



Call completion

This function depends on whether it is available in your network or not. On Gigaset phones call completion means that when a called number is busy or not available, you can have your phone call you back as soon as the dialed number is not busy anymore or available again. The factory default

setting is "off".



1. When call completion is available and enabled, the Waiting screen appears when you are calling a number that is busy or unavailable

2. Press  /  if you wish to dial another number while waiting for call completion. You can now hang up the handset to return to the idle screen where the  symbol is show in the info bar use handset, headset, or speakerphone to dial another number; receive calls etc. Call completion will not interfere with the normal operation of your phone.

3. If you want to turn off call completion for this call, press  / .

When the number becomes available, you will see it announced on the display and hear a double beep if you are in a call.

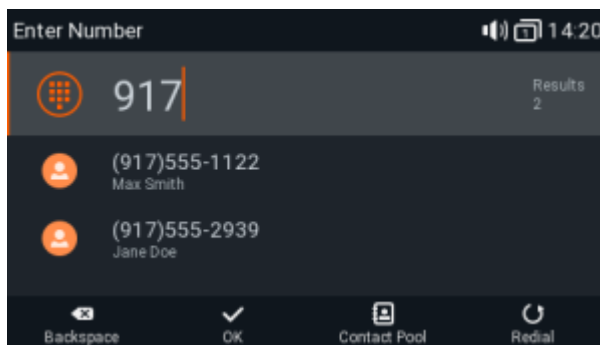
4. Press  /  to dial, OR



press  /  to turn off call completion for this call.


QuickLookUp (number guessing / auto completion)

When you have entered a few numbers, the phone begins searching its directories and calls list for numbers matching the numbers typed on the phone's keypad.

1. Start entering the phone number you want to call. The matching results are shown on the display.



2. Press the  /  arrows on the navigation key to scroll through the list of numbers.


3. Select the number you want to dial and press .



Accepting calls (P820)

- Using different audio devices, accepting call
 - Automatically accepting calls
 - Call pick-up from another extension
 - Call waiting

Using different audio devices, accepting call (P820)

Handset: Pick up the handset.


Headset: Press  . If the phone is already in headset mode, you can also press the blinking line key.

Speakerphone: Press  or  the blinking line key.

- [Automatically accepting calls](#)
- [Call pick-up from another extension](#)
- [Call waiting](#)

Automatically accepting calls (P820)

The default is **off**. Turning the function on: On the phone's web interface > **Identity** (1-12) > **SIP** tab > Auto answer, click the radio button **on**. With this setting, your phone will automatically accept incoming calls when it is idle.

Calls will be accepted on speakerphone, and you will be alerted acoustically by a single long beep; press the headset key  if you want calls to go to the headset.

To turn off the acoustic alert, open the phone's web interface to **Preferences** page > **Audio** tab > **Auto Answer** section > **Auto Answer Indication** and click the radio button **off**.

Call pick-up from another extension (P820)


You can pick up calls ringing on another extension, for example when the other extension is busy or when the user is absent, when the following prerequisites for this function are met:

- It must be supported by the PBX.
- The extensions whose calls you want to pick up on your own extension must permit this function. It is possible but not required to restrict the permission for monitoring to certain users or groups of users.
- Each extension to be monitored must be programmed onto one of the freely programmable function keys with LEDs.
- If you want to see who is calling or connected to any of your monitored extensions, the function "Go to call monitor on activity" must be enabled on the phone's web interface, **Advanced** page, **Behavior** tab, **Go to call-monitor on activity** setting. Click **on**.

When these prerequisites are met, the status of the monitored extension is indicated by the LED of the function key:

- Blinking LED: Incoming call ringing. If the call is not answered, press the key to pick it up;
- LED glowing steadily: The monitored extension is busy (in call, dialing, etc.); and by the idle display showing the call-monitor state.

Call waiting (P820)

When you are in a call, another call coming in will be announced visually by the flashing call LED and by the symbol  appearing in the function key line (Fig. 1); it will also be announced acoustically by a double beep. If you want to switch to visual or acoustic announcement only or turn call waiting off completely.

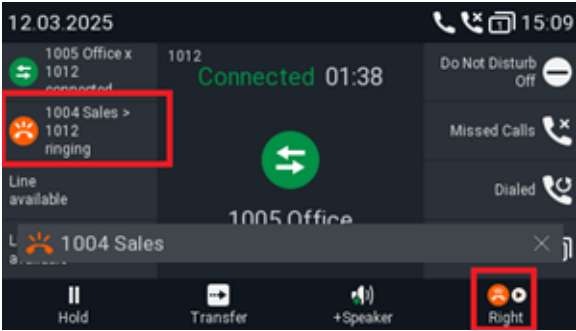


Fig. 1

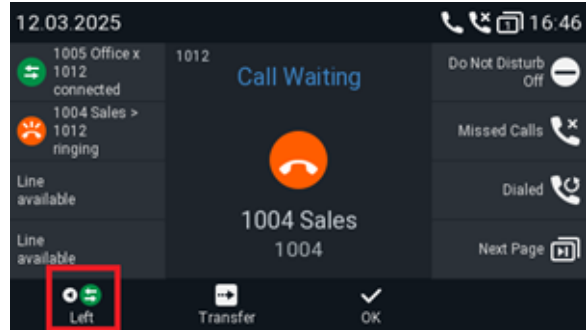


Fig. 2

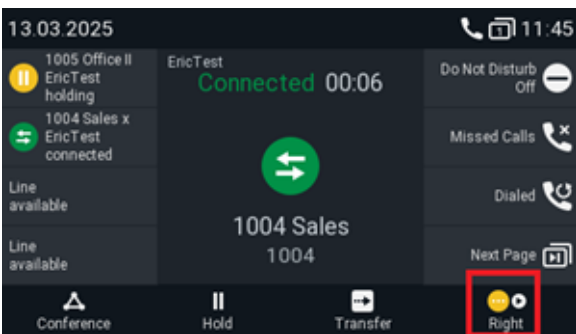


Fig. 3

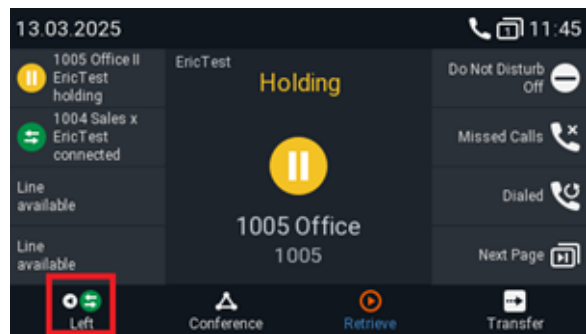










Fig. 4


When a call is waiting, you have the following options:


- Press the blinking line key of the call waiting to put your current call on hold and to accept the second call without knowing who is calling. This option is available only when there is a free line key available at the time the call comes in.
- Press the function key underneath  (Fig. 1) to put the **Call waiting** screen on the display (Fig. 2); you will see the caller ID on-screen if it is being transmitted.

- Press  to reject the call waiting. The caller will hear the busy signal.
- Press  to accept the second call and put your current call on hold.
- Press  to return to the Connected screen with your current connection (Fig. 2 and 4).

Note: Pressing  and  will affect the call shown on the display, i.e., your current connection, the call(s) waiting, or the call(s) on hold.

- If there is more than one call waiting, press the keys  or  respectively, to bring them on-screen and to return to the connected call.
- If you do not wish to accept the waiting call, you can:

- ignore the announcement. If you have set call forwarding when busy, the call will be transferred to that phone.
- reject the incoming call by putting the **Call waiting** screen on the display and pressing  .


The caller hears the busy signal. Pressing  for three seconds will also put the caller on the "Deny" list of the phone's directory. Future calls from this number will not ring on the phone; the caller hears the busy signal.

Active calls (P820)

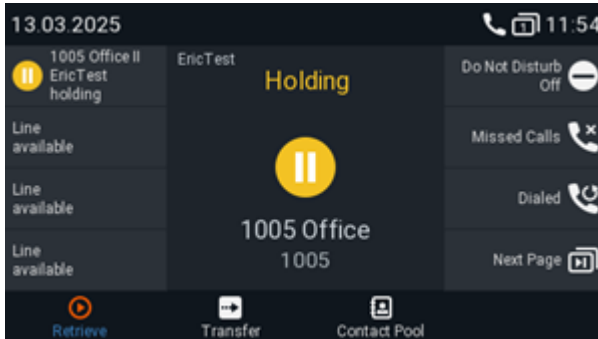
- Hold
- Conference
- Transferring calls

Hold (P820)

One call on hold

Press  to put the ongoing call on hold. Held calls are indicated threefold:

- By the text on the display.




- By the slowly blinking line key.
- By the slowly blinking call indication LED.
- By the double beep.


You can now:

- Transfer the held call blindly or with prior announcement
- Receive and make calls and put other calls on hold.

Pick up the held call by pressing its line key or by pressing  again. If the other party hangs up while on hold, the call is terminated on your phone as well and the LED indicators are turned off.

Holding multiple calls

When you are in a call with one party and have one or more calls on hold and when there is more than one call on hold, the symbol  is available in the function key line. You can switch back and forth between the active call and any call on hold. Up to 6 simultaneous calls are possible, if supported by the PBX.

- In Fig. 1–2 the phone is in one active call with a second call on hold. Press the function key underneath or  to show the call not currently on screen.

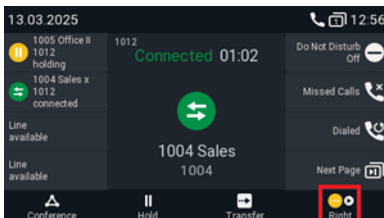


Fig. 1

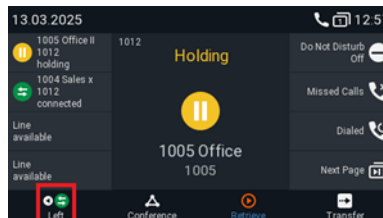


Fig. 2

In Fig. 3 and 4 there are two calls on hold. Press the function key underneath

to show the call not currently on-screen.

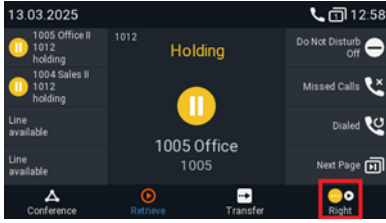


Fig. 3

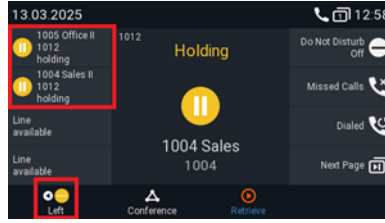




Fig. 4

- When the connected call is on-screen, you can transfer it to a third party or terminate it by pressing .

- When a held call is on-screen, press  to connect to it and put the currently connected call on hold.

Conference (P820)

Note: This section refers to phone-based conferences. For the number of participants in server-based conferences and how to set them up and participate, please check with your network administrator or your VoIP provider.

The maximum number of participants is three.

To increase the maximum number of participants (including yourself) to five, perform the following steps:

1. On the web interface, open the **Status > Settings** page.
2. Right-click the setting **phone_features**. Enter the new value: **SmartLabel LargeLocalConference**, and then click **OK**.
3. Click **Reboot**, and then click **Yes** to confirm.
4. Wait for the phone to reboot.

