



Gigaset R650H

User Guide

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Connecting your new handset

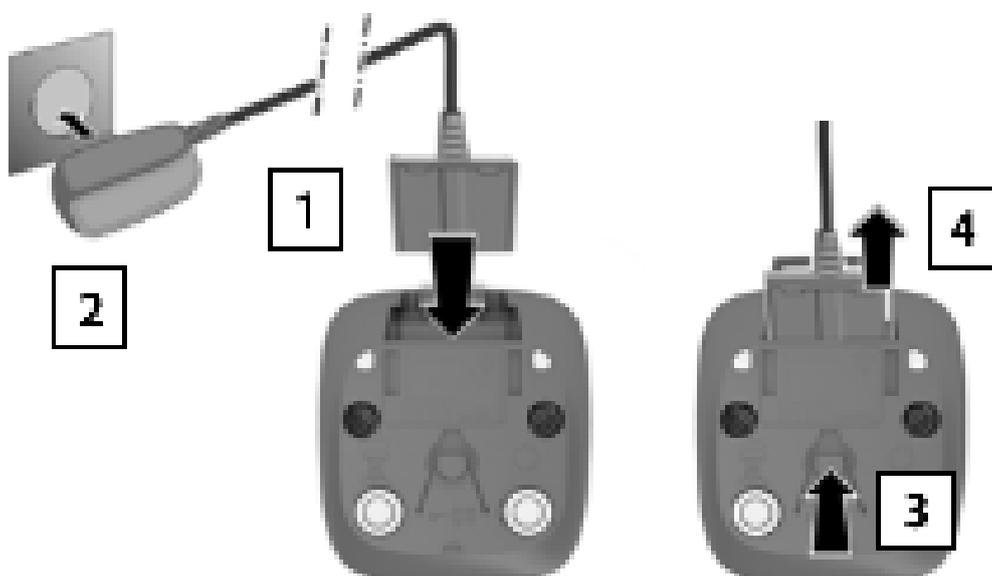
When your phone arrives, open up the Gigaset R650H and make sure that all equipment listed below are with your new handset before you setup

R650H	In the box
Handset	
Two Batteries	
Battery Cover	
Charging Cradle	
Power Adapter	
Belt Clip	
Quick Start Guide	

If all equipment listed above is with the phone then please proceed to next step if not then please email customerservices@vivivoip.co.uk who will look at this issue for you.

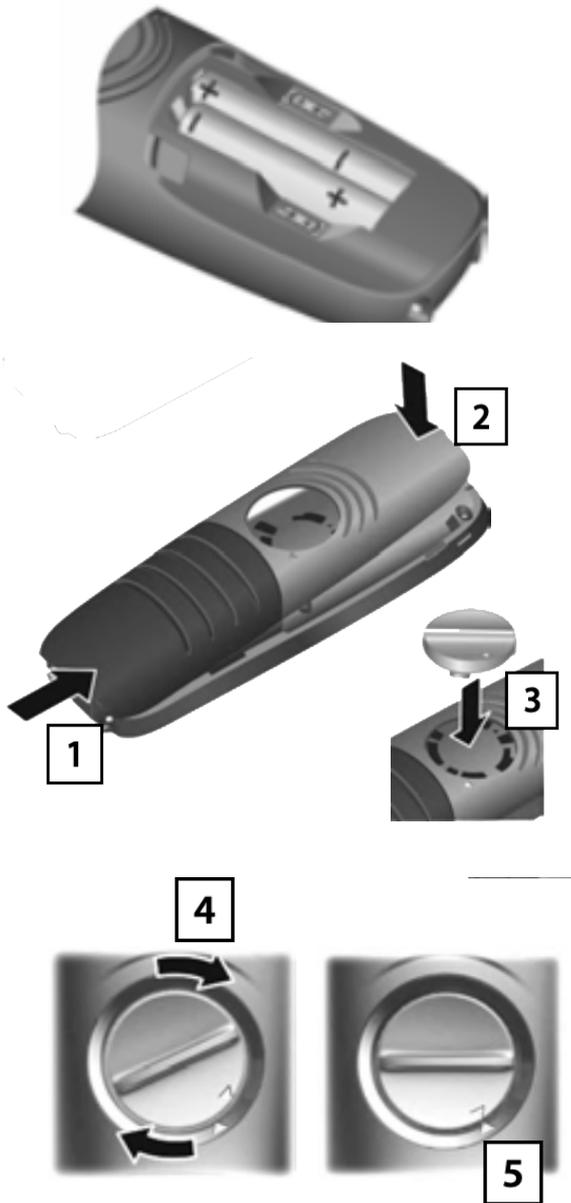
Once you have all items out of the box you now you now need to connect your handset up. So first connect the flat plug adapter into the cradle and then plug it into a power socket by your desk

