



Business Mobility (IP) DECT

DECT G355, G955 and I755 Handsets

Administrator Guide



Date: November 2011

Great care has been taken to ensure that the information contained in this handbook is accurate and complete. Should any errors or omissions be discovered or should any user wish to make a suggestion for improving this handbook, they are invited to send the relevant details to:

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Disclaimer

NEC reserves the right to revise or make changes or improvements to the products described in the user manual or to this user manual itself at any time without obligation to notify any person of such revision or improvements.

The pictures, icons, screen shots and diagrams used in this user manual have been derived from the G955 DECT Handset and might be slightly different for the G355 and the I755 DECT Handset.

Revision history

February, 2011

Creation of the Administrator Guide.

Based on the User Manual for the G355, G955 and I755 DECT Handsets, dated October 2009.

November, 2011

Adapted to handset software v03.09.

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Introduction

Also refer to the following documents:

- General DECT Handset Information Guide
- G355, G955 and I755 Basic User Manual

NEC Digital Enhanced Cordless Telecommunications (DECT) G355, G955 and I755 Handsets are cordless phones with enhanced features.

The G355 and G955 are suitable for office use.

The I755 DECT Handset complies with IP54 – according to IEC 529 / EN 60529 and thereby offers more sturdiness. The I755 is therefore suitable for industrial and healthcare environments.

NEC G355, G955 and I755 DECT Handsets are compatible both with traditional DECT and IP DECT systems.

The G355, G955 and I755 DECT handsets should only be used in combination with DECT systems delivered by NEC. In order to take advantage of all features the country and network provider specific features should match the features of the NEC system.

Used notation in this manual

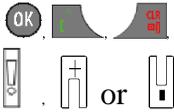

 E.g., 

The non-coloured box with text (and possibly some icon) indicates a (menu) selection entry. Use the **UP/DOWN NAVIGATION** key to select the appropriate entry.


 E.g., 

The grey box with text indicates a soft key selection. Select the appropriate left () or right () soft key to execute the indicated action.

Introduction



Press the indicated key.



Use the keypad.



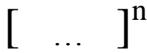
Use (one of) the **NAVIGATION** keys



Use **LEFT** and/or **RIGHT NAVIGATION** key



Use **UP** and/or **DOWN NAVIGATION** key.



Press (soft) key given between the brackets one or more times

Optional step(s):

The following step(s) is (are) optional (and marked by a **blue** line, i.e.,

- they can be skipped OR
- they are not offered.



Used when the following actions (steps) depend on some condition. The condition is preceding the arrow, and the next action to be taken is marked by the indicated number (here: **1**).

All actions belonging to set of actions to be taken, are marked by an **orange** line at the beginning of the actions.

Use in environments with metal particles

G355 and G955

The G355 and G955 DECT Handsets are not meant for use in industrial and/or production environments. Using the G355 and G955 DECT Handset in environments with metal particles will cause small metal particles to stick to the loudspeaker and to the earpiece. This will have a deteriorating effect on the quality of the speech as heard by the user of the DECT Handset.

I755

The I755 DECT Handset makes use of inductive charging. Because of this the I755 is at some places very magnetic and it will therefore attract metal objects. Metal particles might stick to the I755; this will not affect the operation. Nevertheless NEC strongly recommends using a protective pouch for the I755 DECT handset when it is used in an environment with small metal particles.

Battery and charger information

The G355, G955 and I755 DECT Handsets use rechargeable Lithium-Ion (3.7V, 650 mAh, 2.4 WH) battery packs. Only use batteries that come with the handset or dedicated spare batteries marked with “Battery Pack for G355/G955” or “Battery Pack for I755” for the G355/G955 resp. the I755 handset. Do not use any other type.