Initiating a conference

1. Call the first intended participant and put him or her on hold.
2. Call the second intended participant.

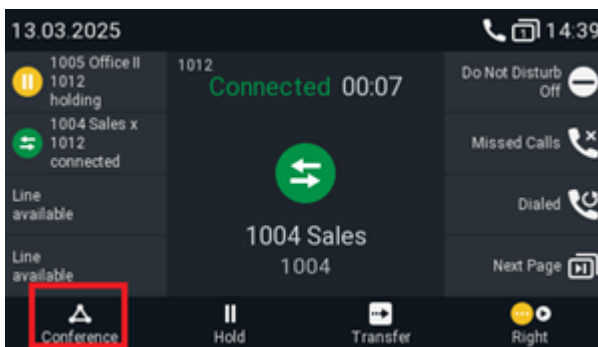




Fig.1

3. If you previously increased the maximum number of participants to five:
 - a. To add a third participant, repeat step 2.
 - b. To add a fourth participant, repeat step 2.
4. When you are connected to the participant, press  to start the conference.

Conference screen navigation

Your input on the phone's keys will affect the caller/callee(s) or the entire conference shown in the contact area of the display. Example: A conference with three participants, including yourself. After you have pressed  (Fig. 1) to start the conference, the names, if available, and/or phone numbers

of the other participants are shown on-screen (Fig. 2–4). Fig. 2 shows the conference screen, i.e., all of your conference partners while Fig. 3 and 4 show the screens for the individual participants.

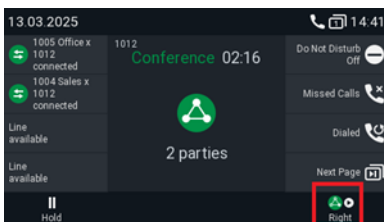


Fig. 2

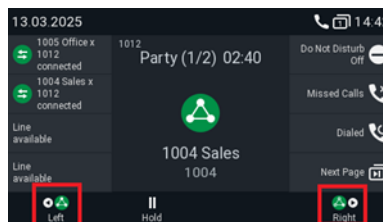


Fig. 3

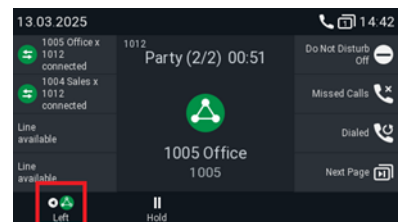










Fig. 4



- **Selecting individual participants.**


- On the conference screen (Fig. 2), press  on the navigation key or the function key underneath  to select the first of the participants of the conference; press  or  again to select the next one of the participants (Fig. 3).

- When viewing the second participant (Fig. 4), press  or  to view the first participant.

- When viewing the first participant (Fig. 3), press  or  to return to the conference screen.

- Talking to one participant in private. With one of the participants on-screen (Fig. 3 or 4), press  to converse with that participant in private and to put the other party on hold. To restart the conference, press .

- Putting one participant on hold. With one of the participants on-screen (Fig. 3 or 4), press  to put this party on hold and to converse with the other party in private. To restart the conference, press .

- To terminate the conference and the connections to both parties, return to the conference screen (Fig. 2) and press .

Transferring calls (P820)

You can transfer connected calls as well as calls ringing on your phone.

- When you have a call on the line, there are two ways to transfer it to a third party:
 - Announcing the call to the third party first, to make sure the call is welcome and will be accepted: **Attended transfer**;
 - Transferring the call unannounced: **Blind transfer**. There will be no feedback on whether the third party is available and/or picking up the call.
- When a call is ringing on your phone, you can transfer it to a third party without answering it first (blind transfer only).

Attended transfer

- With a single call on the phone.

1. Put the call on hold. In our example, the caller on hold is 1005.

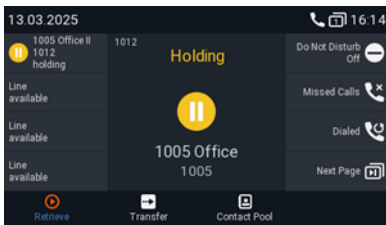


Fig. 1

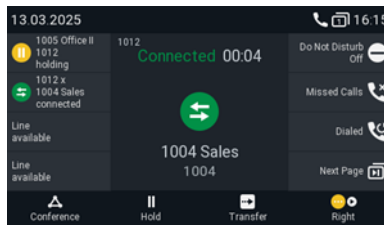


Fig. 2

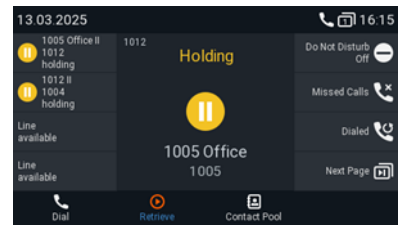



Fig. 3

2. Dial the number you want to transfer the call to and announce the call (Fig. 2). You can also select a number from the internal or one of the available external phone directories



3. If the third party wants to accept the call, hang-up the call OR


Press  or .

Press  to complete the transfer.

With more than one call. All calls must be on hold.

1. Dial the number you want to transfer the call to and announce the call.

2. If the third party wants to accept the call, press . If the screen of the call you do not want to transfer appears on-screen, press  to bring the right one on-screen.

3. Press . You may briefly see the "Ended" messages, indicating that the transfer was completed. The remaining call on hold or the first of the remaining calls on hold will then appear on-screen.

Blind transfer

- Blind transfer of active call

- With a call on the line (Fig. 4), press  or . The dial screen will appear.

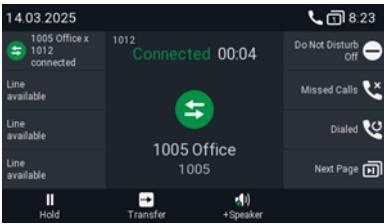


Fig. 4

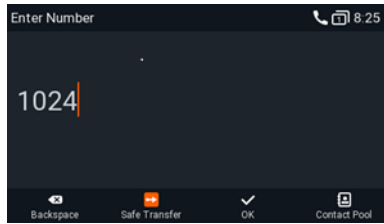





Fig. 5

- Dial the number (Fig. 5), or press  to select a number from the internal or one of the available external phone directories


- Press . You may briefly see two "Ended" messages followed by the callee and caller's name /number, indicating that the transfer was completed.

Note: If a call is waiting, as indicated by the symbol  in the lower right corner, you must reject it before you can transfer your active call blindly.



Press the function key underneath . The "Call Waiting" screen appears.


Press  to reject the call waiting. The caller hears the busy signal.

- Blind transfer of call waiting



- If you are in a call and want to transfer a call waiting, press the function key underneath .

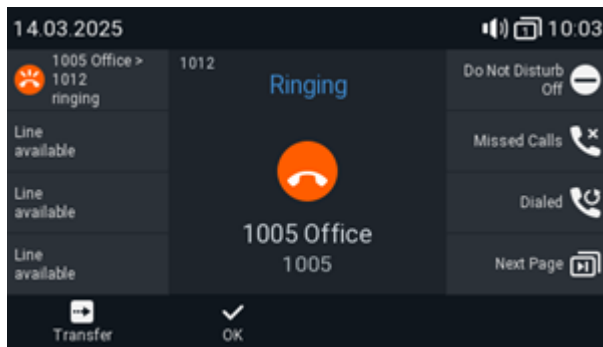
Note: Your active call will remain active while you are transferring the ringing call.

- Press  or . The dial screen appears.


- Enter the number of the third party you intend to transfer the call to and press . The "Connected" screen with your active call appears.

- Blind transfer of ringing call



- With a call ringing, press  or .



- The dial screen appears. Enter the number of the third party you intend to transfer the call to and

press  to complete the transfer.

Terminating calls (P820)

- When using the handset: Place the handset in the cradle or press .
- When using speakerphone or a headset: Press .

Missed Calls (P820)

Missed calls are indicated by the call LED (steady light), the missed call symbol in the status line, and by the "Missed" message with the number of missed calls on the display (Fig. 1) and on the Status info screen (Fig. 2).

Note: If there are status messages with a higher priority, the status line will show the message with the highest priority.

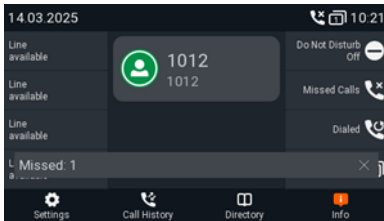


Fig. 1

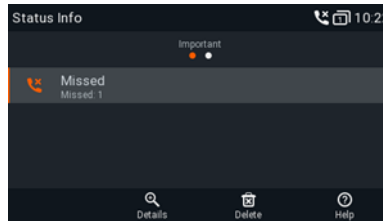


Fig. 2

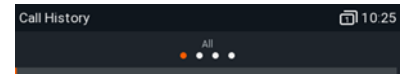




Fig. 3

- To view your missed calls, press the right arrow  on the navigation key. The red dot indicates the arrival of new missed messages since the last time the missed calls were viewed (Fig. 3). It is removed from the list of all calls and turns orange in the list of missed calls once the list has been viewed.
- Turning off the missed call indications (LED and "Missed" message). Use one of the following methods:
 - View the list of missed calls.
 - Via the **Status info** screen.


■ Press , if available (Fig. 1), or open the **Settings** menu  > **Information** > **Status Info** to view the status info messages.

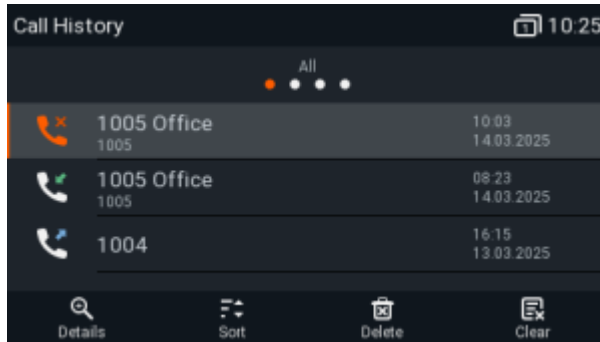
■ Press the function key underneath  to delete the "Missed" message line (Fig. 2). If there are other status info messages, you may need to use the up/down arrows on the navigation key to select the "Missed" message line.

Note: This will only remove the status message "missed" and turn off the LED. The call will remain on the missed calls lists.

Call lists (P820)

Three call lists of missed, dialed, and received calls are stored on the phone. They contain the number, time and date, and duration of the calls. If the memory allotted to the storing of call lists is full, the oldest ones will be overwritten.




1. Press  to open the call history.



The red dot indicates the arrival of new missed messages since the last time the missed calls were viewed. It is removed from the list of all calls and turns orange in the list of missed calls once the list has been viewed.

2. To view the list of missed, received, or dialed calls, press the left and right arrows on the navigation key to put the lists on-screen one after the other).

Note: On the idle screen you can also use the following keys to view the lists directly (default setting):




- a. Missed calls: Press the right arrow  on the navigation key.
- b. Received calls: Press the left arrow  on the navigation key.
- c. Dialed calls: Press .


3. On each list, the latest call is at the top of the list. Scroll through the list with the up/down arrows on the navigation key. The icons indicate the type of call:


 - Missed call


 - Received call

 - Dialed call

- a. Press  to dial the number of the selected call.
- b. Press  to delete the selected call.
- c. Press  to delete the entire list.

d. Press  for three seconds to return to idle screen.

e. Press  to sort the calls.

f. Press  to show the call details of the selected call.

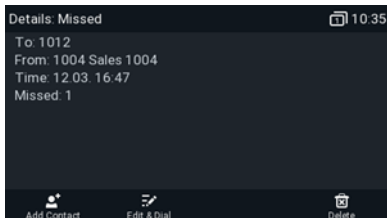


Fig. 1

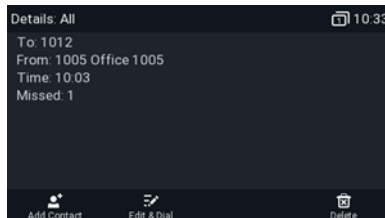




Fig. 2

- Missed calls: To, from, time (and date if not today), total number of missed calls from caller (Fig. 1).
- Received and dialed calls: To, from, time (and date if not today), duration of call (Fig. 2).