To remove the plug from the cradle press down the release button by step 3 and then pull out the plug from cradle



Inserting the batteries

Please only use rechargeable batteries, You can purchase these online through Amazon or eBay or visit your local supermarket or electrical store. Putting normal alkaline batteries into the handset can cause significant damage to the handset please avoid this at all costs.



Insert the batteries in the right direction please refer to the picture to its position.

1) Hold the battery cover and place them at the bottom of the handset, make sure to connect the pins at the bottom first

2) Then slowly place the cover on to the top pins and it should click into place

3) Insert the locking disc into the handset at a 20 degree angle, pay close attention to the markings

Then turn the locking disc clockwise and should match the arrows on the image

Please follow first step on how to add the new batteries to the phone

To recharge the batteries this will take up to four and half hours to fully recharge.

Please note that batteries can heat up during a recharge from time to time, please do not be alarmed about this as this is not dangerous. Also not that charging capacity of batteries will decrease over time, so if you find your phone on charge a lot then we recommend replacing the batteries.

Connecting Gigaset handset to your N300 IP Box

If you have a new handset from us you would need to register the handset to your Gigaset Base station, If you have brought the phone from us and base they you do not need to worry please plug in the devices and carry on to the next page.

To register a phone to the base please do the following:



First put the handset into Register Mode



Then on your Gigaset base station hold down the Register key (blue button on the front) for 3 seconds to make the base station start flashing



This should take a few seconds for the handset registration to be completed. Once this has been done the handset will return to idle.

Getting to know your new handset

Below is the keypad layout of your new Gigaset R650H Handset. On page 9 will show you on what each key does on your new handset does and some

The Gigaset R650H layout



What do the keypad buttons do

Key Button	What it does	Function
	Talk/Handsfree Key	Accepting calls/call the number that is displayed. When a call comes in or on a active call press this button again to enable handsfree mode
	End Call Key or Power On/Off	Ending calls/Cancel function/level back. This button will put phone back to Idle mode and switch handset on/off.
	Redial Key	Redial the number
	Hash key or Lock/Unlock the handset	Lock or Unlock the keypad and can toggle upper/lower case digit
	Star Key or Enable/Disable Ringtone on the phone	Switching on ringtone on and off
	Message Key	To access the call and message list and to view the network list are show on display by message New Message
	Key 1 - Answering Machine	Call the network voicemail
	Control key	The keys are the following: Right - Open Menu and Mute Down - Open Directory Up - Adjust Volume All - Navigate in menus and entry fields
Menu, OK	Display Keys	Will display various functions this will depend on the operating situation
0 - 9, * & #	Standard phone keypad	

Please go to next page to see how to use phone to lock the keypad, switch the handset on and off and other features.

Below are some functions that the handset can do.

Function	How to enable/disable
How to lock the keypad	To turn the handset on please press and hold down the button  To power the handset on. To turn of the off press the same button and hold and the handset will power down
Switch the handset on or off	To lock or unlock the keypad press the  to lock the phone. When you do this to lock the keypad this symbol will be show on screen  Please note that if a call comes through the handset will unlock and you can accept the call and then when you have finished with the call the handset will lock again.
To listen to your voicemail	Press the 1 key to access your voicemail for full instructions please go to page 20.

