

Handset Quick Reference

For the Cygnion® CG 2400
Professional Cordless Phone System
DG 200 Handset



Irvine, California

Handset Quick Reference for the CG 2400
Professional Cordless Phone System DG
200 Handset

Part Number LZTU 104 08 P2

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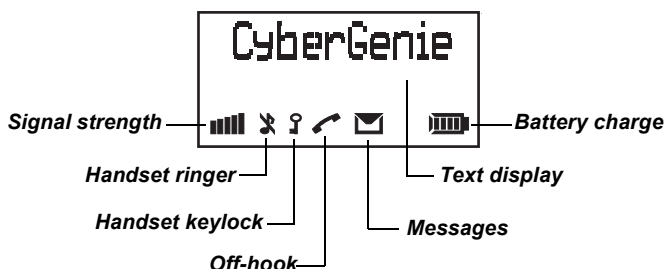
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Contents

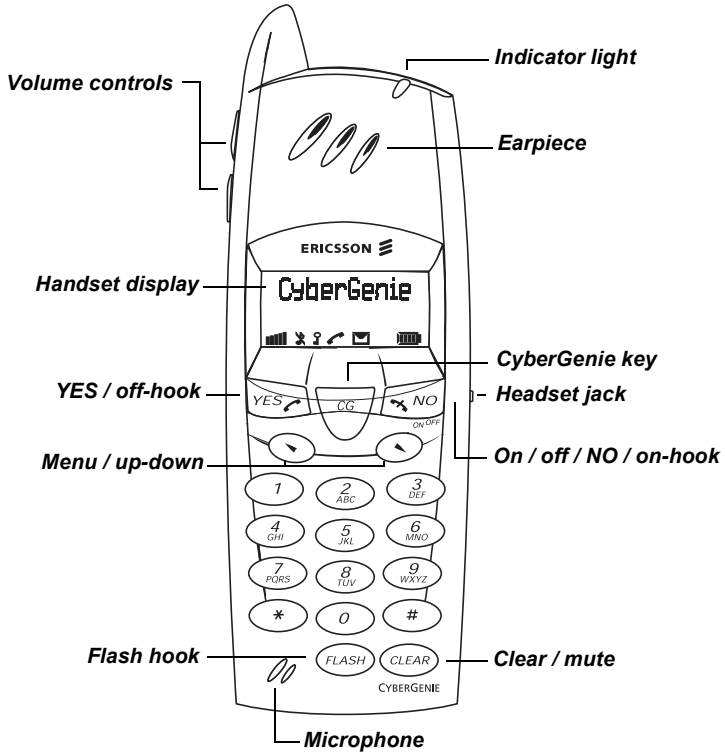
The Handset Display	2
The Handset	3
Getting Started	4
Calls	4
Messages	5
Other Features	7
Voice/Keypad Quick Reference	8
The Handset Display	
Menu Tree	10
Menu Options: Connected Mode	11
Menu Options: Idle Mode	11
Tips for Using CyberGenie	15
Modes of Operation	16
General Precautions	17

The Handset Display



- Signal strength** Shows signal strength. When too far away from the base station, the signal diminishes.
- Handset ringer** Indicates handset ringer is turned off.
- Handset keylock** Indicates handset keylock is turned on. (Keylock on does not stop incoming calls, but only prevents outgoing calls.)
- Off-hook** Indicates handset is off-hook. If no call is placed, the handset eventually returns to the on-hook state and the icon disappears.
- Messages** Indicates that messages are waiting in your personal or system inbox.
- Battery Charge** Shows remaining battery charge. This icon always appears.
- Text display** Changes based on the handset's state:
- Idle mode (no active call)** The user's name and extension appears.
- Call in progress** The dialed number appears.
- Call ended** The duration appears briefly, then the display returns to idle.
- While accessing the menu** Current menu option appears.

The Handset



Volume controls Press to adjust the earpiece volume. (While on the handset menu >RingVolume option, press to adjust ring signal volume.)

YES / off-hook Press to answer a call or send a pre-dialed call.

Menu / up-down Press up or down to activate and navigate the handset menus.

Flash hook Press to switch between call waiting calls on the same line (if feature is available), or to answer an incoming call when handset menu is active.

CyberGenie key Press to start a CyberGenie session.

On / off / NO / on-hook Press and hold to turn phone on or off. When the handset menu is active, press to return to the previous menu option.