When viewing the Details of a call:

- Press  to add the caller/callee to the phone's directory.
- Press  to delete the call.


Locking and unlocking the keyboard (P820)

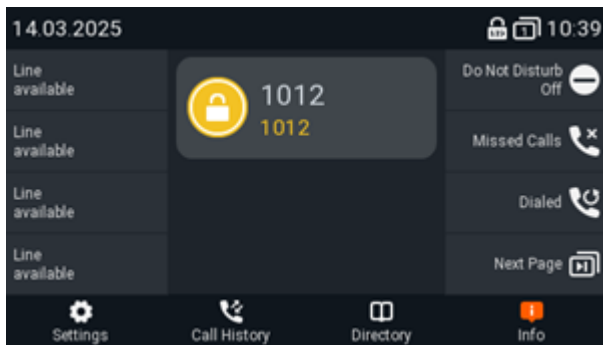
When the keyboard is locked, only the emergency numbers configured on the Preferences page of the phone's web user interface can be dialed.

[Setting a PIN to unlock the keyboard](#) (optional).


- [Locking](#)
- [Unlocking](#)

Locking (P820)

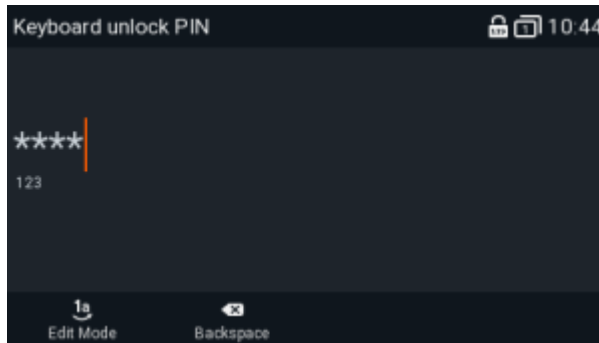
Press a  for three seconds. The lock symbol appears in the status line. It also replaces the identity symbol.




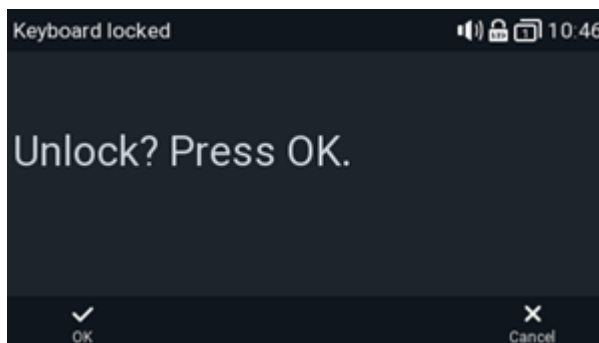
Unlocking (P820)


Press  for three seconds to unlock the keyboard.

- If a PIN for unlocking the keyboard has been set, you will be prompted to enter the PIN.
 - Enter the PIN.



- Confirm the PIN by pressing 
- If you attempt to dial a number that is not defined as an emergency number on your phone you will be prompted to confirm that you want to unlock the keyboard.



Press  to confirm and dial the number.



Rejecting or redirecting incoming calls (P820)

This includes manual and automatic rejection and redirection and rejection of anonymous calls.

- [Manually](#)
- [Automatically](#)
- [Rejecting anonymous calls](#)

Manually (P820)

If you do not wish to pick up a ringing call, you have three options: Letting the call ring and not picking it up, rejecting it manually, or transferring it manually to a third party.


- Rejecting a ringing call manually.
 - Press . The caller will hear the busy signal.
 - Press  for two seconds to reject the call and additionally place the caller on the "Deny" list of the phone's directory so that calls from that number do not ring on your phone; the caller hears the busy signal. For more information on the "Deny" list and how to edit or remove entries from it, see "Contact Types"
- Transferring the ringing call to another phone (blind transfer). See "[Blind transfer of ringing call](#)"

Automatically (P820)

There are four options for rejecting incoming calls automatically or to have them forwarded automatically, either always or under certain conditions:

- **Deny List.** Calls from phone numbers on this list will not ring on your phone; callers will hear the busy signal. For further information, see "Contact Types"
- **DND - do not disturb mode.** All incoming calls are forwarded to the number set in call forwarding when busy; if there is no setting for call forwarding, callers hear the busy signal.

Exception: Phone numbers designated VIP in your phone's directory will ring on your phone even when DND is on.

Pressing  will activate and deactivate DND for all identities on the phone. You can activate and deactivate DND for selected identities on the respective identity page of the phone's web interface (administrator mode only). See "Preprogrammed, variably programmable function keys" .





- **Call forwarding.**
- **Rejecting anonymous calls:** See the following section.


Rejecting anonymous calls (P820)

With this setting you can have your phone reject calls from phones that are blocking or not transmitting their numbers.

Please note: Calls from analog phone connections without caller ID will, most likely, be received as anonymous calls. They will be rejected when you turn this function on.

Activating rejection of anonymous calls

1. Press  .
2. Select **Call Features** and press  .
3. Select **Incoming Calls** and press  .
4. Select **Reject anonymous**. The default setting is off (**no**) (Fig. 1).
5. Press  to change the setting to on (**yes**) (Fig. 2).

Note: When the function is active, pressing  will turn it off.

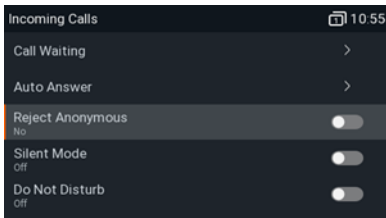


Fig. 1

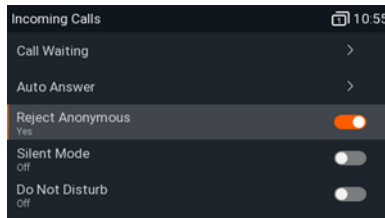



Fig. 2

Press  for two seconds to return to the idle screen.

Call forwarding (P820)

The phone can be set to forward incoming calls, either always or under certain conditions. The settings can be done on the phone and on the web interface.

Note: Call forwarding is set separately for each configured identity. When the setting is done on the phone, it applies to the identity selected as outgoing identity.

Forward All: Forwarding all incoming calls to the number of the phone, extension, or mailbox specified as this function's target (Fig. 2).

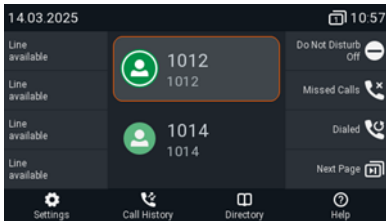


Fig. 1: Call Forwarding off

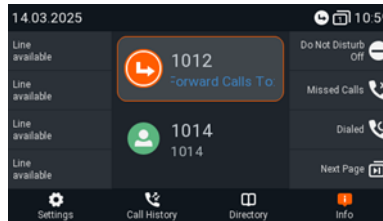


Fig. 2: Forwarding all calls

You can map the Call Forward function onto a function key or SmartLabel key, or use the settings menu as shown in the table below. To turn on call forwarding of all calls for other configured identities, select each one in turn as the outgoing identity and repeat the setting (Fig. 3).

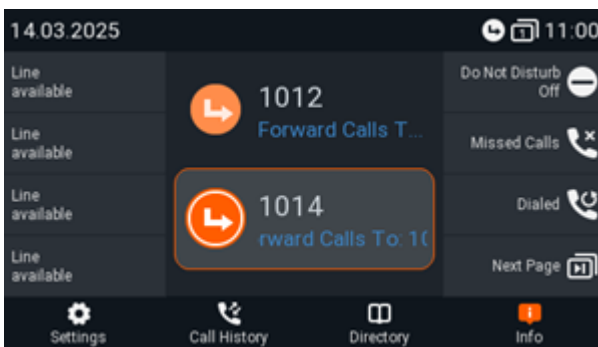


Fig. 3

Forward when Busy: Forwarding calls ringing while the phone is busy to the number of the phone, extension, or mailbox specified as this function's target.

Forward after Timeout: When a call starts ringing, the phone will wait for the number of seconds specified in the setting "Call forwarding time". If the call is not accepted by the end of this time period, it is forwarded to the number of the phone, extension, or mailbox specified as this function's target.

Settings on the phone and turning on call forwarding (P820)

	Forward all	Forward when busy	Forward after timeout
Press			
Press	Call Features	Call Features	Call Features
Press	Call Forwarding	Call Forwarding	Call Forwarding
Press	Forward All	Forward when Busy	Forward after Timeout
Press	or Enable forwarding	or Enable forwarding	or Enable forwarding
The setting changes from off (no) (Fig. 1, below) to on (yes), and the setting for the forwarding target appears. In the case of forwarding after timeout, the setting for the time span also appears (Fig. 2).			
Press	Target	Target	Target
Type	phone number	phone number	phone number
Press			
Press			Call Forwarding time
Type			number of seconds
Press			
Press	for two seconds to return to the idle screen.		

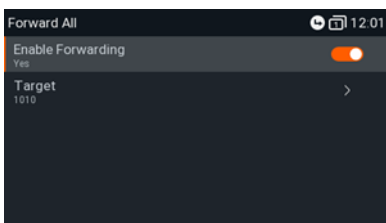


Fig. 1

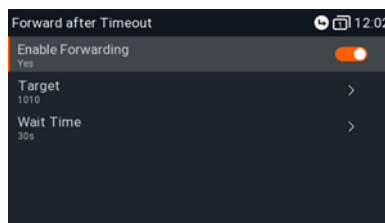





















Fig. 2


Turning off call forwarding (P820)


	Forward all	Forward when busy	Forward after timeout
Press			
Press	 Call Features	 Call Features	 Call Features
Press	 Call Forwarding	 Call Forwarding	 Call Forwarding
Press	 Forward All	 Forward when Busy	 Forward after Timeout
Press	 or  Enable forwarding	 or  Enable forwarding	 or  Enable forwarding
	The setting will change from on to off, and the settings for the forwarding target and, in the case of timeout, for the time span will disappear.		
Press	 for two seconds to return to the idle screen.		

Turning forwarding of all calls on/off with a function key (P820)

Turning call forwarding on

Note: Call forwarding is set separately for each configured identity separately. When the setting is done on the phone, it applies to the identity selected as outgoing identity.


1. Select the identity if there is more than one active identity.
2. Press . The display will show the **Target when Forwarding** screen.

Note: If  is not available when the display is in idle mode, you can make it available on the Function Keys page of the phone's web interface.

3. If no forwarding number has been set or if it needs to be changed, make the necessary entries.

4. Press 

Turning call forwarding off

1. Select the identity if there is more than one active identity.
2. Press the function key underneath 

Configuring the function keys (P820)

- Function keys on Gigaset phones
- Programming the function keys
 - Function key settings on the phone
- Display options for SmartLabel keys
 - Settings on the phone
 - Settings on the web interface

Function keys on Gigaset phones (P820)

Every phone has a limited number of hard keys. Phone users, however, have a myriad of different priorities and preferences when asked which functions they use most often and which functionalities they would like to access quickly. Gigaset has therefore designed the function keys to be programmable, even the preprogrammed "hard keys" whose default function is printed on them.

There are four types of programmable function keys

Context-sensitive, programmable function keys.

For the default settings, see ["At a glance"](#). You can select a different key event to be available on each respective key when the phone is in idle mode.

You cannot change the functions that are available when the phone is active, for example when you are in a call, when the phone is ringing, etc. Depending on the activity, different functions will be available.

See ["Appendix 1 - Display Symbols and Icons"](#) for the lists of symbols and their description.