Control Key

So the control key enables you to access or navigate the menus and input fields and also has the ability to call certain functions depending on the situation. On the table below is a description of what each key does when the phone is either idle or during a conversation.

	In Idle Mode	During A Conversation
	Open the menu	Mute the microphone
	Select the audio settings	Adjust the loudspeaker volume for both Handsfree and Receiver
	Open the directory	Open the Directory
	Make internal call or open list of handsets	Initiate an internal consultation call

Menu Navigation

The functions of your phone are displayed in a menu comprising several levels

When the phone is idle press the display key Menu or the control key right  to access the menu options for the phone. Then using the control key  to scroll to the function required and then click on confirm with the OK button on the selection.

To return back one level press either the  or press the end call key  briefly to go back a level

To return back to Idle mode or home screen press and hold the end key 

If the handset has two minutes of inactivity the handset will return to Idle mode

Display

On the handset you will see two display keys which are the keys highlighted in orange, these two buttons are the display keys which are used on range of functions depending on the operating situation. Below is a screenshot of what you would see on the handset.



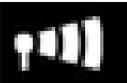
Here below are the display key icons you would see on the handset to redial numbers, if a call has been established or not etc.

Display Key Icons

Icon	Meaning
→→	Last Number Redial
<C	Delete Text
📖	Open the directory
→📞	Divert a call to answer machine
🔔	External Call
🏠	Internal Call
(→)	Establishing a call (outgoing call)
(↔)	Connection established
(×)	No connection established
✓	Action completed (green)
✗	Action Failed (red)
i	Information
?	(Security) prompt
🕒	Please wait ...

Status bar

On your new Gigaset handset there are a few icons you would need to get used to as these may flash up or show when either the keypad is locked, battery level or radio contact icon between the base and the handset. On the table below is the icon and what it means

Icon	Meaning
	Keypad lock activated
	Ringtone is deactivated and the handset is on mute
 	Signal strength between handset and base station - top is 1% to bottom 100% If maximum range is on then the icon will be white and if off then icon will be green
	Radio contact between base station has no reception
	Radio contact between base station ECO Dect Mode and No Radiation Enabled
	You have a voicemail on the system and press the 1 key to access your voicemail
Battery icons	
 	Charge Status: White between 11% and 100% charged
	Red: Less than 11% battery remaining Flashing Red: Battery almost empty 5% remaining and approx 5 minutes of talk time left
 	When the handset is on the cradle charging (battery is charging): 0% - 100%

How to make calls with your new handset

To dial from your new handset



First dial the number on the keypad highlighted in green



Then press the dial key highlighted in orange to call the number on the display



To end the call press the end key to end the active call

To redial a number from the redial list



First press the talk key to bring up the redial list



Use the up and down key to select the number you wish to redial



To end the call press the end key to end the active call

Please remember that the redial list will only have up to 20 numbers on the last dialled list.

To call a number from call list



First press the right key and go to the call icon.



Using the up and down keys highlighted in blue to select call list and press on the OK button highlighted in orange to go into the call list function



Using the up or down key to find the number you want to dial



Then press the talk key to call the number on the select entry.

Calling from the Directory

There are two ways to access the Directory on the phone



First way is by pressing down button to access the directory on the handset



Then using the up or down keys to go to Directory and pressing on the OK button to access it.



Once you have accessed the directory and found the contact that you want to call press the call key highlighted in orange to call the number

If you want to create directory entry's or remove please visit page 21

How to answer calls with your new handset

When a call comes in to your phone



The LCD display will display the number or extension on the screen, To answer a call you to press the talk key.



If you want to put the handset in handsfree mode then press the talk key again for the call to go into loudspeaker mode.

To adjust the volume during a call please press the volume key up or down on the handset during an active call

Incoming Multiple calls



When you are on active call you will hear a little beep to say there is a second call waiting. If you wish to accept the call then press the talk key to put the first caller on hold and answer the second caller.

If you do not want to speak to that caller then press reject the call to continue with the active caller.

Now please go on to the next page where you show you how to put callers on hold, attending transfers and many more.