Charge the batteries of the G355 and G955 handset only in combination with either:

Table 1: G355/G955 Chargers and AC Adaptors

Charger	AC Adaptor
G355/G955 Desktop Charger	Salom SSW-1444-XX [•] or Salom SSW1992-YY [•]
G355/955 Charger Rack	KINGS KSSI5-050-2500 or TEN PAO S018EM0500250

[•] where XX = EU, UK, AU or NA [•] where YY = EU or UK

Charge the battery of the I755 handset (in the spare battery charge slot or in the handset) only in combination with either:

Battery and charger information

Table 2: I755 Chargers and AC Adaptors

Charger	AC Adaptor
I755 DECT Handset Desktop Charger	Ten Pao S008CM1200040
I755 Charger Rack	Ten Pao S040EM1200250

MEM card installation

The G355, G955 and I755 DECT Handsets can be equipped with a removable memory (MEM) card used to store configuration and user data on. The MEM card allows for:

1. Storage of more data than in just the handset's memory;
2. Transfer the configuration and user data from one handset to another (e.g., in case a handset becomes defective).

When an empty MEM card is inserted, the configuration of the handset is copied to the MEM card. Note that the DECT subscriptions of the handset are also moved to the MEM card. When you therefore remove the MEM card from the handset you won't be able to make or receive calls with your handset.

When inserting a MEM card with the configuration of some other G355, G955 or I755 DECT Handset then that configuration will be used.

Any configuration changes or new contacts, messages, calendar items and call filter items added after installing a MEM card are stored on the MEM card and not in the handset memory.

The MEM card tray is under the battery pack on the back of the handset. Therefore before you can install or remove the MEM card the battery pack has to be removed from the handset. Reinstall the battery pack after you have installed or removed the MEM card.

Note: To install a new MEM card into the handset, you must extract it from the frame it comes in.

Installing the MEM card

To install the MEM card in the handset, perform the following steps:

1. Place the handset facedown on a flat surface.

MEM card installation

2. Remove the battery compartment cover (for the G355 and G955) and the battery.
3. Slide in the MEM card from under the two small crescents and press it, as shown in [Figure 1](#).
4. Ensure that you have inserted the MEM card completely.
5. Replace the battery pack.
6. G355 and G955: Replace the battery compartment cover.

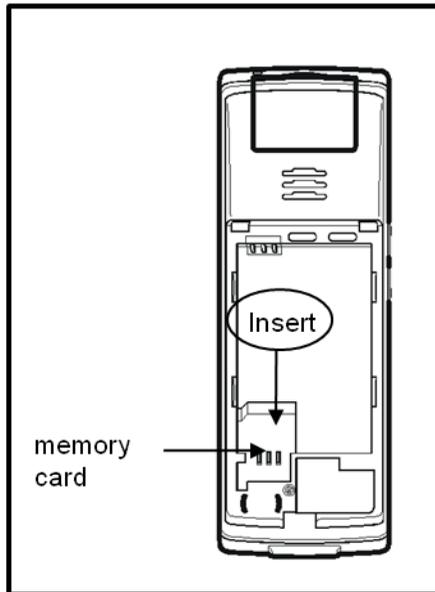


Figure 1: Installing the MEM card

Removing the MEM card

To remove the MEM card from the handset, perform the following steps:

1. Place the handset facedown on a flat surface.
2. G355 and G955: Remove the battery compartment cover.
3. Remove the battery pack.

Bluetooth module installation

4. Lift up the top-end and slide out the MEM card under the two small crescents, as shown in [Figure 2](#).
5. Replace the battery pack.
6. G355 and G955: Replace the battery compartment cover.

Please don't bend the MEM card too much when removing it, as this might damage the MEM card.

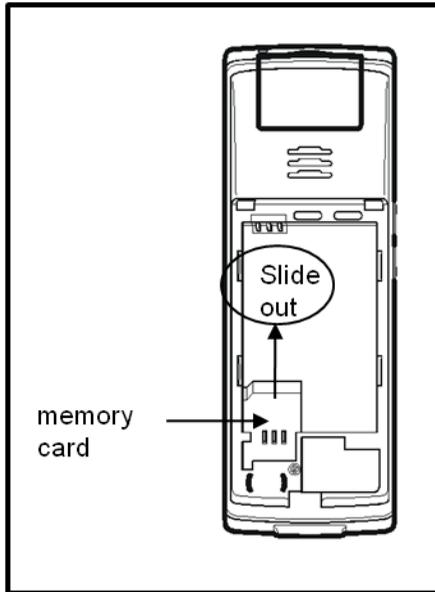


Figure 2: Removing the MEM card

Bluetooth module installation

The G955 and I755 DECT Handsets can be equipped with a radio system to support Bluetooth wireless technology enabled headsets.