Navigation, confirmation, and cancel keys.

For the default settings, see ["At a glance"](#). You can select a different key event to be available on each respective key when the phone is in idle mode.

You cannot change the functions that are available when the phone is active, for example when you are in a call, when the phone is ringing, etc.

Dedicated, customizable function keys.

The default setting is the respective key event printed onto the key. Other key events and a selected number of other functionalities can be programmed onto them.

SmartLabel keys (freely programmable function keys).

All available functionalities, including key events, can be programmed onto them.

- **Context**

This setting specifies which configured identity will be used when executing the functionality of the key. You may want to use this feature when you have accounts with different providers or when you wish to present different identities to certain destinations.

For example: If you have programmed key P2 to speed dial a specific number and you want to use configured identity 2 to call that number, select configured identity 2 from the drop-down menu of P2's "Context". When you speed dial the number by pressing key P2, identity 2 will be used as the outgoing identity.

The default setting is "Active", which means that the identity selected as the phone's outgoing identity at any given time will be used.

- **Type**

Select the type of functionality from the drop-down list. See ["FAQ Desktop - Freely programmable functions"](#) for more information. If you select "Key Event", a drop-down list with the available key events will replace the text field under "Number". The default setting is "line".

- **Number**

Enter one phone number or value for the function or, if the function is key event, select an event from the drop-down list. Enter phone numbers exactly the way they need to be dialed, i.e, type the number without spaces or punctuation marks between the digits. For example, a number with an area code that might conventionally be notated as (916) 555-1234 should be entered as 9165551234.

- **Short/Full Label Mode**

Select a mode from the drop-down list. The default settings for both are icon and text.

- **Icon.** The label will display the icon of the functionality mapped onto the key.
- **Text.** The label will display the text you have entered in step 10 of "Function key settings on the phone" on page 73 or the number if no text was entered.

- **Icon and text.** The label will display the icon of the functionality mapped onto the key and the text or number.

- **Short/Full Label**

Optional: Enter a name or other descriptive text in the text field. This is the data displayed on the key's label area on the display. If you leave the field blank, the number will be displayed in the key label area.

- **LP Feature (setting on phone only – functionality for long-pressing of keys)**

This is a shortcut to the configuration menu of SmartLabel key (keys P1–P32). In the default setting, the function is enabled (Fig. 1).

Press the key for three seconds to open its configuration menu. The yellow LED on the key blinks.

Note: The LP Feature must be deactivated for the functions Push2Talk and Line Info Layer.

If the LP feature of a key has been disabled, use the **Preferences** menu, **F keys** and **SmartKeys** submenus to access the key's configuration menu.

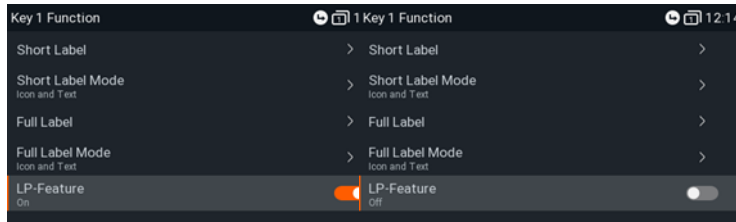


Fig. 2

Fig. 1

Programming the function keys (P820)

The freely programmable function keys on the phone can be mapped on the phone and on the phone's web interface. We recommend using the web interface which is faster and more comfortable.

- [Function key settings on the phone \(P820\)](#)

Function key settings on the phone (P820)

On the phone, a limited number of functionalities is available.

1. Press  and select **Preferences** and **Function keys** (Fig. 1).

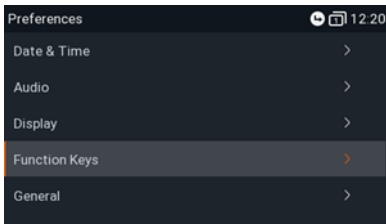


Fig.1

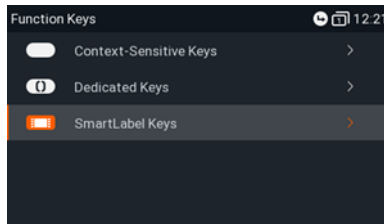



Fig.2

2. Select **SmartLabel Keys** (Fig. 2).

3. Select **Page 1, 2, 3, or 4**, respectively, by scrolling to the respective page and pressing  (Fig. 3). In the following example, we will be configuring key 17 on page 3.

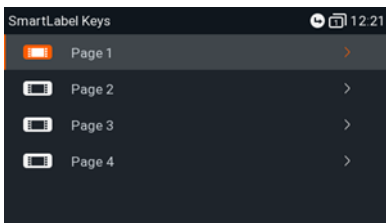


Fig. 3

Select the key and press to open the Key 17 Function menu (Fig. 4). The selected key flashes yellow if the SmartLabel key page with the key to be configured is on-screen.

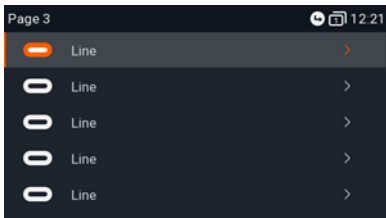




Fig. 4

4. The default for **Context** is Active, i.e., all configured identities whose status is "active" (Fig. 4).

a. If you want to restrict the functionality to a configured identity, select **Context** and press .

b. Select the identity from the menu (Fig. 6) and press .

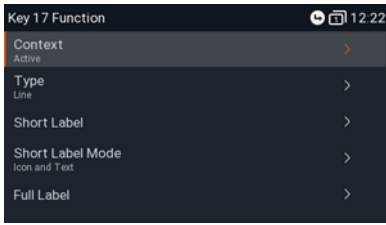


Fig. 5

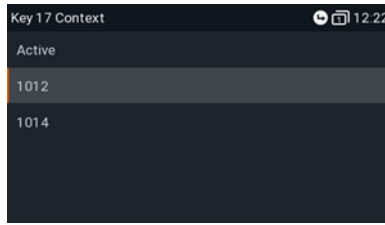


Fig. 6

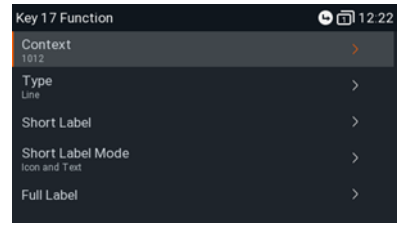


Fig. 7

5. Select **Type** and press



(Fig. 8). Use



to scroll to a functionality on the list (Fig. 9) and press



The information you will then be prompted to enter depends on the selected functionality.

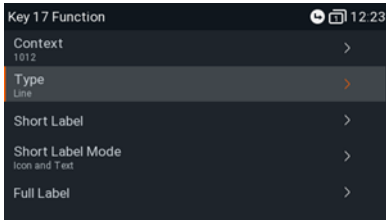


Fig. 8

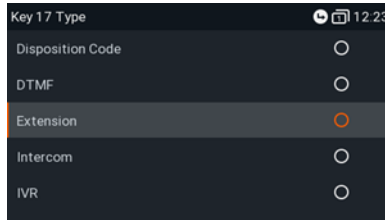


Fig. 9

6. In our example, the functionality is Extension (Fig. 9). Press



to select and return to the key function menu where **Number** has been added to the menu below "Type" (Fig. 7).

7. Select **Number** (Fig. 10) and press



8. Enter the extension number (Fig. 11) and press

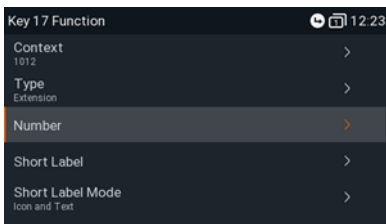


Fig. 10

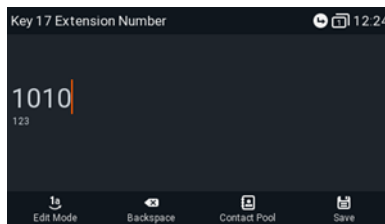


Fig. 11

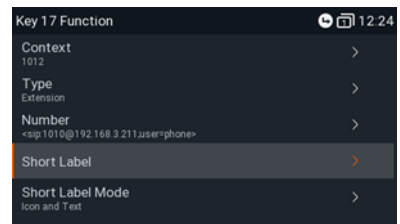


Fig. 12

9. **Short Label** (Fig. 9) and **Full Label** are optional. This is the data displayed on the key's label area on the phone's display. If you do not enter data for each label type, the number will be displayed in the label area instead. Enter a

name or other descriptive text (Fig. 12) and press



, or press



without entering data.

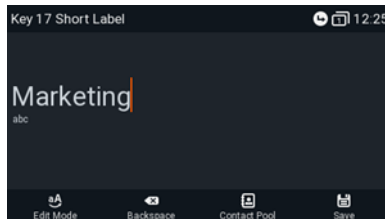
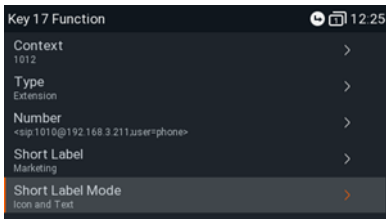




Fig. 13



Fig. 14

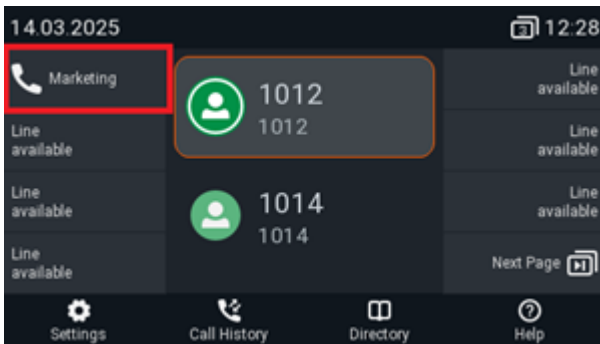
10. Select **Short Label Mode** (Fig. 13) and press  .

11. Specify the content you want the label to display by scrolling to the respective line (Fig. 14) and pressing  to save and return to the **Key Function** menu. The default is icon and text; you can also select text or icon only.

12. Select **Full Label Mode** and press  .

13. Specify the content you want the label to display by scrolling to the respective line and pressing  to save and return to the **Key Function** menu. The default is icon and text; you can also select text or icon only.

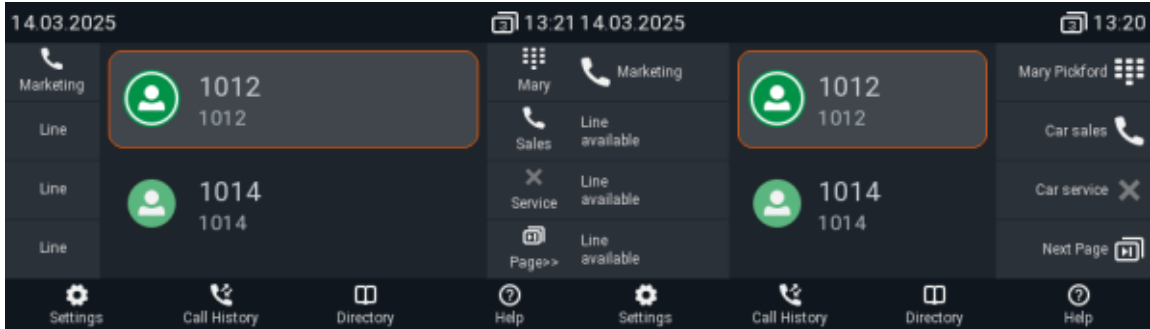
14. Press  briefly to return to the **Key Function** menu; press  for 3 seconds to return to the idle screen. When page 3 is on-screen, the top left key can now be used to dial the extension by briefly pressing the key and to pick up calls ringing on the extension; the LED will indicate the call status of the extension, i.e., idle, ringing, and in call.