Clear / mute Press to delete the last character entered on the display. Press to mute your voice during a call. When in a menu, press to clear the menu and return to idle.

Getting Started

Speech commands Use CyberGenie to place calls, activate features, and access other options.


Keypad Use the keypad to place and receive calls, make menu selections, activate features and access other options.

Handset display Use the handset display menu to access features and customize the handset's operation.


You cannot combine speech and handset keypad commands in a single CyberGenie "session." If you start with speech then switch to the keypad, the speech interface becomes inactive until the current call activity is ended.


Calls


Calls are either external (to an outside number) or internal (to another handset or to CyberGenie).


Receive a call Press  on the handset to answer an incoming call.

End a call Press  to end a call.

Place an external call with the keypad Pre-dial the number and press  to send the call, *or*

Press  to get a dial tone, then dial the number.


Access CyberGenie Press  to access the speech interface. CyberGenie will ask *Who would you like to call?*

Call by name with CyberGenie To call a number that has been set up on the computer for voice activation, press . When prompted, say the person's name. If CyberGenie is not sure of the name, you will be asked to confirm it.

- Place an internal call** Pre-dial the handset extension number then press **CG**, or
Press **↵** twice, press **YES**. then enter the extension number.
- Cancel** Cancel the call by saying **No, Don't;** or **Stop**.
- Park a call** To park an active call, press **↵** twice, then press **YES**.
- Retrieve a call** To retrieve a call, whether active on another line or parked, press **↵** once, then press **YES**. Specify which line to retrieve from (Line 1 or Line 2).
- Three-way call** Use the retrieve function above to "barge in" (join) a call on another handset. (See "To set barge-in control:" on page 82 in your *User Guide* to ensure this feature is on for your system.)
- Transfer a call** To transfer an active call to another handset user, press **↵** or **↵** to activate the handset menu, then select **>IntCall**. Enter the user's extension number, then press **↵** or **↵** and select **>Transfer**. (See "Transferring a Call" on page 167 for more transfer options.)


Messages

- Outgoing voicemail message** To set up your personal voicemail greeting:
- Tell CyberGenie*
1. Press **CG**, then say **CyberGenie**.
 2. When prompted, say **Personal greetings** or **Personal voicemail announcement**.
- Use Keypad*
- Press **CG * 8 1 1**
- Message Notification** When new messages are waiting, CyberGenie notifies you:

- The  icon appears on the handset when you have messages.
- If you've set up your handset for this option, the indicator light also blinks.
- If set up on the computer, the handset also notifies you with a distinctive ring.

Listen to Messages To hear your messages:

- Tell CyberGenie* 1. Press , then say **CyberGenie**.
2. When prompted, say **Check my new mail** or **I want my new messages**.

Use Keypad Press  * 7 1

After a message plays, you can repeat it, delete it, or go to another message without deleting.

To repeat a message:

Tell CyberGenie **Repeat it** or **Repeat message**

Use Keypad Press **3**

To delete a message:

Tell CyberGenie **Delete it** or **Delete message**

Use Keypad Press **4**

To hear the next message (without deleting current message):

Tell CyberGenie **Next** or **Next message**




Use Keypad Press **1**

To hear the previous message:

Tell CyberGenie **Read the previous one** or **Back up one**

Use Keypad Press **2**

Other Features

- Set up a conference call** Set up CyberGenie conference call when you have no calls *or* when you have two calls on hold:
- Tell CyberGenie* Press , then say **Conference** *or* **Set up a conference**.
- Use Keypad* To set up a new conference call press  * 6 5.
- To start a conference with two calls on hold, press  * 6 2.
- You cannot set up a CyberGenie conference with two calls on the same line. (This is called network call waiting and must be available from your local phone service.)
- Return to the main menu** Return to the main menu at any time by saying: **Start over** *or* **Could you start again?** *or* **CyberGenie**.
- Get help from CyberGenie** If you are not sure what to do or say, CyberGenie will help.
- Depending on the feature you are using, CyberGenie will either repeat the question or provide more detailed help or options.
- If you have trouble answering a prompt, remain silent and CyberGenie will repeat the prompt.
- For more assistance, say **I need help**, *or* **Help me**. You can also press **0** at any time to get help.
- Once you are familiar with the system, you can bypass the prompts by speaking or pressing a key.
- NOTE:** *If you press a key while in the speech interface, you will no longer have access to the speech commands for that call session.*