The Bluetooth module “dock” is located under the battery pack on the back of the handset. Therefore before you can install or remove the Bluetooth module the battery pack has to be removed from the handset. Reinstall the battery pack after you have installed or removed the Bluetooth module.

Installing the Bluetooth module

The Bluetooth module is supplied in an ESD bag and comes complete with a Quick (Installation) Guide.

To install the Bluetooth module in a G955 or I755 DECT Handset, perform the following steps:

1. Place the handset facedown on a flat surface.
2. G955: Remove the battery compartment cover.
3. Remove the battery pack.
4. Slide the Bluetooth module into the Bluetooth compartment as shown in [Figure 3](#) and click the Bluetooth module firmly into place.
5. Replace the battery pack.
6. G955: Replace the battery compartment cover.

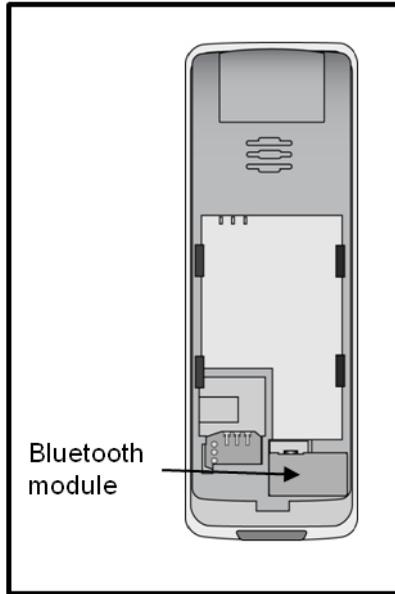


Figure 3: Bluetooth module installed

Removing the Bluetooth module

To remove the Bluetooth module from a G955 or I755 DECT Handset, perform the following steps:

1. Place the handset facedown on a flat surface.
2. G955: Remove the battery compartment cover
3. Remove the battery pack.
4. Pull the Bluetooth module from the compartment as shown in [Figure 4](#).
5. Replace the battery pack.
6. G955: Replace the battery compartment cover.

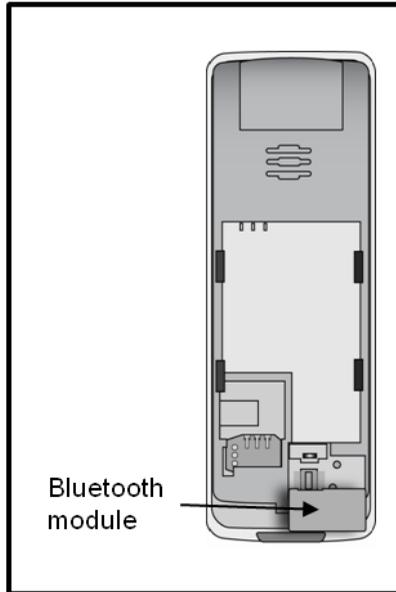


Figure 4: Bluetooth module removed

Bluetooth headset installation

Installation of a Bluetooth headset on the G955 or I755 handset with a Bluetooth Module is described in the G355, G955 and I755 User Manual.

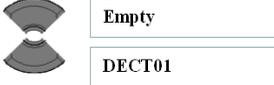
DECT system configuration

Subscribing the handset to a DECT system

The handset has to be subscribed to at least one DECT system before it can be used to make a call. The handset can operate with a maximum of four (with a MEM card: eight) DECT systems, for which the handset stores the name of the system in a subscription record. The subscribed name appears on the handset display whenever the handset enters the range of the DECT system.