Display options for SmartLabel keys (P820)



A number of settings control the appearance of the SmartLabels on the display; they can be set on the phone and on the phone's web interface. There are separate settings for the idle screen, call screens, and other screens. Settings options:

- **Default display mode** and **Alternative display mode**. The display will revert to the default mode after the number of seconds set in **Back to default display mode** have elapsed. The factory defaults are **Short** label for the **Default display mode**, and **Full** label for the **Alternative display mode**. You can also turn either one or both of them off.






Short label

Full label

- **Alternative display trigger**. This setting defines how the appearance of the SmartLabels is switched from the default to the alternative appearance. The default setting is off.
- **Return/Reset to default mode timer after (sec.)**. This setting defines after how many seconds the appearance of the SmartLabels will automatically return to the default. Valid values are 0 to 360 seconds, the default is 3 seconds. Selecting 0 turns automatic reversion off.
- **Manually returning the display mode to the default**: Press . The display mode will also return to the default setting when another key is pressed, e.g., a number key to open the dial screen, the directory key  to access the phonebook, etc.
- **Return to label page 1 after (sec)/Return to first page**. This setting defines after how many seconds the key page shown on the display, if other than 1, will automatically return to the first page. Valid values are 0 to 1209600 seconds; the default is 0

Settings on the phone (P820)

Display mode settings

1. Press  and select **Preferences**.
2. Select **Display** and press .
3. If any expansion modules are connected to the phone, use ∇ / \wedge to select **Primary display** and press .

4. Use the navigation key ∇ / \wedge to select **SmartLabel options** (Fig.1) and press .

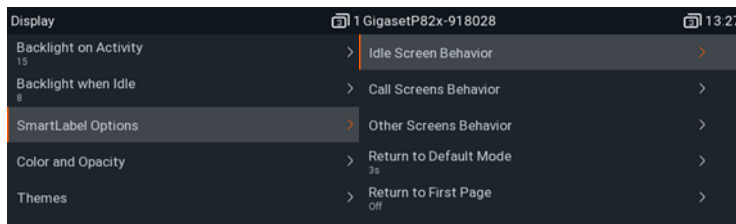


Fig. 1

Fig. 2


5. Select **Idle Screen Behavior**, **Call Screen Behavior**, or **Other Screen Behavior** (Fig. 2) and press .




The default settings are indicated in bold italic in the table. The available options for the three different screens are:

	Idle screen	Call screens	Other screens
Default display mode	Off	Off	-
	Short	Short	-
	Full	Full	-
Alternative display mode	Short	Short	-
	Full	Full	-
Alternative mode trigger	Off	Off	Off
	Short-press P8	Short-press P8	Short-press P8
	Long-press P8	Long-press P8	Long-press P8
	Short Press SmartLabel	Short Press SmartLabel	Short Press SmartLabel

6. The configuration of the settings for all screens and other screens is done the same way.


Default and alternative display mode.

- a. Select the display mode you want to change, for example the default mode, and press . In the following example, the default mode is set to **Full**, and we want to change it to **Short**.

b. Use the navigation key  /  to select **Short** and press  to save and return to the **Screen Behavior** menu where the line underneath **Default display mode** now reads **Short**.

Alternative mode trigger. Use the navigation key  /  to select **Alternative display trigger** and

press  .

In the following example, the trigger is currently set to Off (Fig. 4), as indicated by the radio button , and we want to change it to **Long Press P8**.

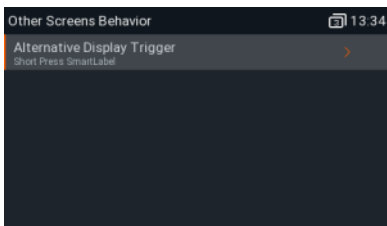


Fig. 3

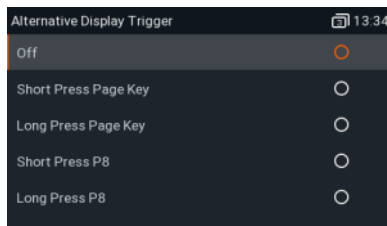




Fig. 4


c. Use the navigation key  /  to select another trigger.

d. Press  to save and return to the **Screen Behavior** menu.

7. Press  to return to the SmartLabel options menu.

Timer setting for returning display mode to default

1. Press  -> **Preferences** -> **Display** -> **Primary display** (if there is at least one connected expansion module) -> **SmartLabel options**.

2. Select the **Return to default mode timer** (Fig. 5) and press  . The preset default is 3 seconds.

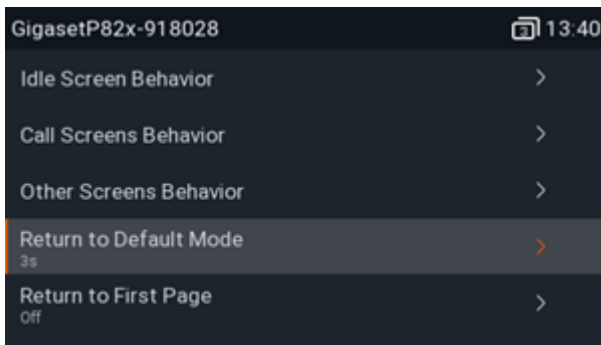


Fig. 5

3. Enter a different number of seconds between 0 and 360 on the alphanumeric keypad and press to save and return to the **SmartLabel options** menu. The timer now shows the new setting.




Note: If you enter 0 seconds, the display will not return to the default mode automatically.

Timer setting for returning label page to page 1

The page will automatically revert to page 1 after the number of seconds specified in this setting.

1. Press  -> **Preferences** -> **Display** -> **Primary display** (if there is at least one connected expansion module) -> **SmartLabel options**.

2. Select the **Return to first page** (Fig. 6) and press  . The preset default is 60 seconds.

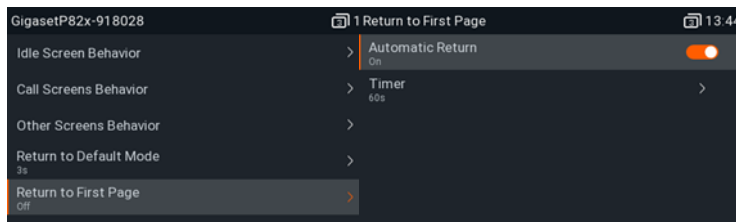


Fig. 6

Fig. 7

3. Enter a different number of seconds between 0 and 1209600 seconds on the alphanumeric keypad and press to save and return to the Return to First Page menu. The timer now shows the new seconds setting.

Settings on the web interface (P820)

See our wiki: [FAQ Desktop - Function keys](#)

Customizing the phone settings (P820)

- Assigning ringtones
- Date and time formats
- Language settings of phone and web interface
- Dial tones
- Call forwarding
- Call completion
- Call waiting
- Hiding my caller ID
- Rejecting anonymous calls.
- QuickLookUp (number guessing / auto completion)
- Speed dial
- Setting a PIN to unlock the keyboard

Assigning ringtones (P820)











The phone has 10 built-in ringtones that can be assigned to identities, group types, and the contact type "VIP". It is also possible to download a custom melody. When an incoming call to an identity is ringing, the phone will play the ringtone assigned to that identity, unless it is a call from a VIP or a group with a distinctive ringer of their own.

Note: Ringers assigned to the contact type VIP and to any of the group types override the ringers assigned to identities. For example, if you have assigned Ringer 1 to one of the identities and Ringer 2 to the group "Colleagues", the phone will play Ringer 2 when a contact from the "Colleagues" group calls that identity.

If your ringtones don't seem to work as expected, contact your administrator. There may be an overriding setting on the PBX.

Assigning ringtones to contact type VIP and group types: See [Ringtones \(P820\)](#)

Selecting identity ringtones:

- On the phone: Press  > **Preferences** > **Audio** > **Ringer**. If there is more than one configured identity on the phone, they are shown on the display.
 - Select an identity with  / , if necessary, and press  to hear the current ringtone for that identity. The current ringtone is indicated by the checked radio button .
 - Selecting a different ringtone.
 - Press  /  to navigate up and down the list of ringtones.
 - Press the function key underneath the symbol  to play the ringtone highlighted by the white bar; press the function key underneath the symbol  to end playback.
 - Press  to save the ringtone highlighted by the white bar as the new ringtone for the selected identity and return to the identity screen.

Date and time formats (P820)

Date and time formats can be set on the phone and on the web interface.

Date

- Phone settings.

1. Press  > **Preferences** > **Date & Time** > **Date Format**

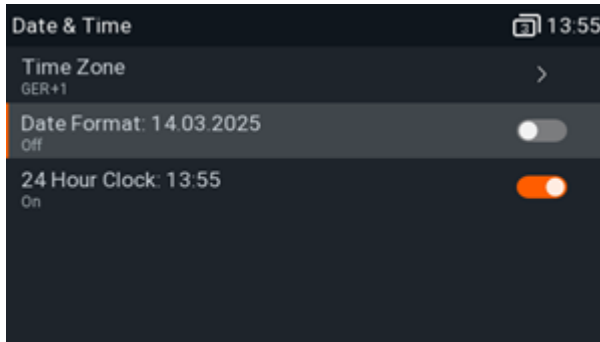



Fig.1

Time

The time setting affects phones and/or firmware versions with a digital clock only. If the phone has a clock face, changing the setting will not affect it.

- Phone settings.

1. Press  > **Preferences** > **Date & Time** > **24 Hour Clock** (see Fig. 1, above).

2. To change the 24-hour clock setting from **on** (Fig. 1, above) to **off**, scroll down to it and press  .

3. Press  briefly to return to the previous menu or for two seconds to return to the idle screen.

Time zone

Note: The time zone setting is accessible in admin mode only.

The phone receives the time and date from your NTP time server. If the time and/or date on the display are incorrect, you may need to set the correct time zone. If you have set the correct time zone and the time is still incorrect, there may be a problem with the time server. Contact your network

administrator or your IP provider.

The list of time zones is arranged by the difference in hours (+/-) to the UTC and, within each time zone, alphabetically by selected locations (country or country and city). Selecting and setting the time zone:

- Phone settings.




1. Press  > **Preferences** > **Date & Time** > **Time Zone** (see Fig. 1, above).

Language settings of phone and web interface (P820)

The language used on the phone can be changed on the phone as well as on the web interface. The language used on the web interface can be changed on the web interface only.

Phone language

Setting on the phone

1. Press  > **Preferences** > **Language**.
2. Use  /  to scroll.

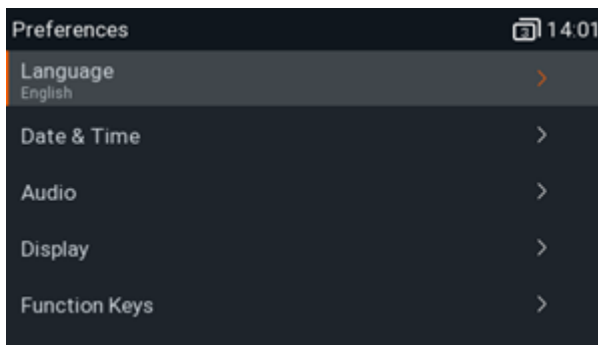



Fig. 1

3. Press  to save the selected language.

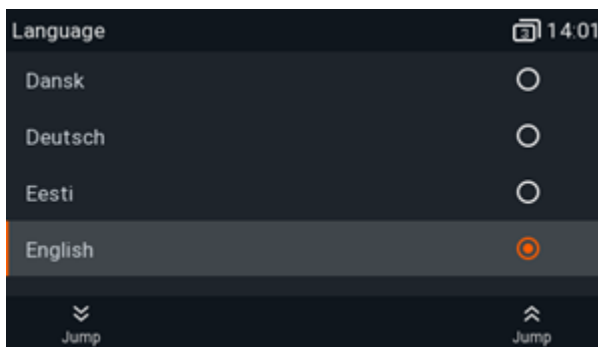



Fig. 2

4. Press  briefly to return to the previous menu or for two seconds to return to the idle screen.






Web interface language

Must be changed via the web-interface.