Phone function during a call

How to mute the microphone



To mute the microphone during the active call you need to press the right key to mute the caller during an active call.

To unmute you press the same button again to make the microphone active.

How to listen to your voicemails from the handset



To access to listen to your voicemail press the message key highlighted in yellow



When this is opened using the up or down key go to Mail-box



Then click on the OK button highlighted in orange to listen to your voicemail messages.

Directory

The phone directory can hold up to 200 contacts and below is how to add a contact to the directory or remove.

How to add a contact in the directory



First press the down key to access the directory



Now go to new entry using the up and down keys and press okay highlighted in orange.



Using the arrow keys to go up and down fields, use the keypad to write in the name and also for the number. You can also include the contact email address as well.



Once you are happy press the save button to save the contact to the directory.

How to delete a contact in the directory



First press the down key to access the directory



Then using the up or down keys and find the entry you wish to delete and press the menu key the button which is highlighted in orange.



Then select 'Delete Entry' by using the up or down key and then press the OK button which would be highlighted in orange to remove the entry from directory.

How to edit a contact in the directory



First press the down key to access the directory



Then using the up or down keys and find the entry you wish to either select or edit then you can do the following.



Display the Number - On the entry press the Menu button first highlighted in orange and then choose 'Show Number' and then press OK button



Change Entry - Pressing on the Menu button first the key highlighted in orange go to on the up or down key Edit Entry and press OK key (highlighted in orange)

From there you can change the number or character by using they keypad or to delete a character  then press the key highlighted in blue to remove a character or number.

Protection from anonymous calling



Press the right button and go to the settings icon and press OK



Using the up and down key press **Audio Settings** and then press the OK button



Then go to **Ringtone(Handset)** and press OK



Then go to **Anon.Calls Slient** and click on Edit button to enable anonymous call blocking on that handset.

If you have multiple handsets then you would need

The Phone Settings

Here below are some settings you may want to change on your handset such as time and date, country or call volume etc.



To access the phone settings please go to the Menu key first and then scroll down or up to Settings and then press the OK key to access the settings on the handset and from there please follow the guide on how to change



Date and Time - so the correct date and time are showing on the phone.

Select **Date and Time** and then press the **OK** button

Then using the keypad first enter the date (day, month and year) in 8 digit format and press **using the down button** and then enter time (hours and minutes) in 4 digit format and to save press **Save**.

To return to home screen press the end call key to return to the home screen.

Display Language

Select **Language** and then press the **OK** button then select the language you want the phone to be in and press **OK** will show as selected

If you accidentally choose the wrong language press **centre control key** > put in digits **6** and **5** one after the other slowly > Select the correct Language you want and press **OK**

Contrast - The handset has 9 levels of contrast

Select **Display** and then press the **OK** button then go to **Contrast** and press **OK** then using the up or down keys select the level and then press the **OK** will show as enabled

Screen saver - is enabled when phone is not in use over a period of time

Select **Display** and then press the **OK** button then go to **Screen saver** and press **EDIT** to change the following

Switch on or off - Go to Activation and use the left or right button enable or disable

Select Screensaver - press down to go to Selection and use the left and right button to select screensaver (Digital Clock/Analog Clock/Info Services or Pictures)

View Screensaver - go to the View option

Save Screensaver - click on save.

Display Backlight - The display always illuminates when the handset is taking out from the base station or off the charging cradle or any key that is pressed. Any digit keys that are pressed appear on the display for pre-dialling.

Select **Display** and then press the **OK** button then go to **Backlight** and press **OK** and then do one following things:

To change backlight when in charging cradle select **In Charger** and use the left or right to switch it on or off and then press the save button.

To change the backlight when not in charging cradle - press the down button your key pad to select **Out of Charger** and then using the left or right to switch it on or off and then press the save button.



Ringtones - Call Volume - Adjust the handset volume or handsfree function - there is 5 levels to choose from

Using the up and down keys choose **Audio Settings** and press **OK** and then go to **Ringtone(Handset)** and press **OK** and then **Volume** and Press **OK**.