To subscribe to a DECT system you need the following information:

1. **PARK code:** A unique identifier of the DECT system. Use a PARK code during the subscription procedure only if more than one DECT system overlaps in your location.
2. **DECT system name:** The name of the system to which the handset is subscribed.
3. **Phone number:** The local phone number of the DECT handset.

1. 
2. 
3. 
4. 
5. 
6. 
7. 
 - New/additional subscription
 - Overwrite subscription
8. 

Optional step when subscription is overwritten:

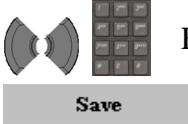
9.



- PARK required? Yes → ❶
No → ❷

❶ PARK required

10.



Enter: **PARK**

❷ Skip PARK

10.

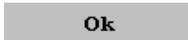


11.



Enter: **PIN**

12.



13.



Enter: **Network name** (DECT system name)

14.

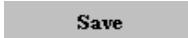


15.



Enter: Phone number assigned to the handset (at **Number** prompt)

16.



17.



Terminating a subscription

- 1. **Menu**
- 2.  
- 3. **Select**
- 4.  
- 5. 
- 6. **Select**
- 7. 
- 8. **Select**
- 9. 

Yes
- 10. ]n

Choose the subscription (by the name of the DECT system – here: **DECT01**) to be removed

Change the DECT system name and phone number

The DECT system name and phone number displayed on the DECT handset can be changed after subscription.

- 1. **Menu**
- 2.  
- 3. **Select**

DECT system configuration

4.  
5. 
6. 
7.  Choose the name of the DECT system (here: **DECT01**)
8.
9.   Enter: **Network name** (DECT system name)
10. 
11.   Enter: Phone number assigned to the handset (at **Number** prompt)
12. 

Message Settings

Auto answer message option

When the **Auto answer msg** option is set (**On**) then upon receipt of a special emergency message a loud speaking call will be set-up automatically from the handset to the in the special message defined telephone number. Before setting up the call automatically a warning beep is given to the user.

Silent answer message option

When the **Silent answer msg** option is set (**On**) then upon receipt of a special emergency message automatically a loud speaking call or a “listen to me” call will be set-up automatically from the handset to the in the special message defined telephone number. Contrary to the **Auto answer msg** option, no warning beep is given to the user before setting up the call automatically. Please be careful using this option as it might violate the privacy of the user.

Special message

The special message referred to in the previous chapters contains, in relation to the two given message option, information with respect to the following:

- Whether or not warning beep is given
- Whether or not an existing call is released
- Whether a one- or two-way connection is set up
- The destination number to which the call is to be set up

To sent the special message an application has to be used (it cannot be sent from another DECT handset). More information on the format and use of the special message can be found in the DMLS Client Interface Description which can be obtained from through the NEC UNIVERGE Solution Partner (USP) Program.

Service Menu

For special use and to be used by authorized personnel only the DECT handsets offer a Service Menu.

Table 3: Service Menu

Item	Description	See Page
Auto call test	<ul style="list-style-type: none"> Automatically set up calls from the handset. 	25
Auto answer test	<ul style="list-style-type: none"> Automatically answer incoming calls and release them after a defined number of seconds. 	26
Set MAC test mode	<ul style="list-style-type: none"> Only used at the lab 	-
Master reset	<ul style="list-style-type: none"> Reset all handset data (including subscriptions). 	26
Version	<ul style="list-style-type: none"> Show the (extended) software and hardware version of the handset. 	27
Site survey mode	<ul style="list-style-type: none"> Set handset in (and out) Site Survey Mode. 	28
EEPROM editor	<ul style="list-style-type: none"> Change EEPROM data. 	29
HS logs	<ul style="list-style-type: none"> Show (mainly error) handset logging information. 	29
IPEI	<ul style="list-style-type: none"> Show the IPEI (International Portable Equipment Identity). 	30