Dial tones (P820)

Different dial tones for different countries! Select yours on the phone or on the web interface.

Setting on the phone

1. Press  > **Preferences** > **Audio** > **Tone Scheme**.
2. Use  /  to scroll.
3. Press  to save the selected country and return to the Audio menu..
4. Press  briefly to return to the **Preferences** menu or for three seconds to return to the idle screen.

Call forwarding. (P820)

This feature automatically redirects all or certain incoming calls to another phone or a mailbox. Call forwarding is configured for each identity separately. On the web interface, the settings are configured on the Configuration identity (1-12) pages. If you set call forwarding on the phone, the

settings are applied to the identity selected as the outgoing identity at the time of the configuration; the configuration must be repeated with the same or different settings for each identity.

Always

All incoming calls are forwarded to the number of the phone, extension, or mailbox specified as this function's target.

When busy

Calls ringing while the phone is busy are forwarded to the number of the phone, extension, or mailbox specified as this function's target.

After timeout

When a call starts ringing, the phone will wait for the number of seconds specified as "call forwarding time". If the call has not been accepted by the end of this time period, it is forwarded to the number of the phone, extension, or mailbox specified as this function's target.

Configuring the settings on the phone





See: [Call forwarding \(P820\)](#)

Call completion (P820)

Call completion means that when a called number is busy or not available, your phone will call you back as soon as the dialed number is not busy anymore or available again. The factory default setting is "off".

Note: This function must be supported by your VoIP provider and/or your PBX.

On the phone

1. Press  > **Call Features** > **Outgoing Calls** > **Call Completion**.
2. Select the setting and press  to change it from **off** to **on** and vice versa.
3. Press  briefly to return to the previous menu, press  for two seconds to return to the idle screen.

Call waiting. (P820)

Default setting: When in a call, another call coming in is announced visually in the status line and acoustically by a double beep.

- **On:** Visual and acoustic announcement of calls waiting
- **Visual only:** Visual announcement by text and/or symbol of call(s) waiting
- **Ringer:** Acoustic announcement by double beeps
- **Off:** No announcement; callers hear the busy signal

Call waiting is set independently for each identity. If you use the phone to change the setting, it will apply to the current outgoing identity only; if you want it to apply to any other identities on the phone, you must select each one in turn as the outgoing identity and repeat the setting for each one.

Setting on the phone

The setting is applied to the outgoing identity at the time it is saved. If you want to change the setting for other identities, select each one as the outgoing identity in turn and repeat the steps.

1. Press  > **Call Features** > **Incoming Calls** > **Call Waiting**.

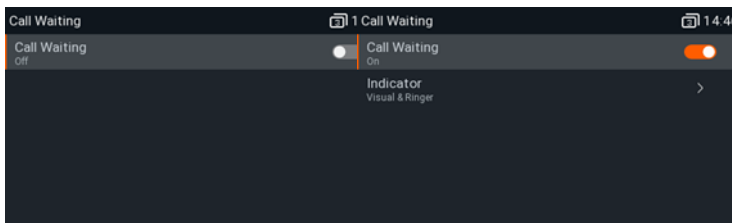


Fig. 1

Fig. 2

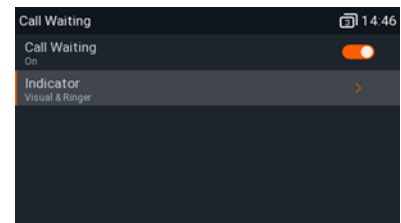


Fig. 3

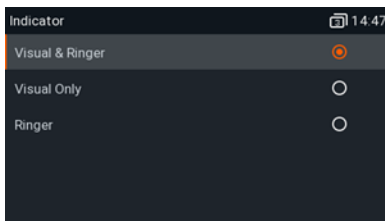





Fig. 4

- To turn call waiting on and off, select **Call waiting** and press  (Fig. 1 and 2). When call waiting has been turned off, Indicator is no longer available in the menu (Fig. 1).
- To change the way call waiting is announced, select Indicator and press  (Fig. 3).

The **Indicator** menu appears (Fig. 4). Select a setting and press to save the change and return to the **Call waiting** menu. The **Indicator** setting now indicates the new setting, for example, if you changed the default setting of "Visual & Ringer" to "Visual only"

2. Press briefly  to return to the **Incoming calls** menu, press for three seconds to return to the idle screen.

Hiding my caller ID (P820)

With this setting your phone number will not be transmitted to any phones you call. The function must be set for each identity separately.

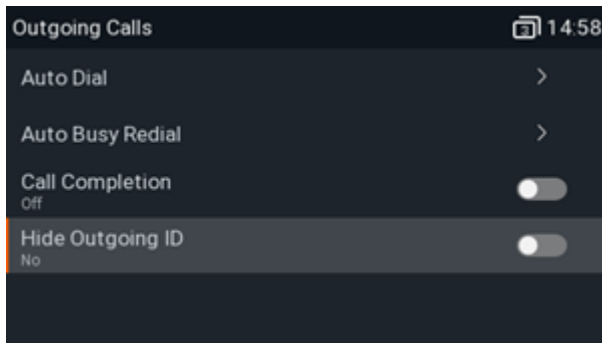
Please note that your call may not be accepted if the other phone is set to reject anonymous calls (see next item).




Setting on the phone

On the phone, the function is applied to the identity selected as the current identity for outgoing calls.

Select each identity as outgoing identity in turn and select and save the function.

1. Press  > **Call Features** > **Outgoing Calls**.



2. Select **Hide own outgoing ID** and press  to change the setting from **no** to **yes** and vice versa.
3. Press  briefly to return to the previous menu, press  for two seconds to return to the idle screen.

Rejecting anonymous calls. (P820)

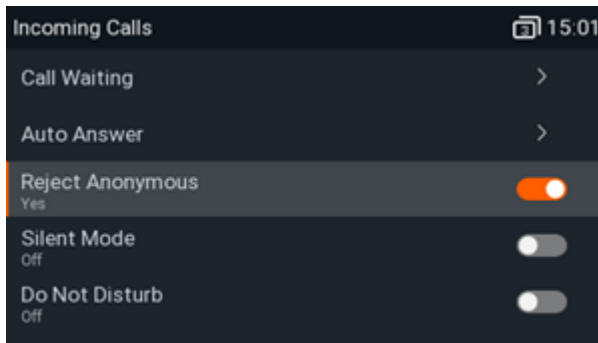
With this setting you will not receive calls from phones whose number is not shown on your display.

Anonymous callers will hear the busy signal.

Please note that calls from analog phone connections will, most likely, be received as anonymous calls. The default is off.

Setting on the phone

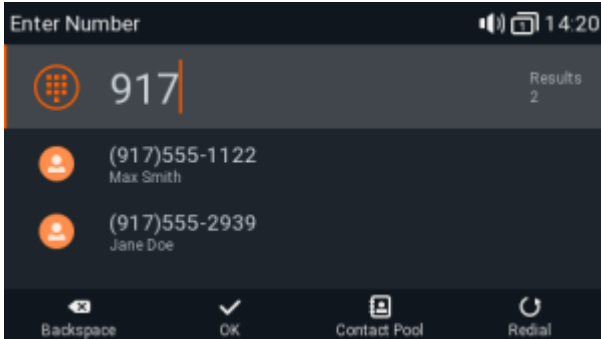
1. Press  > **Call Features** > **Incoming Calls**.



2. Select **Reject anonymous** and press  to change the setting from **yes** to **no** and vice versa.
3. Press  briefly to return to the previous menu, press  for two seconds to return to the idle screen.





QuickLookUp (number guessing / auto completion) (P820)

When you have typed the minimum number of digits you have specified for this function, the phone will look for phone numbers containing that string of numbers in its call lists and directories and, if it finds matches, show the phone number (s) on the display.



The default setting is on. You can turn the setting on and off on the phone and on the web interface. You can also change the minimum number of digits on the phone and web interface.


Setting on the phone

1. Press  and select **Preferences**.
2. Select **General**.
3. Select **QuickLookup**.
4. Press  to change the setting from **yes** to **no** (on / off) and vice versa to enable or disable the function.
5. When it is enabled, type the number of digits that must be entered into the text field of **QuickLookUp Start Length**.
6. Press  briefly to return to the previous menu, press  for two seconds to return to the idle screen.

Speed dial (P820)

You can use the numbers 0 to 30 and the special characters # and * to speed dial frequently dialed and/or long numbers without having to enter the complete phone number. The numbers must be set on the phone's web interface first.

Setting on the phone

1. Press  and select **Call Features > Speed dial**. Phone numbers currently assigned to any speed dial numbers are indicated in the line underneath the respective speed dial number (Fig.1).

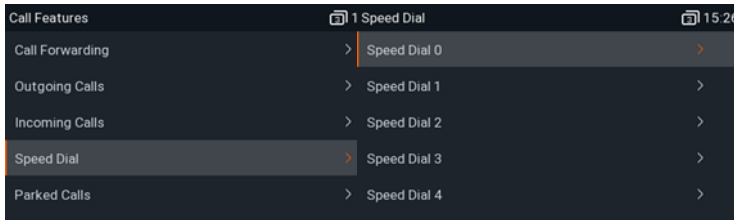


Fig. 1

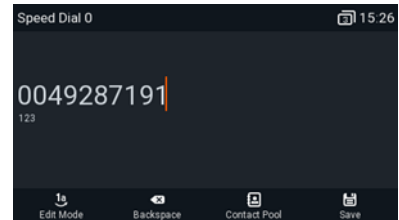


Fig. 3

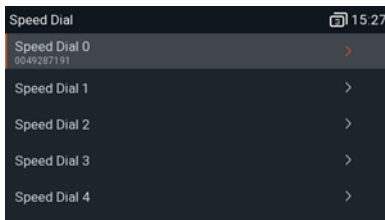





Fig. 2



Fig. 4

2. Use  /  to scroll down or up one number at a time (Fig. 2).

Shortcuts: When the selected number is "0", press  to go to "30"; when the selected number is "30", press  to go to "0".




3. Type the phone number into the text field without spaces or punctuation between the digits (Fig. 3).

4. Press  to save and to return to the Speed dial menu where the phone number has been added to the speed dial number (Fig. 4) .

5. Press  briefly to return to the Call Features menu, press  for three seconds to return to the idle screen.

Setting on the web interface

1. In the menu on the left side of the phone's web interface, click **Speed Dial**.
2. Enter one phone number with any required prefixes (area code, country code, operator/auto attendant, etc.) in the text field for each respective number or special character in the table.


Speed Dial Table	
0:	<input type="text" value="1004"/> ? 
1:	<input type="text" value="1005"/> ? 
2:	<input type="text"/> ? 

Type each phone number without spaces or punctuation between the digits.


For example: You want to be able to speed dial phone number 1005 by pressing key into the text field of the number 1.