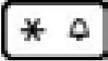
Then using the up and down keys to select **Internal calls or External Calls** use the left and right to set the volume and press on the Save button.

Ringtones - Melody - set different ringtones for internal and external calls.

Using the up and down keys choose **Audio Settings** and press **OK** and then go to **Ringtone(Handset)** and press **OK** and then **Melodies** and Press **OK**

Using the up and down keys to select either the connection (IP1) or all calls and use the left and right to select the ringtone or melody for each Internal and External Calls and then press Save.

Switching the Ringtone on or off

Press and hold the  to turn on or off the ringtone. If you turn off you will see this symbol 

Firmware

Update the firmware - Only if you are experiencing issues on your handset or been asked by our support team to do this.

Select **Firmware Update** and then press **OK**, Once you have done that you will be able to view the following:

Current Firmware Version - Go to **Current Version** using the up or down keys and Press **OK** to see the Current Firmware the handset is on.

Updating Firmware - Go to **Update** using the up or down keys and then go to **OK** and then when you do select this the phone will update and this will take up to 30 minutes to complete. Please re frame for not using the handset during the update.

Auto check update - Go to **Firmware Update** and then using the up and down keys go to **Automatic Check** and press on the **OK** to enable this . If the handset has a new firmware to be installed, then a message will display and if you press the OK key then the update will begin.

If there are any features or settings we have not included in the manual then please let us know and we will be more than happy to provide assistance for you. Please contact your support team about this.

Handset faulty or replacement part

If your handset develops a fault then we will need to do a remote session with you to see what issue the handset has got to see we can repair the phone either through web config or by your router. You will be asked to change the handset to another port or another handset to see if the issue persists and you may need to reboot the handset if we re-provision your handset on our server to see if this resolves the issue. If the handset is faulty we will email you an address on how to send the handset back for us to diagnose further and to see if the handset can be repaired.

If your phone needs a replacement part like a PSU, Receiver or Curly Cord etc, then please get in touch with the customer service team or our support team who will place an order for you. You will be charged for the part and we will let you know how long the phone will take to get to you.

If you are experiencing any issues on the next page we have given you some helpful tips on how to resolve some issues you may be facing

Faults and Solutions

Issue you are facing	Solution
Receiver is not picking up any sound	<p>The first thing to check is if the phone cable is the Headset port and not the Handset port which you can check this by going to page 4</p> <p>If that is correctly dial 121 to do an echo test and then press the volume key when you are on active call up to see what settings it is on and increase the setting.</p> <p>If this issue still consist you may need to try another receiver on the phone to see if it is not the base that is the issue.</p>
Phone is not ringing	<p>You may have DND on the handset and you may see a icon on the LCD display if you go to page15 'Putting the phone on DND mode'</p>
Phone says Network Down	<p>If the phone LCD display says Network Down or the network status is hallow then it means that your IT network may be experi-encing issues. The first thing you may want to try is open your web browser and load a page or refresh your emails etc to see if you have internet connectivity.</p> <p>If you do not have any internet connectivity you will need to re-boot the router or switches to get the handset back working again or reboot the handset for the phone to be connected again. If it does not comeback up then you will need to get in touch with the support team</p>
Busy Lights are not green	<p>Please remember if you add a number to the busy lights it will not show the busy light will only show green or red if there is an active SIP account on the system using the correct extension number.</p> <p>If you have rebooted the handset and the Busy Lights have not come back on please make sure you have typed in the correct extension number and try again</p>
I have changed my name on the phone and it is not showing up	<p>Please make sure to go on the VIVI portal and make sure that the name is changed on the 'Change Handset Name' if that has not worked then please go to System Editor and then go to Extensions and change your name from there and click on save and apply and it should update, if not then please do a reboot and the handset should show the correct name.</p>
Time and Date are not in UK format	<p>Please click on the menu and go to Preference and go to 'Date and Time' then Time Zone and choose GMT London or where you are based and click on OK button to set the time zone.</p> <p>On the Date format please go to Preference and Date and Time and then go to Date Display Format and choose the correct for- mat for you.</p>



the IP phone network