Service Menu

Table 3: Service Menu

Item	Description	See Page
Broadcast groups	<ul style="list-style-type: none"> • Show the broadcast groups to which the handset is assigned. 	<u>31</u>
Mandown	<ul style="list-style-type: none"> • I755 only: only used at the lab 	-
Battery info	<ul style="list-style-type: none"> • Show enhanced battery information (I755 only) 	<u>32</u>
Central directory	<ul style="list-style-type: none"> • Select whether or not the Central Directory feature is supported by the handset. 	<u>32</u>
Encryption check	<ul style="list-style-type: none"> • Set whether or not the handset can be used in encrypted environments only. 	<u>33</u>
Environment muting	<ul style="list-style-type: none"> • Adjust the behaviour of the handset to the environment it is used in (normal, noisy or reflection-rich). 	<u>33</u>
Demo mode	<ul style="list-style-type: none"> • Mode in which the handset's display always stays bright 	<u>34</u>

Open the Service Menu

1.  **Menu**
2.  Give: service menu password¹

Auto Call Test

Use the Auto call test function to set-up calls from the DECT handset automatically:

Open the Service Menu

1.   **Auto call test**
2.  **Select**
3.  Give the number of the destination
4.  **Select**
5.  Give the number of seconds the handset has to remain “on-hook” before calling the destination
6.  **Select**
7.  Give the number of seconds the handset has to remain “off-hook”
8.  **Select**

The handset will immediately call the destination, stay off-hook for the indicated number of seconds, release the call by going on-hook, wait for the “on-hook” number of seconds, and start from the beginning.

¹ If you do not have the password to access the handset’s service menu, please obtain this from the NEC Support Helpdesk.

Service Menu

To stop the Auto call test:

1. [Open the Service Menu](#)
2. n

Auto Answer Test

Use the Auto answer test to automatically answer calls to the handset and release the call after the defined number of seconds:

1. [Open the Service Menu](#)
2. 
3. 
4.  Give the number of seconds the handset has to remain “on-hook” before answering an incoming call
5. 
6.  Give the number of seconds the handset has to remain “off-hook” after answering an incoming call
7. 
8. n

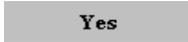
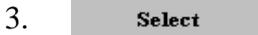
To stop the Auto answer test:

1. [Open the Service Menu](#)
2. n

Master Reset

Use the Master reset to set all data of the handset and memory card back to factory defaults:

1. [Open the Service Menu](#)



After the data is reset the handset restarts.

Version

Use Version to display extended handset information; note that the normal **Status** command shows more or less the same information:

1. [Open the Service Menu](#)



Site Survey Mode

Use this command to let the handset show the site survey information at the top of the display – please turn to the Site Survey Manuals for more information.

1. [Open the Service Menu](#)



To use the handset “normally” (but keep showing the site survey information):



To leave the site survey mode:

1. [Open the Service Menu](#)



Alternative for toggling the Site Survey Mode

The following is an alternative to bring the handset in and out of the the site survey mode:

1.  **Menu**
2.  Give: Site survey mode password²
3. ]ⁿ

EEPROM Editor

By means of the EEPROM editor it is possible to change information in the EEPROM. Using this option incorrectly might make the handset non-workable and therefore changing EEPROM data should only be done upon explicit request by the 3rd or 4th line NEC service personnel.

HS logs

By means of this command by the HS (Handset) logged information on exceptions, errors and use of memory and addresses can be read out. Please do not interpret the information, but only supply it to the 3rd or 4th line NEC personnel on their request.

Reading the log information

Do the following to read out the error log information:

1. [Open the Service Menu](#)

2. 

² If you do not have the password for the Site survey mode, please obtain this from the NEC Support Helpdesk.

Service Menu

3.



2.



- Error log
- OS log
- Watchdog log
- Exception log

Select the appropriate log from which information is to be retrieved

4.



5.



If necessary: scroll through the information

6.



Reset information

To reset/clear all the information in the various logs:

1.

[Open the Service Menu](#)

2.



HS logs

3.



4.



Clear all logs

5.



6.



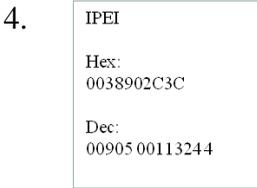
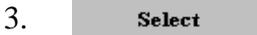
7.