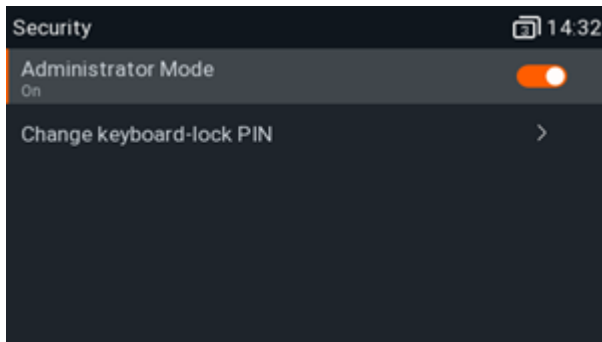
3. Click **Apply** and **Save**. You can now speed dial the number by pressing and on the phone.


Setting a PIN to unlock the keyboard (P820)

In the default setting, the keyboard can be locked for outgoing calls except for calls to the numbers defined as emergency numbers by pressing  for three seconds; it is unlocked by pressing the star key again for three seconds. Setting a PIN for locking and unlocking the keyboard is optional. On the web interface, the ability to lock the keyboard can be turned off. You can also define a time period of inactivity after which the keyboard will be locked automatically.

On the phone

1. Press  and select **Maintenance**.
2. Select **Security**.
3. Select **Change keyboard lock PIN**.



4. Enter the PIN and confirm by pressing  .

Valid values are the digits 0–9.

Appendix 1 - Display Symbols and Icons (P820)





















Symbols found in the function key line

The buttons in the left column symbolize the functions that are currently available for activation. Press the function key underneath the symbol to activate the function. The equivalent text symbol used in previous firmware versions is shown in the second column from the left.

- Programmable function symbols
- Context-sensitive symbols
- Symbols found in the info bar/status line
- SmartLabel function symbols
 - Key event symbols
 - Programmable function symbols
- Display indications

Programmable function symbols (P820)




















These are the symbols displayed in the function key line when the phone is idle; depending on the firmware version on the phone, the icons may look slightly different.




















	Line idle
	Server directory
	Call history, call list menu (all, missed, received, and dialed calls)
	Status messages (viewed / new)
	DND (inactive/active)
	Contacts list
	Forwarding all calls (inactive/active)
	Presence signaling
	Voicemail/mailbox (inactive/active)
	Settings menu
	Directory
	IP address of phone and web address
	Redial (dialed calls)
	Received calls
	Missed calls
	Favorites
	LDAP Directory
	Ringer (active / silenced)
	Next outgoing ID
	Previous outgoing ID

	Reboot
	Monitor calls

Context-sensitive symbols (P820)

















These are the symbols displayed in the function key line when the phone is active, for example when a call is ringing, when you are dialing, etc.; depending on the firmware version on the phone, the icons may look slightly different.

	Confirming a selection or an action
	Terminating/canceling an action and returning to the previous screen
	Switching input mode to lower case letters
	Switching input mode to upper case (capital) letters
	Switching input mode to numerals
	Deleting the character to the left of the cursor
	Available directories, contact lists, etc.
	Sorting Directory entries
	Adding Directory entries
	Editing mode for selected Directory entry
	Deleting selected directory/call list entry
	Details of missed calls (to, from, date/time, total number) and of received and dialed calls (to, from, date /time, duration)
	Deleting entire call list
	Moving to beginning of next time zone
	Moving to beginning of previous time zone
	Expanding the list of time zones to show all
	Collapsing the list of time zones to show only time zones relevant to the language setting (i.e., countries where the language is spoken)
	Put call or conference on hold
	Unhold/retrieve call
	Show held caller/callee on-screen

	
	Establishing conference with all calls on hold / Conference established (active)
	Navigate right (forward) to view conference screen
	Navigate left (back) to view conference screen
	Navigate right (forward) to view one of the conference participants
	Navigate left (back) to view one of the conference participants
	Transferring call
	Transferring call safely
	Casing speaker (inactive / active)
	Put call or conference on hold / unhold (retrieve) call
	Navigate right (forward) to view active call
	Navigate left (back) to view active call
	Navigate right (forward) to view ringing call (call waiting)
	Navigate left (back) to view ringing call (call waiting)
	Transfer call
	Transfer call safely
	Call completion
	Headset (inactive / active)
	Microphone (active / muted)

Symbols found in the info bar/status line (P820)

These are the symbols displayed in the Info/Status bar at the top right of the phone screen.

	Handset is offhook
	Speakerphone is on
	Headset is on
	Silent mode is on (ringer is silent)
	Do Not Disturb (DND) is on
	Call Forward is on
	Call Completion is active (waiting for desired number to become available)
	Keyboard is locked
	Expansion module is connected to phone
	Hide outgoing ID
	Missed calls
	Important messages are available.
	SmartLabel page 1 is currently displayed
	SmartLabel page 2 is currently displayed
	SmartLabel page 3 is currently displayed
	SmartLabel page 4 is currently displayed



















SmartLabel function symbols (P820)

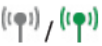












These are the symbols displayed in the SmartLabel area of the programmable function keys P1–P32 when the function key page with the configured key is on-screen.

- [Programmable function symbols](#)
- [Key event symbols](#)


















Programmable function symbols. (P820)

























These are the symbols of the functionalities select-able under "Type." Please note that not all available functionalities are represented by a symbol. If the selected type is "Key event", please see the table "Key event symbols," below.

	Action URL
	Turning Auto Answer on and off (blue symbol = Auto Answer is on)
	Busy lamp field (BLF) (idle / ringing / talking)
	Button
	Call Center Status (Unavailable / Empty) (Normal / Exceeded)
	Turning Call Forward all calls on and off (blue symbol = Call Forward is on)
	Cancel
	Conference
	Disposition Code
	DTMF
	Extension (idle / ringing / in use)
	Turning Intercom on and off (green symbol = Intercom is on)
	IVR (Interactive Voice Response)
(no icon)	Line (Idle)
	Line (Outgoing call ringing)
	Line (Incoming call ringing)
	Line (Connected)
	Line (Holding call)
	Line (Call being held by other party)

	Turning Multicast paging on and off (green symbol = Multicast paging is on)
	OK
	Park call (none/available)
	Presence
	Push-to-Talk
	Turn voice recorder on and off (red symbol = voice recorder is on)
	SendSipInfo
	SmartTransfer
	Speed Dial
	Star Code
	Transfer ringing or current call
	UserInputAndSendSipInfo
	XML Definition








Key event symbols (P820)

	Accepted Calls
	Alternate
	Block Caller - reject current and all future calls from the number
	Call History
	Conference (not established / established)
	Consult Conference (not established / established)
	Delete message
	Directory (internal phonebook)
	Turning DND on and off (red symbol = DND is on)
	Executive-Assistant Behalf of
	Executive-Assistant Config
	Favorites
	Turning headset on and off (blue symbol = headset is on)
	Help
	Turning Hide Outgoing ID on and off (green symbol = on)
	Hold / Retrieve call (blue symbol = Retrieve)
	Hoteling login





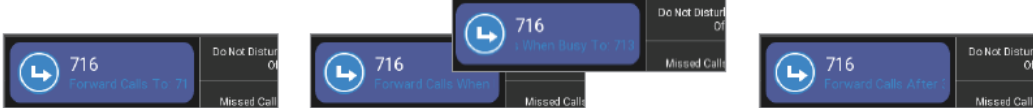
	Info (blue symbol = new info messages)
	Instant Redial
	LDAP directory
	Logoff All
	Missed calls
	Monitor calls
	Multicast zones
	Mute/unmute microphone (red symbol = microphone is mute)
	Next Identity
	Next Page
(no icon)	None
	OCI-P Directory
	Pool
	Presence state
	Previous Identity
	Previous page
	Private Hold
	Reboot
	Record voice is off/on (red symbol = call is being recorded) - check local regulations whether call recording is allowed. Phone does not have built-in voice recorder.
	Redial
	Server directory
	Settings menu
	Turning Silent Mode on and off (green symbol = on)
(no icon)	Unknown
	Voicemail
	Voicemail Info

Display indications (P820)

On activity



	Outgoing call ringing
	Incoming call ringing
	Connected (single connection or conference)
	Call ended/terminated
	Dialed number is busy
	Holding call
	Call being held by other party

On idle screen


	<p>Outgoing identity</p> <ul style="list-style-type: none"> The current outgoing identity is indicated by a green circle surrounded by a white and a green ring. When you call someone, this is your identity for the call. Select a different identity for the next call by pressing ^ or v on the navigation key.
	<p>Active identity</p> <ul style="list-style-type: none"> Other configured and active identities are indicated by a green circle. Active identities can be called. Active identities can be selected as the outgoing identity for making calls by pressing ^ or v on the navigation key.
	<p>Identity not properly registered</p> <p>By changing the status of an identity to "inactive" on the phone's web interface, it is deregistered without removing its registration settings. Inactive identities are not shown on the idle screen. They cannot be called or selected as the outgoing identity. To deregister the identity, open the phone's web interface > Identity (1-12).</p> <ol style="list-style-type: none"> Change the "Identity active" setting to "off". Click "Re-Register". Click "Save".
	<p>Forwarding incoming calls (all, when busy, after timeout):</p> 

Appendix 2 - Status Messages (P820)

Whenever there is a current message concerning the status of the phone, the function key will be available. Press the

function key  or, if not available,  > **Information** > **Status Info** to open the "**Status info**" screen. Additionally, some status messages will also be displayed in the status bar; if there is more than one current message, the one with the highest priority will be shown. The messages in descending order of priority:

Status message	Definition
SW ¹	A firmware update is available
Reboot required ¹	Reboot required, for example to have settings changes take effect
SIP disabled ^{1,2}	The phone cannot make calls due to license problems
Error ¹	An error occurred
Low memory ¹	Disk space full
Remote directory is too big ¹	The remote directory is too big to be imported
Not Registered: <account> ^{1,2}	The specified identity/account is not registered
Waiting for <name /number> to be available ²	Waiting for call completion to busy or currently unavailable number
<account> is now available ²	The dialed number is not busy anymore or is now available
Forward when Busy: <name/number>	Call forwarding is on. When your phone is busy, incoming calls will be forwarded to the phone number indicated
Forward after Timeout: <name/number>	Call forwarding is on. When an incoming call is not picked up within the set number of seconds, the call will be forwarded to the phone number indicated
Forward all: <name /number> ²	Forwarding of all incoming calls is on. All incoming calls will be forwarded to the phone number indicated.
Contacting NTP server	Network Time Protocol (NTP) is a protocol for synchronizing clocks over data network. If the connection is interrupted, the phone will not be able to display the correct time.
NTP server unreachable ¹	
HTTP Password not set ¹	No HTTP password has been set
Admin Password not set ¹	No Admin password has been set
Keyboard locked ²	Only numbers designated as emergency numbers can be dialed
DND active ²	Do not Disturb mode is activated
You have messages	There are spoken messages on the mailbox
You have new messages	New (messages on the mailbox)
Old messages	Old (messages on the mailbox)
Missed: <number>	The number of calls you missed since the last time you checked the list of missed calls or turned off the missed call indication

¹ The function key symbol  will blink

² The message cannot be deleted from the "**Status Info**" screen

Appendix 3 - Programmable Functions (P820)

Following is a brief description of the function key settings available on the Function keys page of the phone's web interface.