Voice/Keypad Quick Reference

Basic commands

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
CYBERGENIE	*	ACCESS THE CYBERGENIE SPEECH INTERFACE MENU
START OVER	*	RETURN TO TOP LEVEL FROM ANYWHERE IN MENU TREE
YES	1	YES (IN RESPONSE TO CYBERGENIE)
NO	2	NO (IN RESPONSE TO CYBERGENIE)
PHONE MENU	6	ACCESS CALL MANAGEMENT MENU
MAIL MENU	7	ACCESS MAIL MENU
GREETINGS MENU	8	ACCESS GREETINGS MENU
GOOD-BYE	9	END CYBERGENIE SESSION
I NEED HELP	0	GET HELP FROM CYBERGENIE FOR CURRENT ACTIVITY

Call management

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
CALL BY NAME	6 1	START CALL-BY-NAME PROCEDURE
DIAL EXTERNAL NUMBER	6 2	DIAL EXTERNAL NUMBER
DIAL EXTENSION	6 3	DIAL EXTENSION
SWITCH CALL	6 3	SWITCH BETWEEN TWO CALLS WHEN ONE IS ON HOLD
RETRIEVE	6 4	RETRIEVE A PARKED CALL WHEN A PARKED CALL IS WAITING (ONLY ALLOWED WHEN HANDSET IS IDLE)
HANG UP	6 4	END AN ACTIVE CALL
SET UP CONFERENCE CALL	6 5	SET UP A CONFERENCE CALL WHEN THERE ARE CALLS ON TWO LINES
PARK THIS CALL	6 5	PARK THE CALL ON HOLD WHEN ONLY ONE CALL IS ON THE LINE
FORWARD MY CALLS	6 6	FORWARD ALL CALLS
STOP FORWARDING	6 7	STOP CALL FORWARDING
REJECT CALL	6 8	SEND CALL TO REJECTION MESSAGE AND DISCONNECT

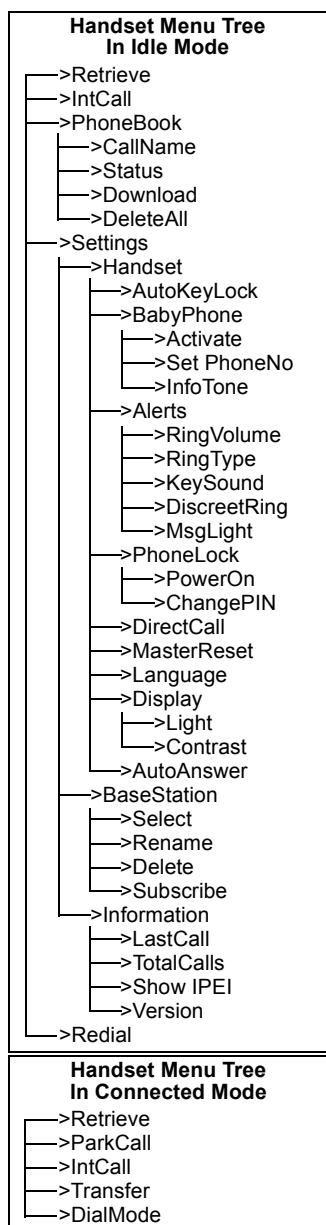
Unified mail management

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
READ NEW MAIL	7 1	READ NEW MAIL
READ SAVED MAIL	7 2	READ SAVED MAIL
RECORD A MEMO	7 3	RECORD A MEMO



Outgoing message management




<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
VOICEMAIL GREETINGS (AND/OR) PERSONAL GREETINGS	8 1 1	ACCESS PERSONAL GREETINGS
VOICEMAIL GREETINGS (AND/OR) SYSTEM GREETINGS	8 1 2	ACCESS SYSTEM GREETINGS
WELCOME GREETINGS (THEN) BUSINESS HOURS GREETING	8 2 1	ACCESS BUSINESS HOURS GREETING
WELCOME GREETINGS (THEN) NON-BUSINESS HOURS GREETING	8 2 2	ACCESS NON-BUSINESS HOURS GREETING
WELCOME GREETINGS (THEN) TEMPORARY GREETING	8 2 3	ACCESS TEMPORARY WELCOME GREETING
REJECTION MESSAGE	8 3	ACCESS REJECTION MESSAGE

The Handset Display Menu Tree





Navigate the menu options:

Press  or  to access the menu and move through menu options.