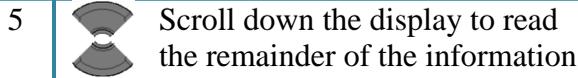
IPEI

Use this to read out the unique value of the handsets International Portable Equipment Identity.

1. [Open the Service Menu](#)



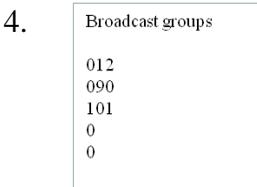
Optional step to read out the octagonal value:



Broadcast Groups

Use this to read out to which broadcast groups the handset is assigned. Note that group 000 is not shown as every handset is always assigned to this group when broadcast messaging is enabled in the system.

1. [Open the Service Menu](#)



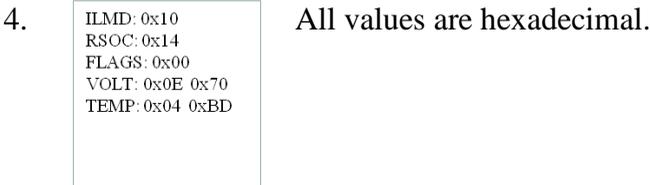
Battery Info (I755 only)

At some cases the NEC 3rd or 4th line staff might require enhanced information on the I755 battery. This action is used to read out this information.

1. [Open the Service Menu](#)



3.



5. ]ⁿ

Central Directory

This is used to select whether or not the Central Directory feature is supported by the handset.

From software v03.09 it is possible to select up to 8 Central Directories, allowing the use of 8 distinctive Central Directories. The use of this enhancement to the Central Directory feature needs to be supported by the CDA application, which is not yet available; hence the DECT system only supports one Central Directory.

1. [Open the Service Menu](#)



3.  **Select**
4. 
:
 Select the required Central Directory
5.  **Select**
6.  On Or
 Off
7.  **Select**
8. ]ⁿ

Encryption Check

This is used to determine whether or not the handset can be used to make encrypted calls only. It is strongly advised not to set this check to **Off** as that increases the risk of unauthorized listening in to calls being made to and from the handset.

1. [Open the Service Menu](#)
2. 
3.  **Select**
4.  On Or
 Off
5.  **Select**
6. ]ⁿ

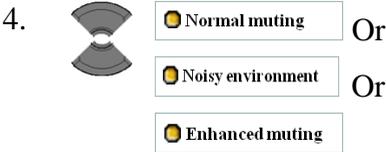
Environment Muting

This is used to adjust the muting behavior of the handset with respect to dealing with so called “bit errors” in the voice RTP

Service Menu

stream. If the user experiences a lot of mutes in calls he makes, then changing the environment muting could improve the speech quality.

1. [Open the Service Menu](#)



Select the required setting to give optimum voice quality.



Demo Mode

This is used to set the handset in a mode that the display is always fully lit. As this mode requires quite some power consumption it is advised only to use this for a short period or when the handset is for a longer time on the charger (e.g., during a demonstration).

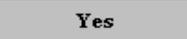
1. [Open the Service Menu](#)



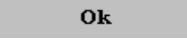
Reset PIN code

When the user of the handset has forgotten the **PIN code** then certain settings cannot be changed, nor can the user turn on the handset if the **Phone lock** is set. There is no possibility to retrieve the **PIN code** and the only way to make such the handset useable again is *resetting it to the factory defaults* (hence all data is reset, including the subscription data) by the following procedure:

Optional steps when handset is not yet turned off:

1.  Long press
2. 
Turn off
 Yes
3.  Long press to turn handset on
4. 
PIN code:  Give wrong **PIN code**
5.  Ok
6. 
Wrong PIN code!

Optional stop (alternatively wait some seconds):

7.  Ok

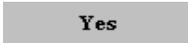
Reset PIN code

8.



Give **PIN code** for resetting³

9.



³ If you do not have the PIN code to reset the handset to the factory defaults, please obtain this from the NEC Support Helpdesk.