Freely programmable functions

Action URL	Action URLs are basically HTTP GET Requests that allow the phone to interact with web server applications. They can be used to send various data from the phone to a web server, like the customized settings stored on the phone; passwords are replaced by empty strings. Action URLs can be triggered by predefined events ("Action URL Settings" page of the phone's web interface) or manually by a pressing a function key that has been programmed to trigger an action.
Auto Answer	With this setting, your phone will automatically accept incoming calls when it is idle. If you leave the text field empty, incoming calls for all configured identities will be accepted; if you enter the number of an identity in the text field, only calls to that identity will be accepted automatically (i.e., 1 for Identity 1, 2 for Identity 2 etc.).
BLF (Busy Lamp Field)	This function key allows showing the status (idle, ringing, held call, busy) of another extension on the key's LED. By pressing the key, it may also be possible to pick up calls ringing on the extension, to dial the extension when the phone is idle, and to transfer an incoming call ringing on your own extension. These functionalities depend on your PBX; for more information, please check Gigaset's interoperability page and the PBX manual. With Asterisk, generally use this feature rather than extension.
Button	This is a function key that is connected to your PBX to perform a task specified in the buttons document.
Call Agent	This function key can be used by call agents to perform one of three different functions, depending on the value entered in the "Number" text field: <ul style="list-style-type: none">• Logging onto and off the system. Text field entry: F_CALL_AGENT_LOGGEDIN.• Signaling readiness to accept calls. For this function to work, the agent must be logged in. Text field entry: F_CALL_AGENT_READY.• Announcing that they are working after a call. For this function to work, the agent must be logged in. Text field entry: F_CALL_AGENT_WORKINGAFTERCALL.
Conference Server	This function key can be used for PBX-based conferences and for local conferences on the phone itself. <ul style="list-style-type: none">• PBX-based conferences. When a conference room or conference account has been created on the server for an individual identity, you can dedicate a function key to calling and monitoring the conference room. Select the identity and the "Conference server" function from the respective drop-down menus and enter the SIP URI of the conference room in the "Number" text field. For information on how to use this key with your particular PBX, please check the PBX manual.• Phone-based conferences. If there is no SIP URI in the text field, pressing the function key will initiate a phone-based conference with all held calls and any active call.
DTMF	This function allows the specification of arbitrary key sequences (allowed digits: "0-9", "*", "#", "A-D" and flash: "!") which will be sent via DTMF when this key is pressed during an active call.
Extension	This function key allows showing the status (idle, ringing, held call, busy) of another extension on the key's LED. By pressing the key, it may also be possible to pick up calls ringing on the extension, to dial the extension when the phone is idle, and to transfer an incoming call ringing on your own extension. These functionalities depend on your PBX; for more information, please check Gigaset interoperability page and the PBX manual. With Asterisk, generally use BLF rather than this function.

Forward to	<p>All incoming calls will be forwarded to the number (extension or external phone number) specified under "Number". The key is used to turn forwarding of all calls on and off; the red LED lights up when the function is turned on.</p>
Intercom	<p>Pressing a function key mapped with "Intercom" will establish a two-way connection to the extension specified in the "Number" text field; that extension must have enabled intercom reception on its web interface (Advanced Settings > Behavior tab > Phone Behavior > Intercom Policy "only in idle" or "always").</p> <p>"Intercom Policy" settings on the phone being called via intercom:</p> <p>Always: The intercom call will connect to the called phone automatically; if the called phone is in a call, that call will be placed on hold.</p> <p>Only in idle: The intercom call will connect to the called phone automatically if the called phone is idle. If it is in a call, the incoming intercom call will be announced as call waiting.</p> <p>Off: Pressing the intercom key will call the extension specified in the "Number" text field where it will be treated like any other incoming call, i.e., ring, be forwarded, etc.</p>
IVR	<p>This function key can be used for regular calls to an extension that is reached via an IVR or auto attendant and a number of voice prompts where the caller has to make a selection by pressing a key after or during the prompt. If you know which keys need to</p> <p>be pressed in which order in order to reach the desired extension, the entire process can be automated and considerably speeded up.</p> <p>The syntax for the "Number" text field entry is <phone_number>;dtmf=<n>,<n>, etc. The angle brackets <>including their content are placeholders for the variables that you must replace by the actual characters. The comma represents a pause of one second,</p> <p>and n represents any number key on the alphanumeric keypad.</p> <p>Example: The number to dial is (917) 555-3814. When the connection has been established, the caller will hear three prompts. After the first prompt, he must press key 1; after the second prompt, he must press 3; and after the third prompt he must press 1 to reach the desired extension. The entry in the "Number" text field must look like this: 9175553814;dtmf=1,3,1.</p> <p>Usage: When the phone is in idle mode, press the key to dial the number. As soon as the connection has been established, the phone will automatically send the DTMF tones associated with the alphanumeric keys 1, 3, and 1 with a one-second pause between them.</p> <p>(If the function type "IVR" doesn't work on individual phones, try "Speed dial" with the above description.)</p>
Key Event	<p>When this key type is selected, a drop-down menu opens under "Number". For the available selections, see the following section "Key Events".</p>
Line	<p>Default setting for all freely programmable function keys. Incoming calls will go to the first free "line" key, and outgoing calls will use the first free line key.</p> <p>Line keys can be used to make outgoing calls with the identity selected from a particular key's "Context" menu and to have incoming calls for that identity going to that particular function key. If the key is busy, the incoming call will go to the first free line key.</p>
Multicast Page	<p>This function key enables the phone to send multicast streams to IP multicast group addresses. The multicast IP address and port are entered in the "Number" text field in the format <multicast IP address>:<port> (e.g., 239.255.255.245:5555). The angle</p> <p>brackets <>including their content are placeholders for the variables that you must replace by the actual characters.</p> <p>Please note: This key is for sending multicast streams. To allow reception of multicast streams, multicast support must be enabled on the phone's web</p>

interface, Advanced settings > SIP/RTP tab > Multicast by setting Multicast Support to "on". You must also

enter the IP addresses of the multicasts you wish to receive in ascending order of priority, 10 being the highest. In case of simultaneous multicasts, the one with the highest priority at any given time will override the others.

Park Orbit

If a park orbit has been set up on the server, a function key mapped with the Park Orbit functionality can EITHER serve to park calls on the park orbit OR to park as well as retrieve calls, depending on the type of server used. Select the server type on the Configuration Identity page of the context identity, SIP tab, from the "Server Type Support" drop-down menu. Enter the "phone number" of the Park Orbit and /or the park position in the text field of "Number", for example `orbit1@my.proxy.com` or `700@my.proxy.com` etc.

Presence

If supported by your PBX, the LED of this function key will reflect the presence status (ringing, busy, available, etc.) of the extension specified in the "Number" text field. The function key can also be used to dial the extension, usually when the destination signals availability.

Push2Talk

Pressing the function key mapped with "Push2Talk" will establish a two-way connection to the extension specified in the "Number" text field for as long as the key is pressed; that extension must have enabled intercom reception on its web interface (Advanced Settings > Behavior tab > Phone Behavior > Intercom Policy "only in idle" or "always").

Shared Line

Bridged lines (Bridged Line Appearance (BLA)) are shared by two or more users; when one of them is using the line, the others are blocked from using it. This key type makes it possible to monitor whether a shared line is busy (the LED is lit) or not (the LED is off).

The URI of the shared line is set under "Number".

Speed Dial

Besides using the "Speed Dial" page on the web interface to program speed dial numbers, you can also put the functionality on the freely programmable function keys with LEDs to be able to speed dial frequently used and/or long numbers without having

to enter the complete phone number.

Enter one phone number with any required prefixes (area code, country code, operator/ auto attendant, etc.) in the "Number" text field for any given freely programmable function key with LEDs. Example: 0019175557813.

Or enter a partial phone number (country, area code etc.) and complete the number on the dialog screen. In this case, enter the partial number, followed by a semicolon and "number=incomplete" in the text field. Example: 001917555; number=incomplete.

Starcode

Making SIP calls without audiovisual indication on the phone user interface (PUI).

Examples for using this feature:

- Controlling settings on the PBX with dedicated keys that turn PBX functions on and off. The available functions must have been set on the PBX and they must be accessible from the phone, typically by dialing a star code. Phone function keys can be dedicated to activating and deactivating call forwarding and DND mode, transferring, picking up, and parking/unparking calls, etc. Depending on the settings on your PBX, you may either have to dedicate one key each for activating and deactivating a given function or to dedicate one key for both activating and deactivating the function.
- Silent alarms or emergency calls.

If the standard behavior of this function key type does not meet your requirements, it is possible to customize it. Copy the standard XML configuration of the key from the Settings page of the phone's web user interface (WUI) and edit it to suit your needs. Then paste the edited XML into the "Number" text field and change the key's type to "Xml definition".

Transfer to

Transferring active calls and ringing incoming calls to the number set in the "Number" text field. Pressing the key once will transfer the active or ringing call.

If the text field is empty, pressing the key will put the "Enter number" screen on the display. Enter the number and press / to complete the transfer.

For further information, see the article "Transferring calls" in the chapter "Using the phone".

Voice Recorder
The phone does not record the voice streams at all; they must be recorded on the PBX where a recording account must be set up. Pressing the key when the phone is idle will establish a connection between the phone and the recording account, making it possible to record spoken memos, meetings, or conferences. Pressing the key during a call will establish a three-party conference with the two phones and the recording account as participants. Please be advised that you must respect the legal restrictions of your country for recording calls with or without the participants' knowledge and permission.

Xml Definition
Copy the XML sub tag of the action(s) you want the key to perform into the text field.

Key Events

ABS	Address book search (OCS accounts)
Accepted Calls	(Accepted List) List of calls accepted on the phone
Call Lists	Call history list (missed, received, dialed calls)
Change active ID	List of registered SIP identities
Conference	Starting a conference
Contacts	Contact List, where the Presence State of selected users can be seen (online, busy, offline)
Directory	Internal phone directory
DND	Turning "Do not disturb" function (DND) on an off. When mapped to a function key with an LED, the LED will light up when DND is turned on.
Favorites	Favorites list
Forward all	All incoming calls will be forwarded to another extension or an external phone number. After turning call forwarding on with this key, the display will prompt you to enter - or confirm/change a previously entered - forwarding number.
Help	Phone's IP address and the URI to Gigaset Wiki. IP address, MAC address, and firmware version can be found in Settings > 6 Information > 2 System Information.
Hold	Placing the active call on hold
LDAP Directory	Allows the user to look up a remote directory while dialing. Once set, this pressed key will open up the Directory Search window. If LDAP is setup, corresponding matching entries as returned by the sever will be shown. If LDAP is not used and presence_lookup_number setting is turned on, the contact matches will be shown. The default edit mode is alphanumeric in this state.
Logoff Identities	Caution: This option will delete all account settings!! Usage: Mainly useful for call centers with frequently changing users.
Menu	Calling up the settings menu of the phone
Missed Calls	Missed call history list
Monitor Calls	When the phone has been programmed to monitor extensions and do/allow call pickup, a key can be mapped to show the list of monitored extensions and do call pickup from the monitor.
Mute	Mutes/unmutes the microphone (handset, speakerphone, headset) during active call
Next Outgoing ID	Selecting the next identity as the outgoing identity
Presence State	

	Providing access to a list where the Presence state of each registered SIP Identity can be defined (online, offline, busy, invisible).
Prev. Outgoing ID	Selecting the previous identity as the outgoing identity
Reboot	Rebooting the phone
Record	The phone does not record the voice streams at all; they must be recorded on the PBX or other external device. Pressed during a call, the key informs the PBX to start and stop the recording of the audio stream on the PBX. While the call is being recorded, the recording symbol will either blink on the display or be displayed, in red , in the status line, depending on the phone type; if the function key has an LED, the LED will be lit throughout the recording. Please be advised that you must respect the legal restrictions of your country for recording calls with or without the participants' knowledge and permission.
Redial	Dialed call history list (last call at the top)
Retrieve	Retrieves new mailbox messages. This key becomes active when the phone has received a message waiting indication (MWI) with a valid mailbox URI.
Status Messages	Currently available status messages (see Appendix 2)
Transfer	Transferring the active call or an incoming call that you do not want to pick up. See the article Transferring calls in the chapter Using the phone. Pressing the key will put the "Enter number" screen on the display. Enter the number and press / to complete the transfer.