The active option is indicated by a > to the left. Press  to select an option, then  or  to move through the sub-menu options.

When additional menu options are available, the handset will display **More** below the active option.

Press  at any time to move up one level of menu options.




Press  to exit the menu and return to idle mode on the handset display.

Menu Options: Connected Mode

When a handset is in use, whether for an external call, a call between handsets, or a call to CyberGenie, it is in connected mode.

-
- >Retrieve** Retrieve a parked call while another call is in progress. Specify Line 1 or Line 2.
-
- >ParkCall** Park an external call.
-
- >IntCall** Place an internal call while another call is in progress.
-
- >Transfer** Transfer an active call to another handset user.
-
- >DialMode** Change the length of the tone sent when a handset key is pressed. When set to **DTMF-long**, the tone will transmit for as long as the key is pressed.

Menu Options: Idle Mode


-
- >Redial** Scroll through and select from a list of up to ten recently dialed numbers to dial again. For quick access, press  twice. With the number selected, press  to dial an external call, or  to dial an internal call.

-
- >Retrieve** Retrieve a parked call, or barge in on a call on another handset or analog line (an instant three-way call). Specify Line 1 or Line 2.

-
- >IntCall** Place an internal call from the handset.

-
- >PhoneBook** Access phone book information stored in the handset:

<hr/> >PhoneBook > CallName	Access and dial a contact stored in the handset phone book.
<hr/> >PhoneBook > Status	Display the date and time of the most recent phone book download.
<hr/> >PhoneBook > Download	Download flagged names and phone numbers from the contacts list on the computer.
<hr/> >PhoneBook > DeleteAll	Delete all phone book records from the handset.
<hr/> > Settings	Access the Settings menu:
<hr/> >Settings > Handset	Access specialized handset options:
<hr/> >Settings >Handset > AutoKeyLock	Lock the keys on the handset to prevent accidental calling.
<hr/> >Settings >Handset > BabyPhone	Use the handset as a baby monitor:
<hr/> >Settings >Handset >BabyPhone > Activate	Turn on the BabyPhone feature by placing a call from the monitor phone to the speaker phone.
<hr/> >Settings >Handset >BabyPhone > SetPhoneNo	Set the handset number to be used as a speaker for the BabyPhone monitor.
<hr/> >Settings >Handset >BabyPhone > InfoTone	Turn off or on an information tone that alerts you that the BabyPhone monitor is working.
<hr/> >Settings >Handset > Alerts	Control the sound type and volume for different types of handset alerts:
<hr/> >Settings >Handset >Alerts > RingVolume	Set the ring volume for incoming calls.

<hr/> <ul style="list-style-type: none"> >Settings >Handset >Alerts >RingType 	<p>Set the type of ring for internal or external calls, callbacks, message notification, or pages.</p>
<hr/> <ul style="list-style-type: none"> >Settings >Handset >Alerts >KeySound 	<p>Set the handset keys to make a clicking sound when you press the key or to remain silent.</p>
<hr/> <ul style="list-style-type: none"> >Settings >Handset >Alerts >DiscreetRng 	<p>Turn on or off a feature that starts a ring quietly and gradually increases the volume.</p>
<hr/> <ul style="list-style-type: none"> >Settings >Handset >Alerts >MsgLight 	<p>Turn on or off a feature that makes the red indicator light on the handset act as a message waiting notification. When on, it follows the function of the  icon on the handset display.</p>
<hr/> <ul style="list-style-type: none"> >Settings >Handset >PhoneLock 	<p>Control handset access:</p>
<hr/> <ul style="list-style-type: none"> >Settings >Handset >PhoneLock >PowerOn 	<p>Prevent a user without the handset PIN from operating the phone.</p>
<hr/> <ul style="list-style-type: none"> >Settings >Handset >PhoneLock >ChangePIN 	<p>Change the handset PIN. The default is 0000.</p>
<hr/> <ul style="list-style-type: none"> >Settings >Handset >DirectCall 	<p>Set the handset to dial a specific number regardless of which key is pressed.</p>
<hr/> <ul style="list-style-type: none"> >Settings >Handset >MasterReset 	<p>Reset all handset features to defaults.</p>
<hr/> <ul style="list-style-type: none"> >Settings >Handset >Language 	<p>Change the language that shows on the handset display. Options are English, French and Spanish.</p>
<hr/> <ul style="list-style-type: none"> >Settings >Handset >Display 	<p>Change the display's appearance:</p>

<hr/> <ul style="list-style-type: none"> >Settings >Handset >Display >Light 	Turn the back light on or off.
<hr/> <ul style="list-style-type: none"> >Settings >Handset >Display >Contrast 	Adjust the contrast.
<hr/> <ul style="list-style-type: none"> >Settings >Handset >AutoAnswer 	Set the phone to answer automatically when using the optional headset for full hands-free operation.
<hr/> <ul style="list-style-type: none"> >Settings >BaseStation 	Subscribe or unsubscribe a handset to a base station:
<hr/> <ul style="list-style-type: none"> >Settings >BaseStation >Select 	Select a specific base station for the handset or set automatic subscription for the base station with strongest signal.
<hr/> <ul style="list-style-type: none"> >Settings >BaseStation >Rename 	Enter a new name for the base station on the handset.
<hr/> <ul style="list-style-type: none"> >Settings >BaseStation >Delete 	Unsubscribe a handset from a base station.
<hr/> <ul style="list-style-type: none"> >Settings >BaseStation >Subscribe 	Subscribe a handset to a base station or to a second base station.
<hr/> <ul style="list-style-type: none"> >Settings >Information 	View information about calls recently placed from this handset:
<hr/> <ul style="list-style-type: none"> >Settings >Information >LastCall 	View the most recent call's duration.
<hr/> <ul style="list-style-type: none"> >Settings >Information >TotalCalls 	Total calling time from this handset.
<hr/> <ul style="list-style-type: none"> >Settings >Information >ShowIPEI 	View the handset IPEI (International Portable Part Equipment Identity) code for the handset.

>Settings
>Information
>**Version**

View the current firmware version used in your handset.

Tips for Using CyberGenie

Practice speaking CyberGenie does not *learn* how to listen to a user, but you may need to adjust your speech when talking to CyberGenie.

Background noise CyberGenie rejects most background noise, but short, loud sounds can interfere with its speech recognition.

The following can negatively affect system performance:

- Jewelry rubbing on the phone.
- Surrounding noises (such as loud television, sneezing, dog barking, and so on).
- Proximity to transmitting devices operating at 2.4 GHz, such as wireless LANs, cordless phones and video sending units.
- Proximity to interfering devices such as microwave ovens.

In environments where background noise poses a continuous problem, use the keypad commands. (Once you start using the keypad, speech commands are no longer available for the rest of that session.)

More is better The more information you give, the easier it is for CyberGenie to understand what you say. For example, say **Read the Previous One** instead of **Previous** to move to an earlier message in the mail system.

- Speak normally** Pronounce words clearly as you would during everyday conversation. Whispering or shouting is difficult for CyberGenie to understand.
- Statements, not questions** Phrase your commands as statements, not questions. For example, if you want to record a memo, say **Record a memo!**, not **Record a memo?**
- Yes and no** When CyberGenie asks a question, most often your response will be **Yes** or **No**. If CyberGenie has trouble understanding, try saying **Yes, please; Yep; No, thanks** or **Nope**; or press **1** on the handset for Yes or **2** for No.

Modes of Operation

- Full function mode** When the CG 2400 system is working with an active PC, it is in full function mode.
- Stand-alone mode** If the PC is off or the USB cable is unplugged, the CG 2400 can run in stand-alone mode, which lets you place and receive external calls but does not provide CyberGenie functions or support handset-to-handset calls.

General Precautions

To avoid interference, do not place the DG 200 Handset near audio or video equipment or microwave devices.

Avoid exposing the handset to direct sunlight for long periods. Keep the handset away from excessive heat and moisture.

It is illegal to have the handset switched on when in an aircraft.

Do not use the handset in the vicinity of refueling points, fuel depots, or chemical plants, or when blasting operations are in progress.

Medical electronic products (for example, hearing aids and heart pacemakers) may not be adequately shielded, and could be affected. Please consult your doctor if in doubt.

In the Event of Power Failure

This equipment is not designed for making emergency calls when the power fails. Alternative arrangements should be made for accessing emergency services.

NOTE: *The handset does not function with discharged batteries.*

If there is a power failure and no backup power source is available, all functions through the PC, the base station, and the handset, and communications with CyberGenie, are lost. However, even without power, you can still use the external phone line by disconnecting the CG 2400 system phone line from the wall socket and reconnecting an analog phone.